NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry’s most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Streamline Your Work Processes and Reduce Errors with 24x7 Automation

NTT DATA Automated Full-Time Equivalent

Key benefits:
- Eliminate more than 30% labor on most business processes
- Provide non-linear scalability to manage volume spikes
- Reduce errors and enhance compliance
- Reduce processing costs and improve response time
- Stabilize processing peaks by scheduling tasks after business hours

Transform your processes and increase productivity

Manual effort for routine tasks and processes can often lead to errors and cost your company time and money you can’t afford to waste. Enabling your staff to develop niche skills can help you break down processes into granular, workable steps. This creates a division of labor where a group of workers are responsible for repetitive tasks and specialists handle the more complex processes.

Developing clear work roles like this can lead to faster response time and higher quality, more creative work — improving overall job satisfaction. By breaking down processes to the most granular levels, you can eliminate process waste, reduce effort and (in some cases) completely eliminate human effort.

NTT DATA Automated Full-Time Equivalent (AFTE) is an extension of business process automation, where automated script/process tools eliminate the need to hire staff for repetitive tasks. The AFTE model is the application of specific tools and methodology to:
- Repeat specific steps without variation and with a high degree of accuracy
- Perform certain activities automatically
- Utilize a complex set of sequential process activities, logically broken down by business rules

Let NTT DATA Services help you break down processes to the smallest component, eliminate process waste and reduce human effort with automation.
At NTT DATA, we use automation as a lever for improving business processes and productivity. Our proprietary toolset NTT DATA Business Process Management Suite has been automating workflow and knowledge management tasks since 2001. These ideas have evolved into a new level of work specialization that completely eliminates or reduces process activities.

We have over 40 cutting-edge technology tools and automation methods to help your organization streamline work processes, including:

- Vertical process-specific tools and claim adjudication audit tools
- Process-agnostic tools such as web crawlers, batch download management systems, optical/intelligent character recognition tools and automated workflows
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For example, a credit analyst will have more time to spend on credit approval with AFTE supporting their work after business hours. Using an optical character recognition tool, AFTE is able to read the customer name from a sales order. It then utilizes a web crawler to navigate the relevant website to capture the customer/claim status and save the information for the credit analyst’s future use. Credit scoring can also be largely automated to streamline decision making.

Applying processes like these to your unique workflow can not only reduce headcount but also improve the overall quality of work, reducing effort by 25–30%. This frees up your associates to work on value-enhancing analytical activities.

Our AFTE solution can be programmed with any rule-based data entry system including custom-developed systems, remote desktop applications and the internet. With recursive training, the AFTEs can increase the volume of business process transactions over time, with high levels of accuracy and efficiency. We have also expanded the scope of AFTE from mundane and repetitive activities to include a wider variety of processes across verticals.

AFTE highlights:

- Reduce effort by 25–30%
- Improve compliance
- Improve output quality by reducing errors
- Enable 24x7 workflows
- Can be used with most systems including web-based, remote desktop applications and bespoke software
- Expand process volume over time with a recursive logic and implementation methodology
- Utilize industry-specific and process-agnostic automation