What is a Digitaler Kollege

New ways, new opportunities

Digitale Kollegen are a new, SaaS-based alternative to easily automate complex administrative tasks and even entire job profiles in a company. This is a great enrichment for companies, not only in times of a shortage of skilled workers and high staff turnover.

In this case, the Digitaler Kollege is not an additional software but uses the same software tools as the people in the company for communication, the efficient processing of tasks and cooperation with human colleagues (via e-mail, Teams, Excel, software systems such as ERP or CRM).

Intelligent automation

The Digitale Kollegen are controlled by means of a work instruction in list form, where proactive and reactive routines can be defined in understandable language and adapted at any time. In addition, the Digitale Kollegen have complex learning skills in near real-time. This allows them to learn continuously and can therefore easily master numerous process variants. This enables customer companies, for example, to respond very individually to their own customers, without the lack of transparency or the high manual effort in processes. Digitale Kollegen thus enable simple and very efficient "mass customization" in an unprecedented form.

In addition to the defined routines and learned variants, the Digitale Kollegen can also optimize their own field of work based on entrepreneurial objectives. Parallel to their daily work, they automatically create a specific knowledge database for the customer company, in which all the things learned are stored and structured. This can be used by the company, for example, as a source for internal training, or as another important data source for business intelligence.

Unique technology

To achieve all this, various technologies are combined within the Digitale Kollegen that enable "vision", "understanding", "acting" and "learning". At the heart of this, however, is the "Experience Learning" specially developed by ALAIQ, which enables the use of Digitale Kollegen in almost all administrative areas in organizations. The technologies used are always the same.

In contrast to neural networks (deep learning), Digitale Kollegen do not determine their recommendations for action and executions based on probabilities, but deterministically on the basis of the specifications in the work instructions and business objectives. Thus, a "hallucination" of Digitale Kollegen is excluded by design. In addition, a Digitaler Kollege can always provide comprehensible information on how which decision was made. For example, on which learning experiences a certain process variant is based (when, by whom or what was learned and released).

This SaaS solution is hosted in the MS Azure cloud and provides a wide range of standard data integration options. In addition, customer-specific data integrations can be offered quickly and efficiently. Data protection at ALAIQ is monitored and accompanied by the German TÜV IT.

Field-tested and successful

Digitale Kollegen are already being used successfully in a wide variety of company sizes (from €13 million to €13 billion in sales), industries (mechanical and automotive engineering, medical technology, personnel services, and much more) and specialist areas (purchasing, logistics, planning, customer service, quality management, accounting) in several European countries. They can be pre-set for quick integration within 2 weeks into workflows or integrated into companies as a customized solution within 3 months.

In short, Digitale Kollegen open up a whole new world and enable endless opportunities for all kinds of companies.