

Stay Competitive with Connected – and Flexible – Systems

Introduction

There is a new business landscape today. Economic and workplace disruptions have forced the need for increasingly connected and flexible systems and workflow. Indeed, a new level of process agility is a must in order to remain competitive as organizations are looking for ways to quickly adapt and transform.

Where should you begin? One way is to get “fully connected” by bringing together disparate systems and siloed information. According to AIIM research, [75% of organizations say that getting the right information to the right person in context is a problem](#). Organizations that more effectively connect the dots can build tremendous competitive advantage; seamlessly leveraging data across various documents, workforce, and systems.

AIIM research tells us that the connection points between systems, workflows, and people are where the greatest opportunity can be found. Nearly [40% of organizations are actively working to automate processes](#) that cross departments, systems, and/or organizational boundaries; [21% are automating document-centric transactions](#) that require approvals. These efforts are not just technological in focus, for many it's highly

strategic; [82% say there is a clear link between digital transformation and their broader business strategy](#).

Enabling Strategies

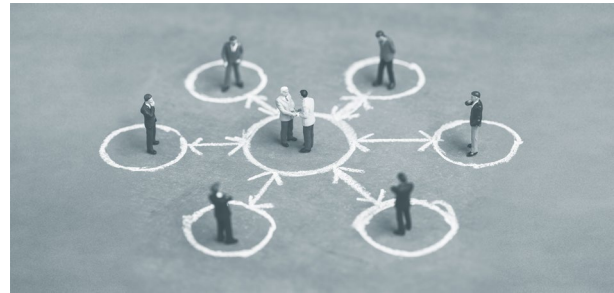
In order to remain competitive, it is essential to establish a seamless connection between the systems and processes that drive your business. What are some strategies you can use? Here are two to consider.

Open Systems and Connected Content

There is great advantage in deploying a network of technologies and services that operate within an open, integrated architecture. The key is to enable the unimpeded exchange of information via both internal and external channels. Unlike closed systems – which often silo their data so it's not available outside the system – open systems can seamlessly connect with other external systems and applications and share data without obstacles.

Open systems help connect content and empower process improvement. Teams are more productive and creative when they can find the information they need, when they need it, and when they are not hampered by the process of collaboration itself. The

approach also enables an enhanced level of flexibility that is needed today; different components can be added, removed, updated, or expanded as needed, without sacrificing operational efficiency or requiring the platform itself to be overhauled.



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Reduce Complexity and Boost Integrations

Complexity stifles innovation. But a new breed of systems and solutions, targeted at specific processes and industries, work to reduce the time, effort, and cost of integrations. More and more developers and solution providers are making available pre-built templates designed for core processes that most organizations have. This already-built automation includes best practices and methodologies already proven in the field so that you can be up and running quickly. And the fully modifiable features can be tweaked and replicated to meet your specific process needs.

Real World Use Case

The recent efforts at Borusan Cat are a good example of how connected systems boost digital transformation and organizational performance. Borusan has been the sole authorized representative of Caterpillar in Turkey since 1994, but market factors and global economics have made the competitive landscape much more demanding. To maintain its leading position in a fast-changing, sales-driven industry, Borusan engaged Kofax business partner NovaCore to bring together automate systems and workflow using Kofax RPA — a robotic process automation platform that works to acquire, enhance, and deliver information from virtually any application or data source without any coding.

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Borusan Cat recognizes that emerging technologies and changes in the marketplace are set to disrupt their industry, so their efforts focused on turning the disruption from a threat into an opportunity. “Our industry will change fundamentally in the years to come,” explains Tayfun Özçay, CIO at Borusan Cat. “To ensure that we can compete effectively in tomorrow’s automated economy, it’s vital for us to start laying the foundations for more efficient business processes today.”

Software robots are now supporting many different areas of the business, including the invoice reconciliation process. “By streamlining tedious manual processes, we can now reconcile our invoices each month orders of magnitude faster than before,” says Özçay. “We are also using the solution to help us automatically re-order spare parts and equipment, which helps us ensure that we always have the materials on hand to deliver responsive aftersales support to our clients across the region.”

In all, 75 processes have been automated, saving 1,700 person-days per year. What’s more the company is now uncovering new sales opportunities as a result of their efforts, sharpening Borusan Cat’s competitive edge.

Moving Forward

Organizations must work now to establish more connected and flexible systems and workflow in order to remain competitive. By bringing together disparate systems and isolated pockets of information, organizations can streamline data across systems and integrate workflow in new and more profitable ways. Look for providers and partners with the right mix of expertise, capability, and vision in order to make the most of your efforts.



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