Business Process Automation

Sanjay Mohapatra

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This book discusses the major trends in Business Process Automation (BPA) and explains how BPA technologies and tools are applied in practice. It introduces the students to the concepts of BPA and describes the need for automation in business process management.

The book illustrates live examples of different functions of an enterprise where automation has been successfully implemented to reap business benefits. It elaborates the applications of BPA in various sectors such as HR and payroll, marketing, e-governance, knowledge management and banking. The text also discusses in detail the role of Chief Information Officer (CIO) as a change agent for designing and implementing automation initiatives. Returnon-Investment (ROI) calculations have been shown as a business case for automating business processes. Evaluation criteria for deciding which software package to be implemented have been thoroughly explained.

KEY FEATURES
• Provides case studies at the end of all chapters to help the students for easy understanding of the concepts discussed.
• Includes chapter-end questions to test students' comprehension of the subject.
• Presents a glossary of technical terms.

The book is designed for the postgraduate students of management. It would be useful for the professionals and practitioners for implementation of process automation in organizations as well.

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