

III International Economic Forum

# **Business Process Automation of SMEs in the Post-digital Era**

**Dr.oec. Ilona Dubra**

CEO of Jsc. Luxhouse

**Daniils Vladimirovs**

PwC Latvia Associate in TRS, CEO at Nordexo IT,

University of Latvia

BA School of Business and Finance

# Post-Digital Era

- More than half (3.9 billion) of the global population is now online and using the Internet
- \$1.25 trillion will be spent on digital transformation globally in 2019
- \$1.97 trillion in global spending on digital transformation of businesses in 2022
- Over 60% of global GDP will be digitized with growth in every industry driven by digitally-enhanced offerings, operations, and relationships

# **Automation is the Way of Present and Future**

- Optimize resources
- Reduce labor costs
- Streamline processes
- Facilitate collaboration
- Drive profits

# The TOP 6 BPA Trends

- AI-driven technologies
- Robotic process automation
- No-code or low-code platforms
- Adaptive case management technology
- Collaboration technologies
- Smart technologies

# The Trends of SMEs in the IT digitalization

- High demands
- Numerous stakeholders
- To streamline SMEs internal processes and increase the efficiency
- Large automation solutions are disadvantageous and inaccessible
- Small-task automation strategy

# Small-Task Automation

- Technology to execute recurring small daily tasks
- Manual effort can be replaced
- Tools and small custom programs or scripts
- With large and complex corporate systems
- Tools available to the company (office apps, text editors, clouds)
- Focus on activities that add more value (analysis)
- Different tasks (supply chain management and sales etc.)

# Implementation for the Future Growth of SMEs

- Focus on apps that offer a wide range of functionalities
- Review the organizational structure
- Let the teams experiment and develop custom solutions
- Define priorities and find solutions
- Faster and cheaper way
- Fully compatible with SMEs

# Conclusions

- Reduce operational costs
- Deliver superior customer service
- Improve productivity
- Improve employee morale
- Enforce governance



**Dr.oec. Ilona Dubra**

CEO Jsc. Luxhouse

**Daniils Vladimirovs**

PwC Latvia Associate in TRS, CEO at Nordexo IT,  
University of Latvia  
BA School of Business and Finance