Stop Delaying Digitization

Introduction

The benefits of process automation are obvious, but many organizations have yet to make significant inroads on their efforts to digitize their processes. Paper and email continue to be a burden in many key business processes. The cost is significant.

The Continued War on Paper

Last-century tools like spreadsheets and other work-arounds are plaguing productivity. Disconnected systems and isolated pockets of information are damaging customer experiences. Records are everywhere, and the volume and variety of information we must manage is a big challenge to regulatory compliance and data security. Paper processes are easily broken when the paper goes missing, remote workers need access and hybrid working initiatives are in place, all this on top of the disadvantages of paper delays and lack of task/process visibility.

Research from Forrester indicates that 76% of technology decision makers plan to leverage digital automation tools to digitally transform, digitally re-imagine and automate large numbers of processes in the near future. Act now, before your competition does.

What Is the Cost of Doing Nothing?

When the pandemic first struck the business world, survival was our first instinct. But now, as countries and companies recover, it's time for businesses to officially accelerate process digitization – or suffer the consequences. Delaying digitization is ultimately costing you worker productivity time, money, lack of real-time process data/decision making and ultimately poor experiences. The risk of not automating your business processes is having competitors become more agile, responsive, and innovative. Fail to make the move and you risk missing important competitive opportunities to enter new markets, capture new customers, and innovate with new products and services.

Some real-world statistics from organizations that have brought their paper/manual/invisible processes online:

1. Within 12 months of having processes digitized, CVB, a joint venture of Costain, VINCI Construction Grands Projects and Bachy Soletanche working on the Thames Tideway Tunnel in London saved at least 700 hours by digitizing repetitive tasks alone.

2. A large European hospital removed 915,000 sheets of paper a year by bringing patient referral letters online with associated savings amounting to nearly a quarter of a million euro.

3. Abingdon & Witney College in the UK, saved at least 5,000 admin hours a year by bringing student/staff processes online, freeing up their people to be productive and work on more higher-level tasks.

Tips to Transform – Act Now!

How can you rapidly accelerate digitization and begin to build a competitive advantage? Consider these three best practices as a place to start.

1 Don't be afraid of change

The pain of change is less than the pain of staying the same. Embracing process automation may sound scary, but once you get through the change the resulting efficiencies and value will quickly pay off as you gain an edge over your slower moving competitors.

2 Appoint a champion

Newly digitized processes or new ways of working require senior support; appoint an internal champion, the more seinior the better. With a Digital Process Automation champion in place, a plan can be put in place to communicate the initiative, identify obvious processes for digitization, training and a strategy for automation – this approach results in rapid adoption and success rates.

3 Unchain your change agents

Businesspeople know what processes need automation and where improvements need to happen, but they often lack the support and buy-in they need to really innovate. Using a no code approach can unchain these change agents and speed the pace of process automation. Unlock the benefits of a business developer program today, such as wide-spread automation, cost savings, and continuous process improvement.

Use Case

One good example of digital transformation in action is the recent work at Abingdon and Witney College in Oxfordshire UK. They are busy eliminating paper-based workflows.

The college depended on paper-based processes and layers of management were needed to authorize requests. This led to inevitable delays and processes often had to be restarted. As a result, Abingdon chose to work with FlowForma and their process automation tool.

Expense claims were among the first to be automated, eliminating an old-fashioned exchange of Excel spreadsheets. Other online workflows built by their business developers included accident and incident reporting as well as processes supporting Health and Safety, Finance, and Curriculum Management.

According to Mark Lay, Finance Director, the college is able to innovate quickly because of the software's intuitive, 'no code' interface. Time savings of at least 5,000 hours, in particular, tell a powerful story of the new efficiencies. Read the complete Abingdon and Witney College case study with ROI stats here.

Why You Need to Act Now

There has never been a better or more pressing time to digitally transform. Organizations that continue to rely on paper-based workflow, antiquated solutions, and other outdated systems will find themselves at a disadvantage. A no code process automation approach is a powerful means to accelerate digital transformation and bring about specific bottom-line improvements in organizational performance. Look for providers and partners with the right mix of expertise, capability, and vision in order to make the most of your efforts.

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Empowering Process Automation

FlowForma is the leading provider of enterprise-class, no code process automation tools, designed for businesspeople to digitize at speed.

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