



**SAPPER.**

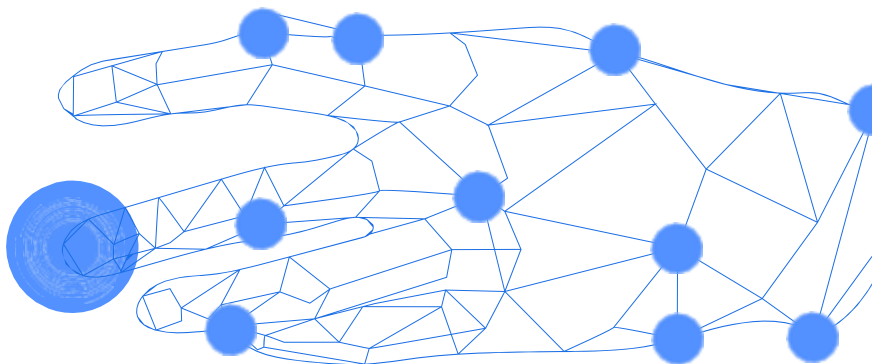
# The Future Trends of Intelligent Integration and Automation

Whitepaper

# Table of Contents

---

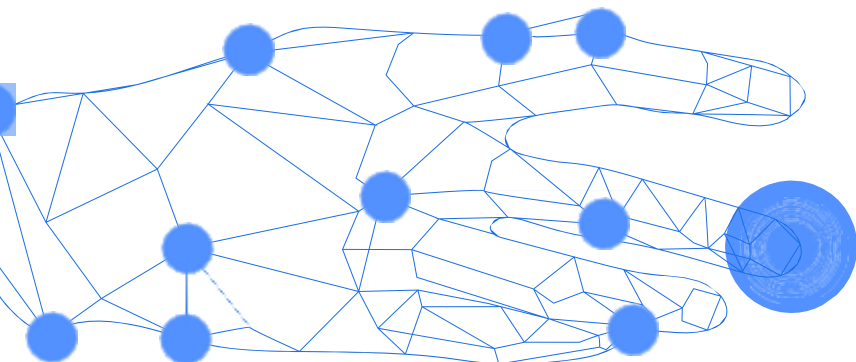
1. Abstract
2. Introduction
3. Why Businesses should keep up
4. The 4 Automation Trends
5. Why Automation is Necessary for Enterprise



# Abstract

---

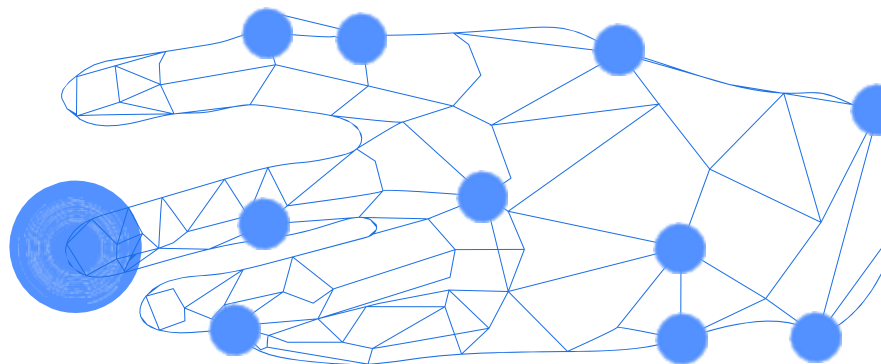
Automation is developing at a much faster rate than expected. Although it is difficult to gauge what automation might look like in the next decade, there are some trends that can be forecasted. This whitepaper is dedicated to laying down the trends that automation will be following.



# Introduction

---

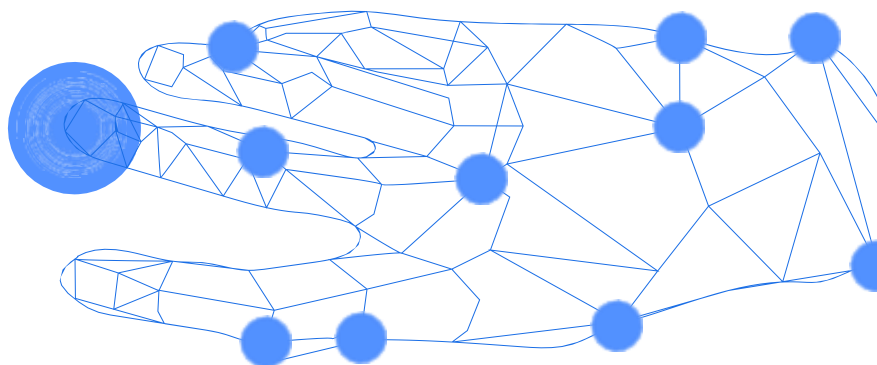
Despite the unpredictable future, there are some things that you can predict about automation. We have some well-known automation experts in our company, and they use their years of experience to tell us. This trend will get the business ready with the automation challenges.



# Why Businesses Should Keep Up

---

Knowing what automation trends are going to follow will keep you competitive in your business. You'll not have to wait to copy your competitors. You can set your own industry benchmarks.



# The 4 Automation Trends

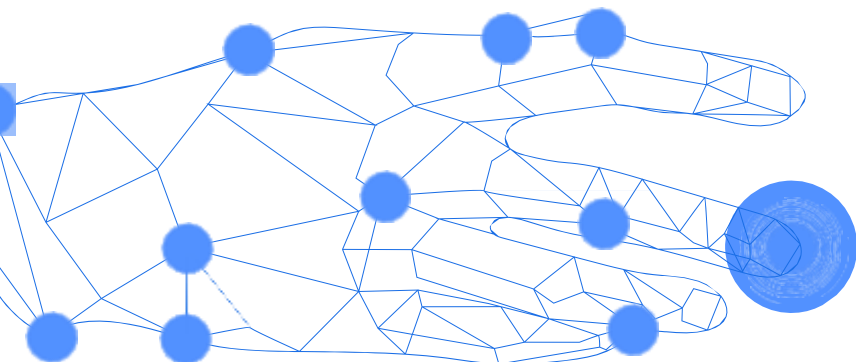
---



## **1:** Automation Focusing on Customer Service

---

Customer service reps are your first line of defense. They must be empowered with the most modern tools. Ultimately your customer is going to judge you for your services. Hence automation focusing on customer service is will be trending. Leveraging product usage date to quickly identify the common problems will be the primary focus of the customer service automation



## **2: Automation for Employee Experience**

---

Like your customer, even your employees tend to expect smooth experience while working with you. HR automation will involve smooth employee onboarding, offer letters, app, equipment and learning management provisioning. Enabling employees to make requests through slack, Microsoft teams. Even de-provisioning employee access once they leave the company. Automation will help employee retention and a higher acceptance rate of the employees.

## **3: Automation for Operational Efficiency**

---

Operational inefficiency is the biggest concern for most of the enterprises. With a new decade, organizations will plan to eliminate these inefficiencies. Enterprises will heavily focus on automating manual and repeatable tasks. Cost and time savings will be the primary focus of this automation.

## **4:** A Single Platform for Integrations and Automations

---

With different tools being used to process a single task, enterprises will look forward to integrating different applications and making them work collaboratively. Automation bots will be used to control all the applications through a single interface. The inter-departmental collaboration will become easier.



# Why Automation is Necessary for Enterprises?

---

- Higher employee retention rate
- Increased operational efficiency
- Ease of doing the business
- Boosting Employee Collaboration
- Improved Customer service



# Summary

---

The adoption of automation is going to be a crucial factor for business success. Any business who fails to automate will fail to scale rapidly and will be left behind in the competition.

The trends mentioned above will tell you the story of how automation is going to unfold in the coming years. Make sure you stay up-to-date



## References:

<https://assets.kpmg/content/dam/kpmg/pdf/2015/06/evidence-based-hr-highstakes-moderate-priority.pdf>

<https://blog.vsoftconsulting.com/blog/7-hr-tasks-that-can-and-should-be-automated>

<https://www.genpact.com/downloadable-content/insight/the-evolution-from-robotic-process-automation-to-intelligent-automation.pdf>

[https://www.accenture.com/\\_acnmedia/PDF-79/Accenture-Gearing-Towards-Intelligent-Automation.pdf](https://www.accenture.com/_acnmedia/PDF-79/Accenture-Gearing-Towards-Intelligent-Automation.pdf)

# SAPPER.

Sapper deals with intelligent integration and automation tasks and helps various departments of an organization to perform efficiently. We help you automate different tasks involved in a process and increase efficiency.

Our aim is to make the Human resource department superior in their performance.

For more information, you can visit us at

[www.sapper.ai](http://www.sapper.ai)

Or email us at [info@sapper.ai](mailto:info@sapper.ai)

Sapper | [info@sapper.ai](mailto:info@sapper.ai)