

Infomedia - Learning Technology Service

Benefits of business Process Automation for Education and Skills



Do your business processes align with
customer expectations?

Introduction

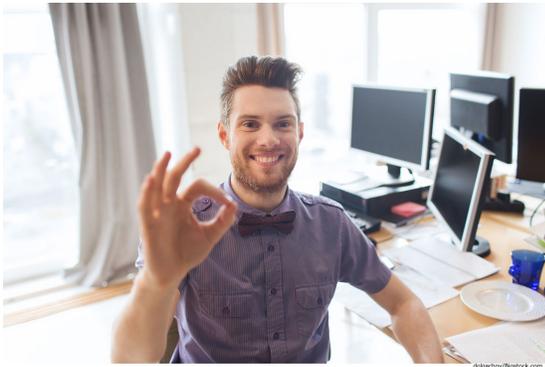
business process automation is rapidly becoming a strategic enabler for the education and skills sector.

business process automation increases control and agility and is fast becoming a vital tool for every growing education provider.

business process automation:

One of Six Operational Excellence Trends That Will Dominate Customer Experience Management in 2017. - Source, digital clarity group.





Meet Ben.

Ben has responsibility for IT at an education and training company. Ben looks after all of the IT systems for the business.

Reputation management

Recently, Ben has been tasked with providing improvements that will enable the training company to grow, but Ben knows that the systems they have are fragmented and require a lot of manual interventions, uploads, and repetitive error-prone tasks that could lead to punitive action against the company and potential damage to their reputation.

Re-define, improve and automate

As learning technology professionals, our role is to advise, recommend and implement solutions for educators.

We advise Ben to maximise automation rather than reengineer existing ad-hoc processes.

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Skills providers and educators are now able to benefit from our *Learning Technology Service* to help them redefine, improve and automate their enterprise systems & processes.

The aim of this service is to help organisations transition from 're-engineering' processes to 'automation'.

What about governance and compliance?



Automate, Track, Monitor, Report, and Analyse

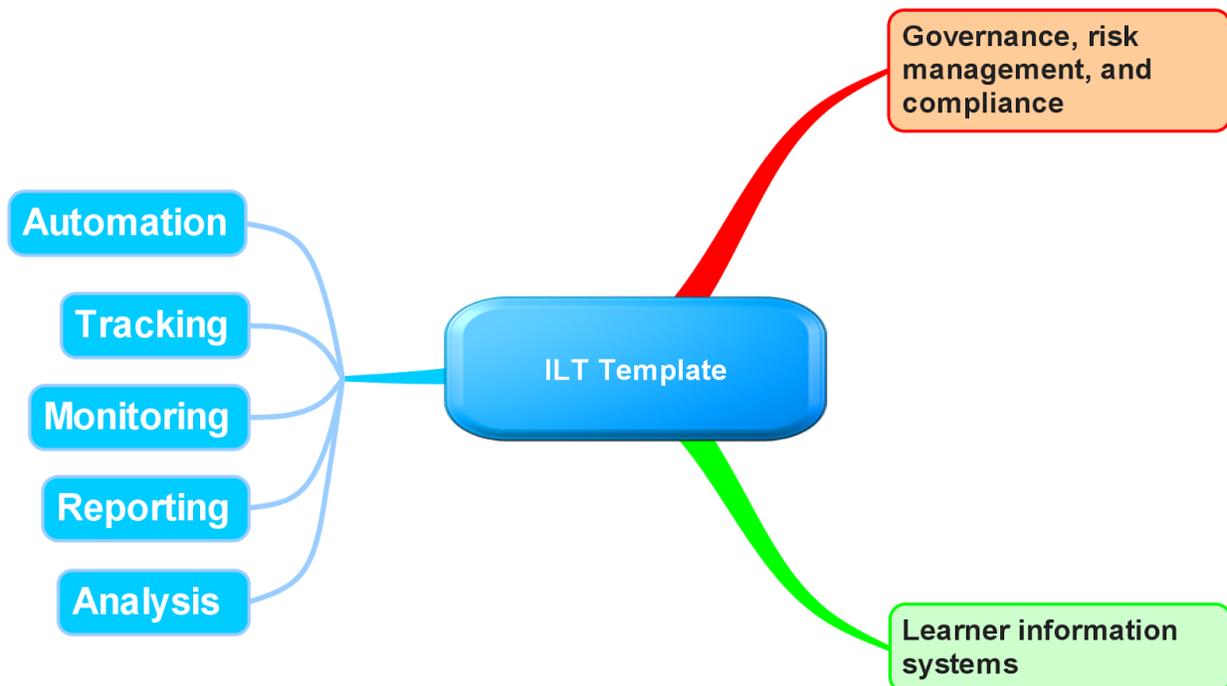
Our service enables organisations to fully realise the potential of business process automation technology.

Real-time process visibility

Outputs from business processes can then be visualised via a data analytics engine to provide a real-time, enterprise-wide dashboard for business owners.

Customer expectation

Internal and external customers, including regulators and auditors, expect providers to demonstrate clearly the status of any business process relating to effective leadership and management and the timely progress of learners.



What are the real benefits of process automation?



As demand increases for businesses to perform complex, labour-intensive tasks, the goal is to automate as many manual processes as possible.

We have distilled the many advantages of business process automation into:

7 key points:

1. QUALITY & CONSISTENCY



Increase profitability

Delivering consistent high-quality processes and services results in happier, long-term customers, more efficient staff and a more profitable business model.

Quality: Automation ensures that every action is performed identically - resulting in high quality, reliable results

Consistency: If, for example, you have automated your supplier due diligence follow-up process, your supplier chain will consistently experience the same level of service from your business.

This guarantee of quality and consistency, coupled with time and efficiency savings means that you can start developing a higher volume of high-quality, process driven interactions with customers and suppliers with little or no increase in time and costs.

2. TIME SAVINGS



Increase employee motivation

Manual tasks take time. They have to be performed linearly by humans who are prone to errors and who are unable to consistently perform to the highest standards.

Automation also allows you to get more done in the same amount of time - greatly increasing productivity.

Automation reduces the number of tasks you and your employees would otherwise need to do manually. This frees up your time to work on items that add genuine value to the business, allowing you to be more innovative and increasing your employees' levels of motivation.

3. METRIC VISIBILITY



Improved performance monitoring

Sustained business success is dependent on developing and implementing a superior strategy.

Retaining your competitive advantage requires that you constantly monitor, evaluate and modify that strategy - all of which are dependent on access to timely and accurate business data.

Real-time KPI's

Automated processes are controlled by defined workflows which consistently operate accurately and within your defined timeline. Outcomes from automated workflows provides the essential elements for understanding your business performance metrics.

Depending on which process you have opted to automate, key metrics can be recorded and reported on to provide you with the key performance indicators you require.

Automate, Track, Monitor, Report, and Analyse

4. IMPROVED OPERATIONAL EFFICIENCY



Enforce best practice

Efficiency by definition describes the extent to which time, effort and cost is effectively applied for the intended task or purpose.

Process automation reduces the time it takes to achieve a task, the effort required to undertake it and the cost of completing it successfully.

Automation not only ensures systems run smoothly and efficiently but that errors are eliminated and that your best practices are constantly leveraged.

5. GOVERNANCE & RELIABILITY



Maintain a competitive advantage

The consistency of automated processes means you can rely on (a) your business processes to operate and (b) you can offer reliable processes to your customers, maintaining a competitive advantage.

The reliability of workflow automation ensures that processes essential for corporate governance are executed 100% of the time in accordance with legislation.

6. REDUCED TURNAROUND TIMES



Optimise your operational performance

Workflow automation allows companies to define and streamline their business processes. Eliminate unnecessary tasks and realign process steps to optimise the flow of information throughout your departments.

This adjustment of processes optimises your operational performance and reduces the turnaround times for both staff and external customers.

7. REDUCED COSTS



Do much more for less

Manual tasks, given that they are performed one at a time and at a slower rate than an automated task, will cost more. Automation allows you to accomplish more by utilising fewer resources.

Learning Technology Service

Automate, Track, Monitor, Report, and Analyse

See how your business can thrive and grow with this new service for education and skills businesses.

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