



# Your digital transformation, streamlined

How automakers can get there faster with digital process automation.

Big data, automation, and connected devices are converging to empower automakers on their digital transformation journeys. Digital process automation makes it possible to harness the power of these tech trends, creating lasting benefits by enabling insights from today's processes to build and scale business for tomorrow.



## By 2020, 60% of manufacturers will rely on digital platforms to support as much as 30% of their overall revenue<sup>i</sup>

The pressure is on for auto manufacturers: increasing margins and improving product quality, all while providing exceptional customer service, is no easy feat. Operations methodologies, like Lean and TPM, are vital to achieving these goals, but aren't enough on their own. And traditional ERP solutions and packaged applications are rigid and inflexible. Digital evolution challenges automakers to build digitized, streamlined experiences. These will be powered by intelligent, automated systems – fueled by data-driven insights.

## Digital transformation doesn't have to be dangerous

You're worried about the cost of digital transformation – it appears expensive and time-consuming. But you don't have to choose between keeping your business running and preparing it for tomorrow. Agility empowers automakers to get value, fast, by starting one journey at a time, laying a foundation of capabilities for automations and robotics. This allows automakers to evolve at the speed of customer – all while keeping the lights on.

Real digital transformation means using technology and strategy to enhance operations across your entire organization. Enter digital process automation (DPA).

## Let DPA guide the way

DPA provides an integrated approach to automation, by connecting operations and customer experience. Using end-to-end case management, processes are digitally tied to business outcomes, allowing for continuous improvement. This affords workers the time to focus on what they do best: engaging with and providing value to customers.

Rather than attempting to improve isolated components or inject tactical bots into siloed processes, DPA shifts the focus to managing work across systems that produce the outcomes auto manufacturers seek. This allows you to put smart processes to work – connecting people, devices, systems, and events – to get results. Improved visibility in an interconnected system means seamless management of supply chain, production, maintenance, and delivery processes. And quality and cost goals are right there with you, as traditional methods and tools – like Lean and Six Sigma – are woven into the digital fabric of your business objectives.

<sup>i</sup> "Top 10 Predictions for Global Manufacturing in 2018: IDC". 19 December 2017.



## Take it one journey at a time

Examine critical business problems to determine the path you should take to digital transformation. Rather than just automating the existing process, apply design thinking in an iterative approach to create processes built for the digital world.

And then consider these two DPA kickoff points, typically used by automakers:


### **Quality management:**

How do you deliver real value, at speed, without sacrificing product quality or audit readiness? Start by automating your quality journey from end to end using case management, robotics, and other DPA capabilities, ensuring that you've captured key business requirements. Case management also provides digital connective tissue for continuous improvement through real-time data analysis and reporting – enabling your team to quickly analyze quality issues, take quick corrective and preventive action (CAPA), and ensure final product quality. Furthermore, it empowers your team to remain compliant with legal, regulatory, and industry standards.

### **Digital prescriptive maintenance:**

Simply capturing data won't unlock new opportunities. Real value – reduced downtime and higher customer satisfaction – comes from turning insight into action. Use prescriptive analytics and end-to-end automation to respond instantly and dispatch a skilled worker to fix things right – the first time.





**I had high expectations for Pega,  
and they have been met.”**

– Vice President Quality Division,  
**Leading automaker**

## Digital process automation in action

Industry-leading manufacturers are embracing  
transformation with DPA – and seeing incredible results.

### Leading automaker

This leading auto manufacturer automated and streamlined quality management processes through the creation of a quality information management system (QIMS). This new, automated quality inspection and monitoring system – launched in 14 weeks – provides line workers and external suppliers with key tools to measure quality, expedite issue resolutions, and improve accountability and compliance.

### Leading agricultural equipment company

On the Pega Platform™, this Fortune 200 company's machine telemetry draws from collective intelligence gained through data from thousands of connected machines. Machine health data is now easy to read and understand, so a centralized team can take the appropriate action at the right time to ensure peak performance. This has resulted in improved customer satisfaction, with higher yield and productivity, and reduced maintenance costs.



**Start your  
digital  
transformation  
journey today.**

Find an outcome. Streamline the  
process. Make it better with digital  
process automation.

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