

# IBM BLUEWORKS LIVE: OPPORTUNITIES FOR AUTOMATION

## OVERVIEW

IBM Blueworks Live is a process mapping tool that aids in process discovery and visualisation. Utilising these capabilities allows you to identify inefficiencies and improve understanding of complex dependencies, policies, systems, and resources.

Teams and organisations can analyse their processes and assess the risks, costs, and opportunities for improvement. But how can you identify the risks, inefficiencies, and opportunities for automation from your process maps?

## IDENTIFYING OPPORTUNITIES

### **Bottlenecks**

When bottlenecks occur, it stops or delays the desired outcome from being achieved. Productivity and efficiency is impacted, work backlogs can appear, and cost of resources and outcomes increase.

Bottlenecks may occur due to dependencies on a specific and overloaded resource/ individual, manual activity that takes time to complete, lack of communication, or erroneous or undefined work that needs to be redone.

### **Repetitive Tasks**

Repetitive tasks currently completed by staff can be uncovered with a clearly mapped process. If a process has an abundance of these manual activities, there is higher chance of inconsistencies that can cause errors, rework, dissatisfaction, bottlenecks, and costs. This is the perfect opportunity for automation.

### **High Risk**

Process maps that document relevant metadata also provide the opportunity to identify areas where risk is high. Risks can arise for many reasons, including failure to be compliant with policies or regulation, delays or bottlenecks, or data security.

### **High Cost**

Delays in decision making due to a lack of data takes up time and creates unnecessary cost. Identifying bottlenecks, unnecessary stages, or lack of data sharing within your process is a crucial step in optimising processes and saving time and costs.

### **Single Point(s) of Failure**

A single point of failure is an individual, resource, or system that your business cannot function effectively without. To safeguard against this, organisations should map out the process to understand who plays a crucial role in a process and discover dependencies.



## AT A GLANCE

### CHALLENGES

- Inefficient processes
- Reliance on human intervention
- Bottlenecks
- Repetitive tasks
- Inconsistent processes
- Inaccurate data usage

### BENEFITS

- Improve business insight
- Improve efficiency
- Consistent outcomes
- Accurate data usage
- Risk mitigation

## HOW CAN RESPONSIV HELP?

Responsiv has a wealth of knowledge and experience developing, implementing, and supporting process automation solutions. Our experience working across industries also provides insight into best practices and new innovative ideas.

Read some of our automation case studies below:

- [UK Airline Improves Efficiency with Process Automation](#)
- [Government Agency Saves Money with Streamlined Processes](#)

## CONTACT US

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