

Haider Solutions

– your partner for automation and digitalization



Summary

We will see that intelligent automation does more than just optimize certain processes. It is possible with the correct project management and organizational change to restructure an entire company and bring it into the digital transformation, so that it does not fall by the wayside. Even stiff structures such as public authorities with their bureaucracy can be helped with automation, if you can identify the problem from the ground up, then tackle it properly and patiently. Various industries are helped: Insurance companies, banks, public authorities, energy providers, transportation and logistics and many more.

In some cases, automation can even exceed its own expectations.

Intelligent automation – a tool or a strategy?

In the digital age, businesses are constantly seeking ways to enhance efficiency, reduce costs, and improve customer experiences. Intelligent automation emerges as a transformative force, integrating advanced technologies such as Robotic Process Automation (RPA), Artificial Intelligence (AI), Process Mining, Business Process Model and Notation (BPMN), Optical Character Recognition/Intelligent Document Processing (OCR/IDP), and more. This whitepaper delves into the role of Haider Solutions GmbH & Co.KG, a Frankfurt-based consultancy specializing in driving digital transformation through these technologies.

We go a step further to reach the next level of automation – also known with the buzz word “Hyperautomation” or intelligent automation. It represents the next evolutionary step in the automation journey, where businesses leverage a combination of tools to automate complex and previously untouchable processes. It’s not just about automating tasks with a technology; it’s about creating a seamlessly connected ecosystem where decision-making is data-driven and processes are optimized beyond human capabilities.

Challenges and Implications

Despite its potential, intelligent automation presents challenges such as integration complexities, scaling issues, and the need for a skilled workforce to manage and maintain these systems. Companies like Haider Solutions addressing these challenges by providing expertise in implementing and managing hyperautomation solutions. This white paper aims to provide an in-depth understanding of the company’s services, its approach to digital transformation, and the value it brings to its clients.

The Status Quo of Automation in Firms

The current landscape of automation in firms is marked by a significant disparity. While more than two-thirds (70%) of firms plan to implement intelligent automation, yet the success rate of these are not as high as expected. This disparity underscores the urgent need for firms to embrace automation.

The Need for Automation in Firms

Automation empowers organizations to optimize internal resource allocation, capitalize on opportunity costs, and enables businesses to scale while ensuring consistency in customer experience. With automation, businesses are either saving or making money. Automation drives down costs, improves agility, and makes new business models practical, with a potential upside of more than tenfold improvement in efficiency. All in all, automation encourages the digital transformation in firms.

Haider Solutions: A master in Automation and Digitalization

Haider Solutions specializes in automation and digitalization. It helps the clients during their automation and digitalization journey from the start till the end. Haider Solutions is there, when a vision is created, the potential is analyzed, the processes are documented, the automation is developed and tested and the Go live is conducted. It helps with its analysts, developers and project managers, to deliver automation, but also supports changing the organization in its whole, by consulting IT- and security/compliance departments.

Mission of Haider Solutions

The mission of Haider Solutions is to accompany firms through their digital transformation and extract the best out of it. They aim to guide firms in navigating the complex landscape of digital transformation, ensuring that they are equipped with the necessary tools and strategies to thrive in the digital age.

| | |
|---------------------|----------------------|
| field | Industrial insurance |
| head office | Hanover |
| number of employees | ~ 1,500 |

From primarily automation to intelligent process automation

Moving on to the first case study, let's look at a global industrial insurance company with their head office in Hanover. RPA was previously introduced for the entire group via a major consulting firm. Unfortunately, it was not fully compatible with the subsidiary.

Problems and solutions

There were problems with the security concepts, implemented business cases and IT infrastructure. The team responsible was not able to drive forward automation at the industrial insurer. Responsibilities were not properly clarified. There was only one lady who has managed the RPA. Overall, there was also no lifecycle management.

So, the mission here was to professionalize the whole thing as an external consultant in the following way:

1. restructure the IT
2. coach the new automation team
3. further added members had to be trained in other automation tools such as OCR/IDP and understand BPMN 2.0
4. find out how BPMN/Workflow Engine can be connected to RPA through interfaces between those two
5. introduce NLP to enhance further automation with OCR and RPA
6. bring in technical input and lifecycle management
7. Finally, update audit and security relevant documents and concepts, to fit to the subsidiary organization.

The aim is to carry out an actual vs. target comparison and provide recommendations for action and forecasts. A team of 8-10 people is to be set up, which should be profitable by itself exactly after 3 years by utilizing automation potential.

The construction sites were therefore tackled one after the other in accordance with the target operating model.

Restructuring the whole project

Previously, it was image-based automation, as the IT Citrix server infrastructure did not allow standard RPA automation to be carried out. Haider Solutions then worked with the IT department to find solutions where we could run the automation behind the Citrix wall and thus improve the infrastructure.

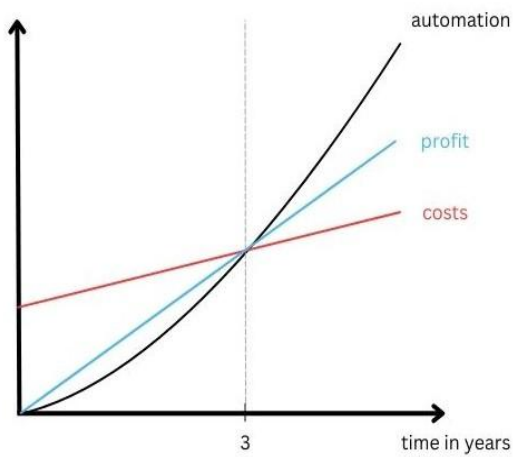
Furthermore, the lifecycle management was professionalized by accepting requirements and clarifying responsibilities. Implementations were handled according to the developer manual and testing with independent test documentation. Finally, the go-live was introduced with subsequent release documentation. As the team grew, new technologies were introduced, so team members had to choose which technologies to individually focus on. Depending on their skills, the team was able to optimize the allocation of the new learnt knowledge.

Automation can surpass itself

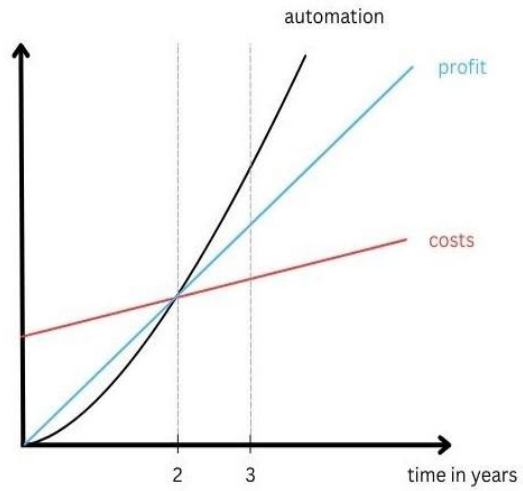
To reflect on the outcome of all this, let's look at the original strategy, which wanted a working target operating model where scaling was possible, and it was worth building a team that would originally have a 3-year return on investment.

This goal was not only met, but exceeded, with the model established by Haider Solutions already breaking 2 years, not 3.

Expectations



Realization



| | |
|---------------------|------------------|
| field | public authority |
| head office | Nuremberg |
| number of employees | ~ 113,000 |

Helping sluggish structures with automation and digitalization

Let's dive into a new application area of automation and digitalization – in public administration. One of the largest public authorities in Germany with a head office in Nuremberg has the expectation that a huge number of workers (5 digits) will leave the company within the next 10 years, due to the demographic change. Automation is expected to cover 1/5 of it. The remaining workforce is to be strengthened through process optimization and digitalization.

Role of Haider Solutions

Haider Solutions' main task in this project was to focus on automation. It was therefore necessary to accept the internal requirements, evaluate the directions and assess whether one or more solutions, which are then controlled decentral, would be the most efficient. How should a hyperautomation platform be created for this public authority?

Haider Solutions carried out market research and sent out market exploration documents and a market tender. After receiving feedback, this finally had to be evaluated.

Finally, this customer decided to purchase several tools, each of which is a pioneer in its field, but can interact with each other.

Proofs of concept (PoC) were launched. RPA, BPMN and a low code system were selected. IDP and NLP were already in introduction through a different project. The installations on the test servers were accompanied by Haider Solutions. Developer guidelines were drawn up for the development and determination of the automation pipeline. The first development was a returned mail and a debt collection dunning procedure.

It was also important to create an enablement concept and provide training for the requirements manager department.

Status quo

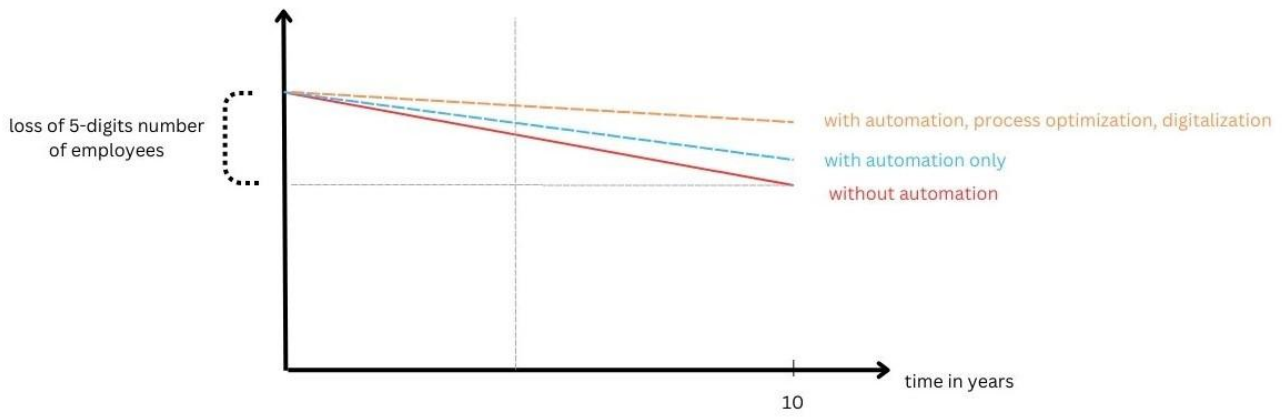
The whole project is still ongoing. The concept phase is now complete. The next steps are the internal GOs. Currently, the internal focus is on the requirements managers and communication before automation can be implemented.

Internal communication and marketing are a sensitive issue there. We handled this topic with caution. A stakeholder analysis was made and questions had to be answered such as which channels should be used, who is needed to be involved and what kind of communication does each person receive.

Outlook into the future

The collaboration highlights the well-known problem of bureaucracy in the public sector. A lot of coordination and committees make a smooth process difficult.

But even though purchasing the tools, empowering the workers and internal communication and marketing was difficult, we always managed to make progress. The entire project was never put on hold, which can easily happen, because of the bureaucracy. This only showed us, that this was the right path to take.



| | |
|---------------------|---------|
| field | banking |
| head office | Munich |
| number of employees | ~ 400 |

Revive a failed automation project and make it a success

To cover another important area of application for automation, let's look at the banking sector last. An international bank headquartered in Munich had the problem that an automation project had already failed in the past. However, the bank wanted to give it a second chance despite great internal skepticism, as there was also pressure from the parent company in the UK to try again.

The aim was:

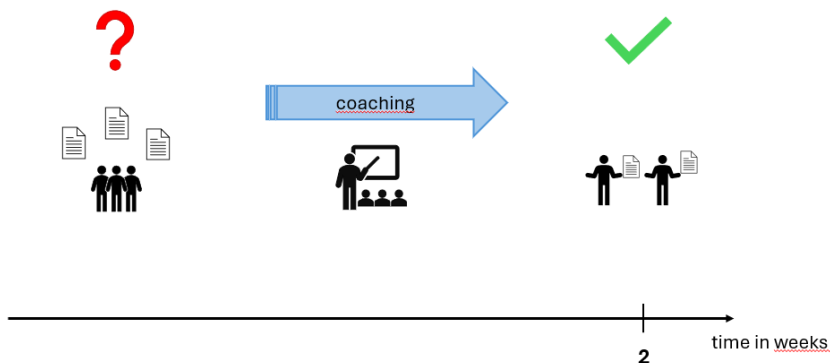
1. to reduce skepticism
2. build up the infrastructure
3. a target operating model and a dedicated RPA and IDP team had to be set up for the bank.

Mission of Haider Solutions

Haider Solutions was commissioned to introduce RPA as well as IDP. The first step was to clarify which tools were suitable. This involved evaluating tools the best fitting based on the clients requirements. Haider Solutions was able to carry out the installation and introduce the user and calculation management. The decisive factor for the target operating model was to set up lifecycle management and to create evaluation criteria in line with the requirements, as well as a fitting IT- and Access management concept. A significant part of this project was the development with RPA and IDP for Haider Solutions. At the same time, internal employees were coached and potential analyses were carried out.

Looking back on the success

Within 1-2 weeks, we had managed to enable the workers to process documents themselves and to enable the IDP tool to read complex documents. The training and coaching for RPA took 1 1/2 months. Despite the initial skepticism and headwinds, internal workers were trained, RPA and IDP were introduced and the business departments were convinced of the benefits of automation. Haider Solutions acted as the analyst, developer, project manager, change manager and coach throughout the entire project.



The future of intelligent automation

In conclusion, Haider Solutions GmbH & Co.KG stands at the forefront of digital transformation and automation, offering comprehensive and specialized consulting services that address the pressing needs of firms in the era of automation.

By leveraging the right technologies and methodologies, they are poised to guide firms towards a future where efficiency, productivity, and innovation are not just goals, but a reality.

Haider Solutions is able to deliver projects as a whole. As Analyst, developer, change or project manager we can offer the client the whole chain of services coming from a single range.

The journey towards hyperautomation is an ongoing process.

As technologies evolve, so too will the strategies and solutions offered by consultancies like Haider Solutions. The future promises even greater integration of cognitive technologies, leading to unprecedented levels of automation and we are looking forward to it.