

The Benefits of Bots and Hyperautomation

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Ventech Solutions – The Benefits of Bots and Hyperautomation

Introduction

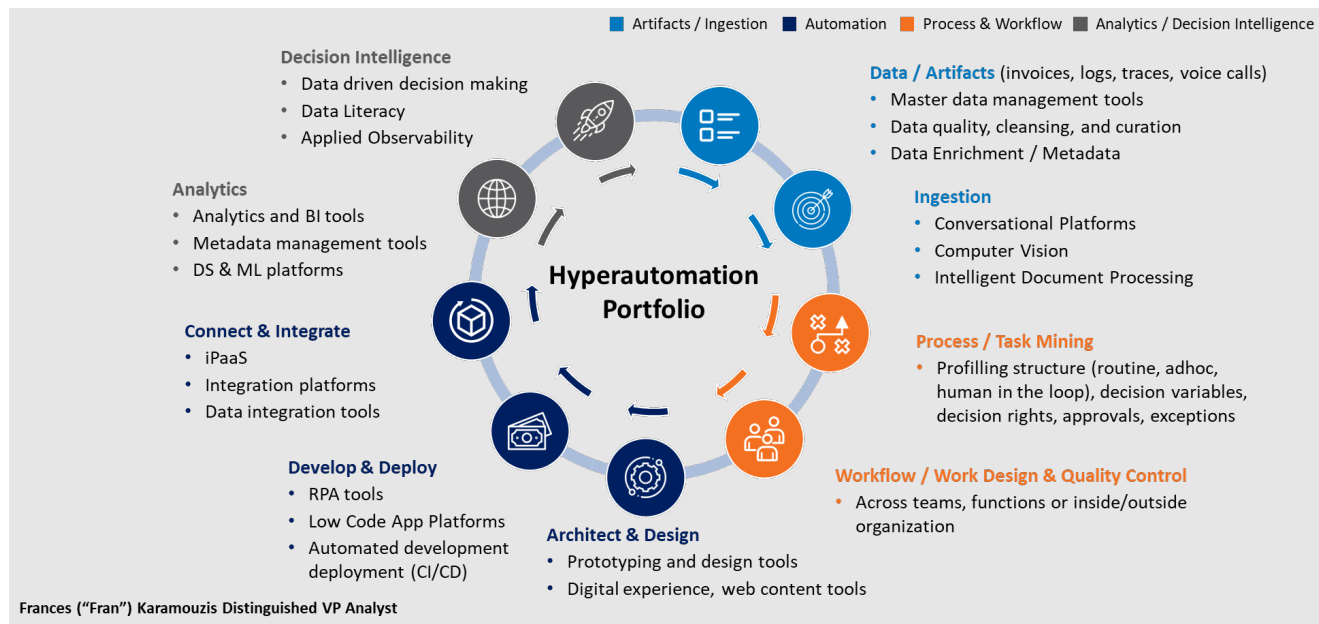
For more than 20 years, Ventech Solutions has been a trusted partner to the public sector, leading critical technology transformations that have empowered government agencies to meet their mission. Through innovative solutions, emerging technologies, and creative thinking, we deliver high-impact, high-quality results. We are not just solving the most complex business challenges for our clients; we are also helping them plan for a smarter future.

Ventech specializes in collaborating with our clients to combine complimentary technologies to augment business processes and accelerate adoption of new and innovative technologies and processes. We do not just take current requirements and simply implement technology; Ventech supports our clients by placing an emphasis on current requirements while also considering our clients’ mid and long-term business objectives and goals in order to better anticipate business value and change, guiding our clients towards hyperautomation and decreasing the risk of change.

Hyperautomation

Gartner defines hyperautomation as “a business-driven, disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible. Hyperautomation involves the orchestrated use of multiple technologies, tools, or platforms.”

Figure 1- Hyperautomation Portfolio ¹



Benefits of Hyperautomation in Government

The Government is inundated with processes, regulations, decision-making, and providing services to citizens. Hyperautomation can better manage and streamline these tasks. Processes can be identified, improved, and automated with process and task mining, robotic process automation (RPA), and bots blended with artificial intelligence (AI) and machine learning (ML). This blend can aid in regulation compliance and decision-making and provide greater insights. Hyperautomation will improve the services offered to citizens and reduce the number of repetitive and mundane tasks that federal employees perform, thereby improving job satisfaction.

¹ From the Gartner webinar, “The Executive Guide to Maximizing Hyperautomation” on 09/14/2022.

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Bots

Bots are central to RPA and hyperautomation. They support a range of services from simple automation to cognitive to hyperautomation. Basic bots support simple automation. They complete repetitive mundane tasks and are highly human dependent. They complete a subset of tasks for an activity and pass control to a human.

Cognitive Bots, also referred to as Conversational AI Bots, can understand and have conversations with people. They integrate with AI services to provide enhanced outcomes and often include prescriptive analytics with decision engines. They can complete the majority of all the tasks for an activity.

Hyperautomated Bots blend with AI services such as Machine Learning, Deep Learning, and Visual AI. They include highly deductive analytics based on data insights and complete the entire activity.

Guiding Our Clients Towards Hyperautomation

ServiceNow Virtual Agent

Ventech is collaborating with a Federal Agency's (AGCY) Department ("the department") to improve the customer experience of the department's central customer support website and to guide our client towards hyperautomation. Ventech developed two ServiceNow Virtual Agents that were implemented in early December 2022. The first Virtual Agent handles normal operating hour support requests. It gathers necessary information from the customer to authenticate their identity and identify the most appropriate the department support center Live Agent based on the selected Line of Business (LOB) to handle their request. The Virtual Agent then connects the customer to that Live Agent. The second Virtual Agent handles after-hours requests. It informs the customer that their request is not within normal operating hours, but still provides them with alternate contact information for each LOB if immediate support is required.

the department AIOps Dashboard

The department's central IT capabilities run by Ventech support 24+ Application Delivery Organizations (ADOs) and their related applications in addition to the underlying infrastructure and tools. We monitor applications, infrastructure, and tools through a combination of products. the department needed a single pane of glass to see across all applications/systems/infrastructure/tools regardless of monitoring tool. Ventech guided the department towards hyperautomation by creating an AIOps Dashboard that not only creates an integrated view but also blends AI and ML capabilities that adds predictive service and anomaly detection capabilities. The predictive service enables alerts to impending system/service failure and advance warning of potential service disruptions, which transitioned the department from a reactive to a proactive issue response culture. The anomaly detection enhances root cause detection, takes advantage of deep learning, reduces system downtime and mean time to restore (MTTR), and increases mean time between failures (MTBF).

AGCY Q&A Tool

AGCY had a Question-and-Answer tool with several manual processes that required human intervention to perform repetitive and mundane tasks. The tool included approximately 412,000 Incidents (Questions and Answers) and 105,000 supporting articles. Ventech collaborated with AGCY to enhance the tool towards hyperautomation by moving the processing to a ServiceNow portal and automating several processes. The Q&A Tool now provides automated answers when possible and if the user is satisfied with the answer, the task is closed; if not then the question is auto routed, and notification is provided to the proper group to be answered. The portal is used by 24 internal AGCY organizations and contractors and supports public access for an unlimited number of external contacts. This portal not only improves

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the customer experience and reduces the workload of help desk staff, but also saved AGCY \$500,000 in annual license fees.

COVID-19 Inquiry Support and Response Tool

Sometimes our guidance towards hyperautomation is in response to an unexpected event like COVID-19. After COVID-19 hit, one of the AGCY's departments responsible for communication created a process to respond to COVID inquiries sent to AGCY that contained several manual processes. In two weeks, Ventech eliminated several of those manual processes by building an email handler that automatically generates ServiceNow Customer Service Management Cases, sets the case priority, and assigns it to the correct team based on keywords in the email's subject or body. Ventech then refined the solution with unstructured text analytics and dashboards with various reports, including geographic heat maps and word clouds. By June 2020, the system handled 2,300+ inquiries and could inform agency leadership of trends from states, plans, providers, suppliers, and stakeholders.

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