

Hyperautomation for Digital Transformation

Optimize your workflow and reduce customer subscription process time through RPA



In terms of digitalization, the transport companies involved will be faced with new processes in data processing. Moreover, the data increases exponentially: through new orders or conversion of existing subscriptions into new tickets. Employees quickly reach their limits here, making Hyperautomation a real alternative. It combines automation tools and advanced technologies such as Process Mining and Robotic Process Automation (RPA) with Artificial Intelligence (AI).

Skills shortage and lagging digitalization

The individual transport companies are facing increasing challenges as a result of digital transformation. The processing of up to 10,000 subscription transactions and transactions for increased transportation charges leads to a workload of about 800 hours for individuals due to the individual duration of five minutes per transaction. This is because the customer processes are still not fully digitalized and many paper applications have to be recorded and archived manually.

In addition, employee shortages occur due to the shortage of skilled employees at times of high travel density, such as at the change of school year or at the start of the 9-Euro-Ticket. The rigid IT landscapes and the resulting lack of scalability with which processes are handled create additional difficulties during load-intensive periods.

Automation of manual processes

Transportation companies need to accelerate and simplify processes to address the exponentially increasing data volume and numerous challenges created by new tickets and the path to digitalization. Our proposed solution: Hyperautomation of processes in data processing and workflows to reduce the workload of employees.

Reality Check for Deutschlandticket: What lies ahead for transport companies?

- 10,000 subscription transactions are common for participating companies with the Deutschlandticket
- With a processing time of five minutes, you can quickly add up to over 800 working hours together
- Does your subscription team manage to process these transactions in time from the start of pre-sales to the delivery deadline?

They gain more time for important tasks and can thus exploit the optimization potential of digitalization. Artificial intelligence can automatically capture paper applications that were previously entered manually by analyzing and sorting incoming paper and online applications. New applications, changes in the subscription relationship or even cancellations are processed within a fraction of time that is required for manual processing. Hyperautomation also expedites and simplifies processes such as complaints and EBE operations.

“There is no business strategy without a Cloud strategy.”

Milind Govekar, Gartner

The use of a Robot Process Automation bot reduces the time required for previous manual entries in subscription screens. The bot makes use of various automation tools as well as AI to accomplish this task. For this reason, the bot can make entries 24x7 daily, without the intervention of system manufacturer or additional costs due to licenses.

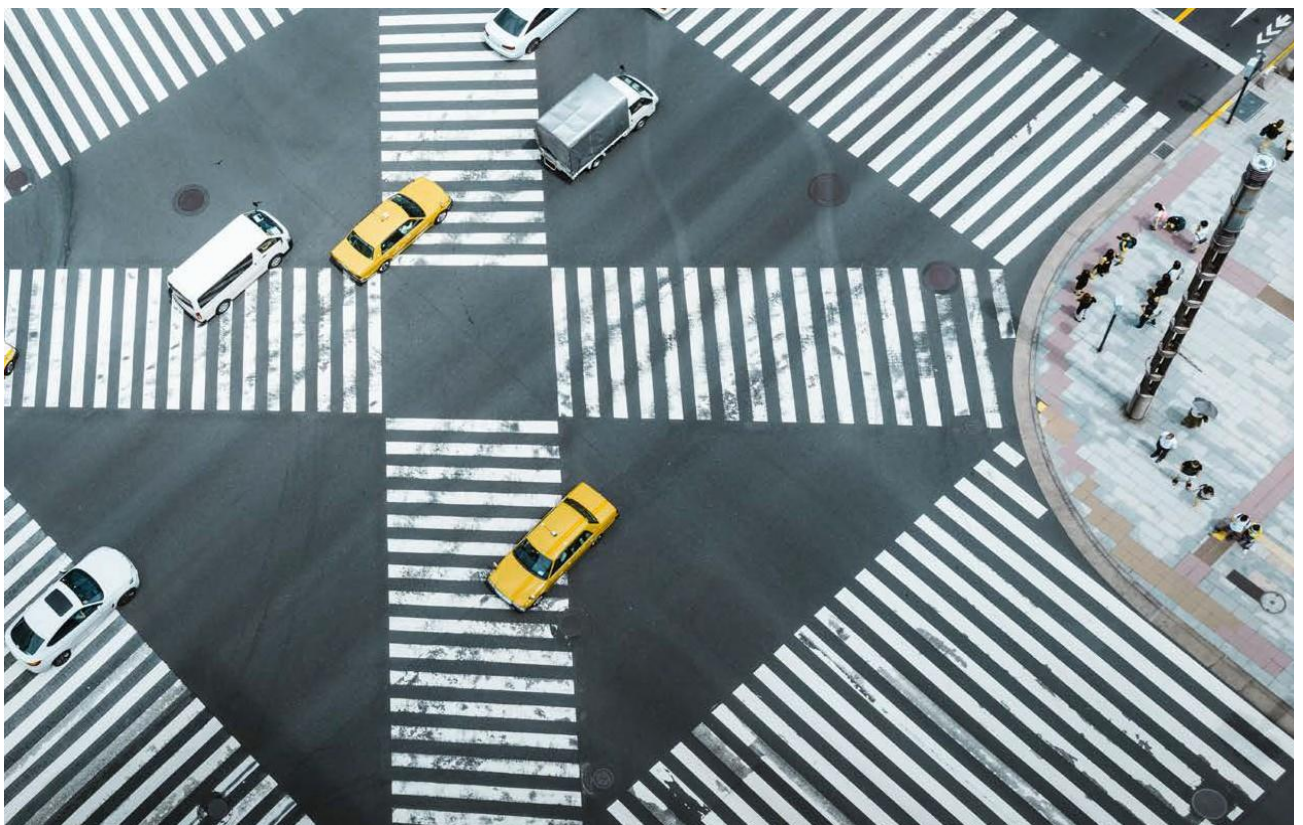
How does T-Systems use Hyperautomation to suit your requirements?

We analyze your processes and offer you the appropriate RPA Solution as Managed Services via the Open Telekom Cloud, which is operated entirely in Germany. Managed services include functional and operational services. We ensure business continuity by focusing on your business.

Further options for your individual expansion of our services




- Intelligent document analysis
- Process, task and communication mining
- Test management and automation
- Machine Learning (ML)

Benefit from our extensive experience in digitalization projects with internal and external customers. We support you in achieving your digital transformation objectives in a cost-efficient and results-oriented manner. Feel free to contact us for an offer.






Hyperautomation for the Deutschlandticket packages

Quickscan Package for Deutschlandticket

When to use?		To build a business case and prioritize the automation use case by adopting robotic process automation
What is included?		<ul style="list-style-type: none"> Up to 2 weeks of consulting workshop with T-Systems' experts Detailed scoping and roadmap development for robotic process automation use cases Joint interpretation of the results and define next steps
How much does it cost?		€ 10,000

Hyperautomation for the Deutschlandticket Implementation

When to use?		To adopt end to end robotic process automation for the Deutschlandticket process
What is included?		<ul style="list-style-type: none"> Implementation of RPA solution as a Managed Service <ul style="list-style-type: none"> Functional service Operational service Based on the T-Systems' Open Telekom Cloud Development of two small and one medium size bots Intelligent document analysis GDPR/CDPA compliant - Fully operated in Germany Duration of the entire project will be 3 months
How much does it cost?		€ 98,000 + license fees

Information & Conditions

- This offer is only valid for business customers of T-Systems International GmbH
- All prices are exclusive of VAT and any travel expenses and will be charged as applicable
- This document is for information purposes only and does not constitute a binding offer. If you are interested, we will be happy to send you the relevant contract documents. These also list the exact contents of the service and the specific conditions

Contact

T-Systems International GmbH
Hahnstraße 43d
60528 Frankfurt am Main, Germany
Tel: 00800 33 090300
E-Mail: info@t-systems.com
Internet: www.t-systems.com

Published by

T-Systems International GmbH
Marketing
Hahnstraße 43d
60528 Frankfurt am Main
Germany