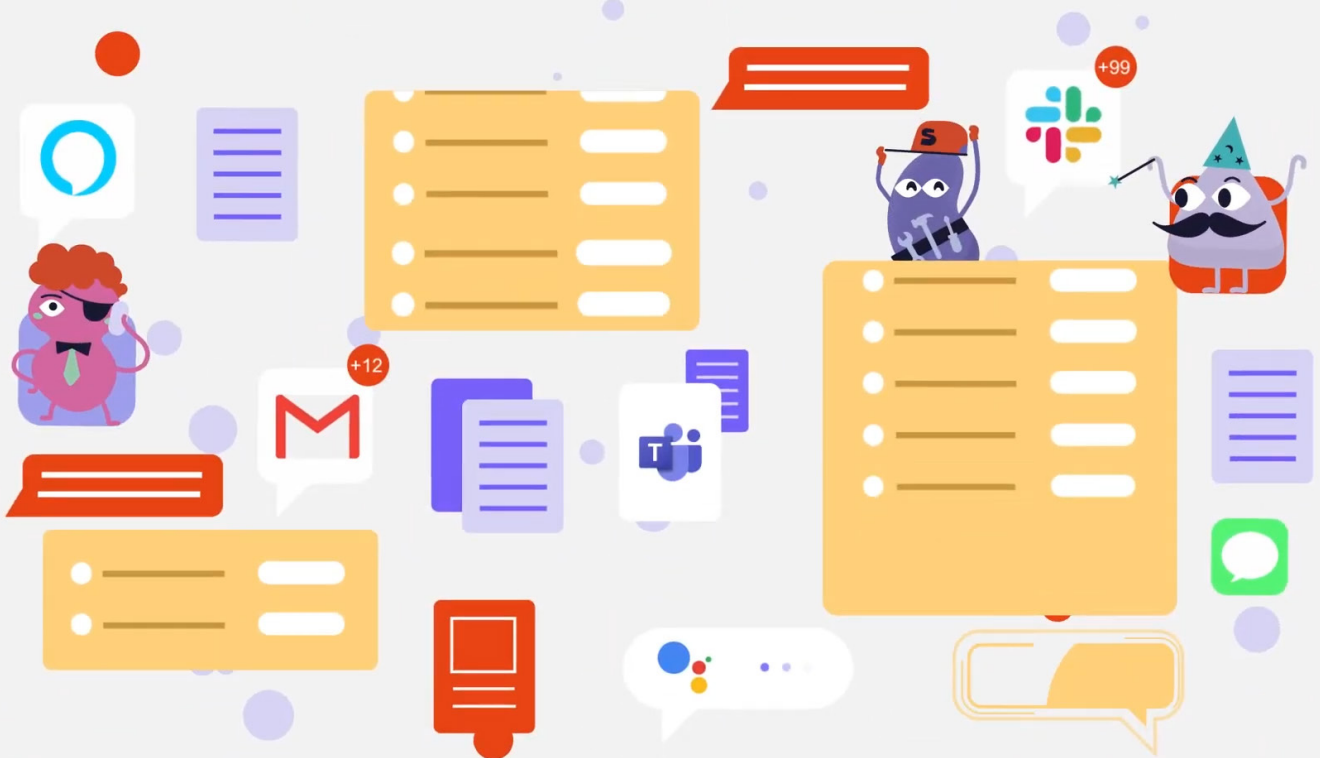




# Uplevel the Power of Your Workforce With Digital Employees



Confidently Deliver  
Data-Backed Insights and  
Innovation in Record Time

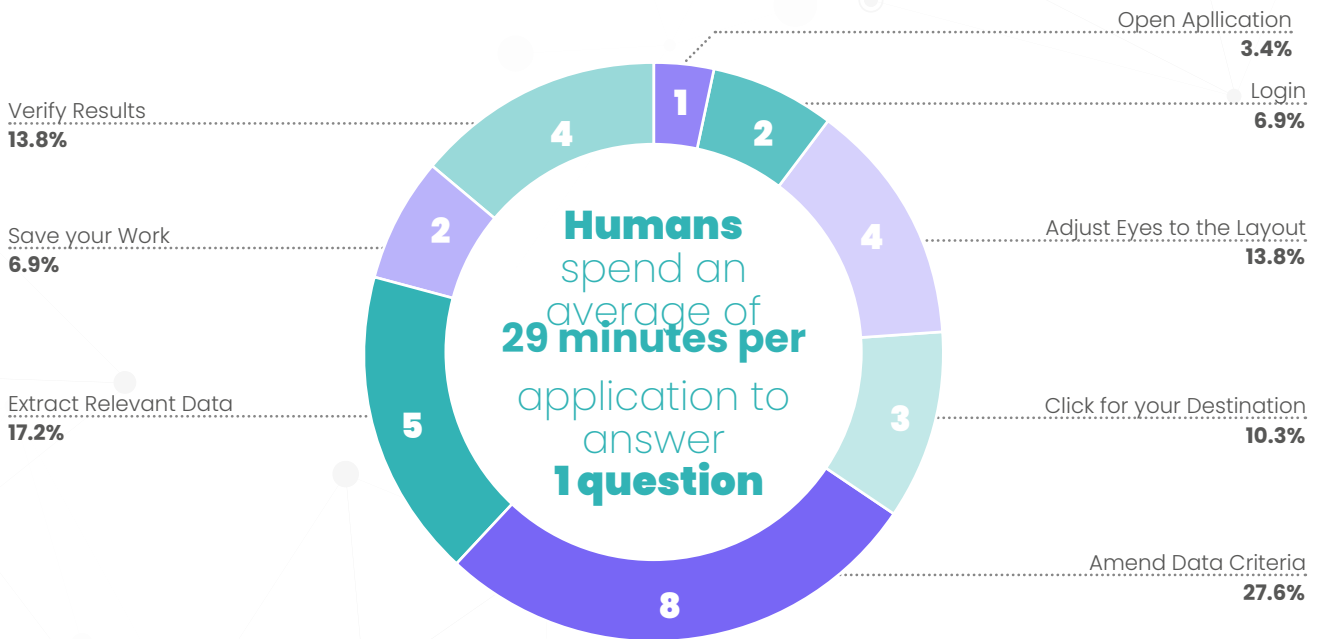
## COMPANIES GET LOST IN BLACK HOLES OF DATA



An Accenture study found a direct correlation between high performance and becoming what the consulting firm calls a *data-driven enterprise* -- a company that can maximize the value of its data.<sup>1</sup> Yet most enterprises still struggle to achieve this seemingly basic goal.

Let's explore why.

Every day, your enterprise employees toggle between multiple applications to get their work done and find answers to questions. In fact, data workers spend 90% of their work week (about 36 hours) on data-related activities such as searching, preparation and analytics.<sup>2</sup> Along the way, they call upon more than six data sources, 40 million rows of data and seven different outputs on average.<sup>3</sup> And they do this repeatedly, to answer new -- and even previously asked -- questions as they arise.



Based on internal survey of SKAEL customers between June 2019 and July 2020

1 Accenture, The Power of the Data-Driven Enterprise: Business decision-making with AI, analytics and cloud, 2019  
 2 ZDNet, Workers waste half their time as they struggle with data, July 9, 2019  
 3 Ibid



People don't work well with repetitive tasks. They get tired, stressed, and distracted and, as a result, make errors. Plus, consider the amount of time it takes an employee to log in, train their eyes to the layout of the multiple applications vital to their role, double check the question, respond and follow up. Your company is bogged down by a compounding issue.

The problems don't end there.

As **data** builds up over time, the **applications** your employees rely upon are essentially **reaching** into a **black hole**, where there is **no governance** around data **accuracy** and **cleanliness**

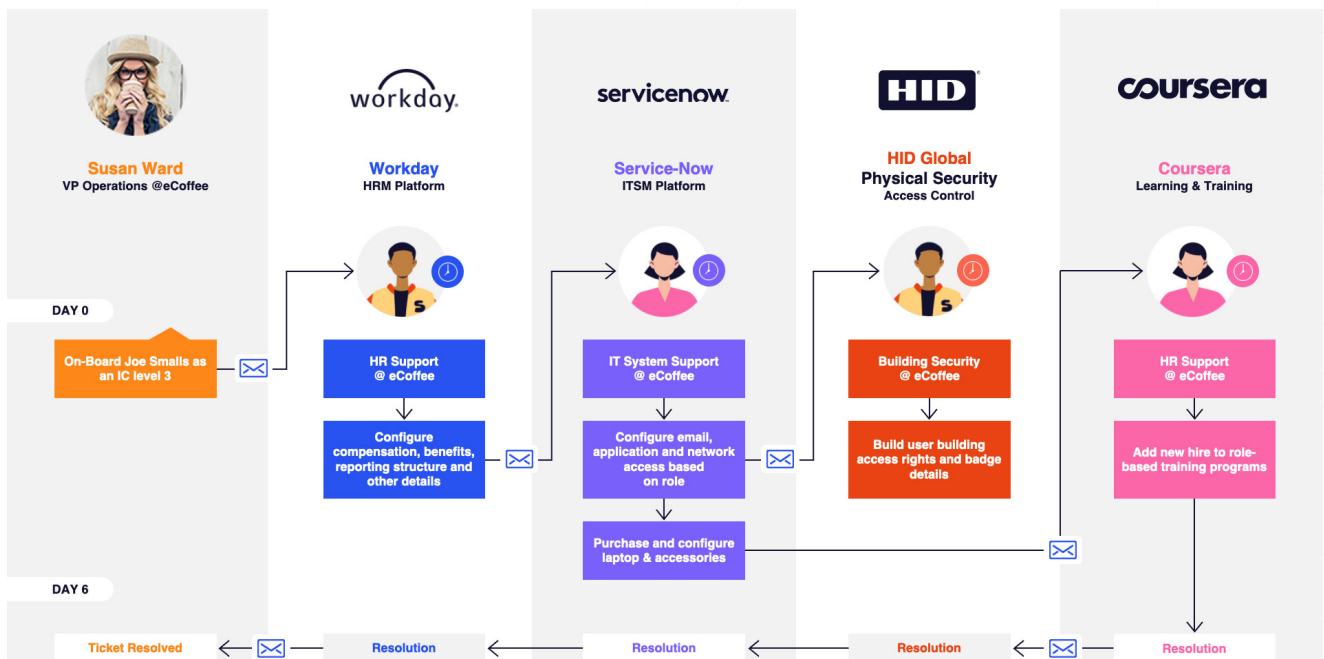
As data builds up over time, the applications your employees rely upon are essentially reaching into a black hole, where there is no governance around data accuracy and cleanliness. This creates "dark data," which Gartner defines as: "The information assets organizations collect, process and store during regular business activities, but generally fail to use for other purposes (for example, analytics, business relationships and direct monetizing)."<sup>4</sup>

People across your business need intel from this data throughout the day, to answer questions such as:

- What are the steps for onboarding my new employee?
- What is the latest sales forecast?
- How do I add new vendors to our procurement system?
- Where are we tracking departmental budget vs. actual spend for the last 2 years?

When employees aren't able to get needed answers from data on their own, they often rely on people across the organization responsible for managing all the applications housing that data. This maze of specialists stitches together the information to deliver the answers. Not only are these employees distracted from their core jobs, precious time passes as employees wait for the information to be found and distilled via spreadsheets, presentations, and other formats.

4 Gartner Glossary, Dark Data, <https://www.gartner.com/en/information-technology/glossary/dark-data>



In a typical enterprise, a maze of specialists is required to address information requests

When time is of the essence and employees can't wait for colleagues to serve up the requested information, decision-making ends up being a matter of guesswork.

It all adds up to thousands – and even millions – of dollars lost in wasted productivity and opportunity costs.

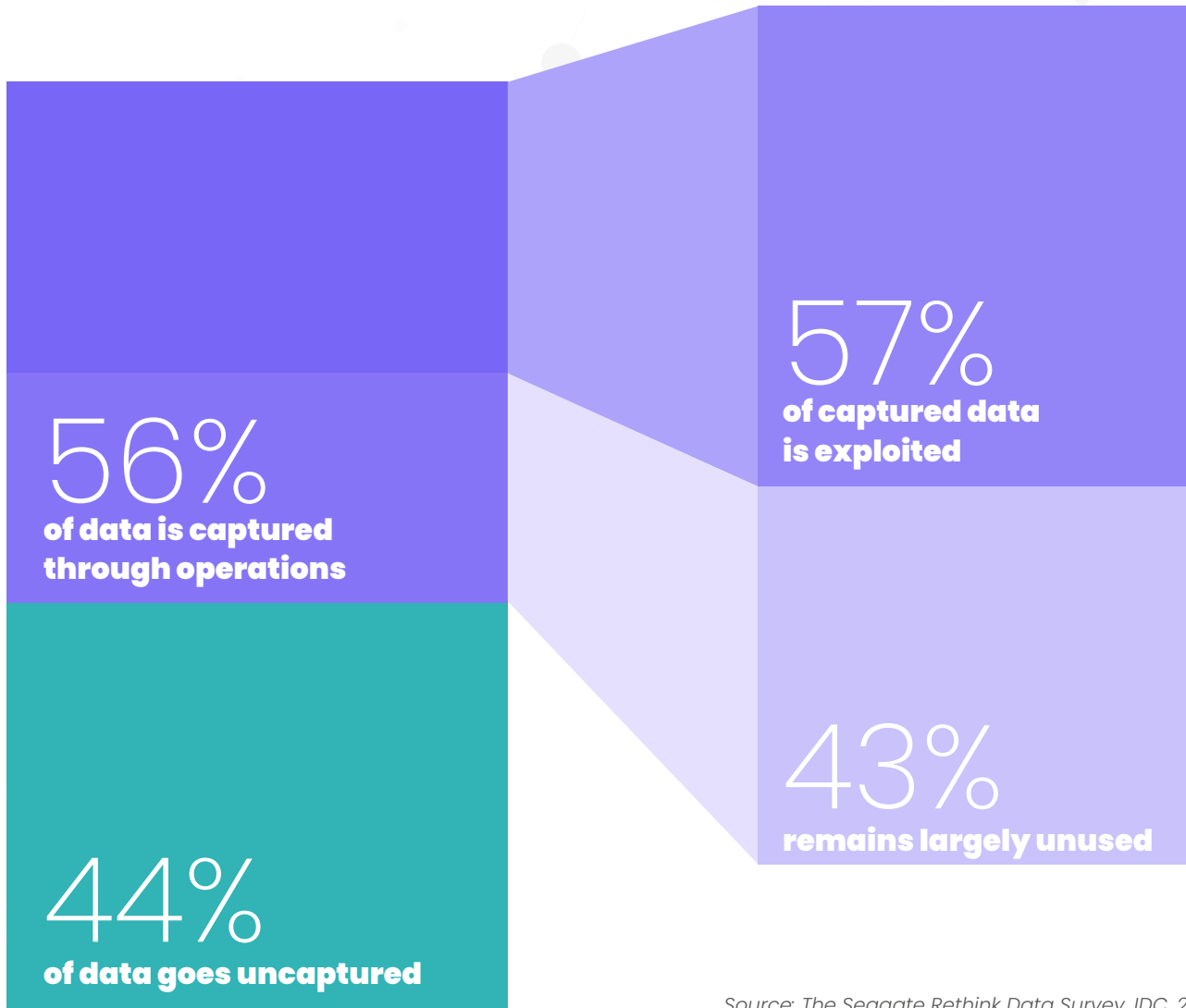


On average, enterprise data volumes are growing at 63% per month, and most companies draw from an average of over 400 different data sources.<sup>5</sup> Yet companies say 43% of the data they capture remains largely unused.<sup>6</sup>

5 Data Integration Solutions Review, Companies Are Drawing from over 400 Different Data Sources on Average, November 1, 2019

6 The Seagate Rethink Data Survey, IDC, 2020

## How Much Data Actually Gets Put To Work?



Source: The Seagate Rethink Data Survey, IDC, 2020

According to one survey, 80% of organizations take advantage of data across multiple organizational processes, but despite increases in innovation, workers waste 44% of their time each week due to unsuccessful activities because of lack of collaboration, existence of knowledge gaps and resistance to change.<sup>7</sup>

<sup>7</sup> ZDNet, Workers waste half their time as they struggle with data, July 9, 2019

## WHERE ENTERPRISES GO WRONG WITH AUTOMATION

Driven by the desire to better serve customers, streamline operations, and drive strategy, enterprises have invested in tools and approaches to extract value from their amassed data.

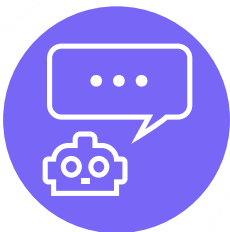
Unfortunately, these options have fallen short in one way or another. Let's walk through them.



### Chatbots

We all know chatbots from our engagements with brands on their websites and mobile apps. These interactions are enabled via software programs designed to simulate human conversations. Behind the scenes, a chatbot is essentially a static tree map representing potential questions someone might ask and the corresponding answers the chatbot should serve up.

By design, the tree map presumes to know what someone will ask. In other words, a chatbot can handle simple, routine queries and respond to frequently asked questions. If a person doesn't ask questions in a hierarchical manner – or if the programmers failed to anticipate a certain question – the chatbot must pass the inquiry to a human.



### Intelligent assistants

These advanced solutions call upon technologies that enable them to understand the context of an inquiry and carry out a range of tasks on behalf of someone. So, where chatbots are working from a script and can't learn over time, intelligent assistants can adapt to the context of a situation.

Intelligent assistants are better than chatbots because they can access multiple systems and can more flexibly serve users. But, in order to function as designed, intelligent assistants need to call upon a centralized store of relatively clean data. Therein lies the problem.

A 2019 survey conducted by O'Reilly<sup>8</sup> found that:

- Over 60% of respondents indicated that too many data sources and inconsistent data was their top data quality worry
- 50% were concerned about disorganised data stores and lack of metadata
- 47% were concerned about poor data quality controls at data entry

Plus, only a subset of modern, cloud-based systems such as Salesforce and ServiceNow work well with intelligent assistants. As a result, enterprises needing to power their intelligent assistants with on-premise or custom-built systems and data spread across applications and documents are out of luck.



## Process optimization

As it sounds, process optimization is focused on improving processes, usually for the sake of maximizing efficiency and/or reducing costs. Examples include using a tool like Tableau for better dashboarding, offshoring a help desk, calling upon ServiceNow for ticketing, and deploying ERP to integrate multiple processes.

To enable process optimization, most enterprises hire a large consulting firm to conduct an assessment and make recommendations. The actual project can last months – even years – and often costs considerable sums of money. Though enterprises assume process optimization will alleviate their pain, they're often not truly addressing the underlying operational inefficiencies and instead simply shifting the burden – for example, by outsourcing the work.



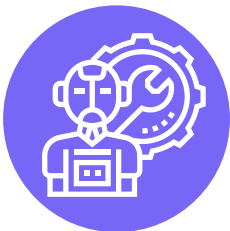
8 Help Net Security, The state of data quality: Too much, too wild and too skewed, Rachel Roumeliotis, Strategic Content Director, O'Reilly, April 28, 2020



## Workflow automation

In an ideal world, a workflow occurs seamlessly from end to end as applications talk to each other and share data in the background. For example, after a sales rep closes a deal in CRM, the ERP system could be triggered to automatically send out the invoice. Another example is onboarding a new employee in the HR system, which then leads to role-based accounts being created automatically in relevant systems.

While workflow automation is better than process optimization because systems are communicating, essential processes are still bookended by humans. In other words, people at both ends of the process interact with the tool while the software automating the workflow handles the middle portion of the process. As a result, enterprises see no change to the quality of data entering or leaving their tools and processes. Plus, to enable all this, enterprises must stitch together their backend systems – no small undertaking.



## Robotic Process Automation (RPA)

Some compare Robotic Process Automation to advanced macros. While RPA is intended to mimic and automate mundane, repetitive tasks (much like macros), it does so by working across applications. In other words, macros excel at simplistic tasks while RPAs can handle a high volume of complex processes. That said, like chatbots, RPAs can only carry out the steps they're programmed to handle.

Consider RPAs a step up from workflow automation because they don't require much technical knowledge and can stitch together data in the background. Users simply record what they're doing and the software learns and repeats this.

However, each user must install RPA software on their computers, and all users working together must be on the same software version. For instance, in a marketing department relying on RPAs, every team member must have the same RPA software installed.

Once RPA records a process and then subsequently kicks it off on its own, it must spin up a virtual environment each time. It must then shut down the virtual environment once it performs all necessary functions. As a result, while an RPA might work incrementally faster than an employee, it's a drain on enterprise systems and expensive to run.



As **requests** leave the enterprise environment, the enterprise faces the **risk** that sensitive **information** and **systems** will be **exposed**

Plus, an RPA cannot work dynamically. Employees must ask separate requests of it, which it processes separately. For example, “What is marketing working on in healthcare?” and “What is marketing working on in the automotive industry?” are separate requests.

Perhaps most concerning, an RPA must call out to third-party sources (namely Google Cloud, Microsoft Azure, and Amazon Web Services) to process each request. As requests leave the enterprise environment, the enterprise faces the risk that sensitive information and systems will be exposed. As EY says, “RPA introduces a new attack surface that can be leveraged to disclose, steal, destroy or modify sensitive data and/or high-value information, access unauthorized applications and systems, and exploit vulnerabilities to gain further access to an organization.”<sup>9</sup>



9 EY, How do you protect the robots from cyber attack?, 2018

## DATA ACCESS SHOULD BE AS EASY AS SENDING A TEXT MESSAGE



The future of work isn't figuring out the best application to store and show data, or relying on specialists to mine the data your company owns for insights. Everyone in your company should be empowered to easily and quickly make use of data. If everyone can better tap into your company's data, employees will make more timely decisions in objective ways and more quickly innovate, close business and generate revenues.

Consider how easily we access intelligence as consumers, using tools like Google Search and Alexa. Why not enable the same experience at work?

## ENTER THE DIGITAL EMPLOYEE



We've heard much talk of digital workers. But that's simply empowering employees with the digital tools they need to be productive. And, as illustrated, such efforts often fall short.

Now your organization can empower and offload its people with Digital Employees, which automate what happens in the back end but combine it with a user-friendly front end. A Digital Employee is the combination of advanced technologies -- including artificial intelligence (AI) and machine learning (ML) -- designed to increasingly automate repetitive processes and enhance the capabilities of their human employee counterparts. A Digital Employee learns and improves over time so it can dynamically adapt to different scenarios. Humans paired with Digital Employees are more effective, efficient, and happier -- a combination that delivers tremendous value to an organization.

## WHAT IS A DIGITAL EMPLOYEE?



At the core, a Digital Employee performs the same tasks as a human employee: proactively entering data into systems based on enterprise events, and collating and producing analytics on demand. What truly sets Digital Employees apart is their ability to do this while identifying patterns in seconds – and all while continually improving their ability to accurately identify and respond to requests.

In essence, a **Digital Employee emulates and augments your human employees** so they can use their **time and talents more effectively.**

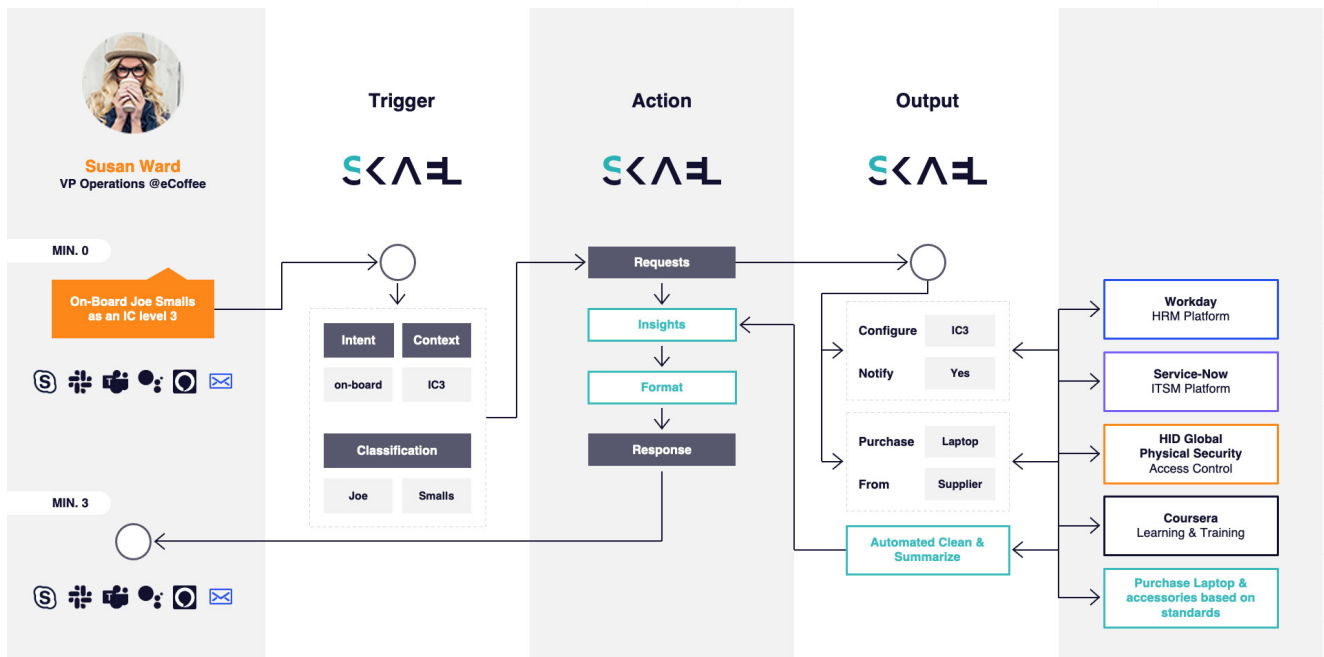
In essence, a Digital Employee emulates and augments your human employees so they can use their time and talents more effectively. Instead of turning to a specialist in your enterprise to stitch together information from various data repositories, your employees can ask a Digital Employee in real time and receive a nearly instant answer to questions such as:

- What's our end-of-life strategy?
- How do we automate onboarding?
- How does last week's forecast compare to next week's?

Anything an employee could ask someone via Slack, email, instant messaging, phone, and other common tools, they can ask of a Digital Employee.

Digital Employees correctly interpret the request that employees make via typical communication channels such as Slack and email; verify the requester is authorized; and connect to the relevant on-premise or cloud application(s) to provide immediate answers. They then deliver the answer in the correct format.





*A Digital Employee streamlines the process of answering employee information requests*



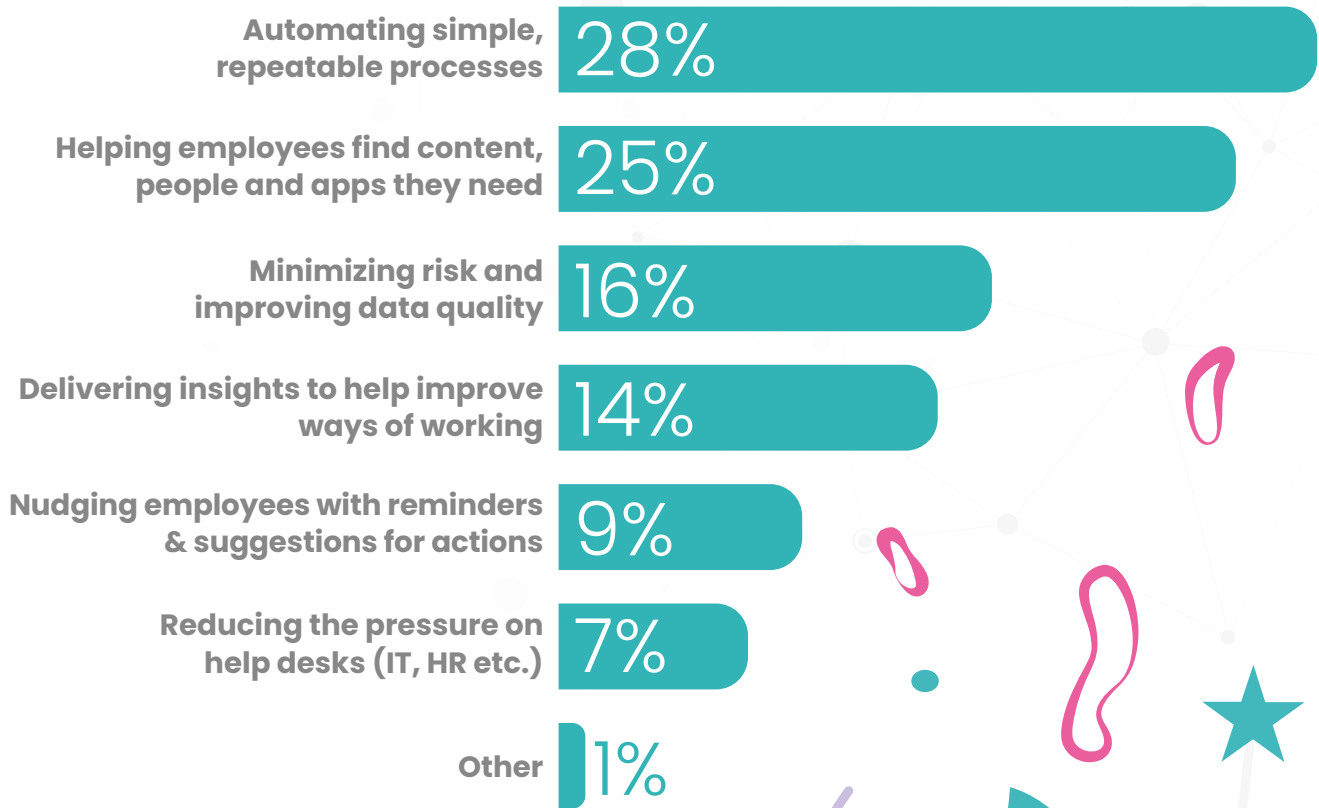
Because the Digital Employee reads both structured and unstructured data from chats, phone calls, and other data repositories, your enterprise doesn't need to create a central data store.

Moreover, a Digital Employee can stitch together multiple information sets, and return answers in as little as two minutes after dynamically processing requests in the cloud – without any calls to a third-party outside the enterprise environment. Plus, it learns on the fly, updating, adding and deleting information as needed.

Harnessing the power of AI and ML in this way is how many organizations expect to make great strides in their digitally enabled workplaces.



**Where do you expect artificial intelligence and machine learning to have the most impact on your organization's digital workplace and related digital employee experience?**



Source: <https://www.reworked.co/leadership/ai-at-work-still-a-work-in-progress/>

In fact, according to analyst firm Gartner, augmenting human capabilities with artificial intelligence will create \$2.9 trillion in business value and add 6.2 billion hours of worker productivity in 2021. By 2030, decision support/ augmentation will surpass all other types of AI initiatives to account for 44% of the global AI-derived business value.<sup>10</sup>



10 Gartner, Gartner Says AI Augmentation Will Create \$2.9 Trillion of Business Value in 2021, August 5, 2019

## EMPOWER YOUR WORKFORCE WITH SKAEL DIGITAL EMPLOYEES

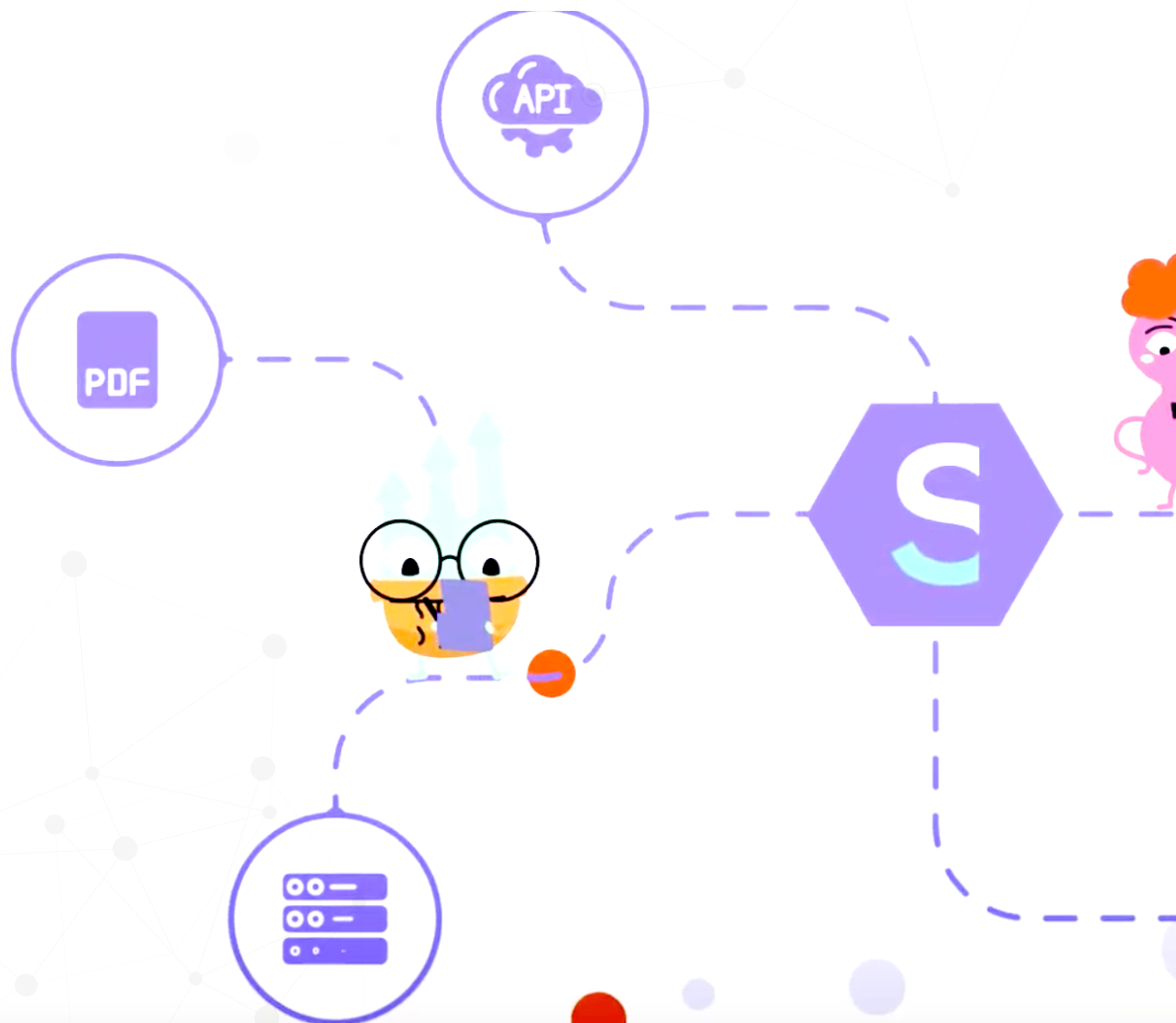


Sending requests into a black hole and hoping for a response should not be status quo. Plus, can you really afford to continue in this manner? “In Accenture’s experience, data-driven organizations are outperforming their competitors in terms of acquiring new customers, retaining the company’s customer base, and achieving above-average profitability.”<sup>11</sup>

With Digital Employees, your enterprise can join the ranks of these data-driven organizations. Digital Employees can connect, retrieve and correlate between dispersed data repositories in real time as they process requests across 30 languages.

### Digital Employees

process requests in **2 minutes** on average – **less** than the time it takes **to log in** to all the **applications** housing the relevant data.



<sup>11</sup> Accenture, The Power of the Data-Driven Enterprise: Business decision-making with AI, analytics and cloud, 2019

With SKAEL, all this is enabled by a highly sophisticated platform that calls upon the latest technologies. Enterprises can get started in as little as one week, and within a week of deployment, see 92% accuracy. Within a month of monitoring and training their Digital Employee, enterprises can achieve 97% accuracy.\* Moreover, most realize full ROI on a single Digital Employee in 45-60 days.

Here is the value a few of our customers have realized across different areas of their business with Digital Employees.

# SKAEL saves HR \$400k+

**A major insurance company with 19k employees transformed employee onboarding with SKAEL**



Traditional way

6 hours spent onboarding each employee =

**\$816k cost per year**



With SKAEL

Onboarding effort halved =

**\$416k savings per year**

Additional benefits

73% increase in satisfaction

Immediately gets to work

92% decrease in human error

Complete visibility into work done

# SKAEL saves Sales \$1.4M/year+

**A large technology company with 500 sales pros transforms sales operations with SKAEL**



Traditional way

50hrs / year / sales pro updating and reporting =

**\$2.4M cost per year**



With SKAEL

60% direct savings per year =

**\$1.4M savings per year**

Additional benefits

69% better forecast accuracy

Instant Analytics

86% faster quote-to-cash

Sales Team focused on customers

\* Note accuracy refers to correctly identifying the request in terms of intent, context, and classification and delivering better responses as a result.

# SKAEL saves Finance \$1.5M/year

**A global manufacturing company with 7,500 requests per month evolves Finance with SKAEL**



Traditional way

45min per inquiry with over 10,000 active suppliers =

**\$2.4M cost per year**



With SKAEL

Human workload reduced by over 79% =

**\$1.5M savings per year**

Additional benefits

97% better speed of execution

34% reduction in supplier attrition

On-Demand Compliance Reporting

End-to-End Secure Comms

# SKAEL saves IT \$1.2M/year

**An automotive company dramatically evolves proactive customer and employee support with SKAEL**



Traditional way

\$94 avg downtime cost with 60min incident response =

**\$1.7M cost per year**



With SKAEL

Instant 80% queue reduction =

**\$1.2M savings per year**

Additional benefits

73% increase in employee satisfaction

2 min response time

24x7 availability

Learns from resolved tickets



## SECURITY PRIORITIZED



You trust numerous applications and software programs to run your processes and crunch numbers on your behalf. Add a Digital Employee to that mix, and you'll extract more value from your existing deployments by making the most of your data.

When your IT and security colleagues ask, you can assure them that unlike RPA solutions, the SKAEL cloud never stores the data it processes. You can also elect to process data requests on premise or in your own cloud.

Moreover, the SKAEL cloud connects to your enterprise's existing authentication system. In fact, it's a snap to connect your data sources to our extendible platform that is open to authenticated ingress and egress connections. We can connect to any of your existing applications (cloud or on-premise, REST or SOAP), databases, documents or repositories without custom connectors or integration points. All we need is the URL and the right type of authentication.



## READY TO HIRE YOUR FIRST DIGITAL EMPLOYEE?



It's easy to get started in a phased approach by enabling one or more Digital Employees in a single department. That department can work incrementally with a Digital Employee until it's comfortable with the performance – just as you do with any new employee.

Ready to see your employees confidently deliver data-backed insights and innovation in record time?

Sign up for a free account at SKAEL.com to find out how easy it is to enable a truly data-driven enterprise.

### Present

### Digital Employee

45 – 90 min



**Response time**

2 min

1 Request/Hour ●



**Processing ability**

300,000 Request/Hour

15%



**Error rate**

<1%

8

5

261



**Availability**

24

7

365

4 weeks



**Training time**



4 days



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## About SKAEL

SKAEL's mission is to deliver better user - centric outcomes through intelligent cognitive automation, empowering a synergistic human/digital workforce. SKAEL is developing the next frontier of automation with its unique Digital Employee technology that maps to any organization's existing processes, onboarding and completing tasks in minutes. The company has been headquartered in San Francisco since its founding in 2016 and is backed by Bonfire Ventures, Daher Capital, Backend Capital, Ride Ventures and StratMinds Venture Capital.

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[www.SKAEL.com](http://www.SKAEL.com)

