Process Automation

IBM process automation capabilities include:

- **Full process automation** – jobs that can be entirely automated without any human interaction, which yields substantial and rapid ROI, eliminates labor and shortens cycle times

- **Collaborative human workflow** – jobs that require some level of human interaction, controlled and automated by a process engine that routes process-relevant information, updates back-end systems, and presents data to human users

- **Exception/complex case handling** – tasks that require further analysis, explicit personal approvals or physical work, but are designed to be flexible, allowing employees to intervene and circumvent processes

Transform Manual Tasks into Automated Efficiencies
Process automation helps reduce or eliminate redundant or unnecessary tasks to achieve the highest possible rate of straight-through processing. For situations requiring human intervention, such as exception handling, IBM process automation offers extensive support for Human Tasks through a unique approach – treating humans just like other services, as part of a service oriented architecture (SOA).

Every Human Task has a Service Interface that describes what data goes into the task (e.g., loan origination data) and comes out of the task (e.g. "approved" or not). This approach has a few advantages:

- Human Tasks can be invoked from anything, not just a business process

- Human Tasks can easily be replaced with automated tasks without changing the business process

Transform Inconsistency into Compliance
When processes aren't truly automated, it is difficult for organizations to have confidence in their ability to reliably meet service level agreements (SLA), audit and regulatory objectives. Manual processes limit the ability of auditors to determine whether the task was performed in the right sequence and by the appropriate people, and make it difficult to accommodate increasingly demanding, transaction-intensive processes. Process automation from IBM helps ensure processes run consistently and makes them measurable and auditable.

Transform Inefficiency into Integration
Process automation, in combination with a Smart SOA™ approach, also helps you avoid the high cost of hard-coding a variety of complex integrations