IBM's ATOM Platform

Create and Augment workflows that learn to inform and improve the enterprise.

Pressure to do more with less, improve efficiency, and reduce costs while meeting customer needs is challenging government agencies. Complex document processing and disparate data systems can lead to a backlog of requests and take employee time away from more valuable work. Your workforce is changing, and how work gets done needs to change. Intelligent Automation (IA) meets this challenge by transforming work while enabling the workforce.

Based on our experience, working with more than 1,000 clients on AI and automation, we have seen that investing in ATOM, IBM's Intelligent Automation Platform (IAP) can achieve 40% accelerated time to benefit realization and 30% greater adoption. Further, platforms are the steppingstones to building digital workers and intelligent workflows, expediting the transformation to a hybrid workforce.

The flexible platform architecture enables an understanding of where and how data, people, and technology support the end-to-end process lifecycle. The end-to-end process models will enable a collective understanding of the lifecycle and form the foundation of a single authoritative source of truth. This authoritative source of truth enables the capturing and modeling of key data from systems, people, and processes which will form a digital thread to scale mission focused digital automation.

What is Intelligent Automation (IA)?

Intelligent Automation helps dramatically improve and modernize agency operations using a range of automation technologies: process management, workflow automation, and orchestration of artificial intelligence help solve operational challenges to enable continuous process improvement and bridging the gap from a legacy to modern government agency.

Simply put, Intelligent Automation increases efficiency, enhances decision making, and strengthens security and compliance. It does all this by optimizing complex business process workflows.

The ATOM Platform

Core to IBM's ATOM Platform, is the Appian Low-Code Platform, a simple-to-configure set of capabilities that supports organizations at any point on their automation journey. IBM recently has been named Appian's Public Sector Innovation Partner of the year. Services and functions of the platform include the following:

- Case Management
- Business Intelligence
- Process Workflows and Orchestration
- Integration
- Optical and Intelligent Character Recognition

- Virtual Assistants
- Content Intelligence
- Robotic Process Automation
- Data and Content Management
- Natural Language Processing

Proof Points

Army Program Executive Office Soldier

The Army's employee travel auditing processes are complex and time consuming. Prior to the introduction of automation, it took two FTEs 120 days to analyze a small subset of data. By deploying IBM's ATOM platform, auditors can now run an entire sub-organization and perform analyses for hundreds of employees in a few weeks, improving the timeliness, transparency,

Benefits

Benefits to adopting IBM's ATOM Platform include the following:

Speed: Enhance efficiency, cut administrative burden, and reskill employees to do more thoughtful work faster, all while automated processing runs on a 24/7 basis.

Consistency: Improve resiliency and ability to adapt to change with automated work being performed consistently and accurately.

Reduced backlog: Minimize repetitive, low-level work and reduce backlog at your agency, freeing employees to do more thoughtful and mission-critical work.

Improved engagement: Create happier, more satisfied and engaged customers by helping them achieve goals faster, whether by being paid, processing paperwork, or procuring a license.

Reduced cost: Reduce costs through improved operational efficiency by minimizing and streamlining manual operational costs, while also increasing work output.

Minimized risk: Implement standardized processes and easily auditable activities to increase the compliance and security of activities performed.

and accuracy of the audits and reducing workload and employee frustration. Senior decision-makers now see enhanced compliance in their employee travel audit results and enjoy much improved situational awareness.

U.S. Department of Veterans Affairs (VA)
Veterans Benefits Administration (VBA)

The VBA needed to be responsive to an ever-shifting environment with increasing volumes and changing policies and serve a customer base that is consistently expanding and expecting more from them. Thanks to IBM's ATOM platform, over **7.7 million** compensation and pension benefit packets have been processed to date. **300,000,000+** Unique Transactions To-Date. **65%** of daily incoming claim mail processing has been automated, over **550,000** hours have been saved, and **950 of 1000** Claims Assistants have been transitioned to higher value work, all in just 14 months. The ATOM Platform to ATO & production in **45 days**. **97%** reduction in claims mail intake lead time from **27 days to 24 hours**.

Intelligent Automation as a Service (IAaaS)

IBM delivers Intelligent Automation as a Service (IAaaS), allowing organizations to harness modern automation capabilities that scale to meet current and emerging needs. IAaaS uses a cost-effective and flexible model that returns value immediately, instead of taking the amount of time traditionally needed to organically build through in-house implementations. IAaaS delivers automation at scale while still allowing organizations to pick and choose robotic process automation software, cognitive solutions, and hosting options at their discretion. IAaaS allows enterprises to access a full suite of Intelligent Automation technologies and services at a lower cost via a subscription-based pricing model.

Enjoy real business impacts for your organization in just weeks or months, rather than in the months or years required for more traditional approaches. To learn more, contact Jason Prow (jprow@ibm.com).