Operational Excellence Powered by

Scout®

for Business Operations

Process

Task 1

Understanding the Dark Side of the Moon

Businesses worldwide have three primary objectives: **revenue growth, improved profits, and enhanced customer and employee experience.**

To achieve these goals, they undertake extensive transformation projects aiming to integrate people, processes, and technology. Sadly, 70% of these large-scale projects fail to meet expectations. This happens because businesses often overlook the fact that more than half of their teams' workday is spent outside of their transactional systems of record, such as ERP and CRM. Activities like email, browsing, document handling, and using various applications account for this significant portion of the day.

As a result, a vast dataset of approximately 300 trillion interactions per year remains untapped. Currently, enterprises lack a viable means to explore and analyze this unstructured, last-mile interaction data.

We call this the 'dark side of the moon' - and it needs to be lit.

60%
of the workday is spent outside system of record applications.
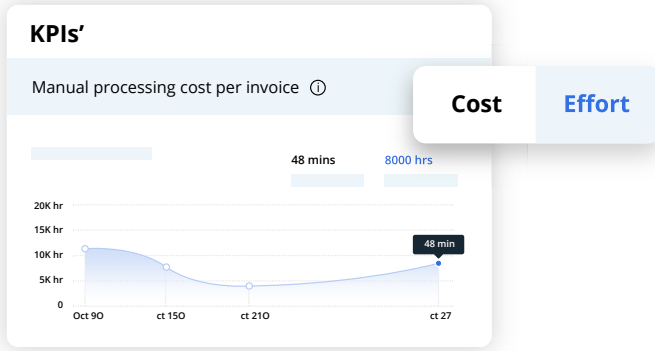
300 trillion
interactions per year remains untapped.

Enter Scout for Business Operations

With Scout for Business Operations, you can illuminate the 'dark side of the moon.'

Scout® connects human-system interaction data with business outcomes and KPIs. It provides deep insights into the hidden pain points teams experience at work and offers actionable recommendations to resolve them. Scout® empowers you to succeed, whether you are a C-suite executive, an automation COE leader, or an operations manager.

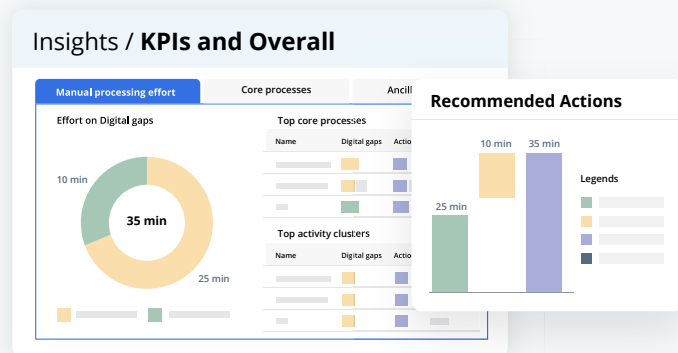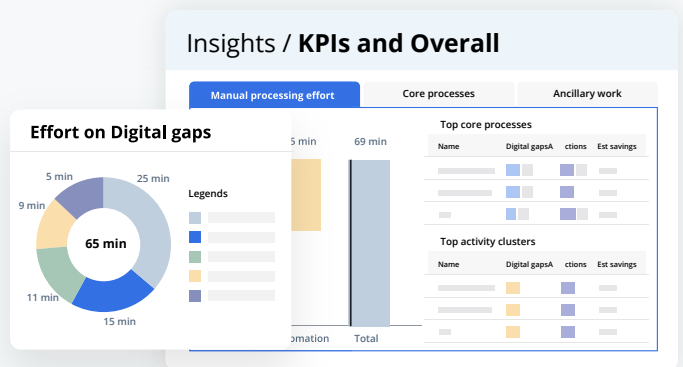**Measure, track, elevate, and audit your operating efficiency.**

Eyes on KPIs

KPIs'

Manual processing cost per invoice ⓘ

| Cost | Effort |

48 mins   8000 hrs

20K hr
15K hr
10K hr
5K hr
0
Oct 9O   ct 15O   ct 21O   ct 27

48 min

- With Scout®, you can automate, streamline, and optimize your operations, while keeping business outcomes and KPIs in sight.

- Make informed decisions, achieve process excellence, and drive KPIs effortlessly.

Identify Digital Gaps

- Digital gaps are common patterns of inefficiencies that Scout identifies by analyzing user interaction.

- Whether it's repeatedly referencing data from excel, entering it into similar applications, composing identical emails, or different variations to execute processes, Scout® detects these gaps and recommends actions to eliminate them.

Insights / **KPIs and Overall**

| Manual processing effort | Core processes | Ancillary work |

Effort on Digital gaps

5 min   25 min
9 min
11 min
15 min

65 min

Legends

5 min   69 min

Top core processes

| Name | Digital gapsA | ctions | Est savings |

Top activity clusters

| Name | Digital gapsA | ctions | Est savings |

omation   Total

Insights / **KPIs and Overall**

| Manual processing effort | Core processes | Ancill |

Effort on Digital gaps

10 min

35 min

25 min

Top core processes

| Name | Digital gaps | Actio |

Top activity clusters

| Name | Digital gaps | Actio |

Recommended Actions
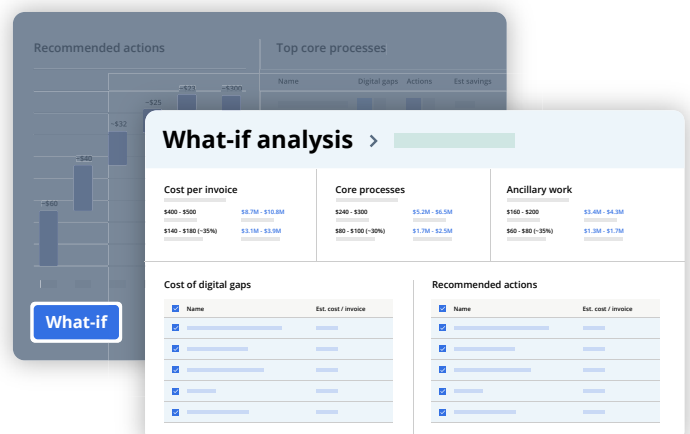
10 min   35 min

25 min

Legends

Bridge the Gaps

- Prioritize and bridge digital gaps through a combination of standardization and automation recommendations.

- Implement no-code recommendations, such as email templatization and user training. Expand your automation capabilities beyond RPA with IDP, Email Automation, and Conversational AI.

Simulate Your Success

- Foresee the impact of change before executing it. Make confident decisions with our breakthrough **"What-if"** analysis capability. Simulate specific scenarios, link transformation levers to processes, and preview potential outcomes.

- Simulations grounded in your unique business priorities ensure you're on the optimal path before investing a single dollar in automation or process alterations.

Recommended actions   Top core processes

| Name | Digital gaps | Actions | Est savings |

+$23   +$100
+$25
+$32

-$60

What-if analysis ›

Cost per invoice		Core processes		Ancillary work	
$400 - $500	$8.7M - $10.8M	$240 - $300	$5.2M - $6.5M	$160 - $200	$3.4M - $4.3M
$140 - $180 (~35%)	$3.1M - $3.9M	$80 - $100 (~30%)	$1.7M - $2.5M	$60 - $80 (~35%)	$1.3M - $1.7M

Cost of digital gaps   Recommended actions

☑	Name	Est. cost / invoice
☑		
☑		
☑		
☑		

☑	Name	Est. cost / invoice
☑		
☑		
☑		
☑		

What-if

Timeline view

Est. Effort saved

Name	Digital gaps	Actions	Est savings

Oct 22   Nov 22   Dec 22J   an 23F   eb 23   Mar 23

Get Better, Everyday
With the Timeline View

- Complete your journey of continuous discovery with the upcoming Scout Timeline feature.

- Track and audit your change programs within Scout®, continuously measuring and tracking inefficiencies, interventions, and subsequent changes to reality on the ground.

- Adapt and shape your future interventions with confidence, guided by Scout®'s powerful insights.

Self-Service Privacy Policy Management

Scout for Business Operations empowers you to choose from over 200 pre-baked flexible Personal Identifiable Information (PII) configuration options based on your geography, industry, and data protection standards. Simply select the PII policies that meet your needs and start Scouting.

Data Control
in Your Hands

Scout® only collects 'opted-in' data, respecting your consent. Transparency is key – users can see accessed apps/URLs and pause data collection anytime.

Team-Focused
Insights

Scout® does not single out individuals. Anonymized user IDs protect privacy, ensuring dignity and anonymity.

Privacy
Filters Built-in

Scout® scrubs sensitive info at the OS level, never reaching the servers. Zero risks of Personally Identifiable Information (PII) exposure. Your data, your privacy, our priority.

 bsi. ISO 22301 Business Continuity Management

 bsi. ISO/IEC 27001 Information Security Management

 SOC 2 AUDITED

 GDPR READY

To know more about Scout's data privacy and security principles   **Click here**

What Makes Scout® Unique

1

Patented deep capture technology to process millions of interactions with **zero IT integrations**

2

Visibility at enterprise **scale across thousands of users** and hundreds of applications

3

AI powered transformation recommendations including last mile variations

4

Open ecosystem with **out-of-the-box connectors** to RPA, BPMN and Digital Adoption platforms

The Scout® Impact

Automation & Process Optimization

Leading telecom player reduced operational costs by **30%** by identifying hidden opportunities for process standardization and automation

Cost Optimization

Private retail bank lowered operational costs by **25%** through data entry standardisation and workflow automation

Revenue Realization

Fortune 500 bank achieved a **50%** faster dispute resolution between consumers and merchants, by reducing process variations and standardising email communication

Ecosystem Effectiveness

Insurance leader accelerated time to value, leveraging export capabilities to integrate with existing RPA platform and detailed SOPs, reducing implementation time by **35%**

Employee Experience

Construction major leveraged automation and user training recommendations, enabled a **40%** reduction in manual errors & enhancing employee satisfaction

Post Merger Synergies

Pharma conglomerate achieved post-merger synergies through standardized processes across regions, resulting in **30%** cost reduction & accelerated growth

Analyst recognitions

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Everest Group®

'Leader' in Everest Group PEAK
Matrix Task Mining Report 2022

NelsonHall

'Leader' in NelsonHall's Process
Understanding Evaluation 2023

HFS Research

'Enterprise Innovator'
in Process Intelligence, 2023

IDC

Notable mention in
Task Mining Assessment 2023

Gartner.

A Representative Vendor
in 2023 Innovation Insight:
Process Mining & Task Mining*

isG

'Leader' in Process Mining
in US region, 2022

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Gartner. Peer Insights™ | **Scout Platform Reviews** | 4.9 ★★★★★

Trusted by 100+ customers, including 30+ Fortune 500 companies

> " *We only want to work with Soroco as our vendor. They are terrific partners with a visionary product roadmap.*"

**Automation Product Owner,
Top 10 Global Pharmaceutical Major**

> " *Insights are quick, and their approach is ethical, with data aggregated at the team level to ensure end users remain anonymous.*"

**Head of Finance Transformation, Leading European
Construction & Regeneration Group**

> " *Soroco's solutions are rapidly evolving with highly intuitive out-of-the-box features, helping quantify business benefits.*"

**Process Consultant, Large Technology Consulting
Company in APAC**

> " *Scout was the tool for us to go with as the integration requirements with IT systems were minimal and it could be deployed in a short time.*"

**Head of Operational Excellence,
Global Leader in Food and Beverage Manufacturing**

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www.soroco.com

Soroco is on a mission to change how the world gets work done. Powered by multiple patents, its flagship product, the Scout AI model, generates a work graph - a map of hidden pains teams experience at work and their impact on business outcomes. Today, this graph drives productivity improvements in 100s of organizations globally, including several Fortune 500 companies. Soroco has been featured in Harvard Business Review, Forbes, Fortune, and was listed on Bloomberg's list of ideas that defined 2022. With operations spanning Boston, London, and Bangalore, Soroco was founded by alumni of Harvard, MIT, and Carnegie Mellon.

Request a Demo