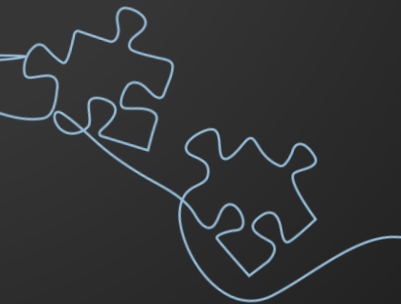


# Optimization of business processes through automation and AI

## Process Analysis and Evaluation Use Cases

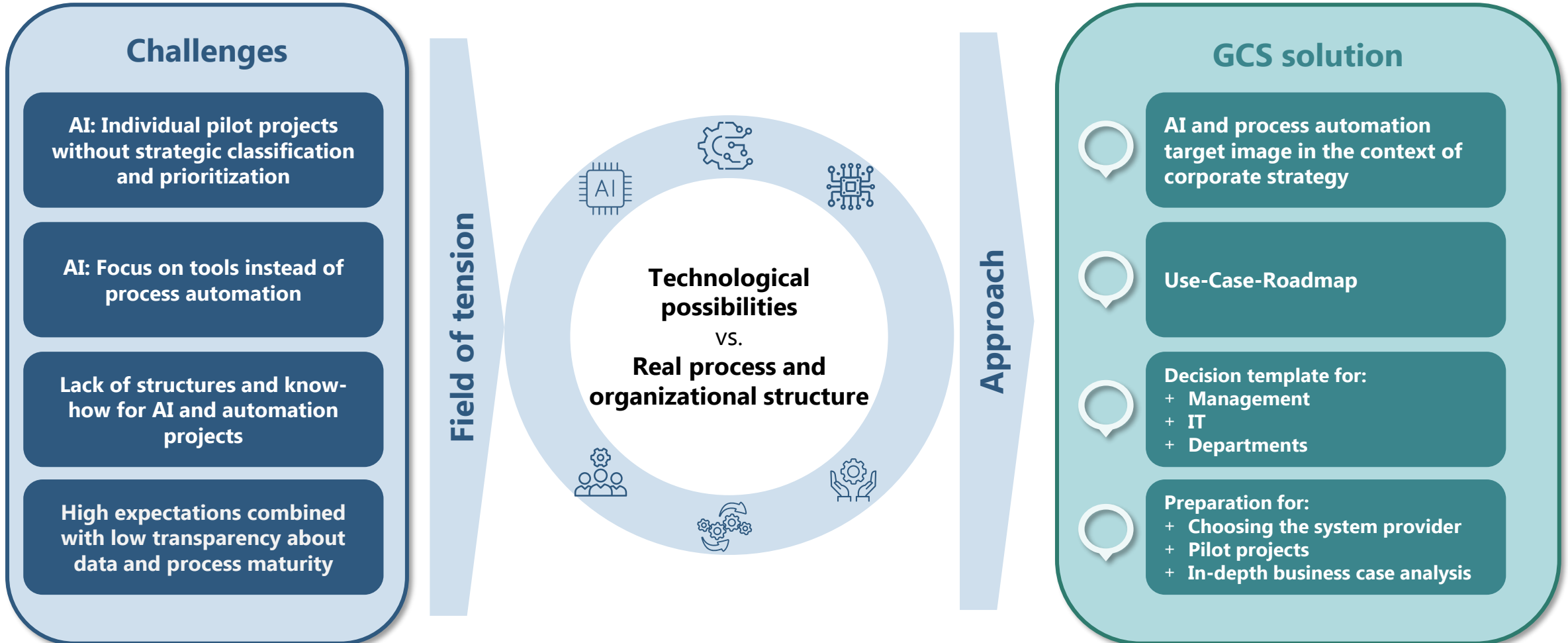
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General project approach



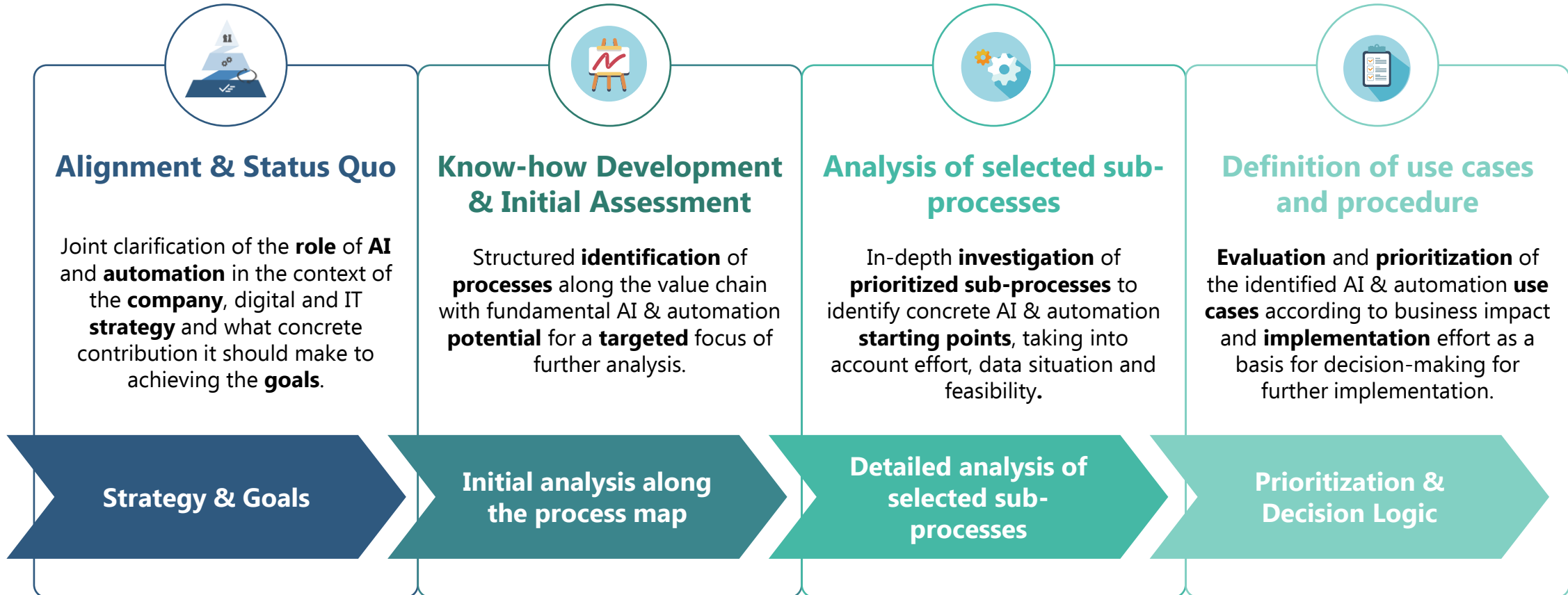
# ARTIFICIAL INTELLIGENCE & PROCESS AUTOMATION

## Challenges and approach



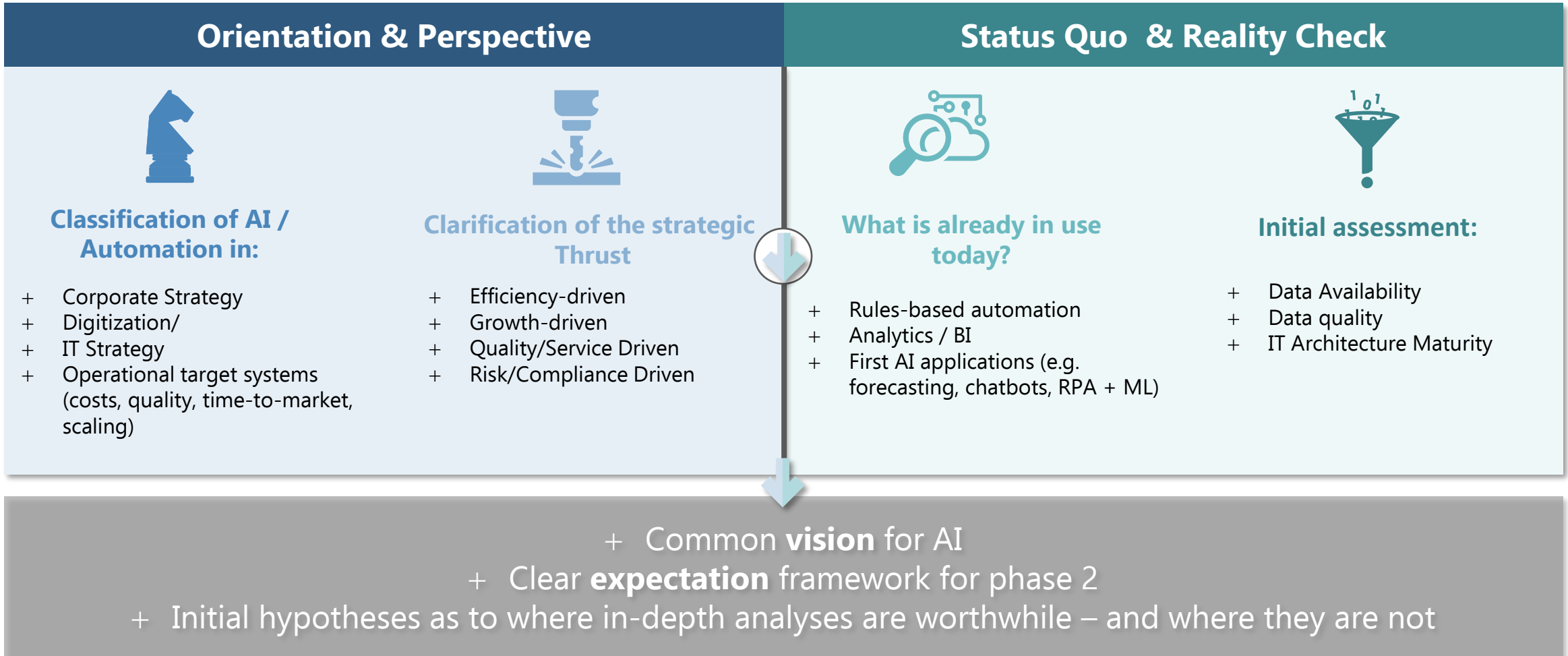
## ARTIFICIAL INTELLIGENCE & PROCESS AUTOMATION

GCS approach - for each phase we bring both the industry know-how and corresponding templates for the project procedure.



ARTIFICIAL INTELLIGENCE & PROCESS AUTOMATION

**Goal:** To ensure that AI is **not** an **isolated** innovation topic, but a **derived** lever for **automation** from corporate, digital and IT **strategy**.



## ARTIFICIAL INTELLIGENCE & PROCESS AUTOMATION

**Goal:** Create focus: **Where is it worthwhile to go deeper?**

### Review/preparation of your Process Map

- + Structuring by:
  - + **Core** processes along the value chain (e.g. design, product development, purchasing, production, logistics, sales, service)
  - + **Support** processes (HR, finance, IT, indirect purchasing)
  - + **No depth** of detail – deliberately on levels 1–2



### Know-how development: "What is basically possible with AI?"

- + Know-how development of AI and best practice along the process map
- + Examples from relevant functional areas
- + Differentiation: Automation vs. AI
  - + **Typical patterns:**
    - + Forecasting & Planning
    - + Decision Support
    - + Content & Document Processing
    - + Quality & Anomaly Detection

### First assessment per main process

- + Definition of main processes on the basis of the process map and subsequent initial evaluation and assessment according to clear criteria:
  - + Time intensity
  - + Manual Proportions/Effort
  - + Repetition Degree
  - + Data Availability
  - + Data quality
  - + Criticality for value creation

Main process	Rating	Potential/Deeper Analysis
Assortment planning		High / Yes
Area control		High / Yes
Price calculation		no / no

## ARTIFICIAL INTELLIGENCE & PROCESS AUTOMATION

**Goal: Identify and evaluate concrete, resilient automation and AI potential.**

### Analysis of selected sub-processes:

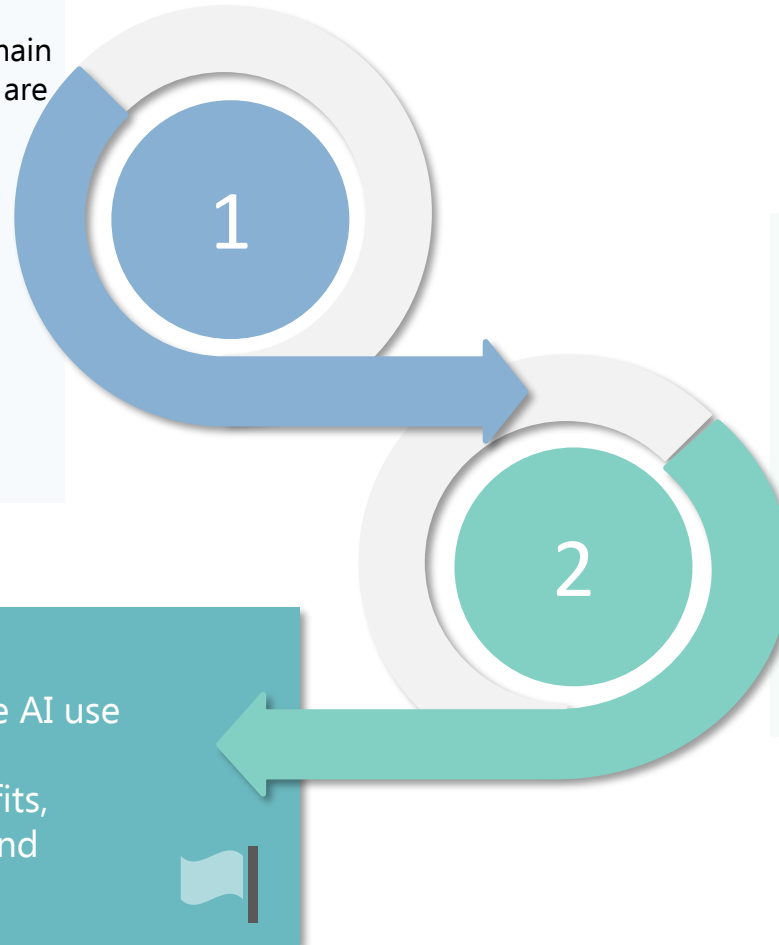
After the initial assessment and evaluation of the main processes, the potentially identified sub-processes are analyzed.

### Evaluation along defined Dimensions:

- + Degree of automation
- + Degree of digitization
- + Time required
- + Staff retention
- + Susceptibility to errors
- + Dependence on empirical knowledge

### Result:

A reliable, **fact-based overview** of concrete AI use cases at the sub-process level, including a **transparent assessment** of potential benefits, implementation effort, data requirements and organizational feasibility.



### AI levers per subprocess

- + Which AI **capabilities** are relevant in principle?
  - + Classification
  - + Prognosis
  - + Optimization
  - + Generation
- + What **requirements**, if any, are still missing?
  - + Data
  - + Governance
  - + Acceptance

## ARTIFICIAL INTELLIGENCE & PROCESS AUTOMATION

### Goal: Prioritize use cases

Use Cases



#### Prioritization logic

Evaluation per use case along:

- + Business Impact
- + Implementation effort
- + Technical complexity
- + Dependence on third parties
- + Risk (operational/regulatory)

#### Clustering

- + Quick Wins
- + Medium-term leverage
- + Strategic Initiatives

Ergebnis

#### Use Case Roadmap

- + Prioritized Use Case List
- + Strategic classification
- + Decision Template for Management
- + Recommendations for action
  - + Which cases to tackle?
  - + Which ones are deliberately not addressed?
  - + What basics are needed? (Data, Processes, Organization)

## CONCLUSION

In the end, investing in the support of an industry consultancy not only saves money and nerves, but also ensures successful and, above all, sustainable implementation.



**Benefit** from industry experience, network of experts, and information on vendors and system administrators



Provides project-proven and flexible **capacities/resources** to the extent required by the project, such as solution design, migration, test management



Takes on a **moderator** role with vendors as well as within the company between management, IT and departments



Proven **methodology toolkits** for all phases of the digitization strategy and the associated implementation



Contribution of **know-how** for **strategies** and **future** concepts as well as best practices



Applies project, process and **change management** for sustainable success

# GCS

## CONSULTING

**Thank you for your attention!**

# Contact

... we welcome your inquiry.

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