

MARCH 2024

inside zhero

**BUSINESS
AUTOMATION**

Lead the way with BPA

CREATIVE CREATOR

Low-code power



Message from Izak

A warm welcome to this edition of Inside Zhero where we take an in-depth look at the magical world of business automation.

This month we're focusing on the role of business automation and its impact on the way we work.

IZAK OOSTHUIZEN
Chief Executive Officer,
Bestselling Author



In this issue

Our feature "Automation for All" shows us how business process automation is a pivotal driver of digital transformation.

80% of businesses are speeding up process automation, with 50% automating repetitive tasks.

"Automation is all around us and it's only going to get bigger. Business process automation isn't just for the big guns anymore."

Automation can now be applied across different teams, functions, and companies of all sizes and industries."

Izak Oosthuizen

Zhero Founder and CEO,
Bestselling author

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AUTOMATION ALL EYES ON

Business automation is using technology to streamline and optimise our organisational processes and functions. Also monikered as business process automation (BPA), business automation enables a significant boost in productivity by transitioning labour-intensive tasks into automated workflows throughout the entire business. Ken Goldberg, an acclaimed American professor, gave us his take on the impact of business automation:

“Automation is the new electricity. It’s transformative, and it’s going to change everything.”

BPA history

While digital process automation is often perceived as a recent advancement, its roots are traced back thousands of years. Ancient Greek engineers pioneered automated systems powered by compressed air, steam, and hydraulics. In the 1800s, mathematician Charles Babbage developed a large steam-powered calculator, laying the groundwork for further automation. Throughout the 20th century, significant progress was made in automation and process improvement, which we can categorise into three phrases:

- The 1980s gave us the development of enterprise systems and methodologies like Lean and Six Sigma for enhancing manufacturing processes.
- The turn of the 21st century saw the widespread adoption of business process management systems, addressing integration challenges and improving operational efficiency.
- Digital process automation emerged in the 2010s, enabling organisations to enhance customer experiences and automate intricate business processes.



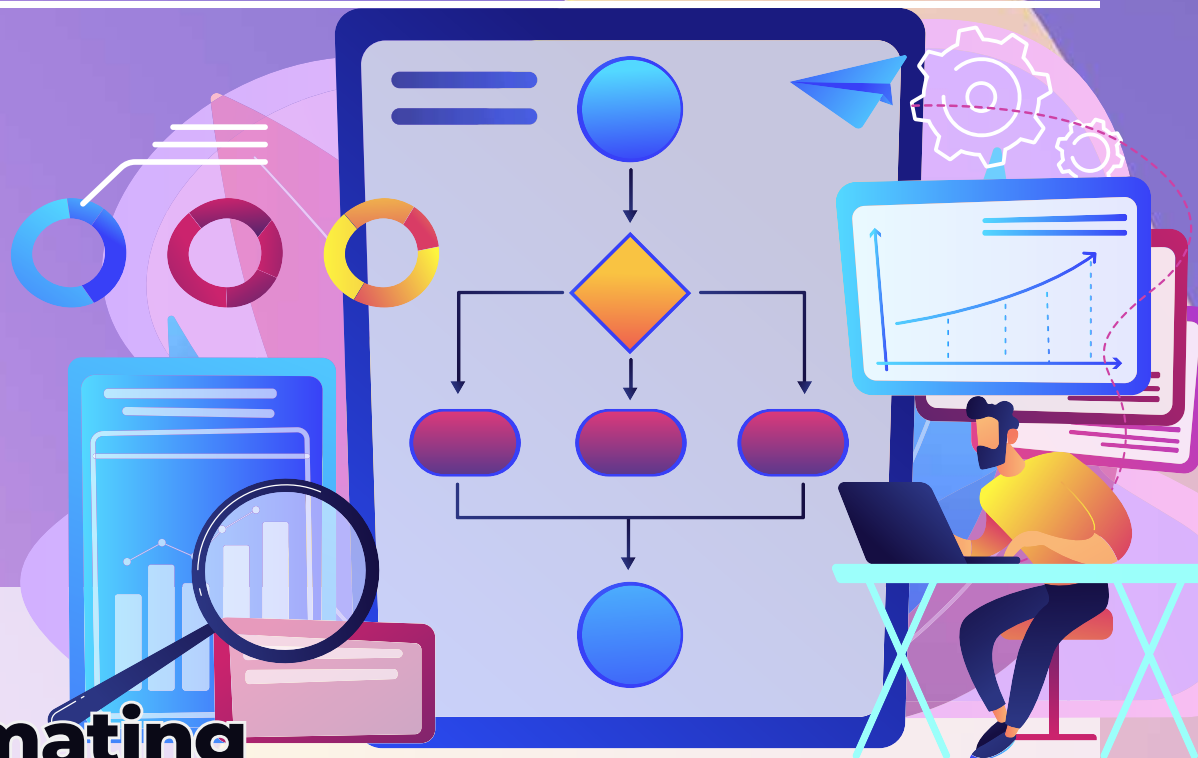
A catalyst for change

BPA is a catalyst for our organisational advancement. Fostering simplicity by design, it drives digital transformation, enhances our service quality, and optimises service delivery. BPA typically includes the integration of applications, reallocation of workforce resources, and the widespread utilisation of software applications across your entire organisational framework. The range of automation possibilities is enormous and can be tailored to your unique objectives, mission, and vision. Tasks like as handling sales orders, managing customer relationships, or facilitating employee onboarding, which traditionally use manual intervention, can all be automated without any hassle.

The stats speak

- We spend up to 3 hours on repetitive tasks every day
- BPA saves 50% of time
- 5% of corporate teams are involved in BPA
- 31% of organisations have at least one automated function
- 4% of businesses use low-code BPA

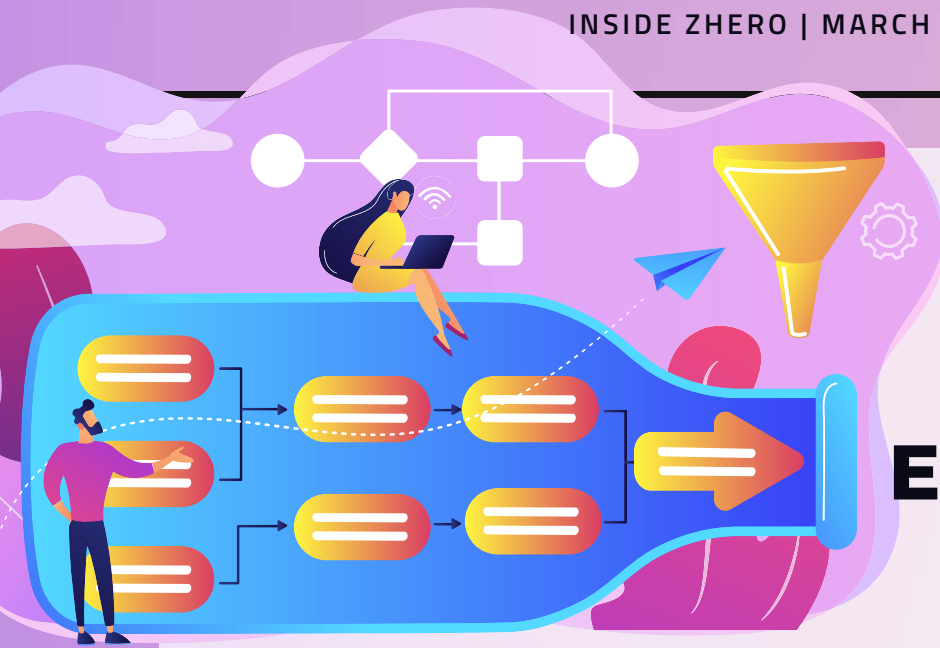




Automating business processes

Automating your business can be easier than you think, especially if you follow these steps:

- **Identify Your Processes** – Identifying bottlenecks and potential improvements within your business operations is a good foundation for automation opportunities. Pinpoint repetitive, time-consuming, or complex tasks.
- **Utilise Process Mining** – Process mining software can significantly streamline the process identification step by swiftly analysing vast amounts of process data. Process mining helps us identify so-called “happy paths” across the supply chain and customer service.
- **Define Your Goals** – Establishing clear goals for your automation initiatives means you can effectively measure success, track progress, and identify further areas for enhancement.
- **Select the Right Automation Tool** – Choose the best business process automation tool for you - user-friendly, adaptable to changes in operations, and capable of monitoring and achieving your automation objectives.



Employment impact

With automation disrupting about 25% of all jobs in the United States, almost 37% of professionals believe they'll lose their jobs because of automation. On the plus side, automation can sustain industrial growth by 1.4% of global GDP every year, resulting in more jobs for the right workers. Even more of a positive spin is that 33% of occupations available today didn't exist 25 years ago.

More time, more money

UK businesses are still losing millions of pounds due to manual processing. The average loss for those without fully automated processes is over £10 million a year. 28% of firms cited losses of £1 million or more. A leading technology consultant, Jani Van Hecke, tells us:

“Businesses often neglect the non-customer-facing part of their operation, so it's no surprise that the manual processing of agreements is resulting in lost money and time for companies across the UK. This highlights the true scale of the problem that outdated processes create and serves as a wake-up call to UK businesses.”

The pros and cons

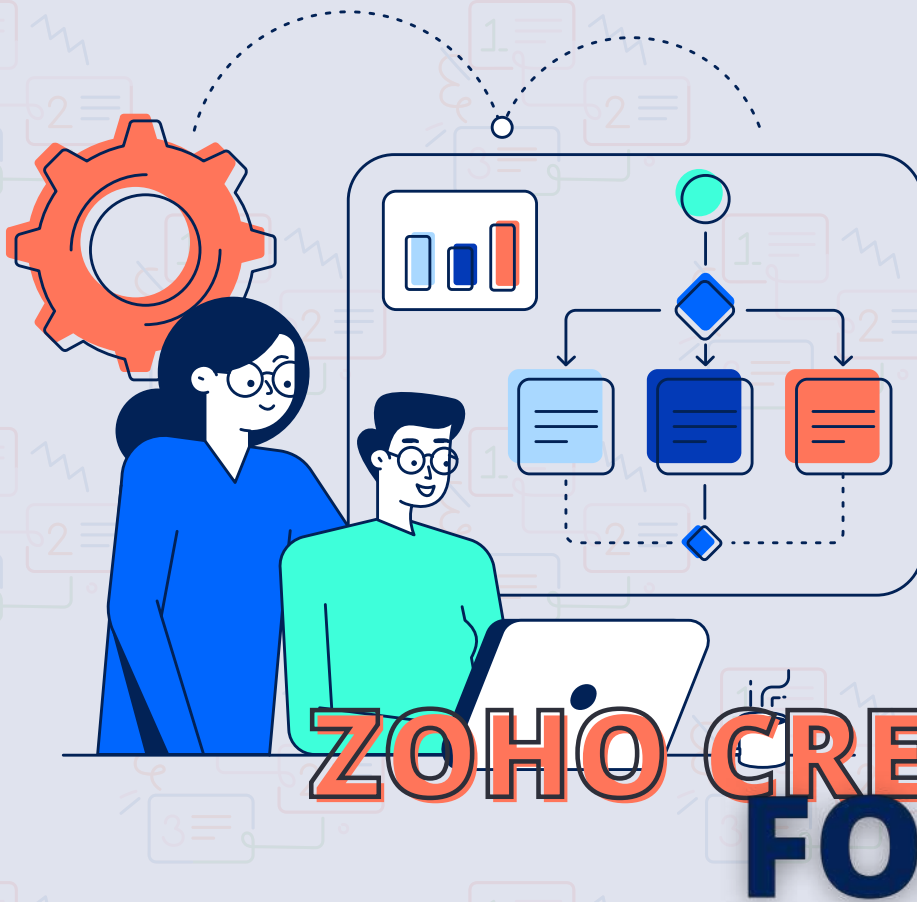
Bill Gates said this about business automation:

"The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency."

Businesses that automate well, can expect these benefits and possibly many more:

- **More Efficient** - Streamlining tasks empowers employees to focus on core functions.
- **Accuracy** - Automated processes ensure precision, eliminating human errors.
- **Improved Employee Experience** - BPA centralises resources, fostering communication and collaboration.
- **Better Risk Management** - Automation optimizes risk and compliance processes, ensuring regulatory adherence and allowing for proactive adjustments.

McKinsey & Company suggests about 50% of business processes are automatable. However, caution is needed in BPA implementation. Human judgment excels in tasks requiring cognitive abilities like considering social norms and customer sentiment. Overly ambitious automation can lead to complex IT projects and significant investments, risking inflexibility in processes. Assessing automation's impact on your team is crucial.



We potentially waste many hours every day doing repetitive tasks. Too much repetition will adversely impact your bottom line, especially if you are an SME. Fred Townes, CPO at READY Education, summarises this nicely:

“For small businesses, the most important thing is repetition. When you find something you do more than once that adds value ... you want to look into automation.”

In the old days, automation needed costly servers and experts to maintain them - out of reach for most SMEs. But thanks to cloud-based platforms, even the smallest companies can now get their hands on automation tools. This is one reason why 24% of businesses have implemented no-code or low-code automation solutions. Zoho Creator is one of the popular software platforms and business automation apps that SMEs see as their one-stop shop for BPA.

Zoho Creator

Zoho Creator is a low-code application development platform that helps you design, develop and run any business software you need. It followed hot on the heels of the release of Zoho CRM in 2005. As of today, more than 14,000 companies have created 7 million apps using Zoho Creator and the platform, used by the likes of Amazon and Marriot, has 6 million users. James Hirst, VP of Development at ITV Studios, has these words of praise for Zoho Creator:

"Before using Zoho Creator, we had data everywhere and multiple potential points of failure...The platform is now a one-stop-shop for all the information you need."

Creative creator

Zoho Creator empowers businesses to collect data, automate processes and workflows, analyse insights through reports, facilitate user collaboration, and integrate with external apps.



Each auto-scalable application developed on Zoho Creator is accompanied by a native iOS and Android app, meaning that users can access up-to-the-minute data from any location, at any time. Zoho Creator Professional costs £16 per user per month excluding VAT.



Copilot

TAKE FLIGHT WITH COPILOT

26 March 2024 | 10:00 AM DST



NICK BANKS
Ingram Micro

JAMIE CHAMBERLAIN
Zhero



Copilot is hard-wired to help us create and innovate. Initially, it was only designed for enterprise, but in January this year, Microsoft dropped the 300-seat minimum, making Copilot accessible to everybody, including SMEs. Using the power of large language models (LLMs) together with your data in the Microsoft 365 apps, this AI could become the most powerful productivity tool on the planet.

Join Jamie Chamberlain from Zhero and Nick Banks, a Partner Development Manager at Ingram, who will lead a lively and insightful discussion on how we can unleash creativity, unlock productivity and uplevel skills in Word, Excel, PowerPoint, Teams and Outlook with Copilot. They'll map out how to make the most of this generative AI to save time, enhance customer experience and make our work even more satisfying.

Reserve
your spot!



POWER OF CUSTOM BUSINESS APPS

27 March 2024 | 10:00 AM DST

SAGUL AMEED
Zoho Creator
Partner Manager



CHRISTIE FOURIE
Zhero
Automation Specialist



JAMIE CHAMBERLAIN
Zhero
New Business Executive



Join us on 27 March for an awesome webinar spotlighting Zoho Creator. Trusted by industry giants such as Tesla, Zoho Creator is designed with simplicity in mind. Individuals with limited coding expertise can effortlessly design personalised applications that seamlessly integrate into your software landscape. A pivotal digital transformation tool, Zoho Creator stands as the ultimate resource for workflow automation and beyond.

The webinar will be led by Zhero's very own Jamie Chamberlain, accompanied by Automation Specialist, Christie Fourie, and Zoho's Sagul Ameer.

Mark your calendars for 27 March at 10 am GMT and join us to discover why Zoho Creator is the revolutionary game-changer poised to accelerate automation within your business.

Reserve
your spot!



Zhero goes CAMPING

In March the key players in our team embarked on the Annual Key Player Camp. It was a valuable opportunity to get to know each other better and develop collaborative skills between departments.

This immersive experience has fortified our team's resilience and unity, equipping us to work together with confidence and grow professionally.

We all can't wait for the next adventure.



CRUSH IT CHAOS



Tune in here:



zhero | PODCAST

Meet the team



Jenae van Tonder

ACCOUNT MANAGER

Hi Jenae! What made you realise you want to go into the IT industry?



The IT industry is very forward-thinking and fast-paced. I am a diverse person and want to be part of the next best thing in the future.

What's your most-used productivity tool?



Definitely Excel! I use it all the time for capturing client updates and it is an amazingly powerful tool, especially the formulas.

How would you describe yourself?



I'm an extrovert-introvert - I enjoy my job and being around people but I also enjoy my own company.

What do you enjoy the most about your role?



Being a person who loves doing many things, I enjoy the diversity of my job. I like dealing with a wide variety of client needs.

Do you have any hidden talents or hobbies?



I like strumming on the guitar every now and then. I love music and creative writing. Hiking also - there isn't much that I don't like doing.

What is your favourite movie or TV show?



Friends is my all-time favourite - I watch every season at least twice a year. It's uplifting and funny!



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crush **the** chaos