

ROBOTIC PROCESS AUTOMATION, ARTIFICIAL INTELLIGENCE, CROWD & IMPACT SOURCING CONSULTING IMPLEMENTATION MANAGED SERVICES

Business Challenge

The efficiency and effectiveness of large enterprises is frequently limited by the systems and processes which have developed organically as the company has grown, and those introduced as a result of acquisitions and outsourcing arrangements. This results in a compromised operating model which is more expensive to run and which delivers lower levels of quality, less than perfect customer experience and often demotivated staff left to tackle mundane data management tasks.

The Solution

Symphony has developed a unique approach to address these challenges. Utilizing the latest **automation technology** and **innovative staffing models** we substantially reduce the cost and improve the quality of middle and back office processes whilst maximizing the benefits of existing ERP systems and Business Process Outsourcing contracts. Symphony enables these benefits through its simple proprietary staged methodology:

Benefits

- Automate up to 65% of your transactional rule based work
- Reduce lead time from weeks to minutes
- Improve quality
- Ensure Compliance
- Reduce attrition, with more fulfilling roles for your team
- ROI in under 18 months



Simplify

Redesign and standardize processes to remove waste, improve customer and employee experiences and increase effectiveness



Automate

Identify how work can be performed with minimal friction. Utilize the most advanced **robotic process automation** and **artificial intelligence** tools to minimize manual work



Virtualize

Optimize tasks requiring human input and judgment by leveraging **impact, crowd, retained**, or **BPO** talent. Virtualizing work creates scalable on-demand access to a capable and flexible workforce



Orchestrate

Coordinate entire processes with complete **end-to-end visibility** across multiple work types. Refine and drive improvements with the support of **analytics** and **managed services**

"offshoring is just a way-station on the road to automation..."

- Brynjolfsson & McAfee
MIT, The Second Machine Age

Robotic Process Automation (RPA)

RPA is an approach to automating the use of software applications that, uniquely, integrates with all of your existing software and applications. This capability enables customer's to automate the use of legacy or proprietary systems in a safe and reliable way, preserving the business rules which are bypassed by less robust data level integrations which, until now, have been more commonly used.

RPA is a great low cost, fast and secure alternative to manually processing work in low cost delivery locations. RPA has the added benefits over offshoring of being quick to change, operates 24x7 and does so without error and in full compliance to your approved processes. The Symphony team are recognized as leading experts in deploying RPA and developing innovative approaches to deploying the technology across the front, middle and back office.

Artificial Intelligence (AI)

Once a thing of science fiction movies, Artificial Intelligence is starting to make its way into the workplace with self learning software applications that develop procedures by observing how your best employees process work today. Once a pattern is identified it is put forward to your subject matter experts before being deployed to handle all future cases.

Innovative Resourcing Models

In automating business processes we at Symphony do not only provide a solution for the tasks which are automated but we develop a holistic solution for our clients, taking this as an opportunity to explore alternative operating models for the tasks which are best performed manually. These include the performance of micro tasks by either crowd sourcing, or impact sourcing, the design and deployment of Global Business Services (GBS), Shared Services and Business Process Outsourcing (BPO)

About Symphony

Symphony brings together a unique collection of the brightest and most talented practitioners from BPO and GBS as well as experts in the design and implementation of operating models using automation and innovative resourcing models for blue chip clients.

Our mission is to help our clients:

- investigate and qualify the impact these innovations will have to their business,
- implement these innovations to deliver new and better ways of working,
- leverage automation and other inspired service delivery models to improve profit, quality and end user experience.

We do this through providing consultancy, system implementation and technology services as well as managed services ensuring ongoing optimized service delivery and continuous improvement.

In short we provide our clients with tried and tested solutions that have a very attractive ROI period, typically under 18 months, whilst delivering significant business benefits, not just in cost savings, but in quality improvements and reducing lead times.

Crowd Benefits

- Flexible on-demand labour pool for simple tasks
- Confidential information protected
- Global language capability
- Affordable mass intelligence
- Social benefits and CSR recognition (impact)

What Next

At Symphony we like to get things done. Our approach starts with an assessment to identify the opportunities and to help you to quantify the benefits that Symphony can bring. This culminates in a joint business case tailored to your specific operating model and business challenges and the implementation of a live proof of concept. From there you will be equipped with all the information you need to get going. Contact us now to get started.

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