Identifying automation opportunities in back-office administration

A growing operation | Proof point summary

CHALLENGE
A growing operation found that administrative work was increasing alongside business volume, creating pressure on existing capacity.

DISCOVERY
Task-level analysis of repetitive activities, effort distribution, tool usage and potential error sources.

APPROACH
Assessed and prioritised automation and digitisation opportunities based on business value rather than starting with a technology-first solution.

DELIVERY
Opportunity assessment, prioritisation criteria, solution evaluation and implementation planning.

OUTCOME
A prioritised improvement roadmap identifying opportunities to reduce repetitive effort and support future growth.

CAPABILITIES APPLIED
Process Analysis · Automation Discovery · Opportunity Assessment · Solution Evaluation