

A woman with dark hair and glasses is looking at a large, futuristic digital interface. The interface displays various data points, charts, and a video feed of a man speaking. The overall aesthetic is high-tech and professional.

**WNS**

***THE HYPERAUTOMATION***  
**EDGE**

**A Domain-led Orchestration  
of Digital Transformation**

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**A User Handbook to the What,  
Why, How and Where of  
Hyperautomation**

“By 2025, the market for hyperautomation-enabling software will reach nearly USD 860 Billion, with a CAGR of 12.3 percent.”

## Why is this forecast by Gartner so important for business? And what drives it?

The ‘now, here and ever’ adoption of remote work and digital touchpoints is an exciting change in the post-COVID business landscape.

How can organizations have the ‘at speed’ and ‘at scale’ advantage of accelerated digital transformation?

# *Hyperautomation makes it possible.*

It embeds Artificial Intelligence (AI), Machine Learning (ML), Natural Language Processing (NLP) algorithms and Intelligent Document Processing (IDP) into automation capabilities. It provides visibility of business tasks and processes, and orchestrates work across multiple systems, complex rule engines and configurable workflows.

This handbook will give you a clear understanding of:

**WHAT** exactly is hyperautomation

**WHY** it is so important for the future of work and business

**HOW** organizations can move to this next level of human-centric and augmented automation

**WHERE** hyperautomation can make an impact

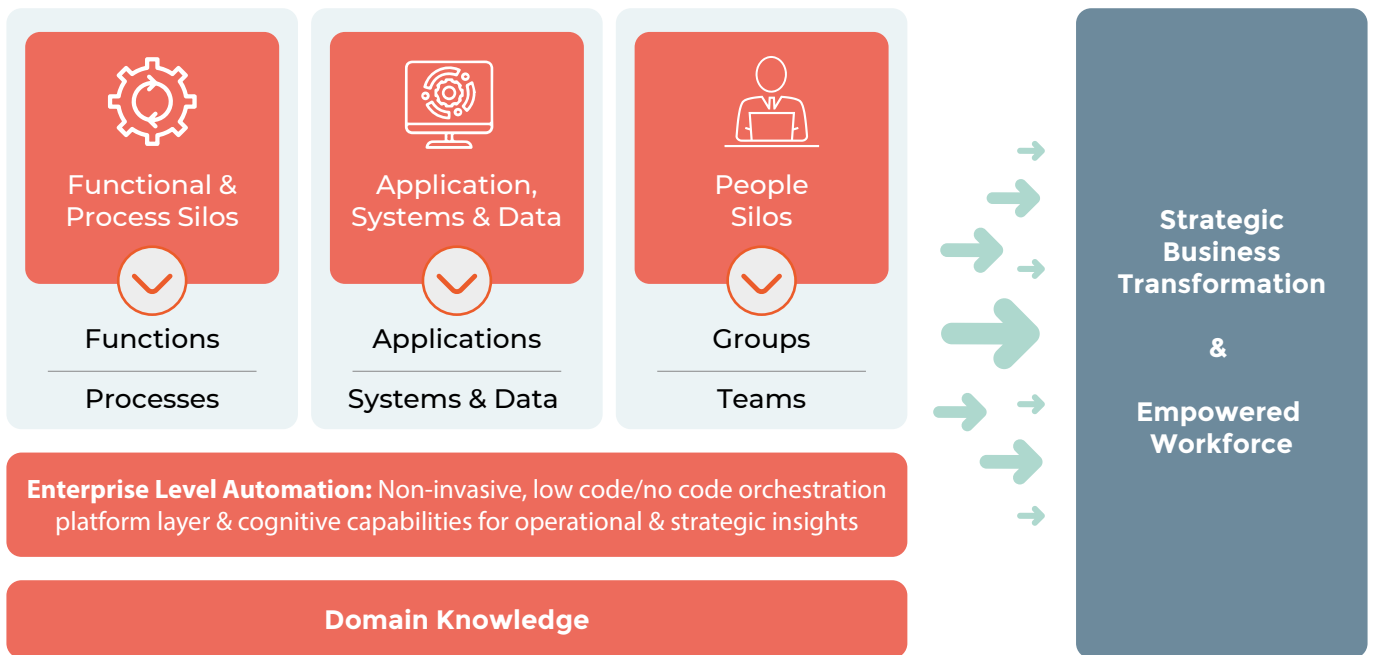
# What is **Hyperautomation**?

*Expanding the breadth and depth of automation*

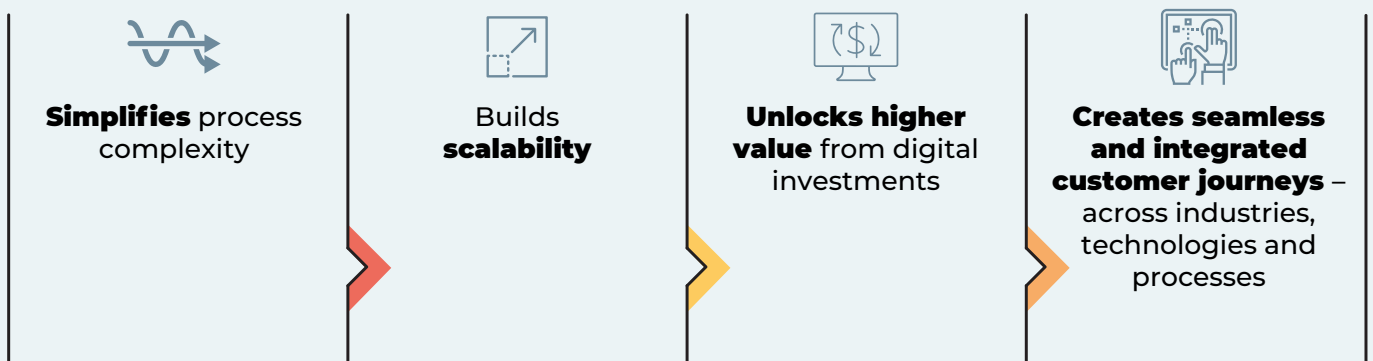
Have you felt the rapid push into the digital default mode of work in your business? From tools and platforms, we are surging at an incredible pace into digital ecosystems that must create and reinvent business operations.

**Hyperautomation brings the much-needed speed and scale to help businesses remain ahead of the digital surge.**

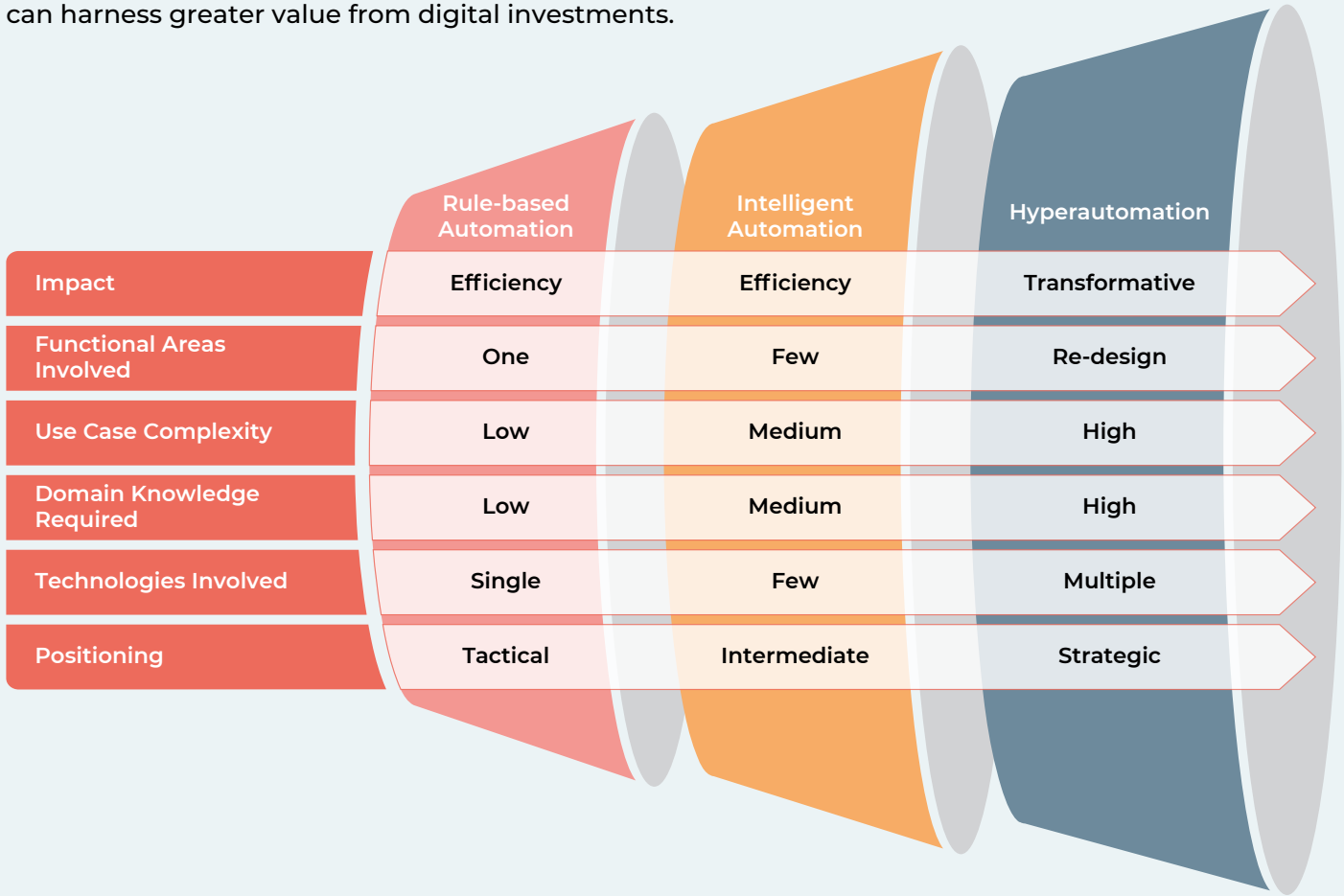
- It enables the next level of Digital Transformation as it brings to life the concept of enterprise-level automation with its ability to accelerate digital businesses in a rapidly evolving landscape
- It brings together disparate processes, applications, data silos, technologies and teams to empower organizations with the capabilities that drive strategic and business transformation



Hyperautomation brings together the best of automation technologies, cognitive skills, process intelligence, workflows, data-to-insights practice, native integrations and low code / no code software. In doing so, it



Progressing from Rule-based Automation to IA to Hyperautomation is a logical approach – a move that promises to deliver improved business results while unlocking previously unthinkable opportunities. By combining deep domain knowledge with integrated technologies, businesses can harness greater value from digital investments.

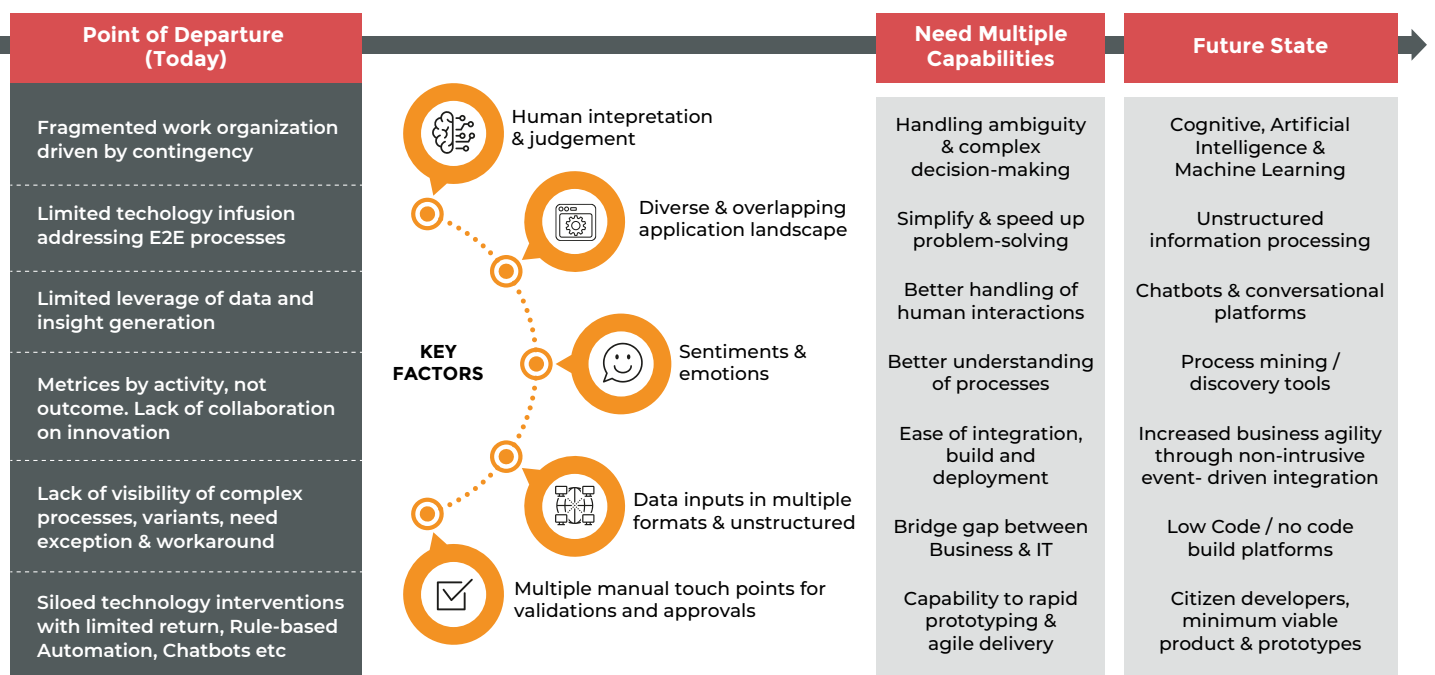




# Why Should You Take the Hyperautomation Leap?

*Re-invent your businesses for a digital-native world*

It's a world of accelerated disruption today. The goal is to achieve enterprise-wide digital transformation. However, the challenges are complex. Today, automation is fragmented and discrete technologies are unable to map actual customer journeys. Plus, inflexible license agreements in invested technologies and platforms limit the possibilities for organizations to innovate at speed and scale.



**Clearly, standalone Rule-based Automation is not enough to reach the desired end goal of business agility and future-proofed and future-relevant capabilities.**



## Tomorrow's business value imperatives



Business outcome-led transformation



Modular, micro-services-based architecture for end-to-end automation



UX design based on empathy and behavioral economics for superior omni-channel customer experiences



Domain-enriched common data model for customized business outcomes



Business-contextual associations and data scoring for information discovery and actionable insights



Early adoption of industry innovations



Democratization of data through low-code / no-code automation



Efficient detection of anomalies

**Across industries and verticals...across large and midsize organizations... hyperautomation is a must for tomorrow's business imperatives.**

# How Can You Swiftly Adopt Hyperautomation with the Right Framework?

*Delivering the next threshold of business value*

Hyperautomation enables the shift to end-to-end digital transformation that is domain-led, insights-driven, people-operated and digitally orchestrated.

## Digitally Orchestrated

- End-to-end solutions with hyperautomation
- Human / customer-centric design
- Process and operations excellence
- Digital twin-enabled performance
- Cloud-enabled performance

## Insights-driven

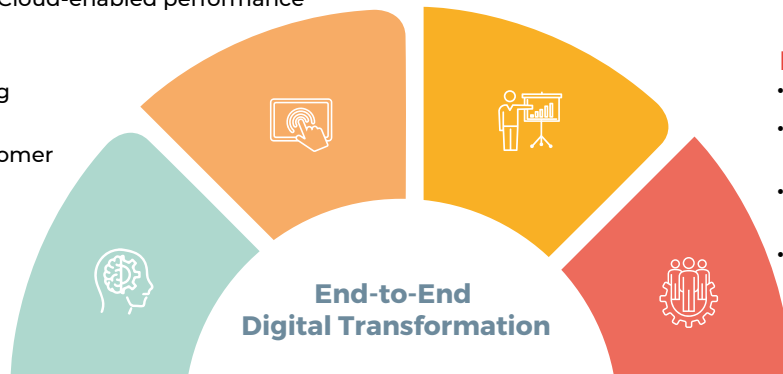
- AI and Machine Learning for speed and scale
- Data and analytics-focused
- Forward-looking

## Domain-led

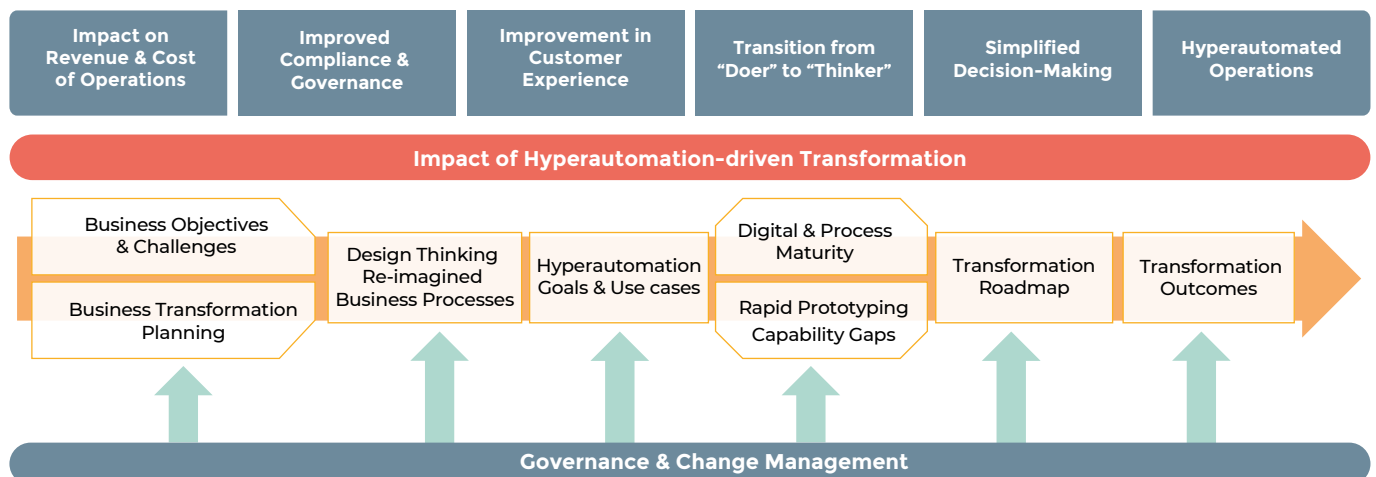
- Industry understanding and depth
- Business and end customer outcome-focused with real-world context

## People and Execution

- Agile and adaptive
- Leadership, innovation and creativity
- Cross-functional and value-driven
- Relentless execution focus



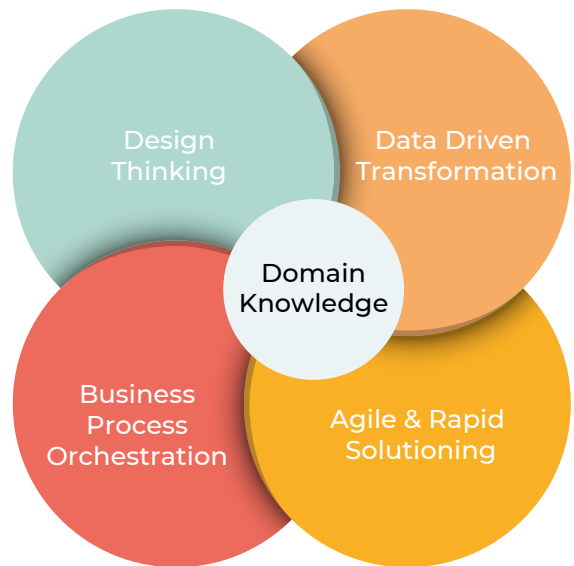
## Driving Hyperautomation Solutions



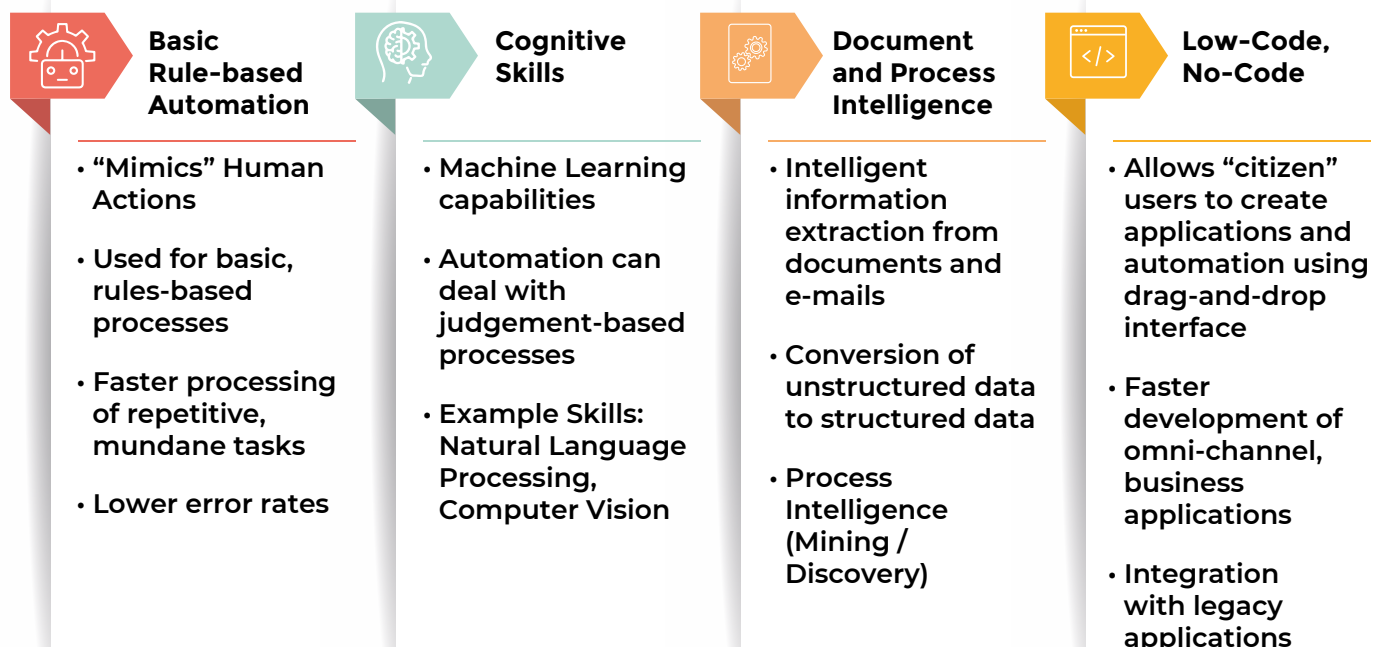
# Application of domain knowledge is the key differentiator for hyperautomation.

Domain expertise is what provides laser-sharp insights to rapidly identify gaps and build customer journeys that address real business challenges. Building hyperautomation solutions requires extensive knowledge and understanding of cross-functional implications. Here, 'how-might-we' design thinking paradigms come together with advanced combinations of technologies to transform the way we re-imagine business processes.

## Hyperautomation Solutioning



The right hyperautomation framework moves the needle from task automation – and even intelligent process automation – to sophisticated AI-driven automation at scale. The outcome surges beyond efficient operations and quality to user-driven business efficiency.

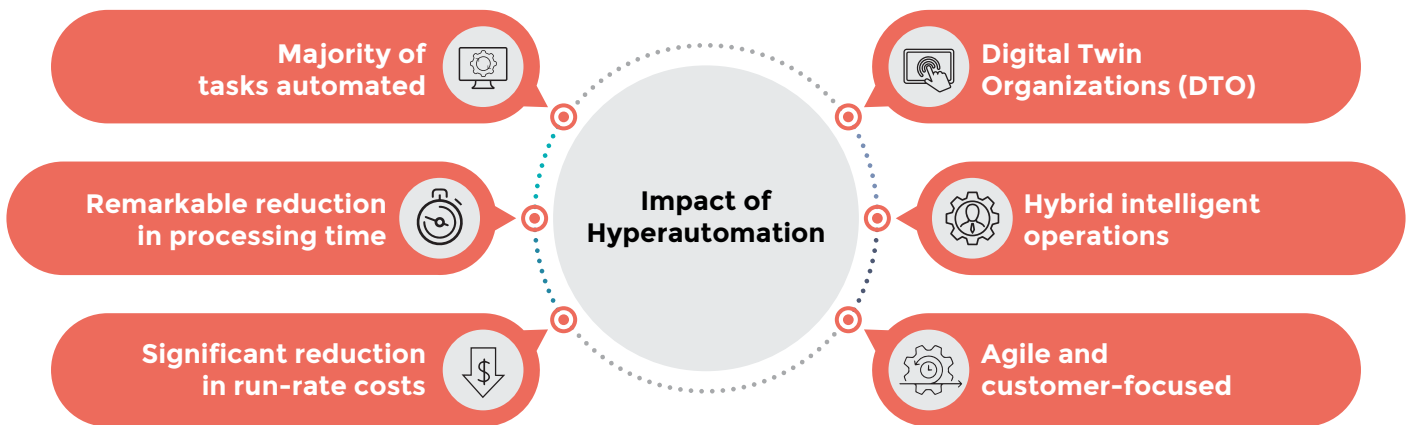




# Where Can Hyperautomation Make an Impact?

*An indelible signature across industries and domains*

Hyperautomation simplifies and speeds up problem-solving, controls outcomes and accelerates digital transformation.



Across industries and functions, hyperautomation transforms business paradigms and empowers people and processes.

## INSURANCE

In the case of speciality insurance underwriting is typically manual and time-intensive, leading to poor broker experiences. Also, when the process is hamstrung by legacy systems and unstructured data, underwriters struggle, making decision-making complex and inconsistent. Augmenting the complex decisioning process to enable faster, more accurate decision-making then becomes crucial.

Hyperautomation solution leveraging advanced underwriting workflows, digital, and analytics can improve processes across quote, bind and issuance. The domain-led hyperautomation solution can help underwriters capture data from disparate data sources; automate tasks such as slip extraction, sanctions checks, credential verification and communication; and improve risk scoring and pricing through analytics, Artificial Intelligence (AI) and Machine Learning (ML).

Key benefits from hyperautomating underwriting would include a shorter customer journey by up to 35%, underwriter efficacy improvement of up to 45%, and improved broker satisfaction due to proactive communication and speedier processing. What's more, by adding a digital decision support system enabled by AI and ML, the underwriters can look forward to enhanced accuracy, agility, and productivity.

## HEALTHCARE

There has been a value-based shift in care management with the focus on leveraging new technologies to create ecosystems that can improve patient health and reduce costs. However, in a landscape involving multiple stakeholders, there is a lack of a true unified platform that can drive data federation and omni-channel engagement, and put forth powerful insights for financial decision-making.

An integrated healthcare ecosystem – underpinned by hyperautomation – provides a 360° patient view while bringing all the stakeholders together. It sources critical information from wearables and medical devices, and enables AI-based smart health recommendations. It's a Fast Healthcare Interoperability Resource (FHIR)-based interoperable platform that drives real-time patient and provider engagement, and a holistic financial view for payers.

The result—40% cost savings from reduced utilization, 35% improvement in disease-specific program outcomes, reduced ambiguity in healthcare delivery, lower re-admissions post discharge and evidence-based care decisions.

# Core Business Benefits of Hyperautomation



**Accelerated digital transformation:** Brings together all the disparate technologies within the enterprise and helps harness the total power of integrated automation through faster building of automated applications



**Non intrusive:** Is complimentary to the existing automation technologies within the customer environment



**Seamless Customer Journey:** Unlike the specific technologies that solve one automation problem, hyperautomation enables an integrated and seamless automated customer journey throughout the process and across different systems



**Faster ROI & Adoption:** Enables clients achieve a faster time-to-market using an Agile approach



**Future Proof:** Promotes best-of-breed environment so that the customer is not tied down to one type of technology vendor and can migrate to new technologies as they become mainstream in the future

# So...Are You Ready for Your Hyperautomation Journey?

It's time to take the leap with hyperautomation. The right partner can accelerate your digital adoption and hyperautomation journey with:

## Strong data-to-action capabilities



Deep and specialized data analytics expertise will achieve high-impact business outcomes that will re-invent your business for a digital-only world, and create agile, flexible and proactive business models.

## A comprehensive taxonomy builder for industry-specific pre-built taxonomies



This will create business-contextual associations and data scoring to drive information discovery and the generation of actionable insights.

## Democratized data science and AI / ML / DL



Through low-code/no-code automation and interactive 360-degree advanced visualization.

## A domain-led hyperautomation platform suite



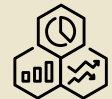
Choose a unified, end-to-end integrated platform that combines the capabilities of low-code / no-code, iBPMS, AI, ML, IoT, Rule-based Automation Integration, Blockchain and data processing. This will deliver end-to-end, digital-first, insights-driven transformation solutions for significant and better business outcomes – faster and with unprecedented scale and business value.

## Early adoption of industry innovations



Such as Microsoft Mesh for holographic renditions to augment customer experience.

## Configurable libraries of algorithms and KPIs



To enable detection of anomalies, assign relevance score, and make the right recommendations.

## Citizen Developers



Empowers citizen developers to build application or dataflows. Reduces dependencies on diverse Centers of Excellence

## Connect with Experts



**NAVEEN JOSHI**  
Hyperautomation &  
Digital Consulting Partner



**GAUTAM BANERJEE**  
Hyperautomation &  
Digital Consulting Partner



**KARTHIK VENKATARAMANI**  
Hyperautomation &  
Digital Consulting Partner



**SAURABH MADAN**  
Hyperautomation &  
Digital Consulting Partner



**ARUN SAXENA**  
Hyperautomation &  
Digital Consulting Partner

### About WNS

We are a leading Business Process Management (BPM) company that delivers an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. We combine deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 380 clients across various industries. Our ~43,000 professionals are spread across 58 delivery centers world-wide, including facilities in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom, and the United States.

Our differentiated, domain-led hyperautomation platform suite is designed to accelerate the adoption of process automation and drive enterprise-wide digital transformation. By combining domain expertise, process intelligence, agile practices and a state-of-the-art hyperautomation enablement platform, we help clients manage process complexities, create scalability and unlock higher value from their digital investments. Leveraging our hyperautomation solution, we help businesses create seamless and integrated customer journeys across disparate technologies and processes, which today is a significant impediment to successful digital transformations.

WNS' platform suite is powered by an exclusive partnership with EvoluteIQ, an end-to-end Enablement Platform for hyperautomation that combines the capabilities of low-code / no-code, iBPMS, AI, ML, IoT, Rule-based Automation Integration, Blockchain and data processing on a single integrated platform.

For more information, write to [marketing@wns.com](mailto:marketing@wns.com) or visit [www.wns.com](http://www.wns.com)

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