IBM Cloud Pak for Business Automation

End-to-end business automation to accelerate growth and performance

Stay competitive by eliminating processes held together by manual labor

Highlights

Identify opportunities for improvement

Apply automation to key areas for greater business impact

Create business applications to quickly address changing environments

Optimize your workforce with AI-powered end-to-end automation

The pandemic revealed key gaps in operations—expected and unexpected—forcing an estimated 10 years' worth of digital transformation in just one year.[1] To fill these gaps and remain focused on business growth in the face of unpredictability, companies are accelerating adoption of end-to-end process automation to deliver an uninterrupted value stream to customers and other stakeholders.

To realize the full potential of AI-powered end-to-end automation, businesses need to consistently utilize proven automation software and apply best practices across all workflows—from creating faster, digital customer experiences to optimizing internal processes. However, not all solutions contain the full range of technology needed to automate end-to-end operations, leading to the adoption of multiple point solutions, higher costs and the inability to scale.

IBM Cloud Pak® for Business Automation is a modular set of integrated software components, built for any hybrid cloud, each designed to automate work and accelerate the growth of your business. It simplifies complex multi-step workflows, manual tasks, decision-making, data extraction, record management, document governance and compliance, and more. You can start your digital transformation journey by applying robotic process automation (RPA) to free up human employees, speed decisioning with operational intelligence, and expand to automate key types of work across core operations. Security-rich environments bring trust and transparency to multi-party workflows, all of which can be tailored and integrated with your existing investments.

Using this complete intelligent automation solution, clients are transforming fragile and disparate workflows—achieving 97% straight-through processing[2]—to stay competitive and deliver more efficient and satisfying customer and employee experiences while reducing operational costs.

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Capabilities

IBM Cloud Pak for Business Automation helps improve your business performance with the following capabilities:

Pinpoint inefficiencies with process mining and modeling

– Gain detailed information about how processes are performing using process mining.
– Enable teams to mine as-is processes for inefficiencies and simulate to-be transformations before investing.

Apply operational intelligence to gain key insights

Classify and understand content.
– Automatically understand document categorization with intelligent classification.
– Use deep learning to understand relationships between document labels and values, replacing traditional zone-based extraction methods.
– Extract meaning from text—for example, emails and contracts—with IBM Watson® Knowledge Studio.
– Obtain important information with intelligent mobile document capture in real time using on-device AI.

Prioritize tasks.
– Use predictive analysis to score every task in a worker's list by:
  • Skill score
  • Performance score
– Sort task list with high-valued, high-skill, and high-performance tasks at the top of the list.
– Enable workers to prioritize their time on the highest-value tasks.

Make predictive decisions.
– Enable business analysts to infuse intelligence with machine learning (ML) models into their operational decisions.
– Extend rules-based decisions by incorporating ML models in a low-code environment.
– Integrate natively with IBM Watson Machine Learning predictive analytics.
– Utilize an extensive framework for third-party ML providers.

Build intelligent chatbots.
– Automate chat functions using built-in RPA chatbot commands.
– Simplify customer support features with interactive voice response (IVR) for voice synthesis and recognition.
– Provide engaging client interactions using combined chatbot and RPA commands.

Apply AI to operational data.
– Capture event data from multiple business and operational sources.
– Feed pre-curated operational data into a data lake.
– Enable data scientists to use operational data in AI and ML projects:
  • Get insight into process execution.
  • Understand worker efficiency.
  • Provide recommendations.

Augment your workforce with RPA and digital employees

– Perform repetitive tasks to free employees for higher-value work.
– Act on data extracted from unstructured documents.
– Converse with chatbots using text and voice response.

Automate operations with core automation capabilities

Capture and digitize content.
– Access multichannel document acquisition across many formats.
– Classify and extract data from documents and images using ML and AI tools.
– Store and manage business content with powerful search capability and federation across repositories.
– Employ rich, granular security controls and role-based redaction.
– Perform collaborative content sharing and synchronization with mobile support.
– Obtain information governance for cross-organizational data retention with lifecycle and records management.

Manage work.
– Enable "hands off" processing while expertly managing cases and exceptions.
– Gain end-to-end visibility of workflows, activities, and content.
– Give business users the ability to quickly customize their own simple workflows.
– Customize and reuse workflows across the organization.

Automate decisions.
– Collaborate to discover, model, and validate decisions using a graphical, guided experience.
– Test, secure, and govern decisions within a business environment.
– Execute decisions with speed and consistency, at scale.
– Improve visibility of decision logic with natural language expressions and decision tables.
– Track decision execution to improve auditability.

Monitor and report.
– Correlate events across multiple automation capabilities.
– Gain real-time visibility into operations with predefined and user-configurable dashboards.
– Use insights from AI to make adjustments and improve business operations.

Build low-code applications.
– Drag and drop automation components for all core capabilities using a central user interface (UI) builder.
– Assemble applications using toolkits created by developers and applied by business users.
– Utilize built-in governance and lifecycle management.

Technology requirements

Red Hat® OpenShift® Container Platform

Explore dynamic requirement details for your system at
ibm.com/support/pages

Deployment options

Run your automation software more easily anywhere—through
containers supported by Red Hat OpenShift software on IBM
Cloud® on any existing infrastructure on premises, through
private and public clouds, or managed by IBM as software-as-
a-service (SaaS). It is also available on IBM Linux on Z and
LinuxONE platform, giving you the option of easily moving or
co-locating the application closer to your systems of record.

Use the capabilities you need with a fully modular approach
that's designed to be easy to consume.

As a part of the IBM Automation platform, IBM Cloud Pak for
Business Automation includes containerized IBM middleware
and common software services for development and
management on top of a common integration layer.

For more information on installation options, see:
ibm.com/docs/en/cloud-paks

Security and support

IBM Security and Privacy by Design
This product is designed with security and privacy at its core.
IBM Security and Privacy by Design is a streamlined and agile
set of focused security and privacy practices that reinforce
our commitment to embedding security and privacy into the
design of our products, offerings and services. IBM performs
both cyber and privacy threat assessments. We use standard
industry threat models and privacy impact assessment concepts
to help ensure data minimization. Adequate data protections
are in place from the beginning. System, code, and application
security testing are performed in addition to penetration testing
and manual, ethical hacking. The testing is implemented in a
manner that supports agile practices and continuous deploy-
ment by being integrated and automated into DevOps pipelines.
Final individual team and corporate-level product reviews are
conducted prior to general availability to help ensure that key
foundational security requirements have been fully met.

IBM Cloud Pak for Business Automation is compliant with the
following standards:

ISO/IEC 27001:2013 (27017, 27018)

GDPRIBM

IBM Cloud Pak for Business Automation is based on the
hexagonal architecture model, meaning that each component
is implemented as a self-consistent service provider and
consumer where the business logic is encapsulated into
private access inner components. All network communications
are based on HTTP protocol and are secured using HTTPS
TLS 1.2. By default, the external access is constrained to
HTTPS TLS 1.2. Internal communications can also be configured
to only use HTTPS TLS 1.2.

IBM Cloud Pak for Business Automation
Features and benefits

Process mining and modeling
Apply process mapping, modeling, and mining to core business processes to gain an accurate understanding of your as-is state. By pinpointing inefficiencies and hotspots, you can identify key areas where automation will provide the greatest benefit.

RPA and digital employees
Adopt a hybrid workforce to increase productivity. Use RPA to automate tasks and offload repetitive activities so employees can focus on higher value work and innovation.

Operational intelligence
AI-powered workforce and performance management dashboards alert you to problems and recommend next steps for quick resolution and continuous improvement. You can alleviate skills gaps in your workforce by creating applications with AI and deep technical expertise.

Core automation
With a comprehensive set of capabilities, IBM Cloud Pak for Business Automation empowers you to automate many different types of work. Combine multiparty content services, intelligent information extraction, business process management, and AI-powered decisions to achieve more straight-through processing.

Summary

IBM Cloud Pak for Business Automation helps clients accelerate growth and performance with end-to-end business automation. The solution was built to help business and IT teams quickly scale up or down to meet fluctuating customer demand; rapidly create new products and services to gain competitive advantage; and increase employee productivity. It includes a broad set of AI-powered automation capabilities—content, capture, workflow, decisions, and tasks—with a flexible model that lets you start small and scale up as your needs evolve.

IBM Cloud Pak for Business Automation is part of the IBM Automation platform. Tap into IBM's shared automation services to get insight into how your processes run, visualize hotspots and bottlenecks, and use financial impact information to prioritize which issues to address first.

For more information

To learn more about IBM Cloud Pak for Business Automation, please contact your IBM representative or IBM Business Partner, or visit ibm.com/cloud-pak-for-business-automation.

Why IBM?

IBM Cloud offers the most open and secure public cloud for business with a next-generation hybrid cloud platform, advanced data and AI capabilities, and deep enterprise expertise across 20 industries.

Get started quickly on your journey to AI-powered automation by drawing on IBM's extensive domain knowledge and industry experience to achieve your automation vision. With over 14,000 automation practitioners, 5,000 automation clients and ~4,000 bots and runtime scripts deployed, IBM has a strong foundation and history in helping organizations achieve operational excellence. To learn more, visit ibm.com/automation.

1 *How COVID-19 has pushed companies over the technology tipping point— and transformed business forever*, McKinsey & Company, October 2020

2 *Making it work: TD Ameritrade invests in its own future with business process automation,* IBM case study, May 2021