



DIGIWARE

CONNECTED SOLUTIONS

PLAYBOOK · AUTOMATION

The Intelligent Automation Playbook

The five processes with sub-year payback, and the operating model to
scale from two bots to two hundred.

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— WHERE PAYBACK LIVES

Five processes that consistently pay back in under a year

PROCESS	AUTOMATION PATTERN	TYPICAL OUTCOME
AP invoice processing	IDP extraction → validation → ERP posting	90%+ straight-through, minutes not days
Employee onboarding	Workflow + provisioning bots across systems	Day-one readiness, zero missed steps
Order management	Multi-channel intake → validation → SAP entry	Same-hour order confirmation
IT service requests	Chat intake + auto-fulfillment for top requests	60–80% deflected from human queues
Reconciliations	Scheduled bots + exception workflow	Zero manual matching errors

Ranking formula: (volume × error cost) ÷ complexity. Automate the top two. Compound from there.

— WHAT THEY SHARE

- High volume and rule-based decisions with structured or semi-structured inputs.
- Painful error costs — rework, late fees, compliance findings.
- Clear before/after metrics: cycle time, cost per transaction, exception rate.

— THE OVERLOOKED INGREDIENT

Automation without monitoring is a liability

Every Digiware automation ships with **operational telemetry**: throughput dashboards, exception queues with SLAs and escalation, full audit trails, and alerts that reach humans before users notice. Speed without control is how automation programs lose executive trust.

— THE OPERATING MODEL TO SCALE

STAGE	FOCUS	DIGIWARE ROLE
Discover (2 wks)	Process mining, volumes, error rates, ranking	Assessment & business case
Prove (6–8 wks)	Top two processes live with telemetry	Build, integrate, measure
Scale	Pipeline governance, reusable components, CoE	Platform & enablement
Run	24/7 bot operations, continuous improvement	Managed automation services

— TECHNOLOGY, CHOSEN PRAGMATICALLY

RPA (UiPath, Power Automate), workflow platforms, intelligent document processing and AI agents — orchestrated across SAP, CRM and custom applications. The pattern matters more than the logo: **IDP for unstructured inputs, workflow for approvals, bots for system actions, AI for exception triage.**

Ready to move?

Request a two-week automation discovery — leave with a ranked pipeline and payback math.

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