

Build It Yourself (BIY)

Automate Your Business Workflows
in Production Without IT



Build It Yourself – Automate Your Business Workflows in Production Without IT



Every business has its own set of business processes that must be handled daily. There is always a predefined set of activities that help the business to reach specific goals. Everything, including customer onboarding, invoicing purchase orders, approving loan applications, human resource operations, data entry operations, etc., are all mundane business processes. Technology has changed the way businesses used to work. A high volume of business processes could be executed with limited staff.

But to deal with business processes, workflows are predefined and usually done manually. It involves several email threads, data handoffs, and documents shared with multiple departments. Even a small error in any workflow steps will result in cascading inefficiency. Now, the way businesses are handled must be changed to make the processes more robust.

Need for Business workflow automation

Business workflow automation enables businesses to automate workflows to save time and free up resources. When manual processing of mundane tasks is automated, your business staff can work on achieving core business goals instead of doing repetitive, labour-intensive tasks.

Some of the business tasks that must be done every day manually are:

Email handling

Presentation preparation

Customer service

Attendance monitoring

Audit trail

Spreadsheet update

Follow-ups

Compliant management

Performance analysis

These processes are simple, and automating each requires different service cases, making automation expensive. Different departments have different processes, and developing automation tools require support from the IT department.



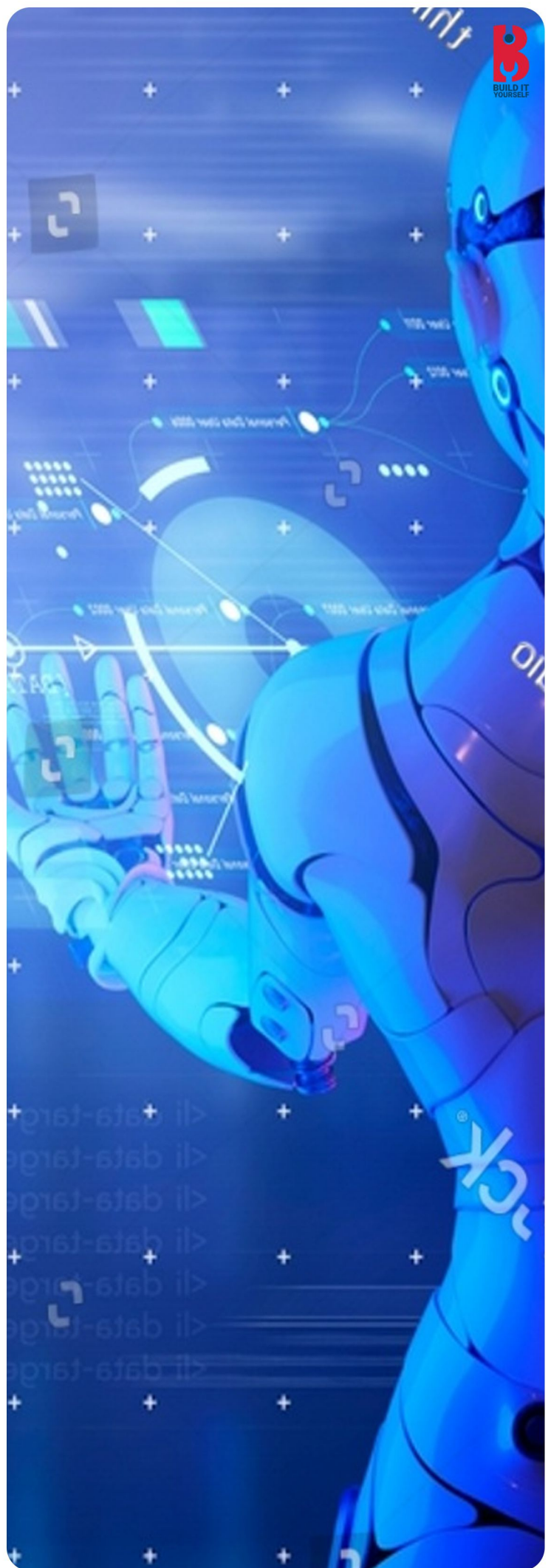
Whether it is over email, in spreadsheets, or on the back of an envelope or your notebook, there are typically hundreds of tasks and workflows when you interact with your customers. These tasks have to be done, and they are crucial but cannot be easily automated. These tasks are small on their own, and their volumes don't justify building out a service case for each of them for automation. They can't be automated easily. IT teams are already very busy, so it is very difficult to stack up a business case to automate all small processes. This is where Areteans BIY solution can come to your rescue.

With BIY, you can build a workflow automation on your own with the automation blocks. This allows maximum customization allowing multiple departments to create multiple automations dynamically. All these can be done in run time without wasting time on developing and testing automation use cases. It requires minimal staff training because coding is not needed.

What can Areteans BIY do for you?

The Areteans BIY solution empowers business users to deal with the customer service challenges of today. It enables business users to create their own workflows without overwhelming the IT department.

Thanks to BIY, the smaller, less visible tasks and processes that every contact center and operations department has to do every day can now be automated. Everyday challenges such as audit, call flow, reports, draft, follow-up, delivery, etc., can be automated without IT support.



Benefits of using Areteans BIY



Areteans Built It Yourself solution empowers businesses by giving them building blocks to automate simple processes right in production. The tool is as simple as using a spreadsheet. This is done in a controlled environment and, most crucially, provides visibility and auditability. Businesses can save time as these automated processes can be run independently without manual intervention.

Some of the benefits you can achieve are:

 <p>Configure your workflows across emails, manual triggers, and excel.</p>	 <p>Enable dynamic cases instead of creating individual processes.</p>
 <p>Design, test, and deploy workflow automation without IT intervention.</p>	 <p>Co-create processes with business SMEs and end-users.</p>
 <p>Crowdsource innumerable processes created for business departments.</p>	 <p>Automate everyday tasks without technical expertise.</p>
 <p>Track emails and business processes accurately.</p>	 <p>Eliminate manual errors.</p>

Features of Areteans BIY

Areteans BIY allows business users to configure processes that are typically done in a production environment without IT. No coding expertise is required, and there is no need for IT support.

Processes can be started from an incoming email, or you can upload a spreadsheet or CSV to create cases involved, or you can use part of the case manually. The BIY approach facilitates a crowdsourced model to build workflows where individual teams within the organization can build their own workflows based on their own experiences and get them into production.



BIY can be configured and executed directly on production with security access control. Testing and publishing are included as part of the solution. The solution looks after the Pega plumbing, and the case type builds are dynamic. There is no need to create and implement individual case types for each different type of task. BIY tool looks after that for you. The business process flows are generated at run time based on business configuration and include built-in functions like Search, reports, SLA management, and service catalog integration.

Some of the features are:

01 Reduced IT dependency

02 Improved TAT

03 Faster time to market

04 Optimized process with no manual errors

05 Increased customer service

06 Performance monitoring



Business benefits when you use BIY for workflow automation

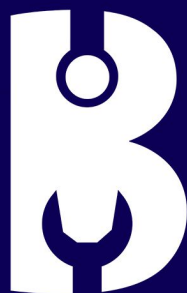


Areteans BIY solution provides you with an innovative platform where you can build workflow automation on your own without any coding. The platform has all the automation coding already done, and you have to choose modules and connect them to create robust automation right in the production stage. Any non-technical user in any business department can automate their workflows dynamically with Areteans BIY.

Some of the benefits you can achieve are:

 Significantly improve turnaround times	 Empowered business users with a simplified tool to create workflows themselves
 Measurable and attributable increase in customer satisfaction	 Moving the simple processes from emails into a structured workflow
 Increased visibility and auditability	 Increased transparency of business processes
 Improved collaboration between business departments	 Freedom for every department to improve their operational processes without adding extra IT overhead
 Reduced dependency on the IT team	 No incremental IT cost





**BUILD IT
YOURSELF**

areteanspresales@areteanstech.com