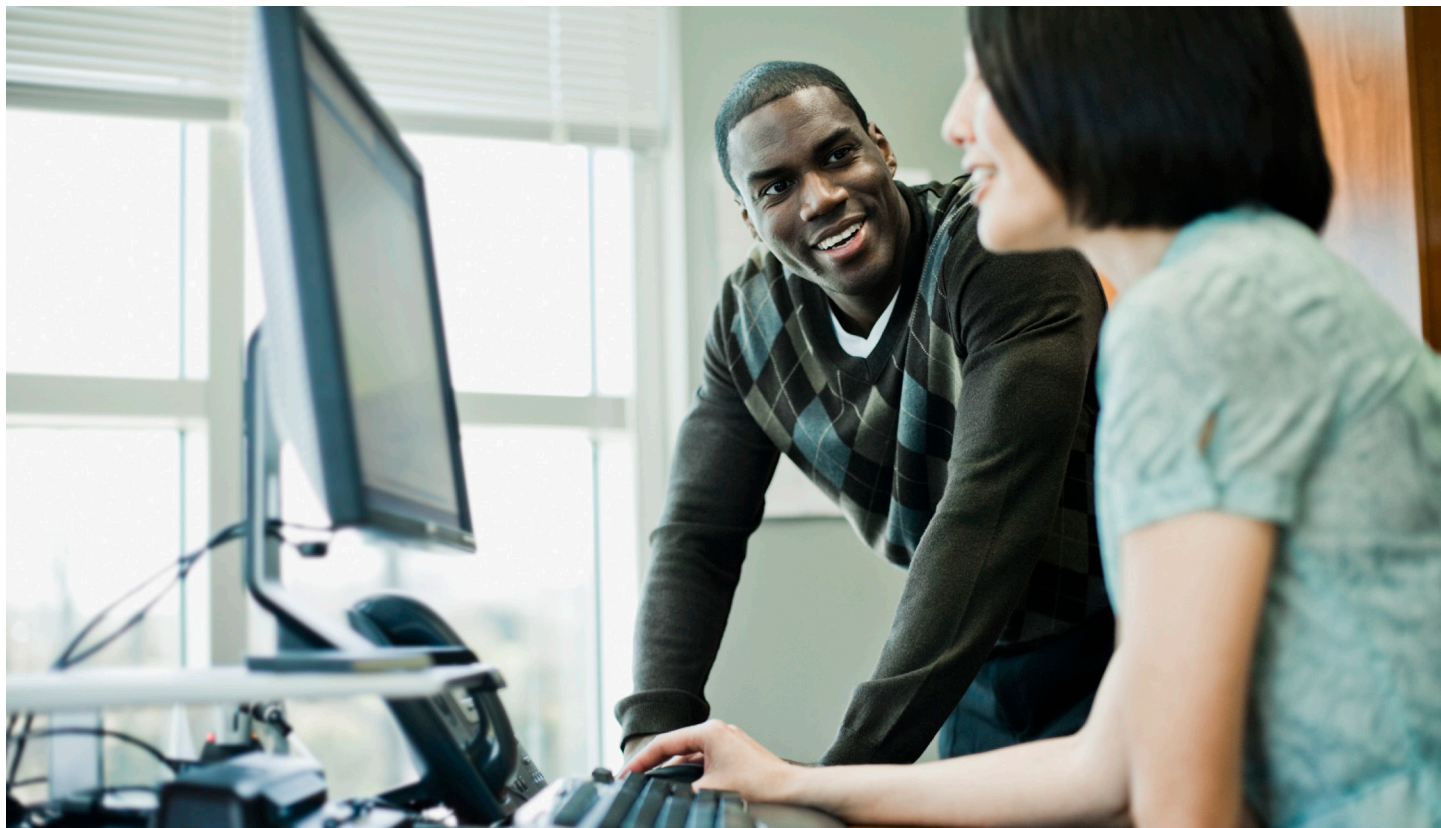# Transform your business processes through robotic automation.

Automated Full-Time Employees from Dell Business Process Management Suite (DBPMS)

Companies across the globe are looking to grasp the opportunities presented by advanced technologies, disruptive business models and emerging social/mobile collaboration. With these themes shaping business process service engagements, there's a growing need to radically change the problem-solving mindset to reduce, streamline and eliminate repetitive process work.

**Automate critical business processes using Dell Automated Full-Time Employees (AFTEs)**
With evolution in technologies that enable complex man-machine interactions, Dell Services has pioneered the concept of Automated Full-Time Employees (AFTEs). The Dell AFTE solution includes over 50 vertical-specific and vertical-agnostic tools that reduce, if not completely eliminate,

human effort by automating repetitive, high-volume and rules-based tasks.

Simply put, Dell AFTEs enable full or partial replacement of human effort by applying key concepts of robotic process automation. The AFTE solution stack consists of process-agnostic tools such as web crawlers, batch download management system, optical/intelligent character recognition tools and

automated workflows. It uses advanced tools and methodology to:

- Utilize a complex set of sequential process activities, logically broken down by business rules
- Repeat specific steps without variation and with a high degree of accuracy
- Enable a set of man-machine interactions that are designed to reduce effort by as much as 50 percent
- Perform certain activities automatically

**Benefits of Dell AFTE:**

- **Reduce costs:** AFTEs cost less than one-third of the price of an offshore full-time employee (FTE).
- **Increase efficiency:** AFTEs can potentially work 24x7 and replace approximately two to three FTEs.
- **Improve accuracy:** AFTEs eliminate errors that humans make in high-volume processes such as missed process steps, inaccurate data entry or calculation errors. AFTEs do it the right way, every time.
- **Utilize in-depth industry knowledge:** Using embedded industry knowledge, the AFTE solution is able to automate complex process such as medical coding, claims adjudication and accounts receivable management.
- **Improve speed to market:** AFTEs give you the ability to ramp up your process volumes through an iterative implementation model.
- **Improve regulatory compliance:** Through detailed audit trails and the assurance of programmatically delivered processes, AFTEs ensure compliance with industry regulations.

## So what does it take to replace human effort with AFTEs?

The Dell AFTE model utilizes an iterative process to deconstruct work activities through identification of each microstep and reconstruction of the work activity by deploying a combination of automated techniques and manual effort.

Our solution can be programmed with any rule-based data entry system including custom-developed systems, remote desktop applications and internet technologies. With recursive training, AFTEs can increase the volume of business process transactions over time, with high levels of accuracy and efficiency.

For example, a credit analyst will have more time to spend on credit approval with an AFTE supporting their work after business hours. Using an optical character recognition tool, the AFTE is able to read the customer name from a sales order. It then utilizes a web crawler to navigate the relevant website and capture the customer/claim status and save the information for the credit analyst's future use. Credit scoring can also be largely automated to streamline decision making.

## What's in the AFTE stack?

Developed through the input of thousands of business process specialists, the AFTE solution stack now includes over 50 solutions that can be applied to new processes quickly. These tools unlock savings in terms of process headcount and improve quality and customer experience.

### Automated Full-Time Employees from Dell Business Process Management Suite

Transforming business Processes through Robotic Automation



Dell BPO: AFTE toolbox

See below for a partial list of AFTE solutions and their functionality. Contact a Dell representative to learn more.

## Backed by strong process management capabilities

At Dell Services, we believe that process transformation and automation needs to be anchored in a strong process foundation with tools for workflow automation and knowledge management. This enables rapid discovery of process automation opportunities and quick application of the AFTE solution.

Through our proprietary toolset, Dell Business Process Management Suite (DBPMS), we have been automating workflow and knowledge management tasks since 2001.  The toolset's evolution has absorbed thousands of ideas from business process practitioners, leading to the creation of a self-learning, seamlessly integrated suite of business process management applications.

DBPMS has the following features:

## The foundational work process management layer

**Workflow management portal:**
- Skills- and role-based routing logic is used to enable workforce specialization and collaboration across the process chain
- Its rapid configuration capability enables automated access to files, work process flow design and efficient, granular measurement, as well as process productivity and quality reporting
- Estimated 10–15 percent improvement of productivity and quality

| AFTE tool* | Description |
|---|---|
| CodeFinder and ezyCode | • International Classification of Diseases/Current Procedural Terminology (ICD/CPT) online code finder including cross-walk solution<br>• Automated medical coding using natural language processing |
| GYRO | Payment posting application to post payments from EOBs, integrates with any client revenue cycle management platform via a flat file exchange |
| Captura and other OCR tools | • Captura is a configurable optical character recognition (OCR) application for scanned documents, PDFs and onscreen apps<br>• OCR tools automate data retrieval from image-based files using an OCR third-party tool |
| KeyXpress | A configurable utility that reduces repetitive keystrokes and helps improve productivity, consistency and quality |
| BluMacro | • An automated web verification solution that pulls data from a webpage and automates posting into a client platform<br>• For example, automation of Salesforce for a member management application |
| SME Online | • SME Online connects you with subject matter experts (SMEs) to answer your questions<br>• Screen sharing and chat utilities to converse real-time with SMEs<br>• Ability to generate reports and find trends and patterns |
| RedBeryl | DBPMS dashboard and client portal delivery on mobile phones and tablets to enable managers to make operational decisions |
| LEAP innovation management Platform | • Online Idea Portal (LEAP — Idea to Excellence) that enables agents on the floor to contribute ideas<br>• Innovation governance and program management features that help track ideas seamlessly, empower managers to decide on the effectiveness of ideas and provide status reports to innovation governance team members |
| Barcode Webtrack aplications | Automated printing of barcodes to download batch details on DBPMS |
| Invoice Wizard | Invoice Wizard helps you generate invoices for clients |

*Partial list

**Knowledge and learning management portals:**
- Tools for process guidance, learning management (portals and testing) and transactional knowledge management
- Seamlessly syncs with the workflow application
- Improvement of quality and reduction in learning curve by 15–20 percent

**Client extranet — collaboration and reporting portal (http://bpo.dell.com):**
- Customer efforts/investment in governance is reduced through transparent information sharing
- Customer satisfaction score (CSAT) improvement
- Global collaboration across geographically distributed teams

## The process transformation layer

**Reporting and dashboards:**

- Informed and improved decision making through power-packed analytics for process health indicators and key performance indicators (KPIs)
- Dissection of data in multiple dimensions and drill down to the lowest level
- Management time of report generation is reduced by approximately 75−80 percent

**Automated FTE productivity improvement kit:**

- More than 50 industry-leading process automation solutions
- Process-specific (as well as agnostic) automation techniques that can be applied to any process platform
- Automated agents that costs one-third of offshore FTEs, improve savings by about 30 percent and productivity and quality by about 10−15 percent

## Integration and access layer

**Integration layers:**

Process inputs are accepted via multiple file formats (including XML, CSV/TXT, PDF, images and Word document files) and work with market-leading integration tools

**Access layer:**

Anytime, anywhere access through mobile browser compatibility and apps for Android and iOS.

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### Dell Business Process Management Suite (DBPMS)
End-to-end service delivery and transformation tool

**Foundational work process management layer**

| Workflow ● | Manage and optimize workflow productivity and quality using a skills-based routing logic and collaboration across the chain in a secure and quality environment **Improves process control, productivity and quality by 10−15 percent** |

| Knowledge management and learning portal ● | Combine process guidance tools, self-service learning management portals and testing applications **Improves quality by 15−20 percent** |

| Client extranet/global collaboration portal ● | Access a web-enabled collaboration and reporting tool Improve process governance and collaboration and enable global collaboration Improves process governance, CSAT and transparency |

**Process transformation layer**

| Reporting and dashboards ● | Utilize power-packed multi-dimensional analytics on process health indicators/KPIs **Enables informed decision making** |

| Automated Full-Time Employee ● | Features more than 50 industry-leading robotic automation methods and tools **Improves productivity and quality of processing by approximately 10-15 percent** |

**Integration and access layer**

| Integration layer ● | Accept process inputs via **multiple file formats**, including XML, CSV/TXT, PDF, Images, or Word document files, as well as work with market leading integration tools |

| Access layer ● | Includes apps for Android and iOS, the application design is **compatible with most mobile browsers** |

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**For more information about our solution please visit http://dell.com/bpo or contact us at bpo@dell.com.**