


1




2

MEET THE PRESENTER



Russell Haddock
Senior Account Executive
817-909-9266
rhaddock@mccinnovations.com




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OUR AGENDA

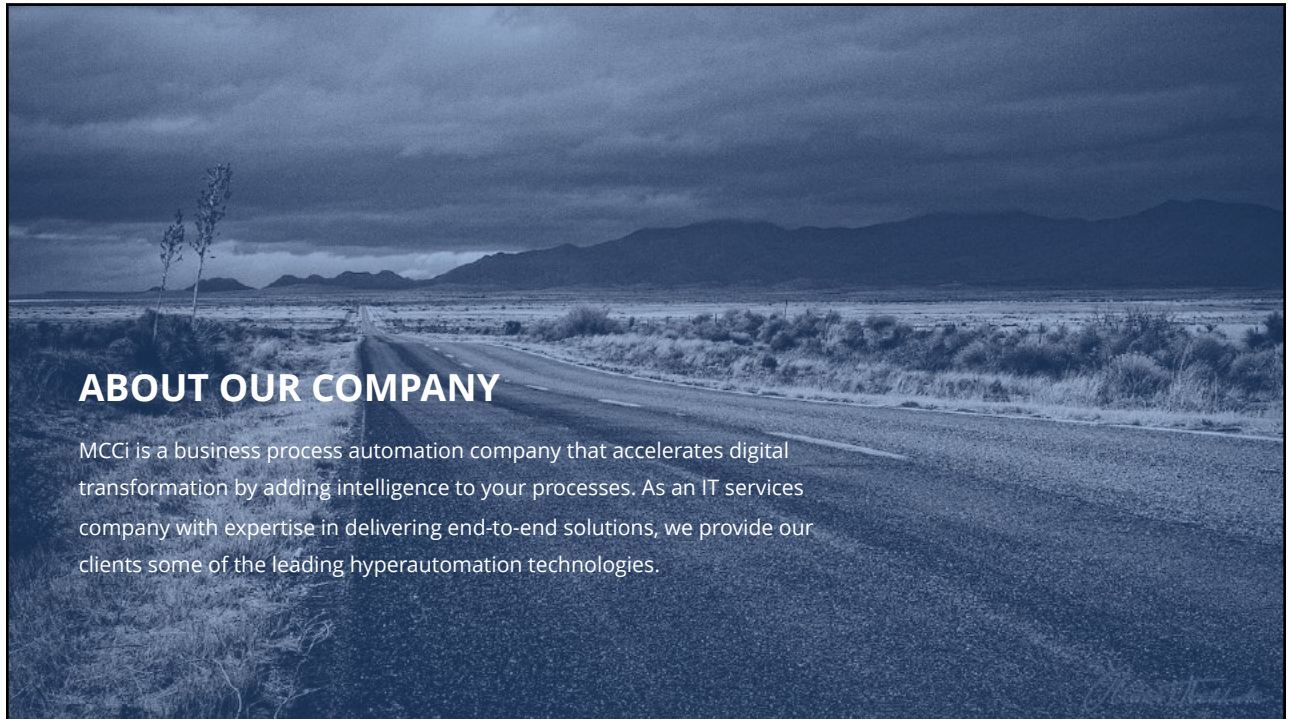
- **What is Hyperautomation** and how are Public Sector agencies leveraging it?
- **Task Mining** - How to find the low hanging fruit for automation
- **Content Services Platform** - How Gartner defines Content Services Platforms in 2022
- **Intelligent Document Processing**- Cracking the scribble code of data extraction
- **Getting Started with RPA** - A force multiplier for organizational performance
- **Modernizing your Back Office Processes** - Automation use cases for now & the future for the back office including accounting, human resources, and more.
- **Bold and Brave in 2022**



Scan to join



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ABOUT OUR COMPANY

MCCi is a business process automation company that accelerates digital transformation by adding intelligence to your processes. As an IT services company with expertise in delivering end-to-end solutions, we provide our clients some of the leading hyperautomation technologies.

6

1200+

CLIENTS

20+

EXPERIENCE

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MCCi
Regional Public Sector
Partner of the Year

AMERICAS
REGIONAL WINNER

AMERICA'S FASTEST-GROWING
Inc.
500
PRIVATE COMPANIES

Florida **Trend** **BEST**
COMPANIES
TO WORK FOR IN FLORIDA™

7

LUCK FAVORS THE WELL-PREPARED




8




LUCK FAVORS THE BRAVE

9


MCCI DIGITAL TRANSFORMATION



RECORDS MANAGEMENT




BUSINESS PROCESSES



HYPERAUTOMATION

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CONSULTING EXPERTISE



CORE BUSINESS PROCESS OPTIMIZATION
 From discovery to implementation, our team of experts can drive the business outcomes you want to achieve in optimizing your core business processes. Low-code/no-code, extensible platforms and industry-leading end user training ensures your technology investment has quick time to value and wide-spread adoption.

LEGACY SYSTEM AUGMENTATION
 Composable technology platforms paired with our deep expertise in both public sector and project delivery make connectivity, data sharing and reporting out of closed systems possible. With a swiss army knife of technology options, we can present an option of approaches to meet your business requirements.

TECHNOLOGY AND INFRASTRUCTURE SUPPORT
 Be digital-first, by partnering with us to provide secure, cloud infrastructure, best-in-class software partnerships, and top-tier technical support. We are fanatical about client success and operate as an extension of your technology team.

BUSINESS PROCESS AUTOMATION

- Accounts Payable
- Accounts Receivable
- Contract Management
- Grant Management
- Eligibility Verification
- Licensing Management
- HR Onboarding
- FOIA Request Management
- Permit Applications



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HYPERAUTOMATION TECHNOLOGY
CLOUD FIRST

BUSINESS PROCESS AUTOMATION **INTELLIGENT DOCUMENT PROCESSING**

DIGITAL SIGNATURES **ROBOTIC PROCESS AUTOMATION**

ABBYY blueprism JustFOIA Laserfiche Microsoft OneSpan UiPath

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This slide features a blurred background of people in a meeting. The title 'HYPERAUTOMATION TECHNOLOGY' is at the top in blue, with 'CLOUD FIRST' below it. Four blue boxes contain the terms: 'BUSINESS PROCESS AUTOMATION', 'INTELLIGENT DOCUMENT PROCESSING', 'DIGITAL SIGNATURES', and 'ROBOTIC PROCESS AUTOMATION'. A dark grey bar at the bottom lists logos for ABBYY, blueprism, JustFOIA, Laserfiche, Microsoft, OneSpan, and UiPath. The MCCI logo and website are in the bottom right.

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Scan to join

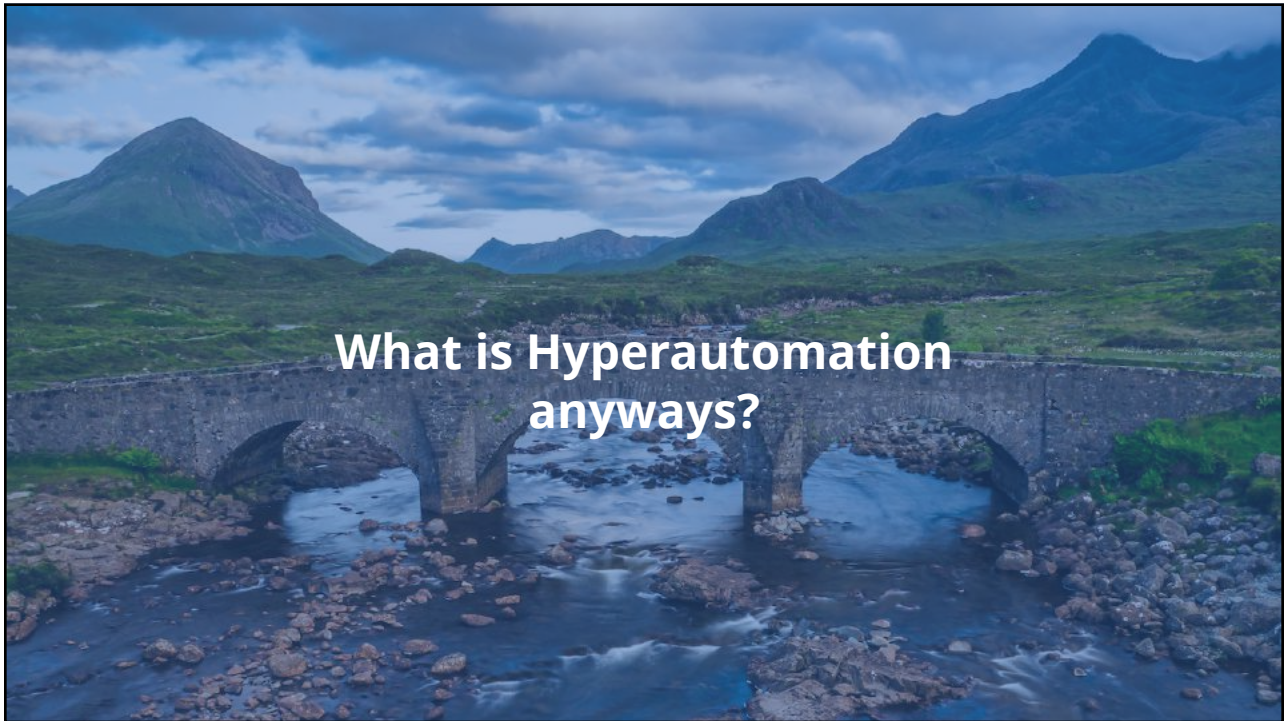
The trivia game will begin shortly.

To play, go to **crowd.live** & enter code **DGPFW**

Trivia Break

This slide has a blue background with a sunset sky. On the left is a QR code with 'Scan to join' below it. The text 'The trivia game will begin shortly.' is in the center. At the bottom, a dark bar contains the text 'To play, go to crowd.live & enter code DGPFW'. The bottom of the slide has a grey and dark grey footer with the text 'Trivia Break'.

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WHAT IS HYPERAUTOMATION?

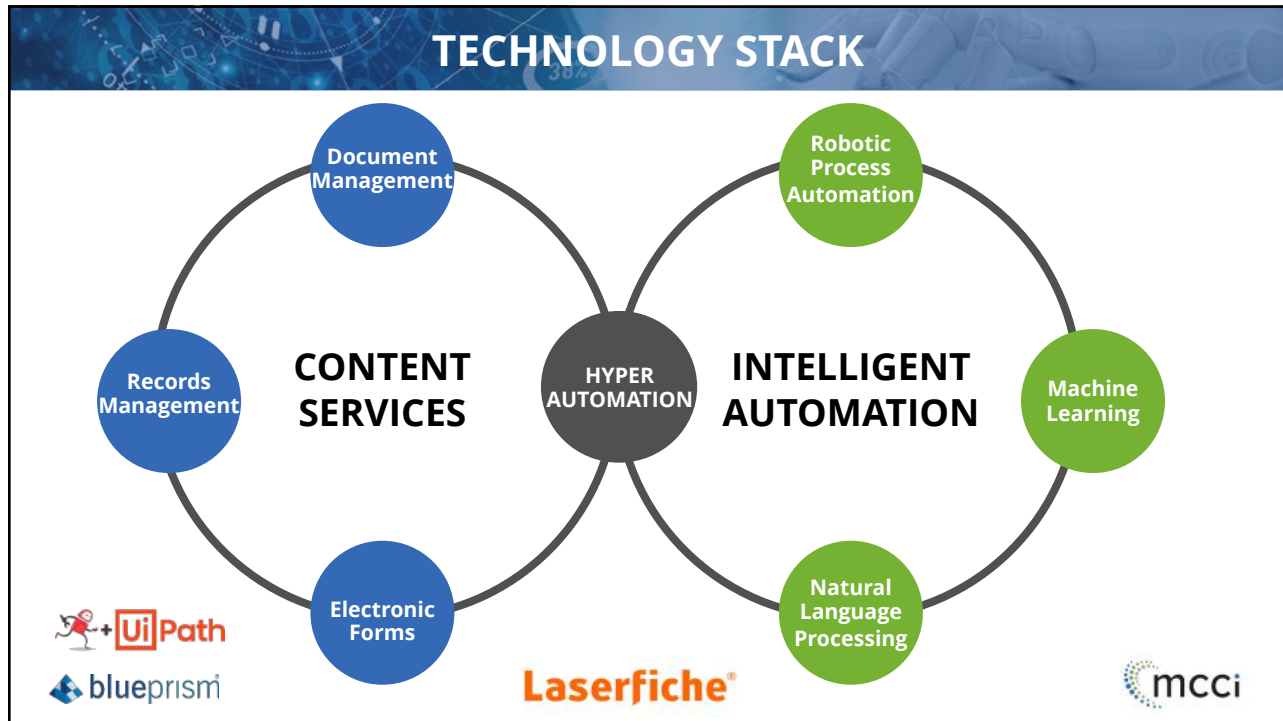
(Source: Gartner)

<p>The Need: Multiple Technologies</p> <p>Full automation and process improvement is not achieved with a single technology.</p>	<p>The Solution: Hyperautomation</p> <p>Hyperautomation includes artificial intelligence (AI), robotic process automation (RPA), and machine learning (ML) to increasingly automate processes.</p>	<p>The Result: Complete Automation</p> <p>This allows the humans to perform the meaningful work and automation replaces the repetitive low value tasks.</p>
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Hyperautomation Enabling Technologies include:


1. Low-Code Application Platforms (LCAP)
2. Intelligent Business Process Management Suites (iBPMS)
3. Multiexperience Development Platforms (MXDP)
4. Robotic Process Automation (RPA)
5. Citizen Automation & Development Platform (CADP)
6. Rapid (Mobile) Application Development (RAD/RMAD)
7. Integration Platform as a Service (iPaaS)
8. Modern BI Platforms (some components like "augmented analytics")
9. Event Brokers
10. Document Capture Software
11. Process Discovery (Task Mining)
12. Process Mining
13. Virtual Assistants (incl. Chat Bots)
14. Digital Twin Portfolios and Enabling Technologies
15. Predictive Decision Modeling
16. Drones (Software Components)
17. AI and data Science Platforms (Standalone) and AI Commercial off-the-shelf




1. ERP software
2. CRM software
3. Finance and Accounting software
4. Human Resources software
5. Supply chain software
6. Industry specific software

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DIGITAL OPS TOOLBOX




Content Services
(iBPM, Low-code, Business Rules engine)




Intelligent Document Processing



Business Intelligence/Analytics




RPA



Process Mining

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HYPERAUTOMATION

Discovering Automation Opportunities

Implementing Automation

Extending Automation with AI

Technologies for identifying and prioritizing automations:

- Process mining
- Task mining
- Process analytics


Technologies for reducing the effort and cost of building automations:

- RPA
- No-code/low-code
- FAAS
- Workload automation
- Business logic tools:
 - IBPMS (Intelligent business process management suites)
 - Decision management
 - Business rules management

AI technologies for extending automation capabilities:

- Machine learning
- Natural language processing
- Optical character recognition
- Machine vision
- Virtual agents
- Chatbots

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Process Mining

How to find the low hanging fruit for automation

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PROCESS MINING

- Uncover automation opportunities
- 100% end-to-end process transparency
- Improve productivity
- Monitor and suggest better actions

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Challenges and Downstream Impacts

CURRENT CHALLENGES

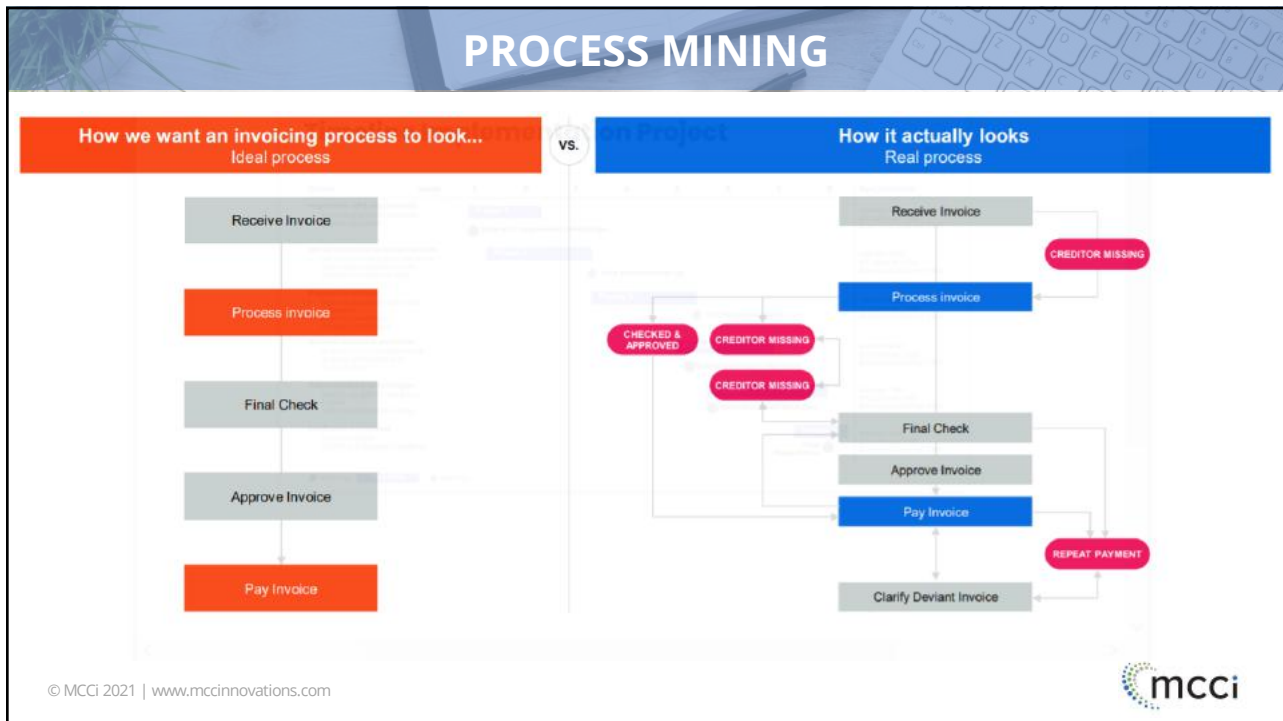
- Uncovering hidden potential in business processes.
- Gut-feeling about inefficient processes, but no way to verify it.
- Invisible and complex processes that cross systems and departments.
- Understanding how automation can impact top line KPIs.

DOWN STREAM IMPACT

- Time-consuming and expensive projects that scratch the surface of potential
- Risks and costs with automating inefficient processes
- Processes that are considered too complex to tackle for automation
- Automation that's misaligned with strategic business goals.

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PROCESS / TASK MINING WITH RPA - VIDEO



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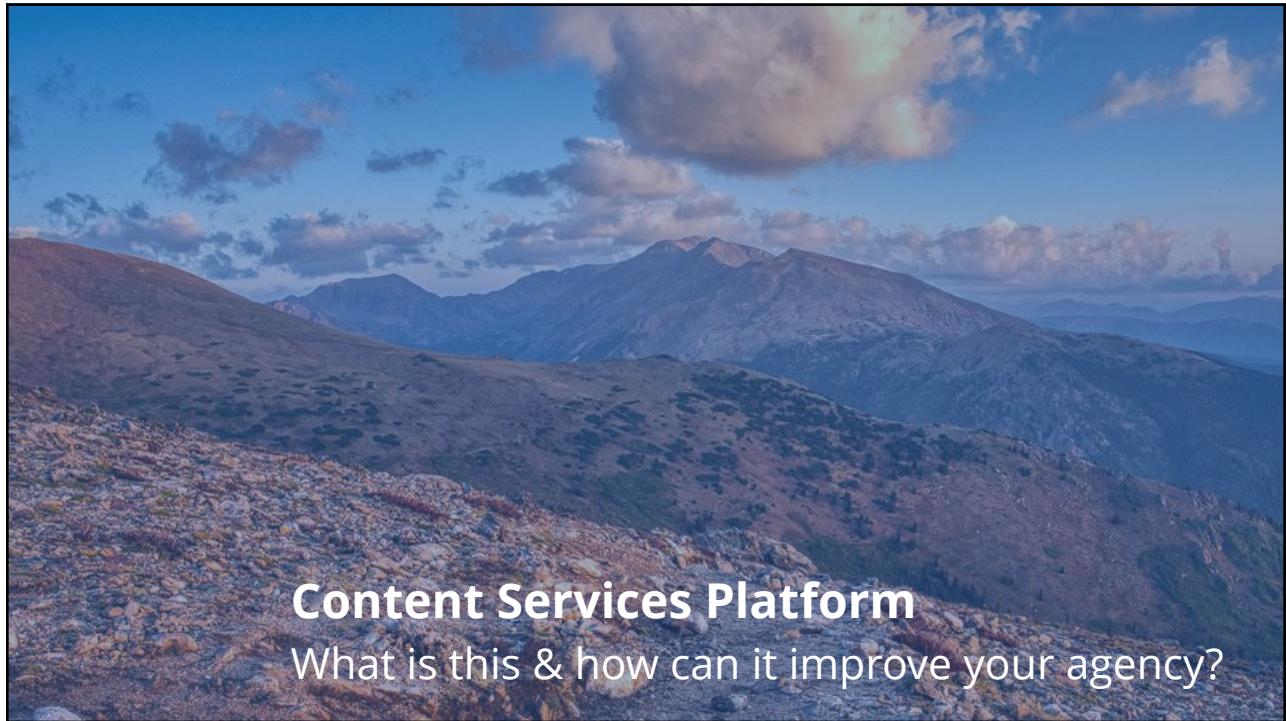
Scan to join

The trivia game will begin shortly.


To play, go to **crowd.live** & enter code **DGPFW**

Trivia Break

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CONTENT SERVICES CAPABILITIES		
Core Capabilities	Critical Capabilities	Optional Capabilities
<ul style="list-style-type: none"> Content repository Document and content management library services Records management Process automation and application development Open APIs Security and privacy intelligence Metadata Search Enterprise administration Reporting Mobility Content collaboration 	<ul style="list-style-type: none"> Records management Process automation and app development Security and privacy intelligence Content intelligence Productivity intelligence New work hub connectors Business role hub connectors Federation Content collaboration PaaS/SaaS deployment 	<ul style="list-style-type: none"> Content intelligence Productivity intelligence New work hub connectors Business role hub connectors Federation PaaS/SaaS deployment
<p>https://www.laserfiche.com/presscenter/2021-gartner-magic-quadrant-csp/</p>		
<p>© MCCI 2021 www.mccinnovations.com</p>		

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CONTENT SERVICES ENABLES

- Secure Records & Secure access
- Full Audit Trail
- Information Governance
- Records Retention
- Process Automation
- Citizen Engagement/ Experience
- Modernized Processes
- Enable a Hybrid Workforce
- Reporting
- Replacing Legacy Systems

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CONTENT SERVICES

RECORDS MANAGEMENT

- Records Tracking
- Records Classification

DOCUMENT MANAGEMENT

- Repository Management
- Library Services
- Search and Retrieval
- Annotations

DOCUMENT CAPTURE & IMAGING

- Multi-source Capture
- Image Enhancements
- Document Classification
- OCR and Data Extraction

GOVERNANCE, RISK & COMPLIANCE

- DoD-and VERS-compliance
- Audit Trail Services
- User Security Administration

SOCIAL COLLABORATION

- Online Community Forum
- Content Collaboration

Records Management

Workflow Automation

Electronic Forms

Case Management

Business Analytics & Reporting

Integration Services

Social Collaboration

Governance, Risk & Compliance

Document Capture & Imaging

Document Management

WORKFLOW AUTOMATION

- Graphical Designer
- Built-in-Activities
- Process History

ELECTRONIC FORMS

- Forms Designer
- Pre-built Templates
- Offline Forms

CASE MANAGEMENT

- Task Management
- Adaptive Case Handling
- Role-based Views

BUSINESS ANALYTICS & REPORTING

- Reporting Dashboards
- Customizable Reports and Charts
- Predictive Analytics

INTEGRATION SERVICES

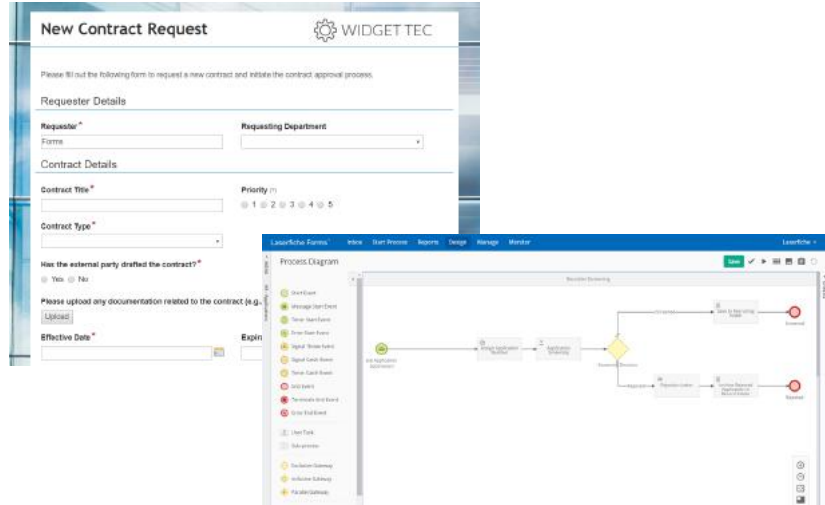
- Database Lookups
- No-code Integration Tools
- Software Development Kit

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ELECTRONIC FORMS

- Accurate & Secure Data Collection
- Easy to Design & Modify Forms
- Review & Approve Submitted Forms
- Automated Filing for Archival



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FORMS: OPERATIONAL DASHBOARDS

Review and Approval Process Diagram

My Tasks

Task Name	Due Date	Priority
▼ Today (1)		
✓ Delivery Slip Project: 215-260 Parker University	Oct 03, 1:00PM	Urgent

Operational Dashboard

Instances Overview: 2 Tasks, 0 In Progress, 0 Completed

User Task Overview: 4 Tasks in Progress, 0 Completed

Duration of Completed Instances

Average Instance Duration: < 0.1

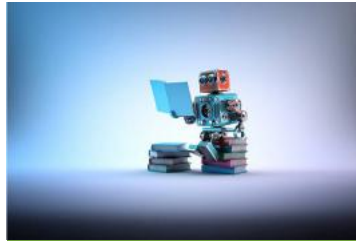
Stage	Duration	All Instances
Inventory	< 0.1	200
Approval Review	< 0.1	200
Final Approval	< 0.1	200

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POPULAR EXAMPLES



AUTOMATE

Contract Management
Benefit Eligibility Verification
Records Management
Human Resources
Filing Process
System Integrations
Citizen & Customer Forms
Internal Approvals
Applications

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INTEGRATION WITH ERP

ISSUES WITH STORING RECORD IN ERP

- ERP typically store all documents within the database
- Documents aren't typically named consistently which results in difficulty searching
- Not every department uses ERP
- Overall records retention isn't met

ERP + CONTENT SERVICES = LONG TERM STRATEGY

- Content Services automation tools fill in gaps ERP doesn't handle
- Documents can be named and searched independently of ERP
- Other modules can be maximized- Batch Processing, Forms, Workflow, Public Access, Records Retention

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HR RECORDS STORED

The screenshot shows a web browser window displaying a file management interface. The address bar shows a URL starting with 'https://localhost:8080/mccinnovations.com/...'. The page title is 'Employee Files'. The interface includes a search bar, a navigation pane on the left with a tree view showing folders like 'MCCDemo', '00 Archival', '01 City Clerk', 'Admissions', 'Community Developme...', 'Contract Administration', 'DataHOW', 'Finance', 'Human Resources', 'Current Applicants', 'Employee Files', 'Forms', 'Policies and Procedur...', 'Starred', 'Recently Opened Documents', 'Records Management', and 'Recycle Bin'. The main area displays a table of records:

Name	Pages	Creation date
Wayne, Bruce - #66166		3/28/2016 12:45 PM
Haddock, Russell - #66165		3/28/2016 12:37 PM
Skywalker, Anakin - #66164		3/16/2016 2:53 PM
Haddock, Russell - #66163		3/7/2016 1:00 PM
Haddock, Russell - #66162		3/4/2016 3:30 PM
Mouse, Mickey - #97		3/3/2016 11:15 PM
Ren, Kylo - #96		3/3/2016 11:15 PM
Solo, Han - #95		3/3/2016 11:15 PM
Vader, Darth - #97		2/5/2016 1:33 PM
Skywalker, Luke - #95		2/5/2016 1:32 PM
Summers, Amanda - #66158		10/16/2015 2:59 PM
Hansard, Nathan - #66157		10/8/2015 12:31 PM
Coles, Gareth - #66156		9/14/2015 11:17 AM
Gilmore, Happy - #96		9/3/2015 2:16 PM
Smith, Greg - #66155		8/27/2015 4:12 PM

On the right side, there is a sidebar for 'Employee Files' with options for 'Metadata', 'Fields', 'Preview', and 'More'. Below this, there are sections for 'Template' (Employment Application), 'Tags', 'Links', 'Versions', 'Modified' (3/28/2016 12:45 PM), 'Created' (ADMIN 12/30/2013 4:36 PM), and 'Signatures'.

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RETENTION EXAMPLE

The screenshot shows a 'Record Manager' interface. At the top, it says 'Record Manager'. Below that, there is a 'Filing date' field set to '07/21/2016' and a 'Permanent records' checkbox. The main area is divided into two columns: 'Cutoff instruction' and 'Retention Schedule'. The 'Cutoff instruction' dropdown is set to 'End of Employment'. The 'Retention Schedule' dropdown is set to 'C + 3 Years'. To the right, there is a 'Details' panel for a record named 'Black, Michael D'. The details include a 'Life Cycle' section with dates and actions, and a 'Cutoff instruction' section with details like 'Name: Employee Records', 'Type: Informational', and 'Interval: 12 Months'. Below the details, there is a 'Retention Schedule' section with 'Name: Employee Records', 'Type: Informational', and 'Interval: 12 Months'. A note at the bottom right states: 'The records management pane allows users to locate all relevant information about records and perform actions on the page.'

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EXAMPLE- CONTRACT MANAGEMENT

The screenshot shows a 'New Contract Request' form with the following sections:

- Requester Details:** Includes fields for 'Requester' (with a dropdown), 'Requesting Department' (with a dropdown), and 'Contract Title'.
- Contract Details:** Includes 'Contract Type' (with a dropdown), 'Contract Type' (with a dropdown), and a checkbox for 'Has the external party drafted the contract?'.
- External Party Details:** Includes fields for 'External Party Name', 'Contract Name', 'Contract Phone Number', and 'Contract Email'.

The screenshot shows a 'New Contract - Approval' form with the following sections:

- Contract Details:** Includes 'Contract Title' (Island County, Example) and 'Contract Type' (Subscription Agreement).
- Supporting Documents:** Includes 'WidgetTec.doc' and '25 1402'.
- Effective Date:** 11/13/2019
- Expiration Date:** 11/03/2019
- Requester Details:** Includes a 'Comments' field.

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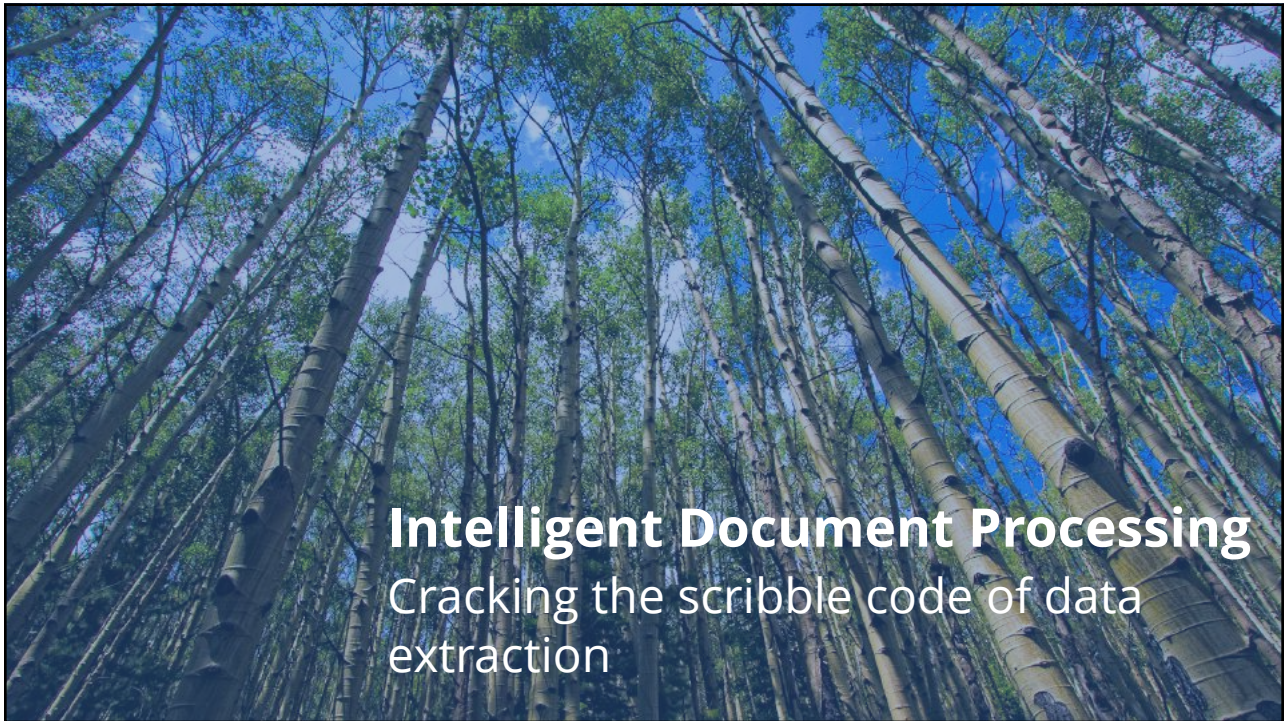
Scan to join

The trivia game will begin shortly.

To play, go to **crowd.live** & enter code **DGPFW**

Trivia Break

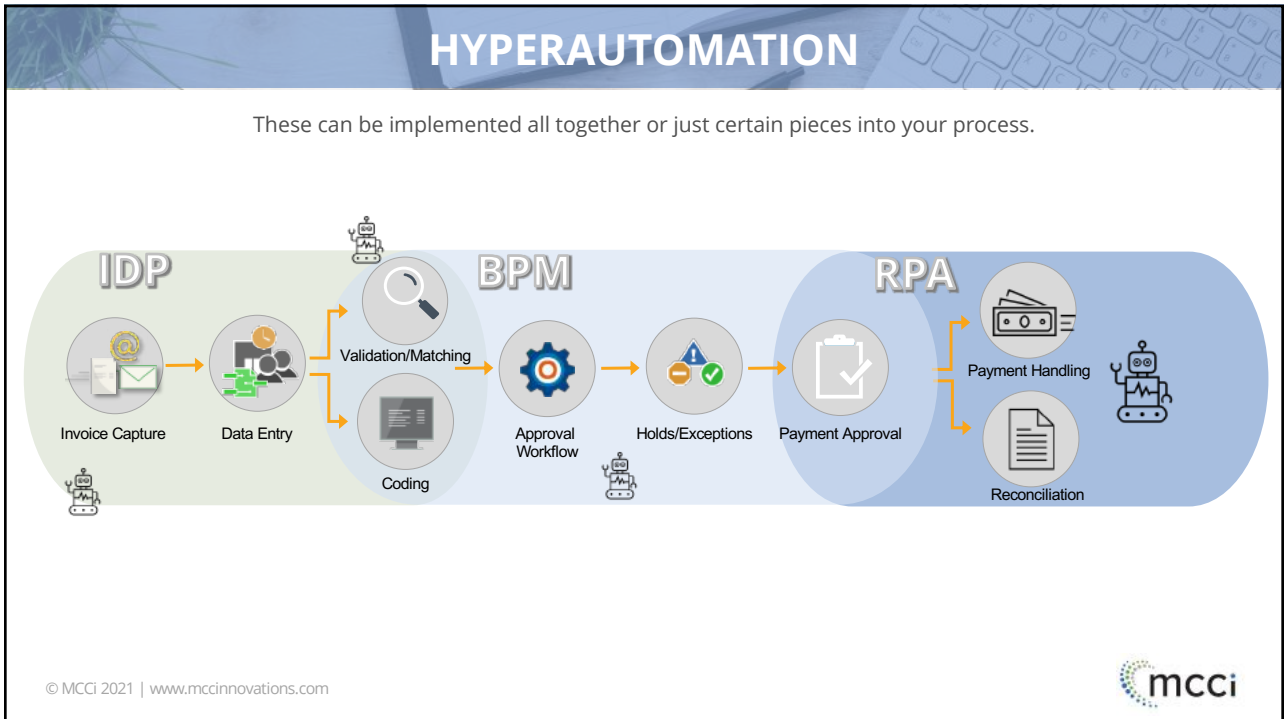
48



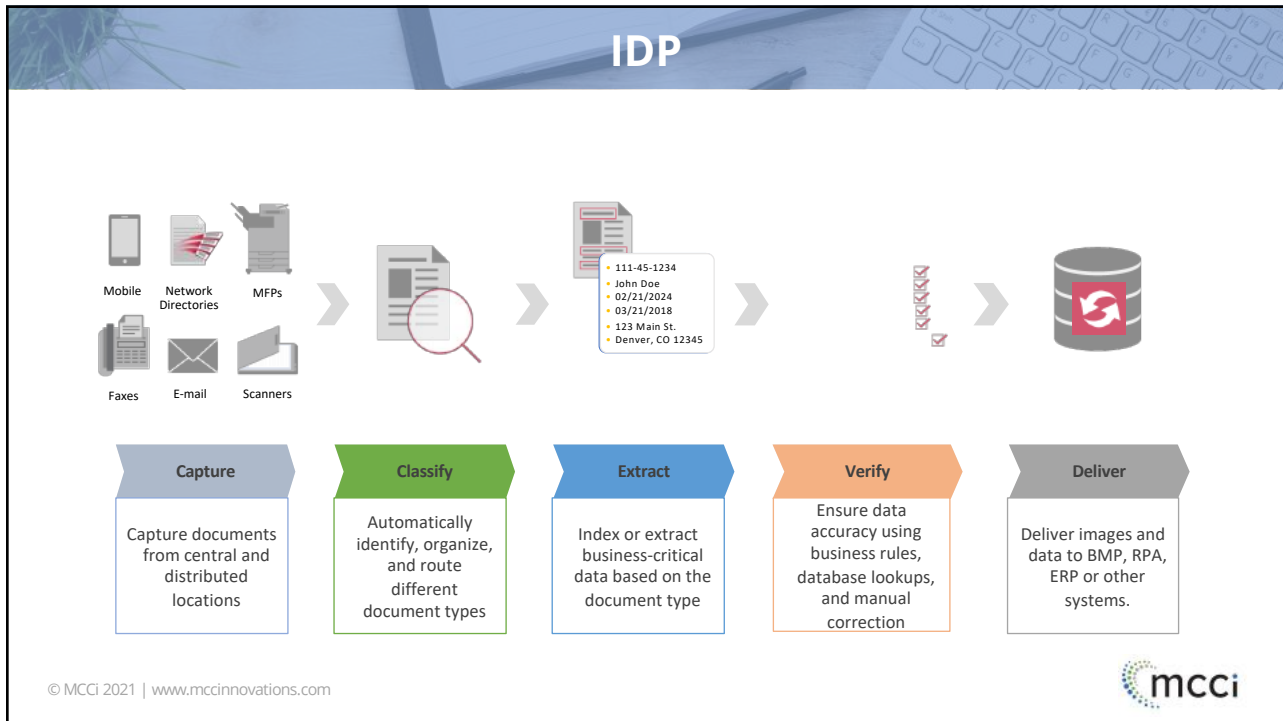
Intelligent Document Processing

Cracking the scribble code of data extraction

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HANDWRITING EXTRACTION

1 **We read outside of the box.**
Our proprietary tech chases text outside the box to deliver best-in-class extraction. If we're only seeing eight digits of a Social Security Number, we'll gradually expand the crop to find the ninth digit.

2 **We welcome messy handwriting,**
which would cause legacy OCR tech to fail, reliably extracting and structuring it into a JSON format for faster, more accurate downstream processing.

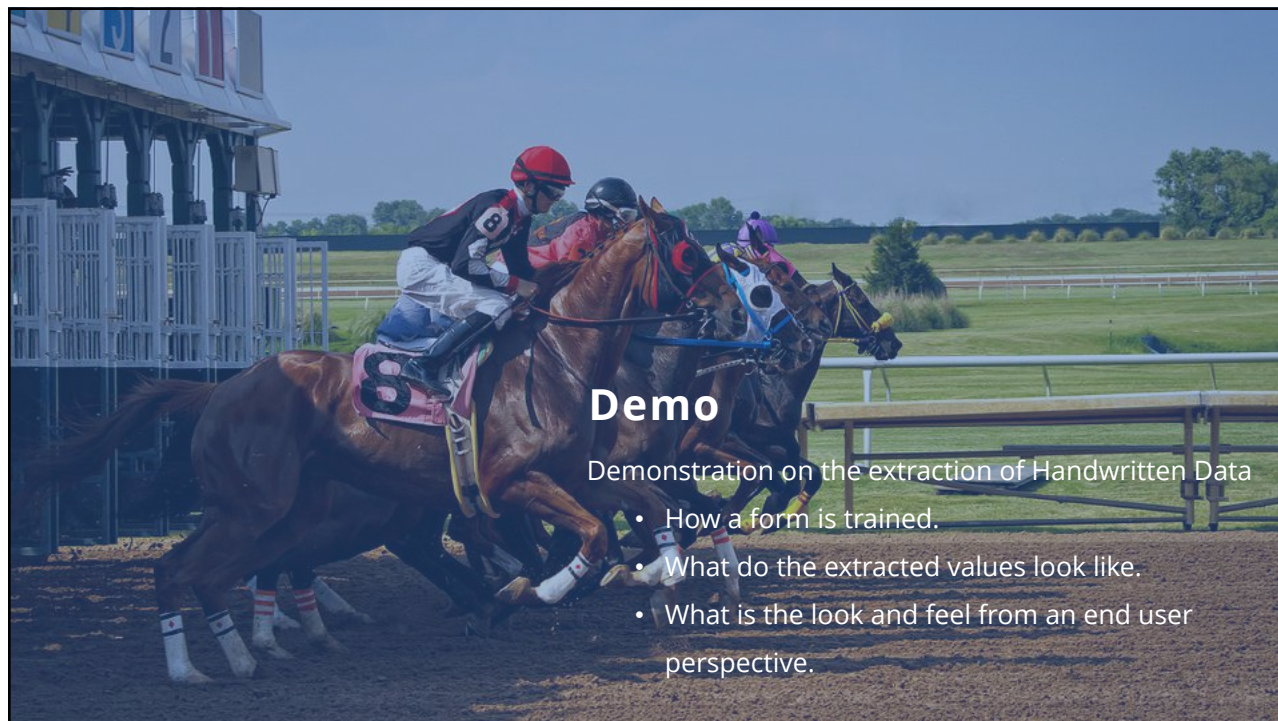
3 **Handwritten & typed? No problem.**
We use a single extraction model for handwritten & machine typed text, versus most legacy solutions which require an operator to select which model to use, limiting scale and automation rates.

4 **We're built for real world documents,**
including white text on black backgrounds, patterned/textured backgrounds, and scan/fax distortions, which would stump legacy tools.

5 **Mistakes or crossed out text? We've been there.**
We understand intent, and can tell the difference between what is a response and what should be "dropped out" [like a field name].

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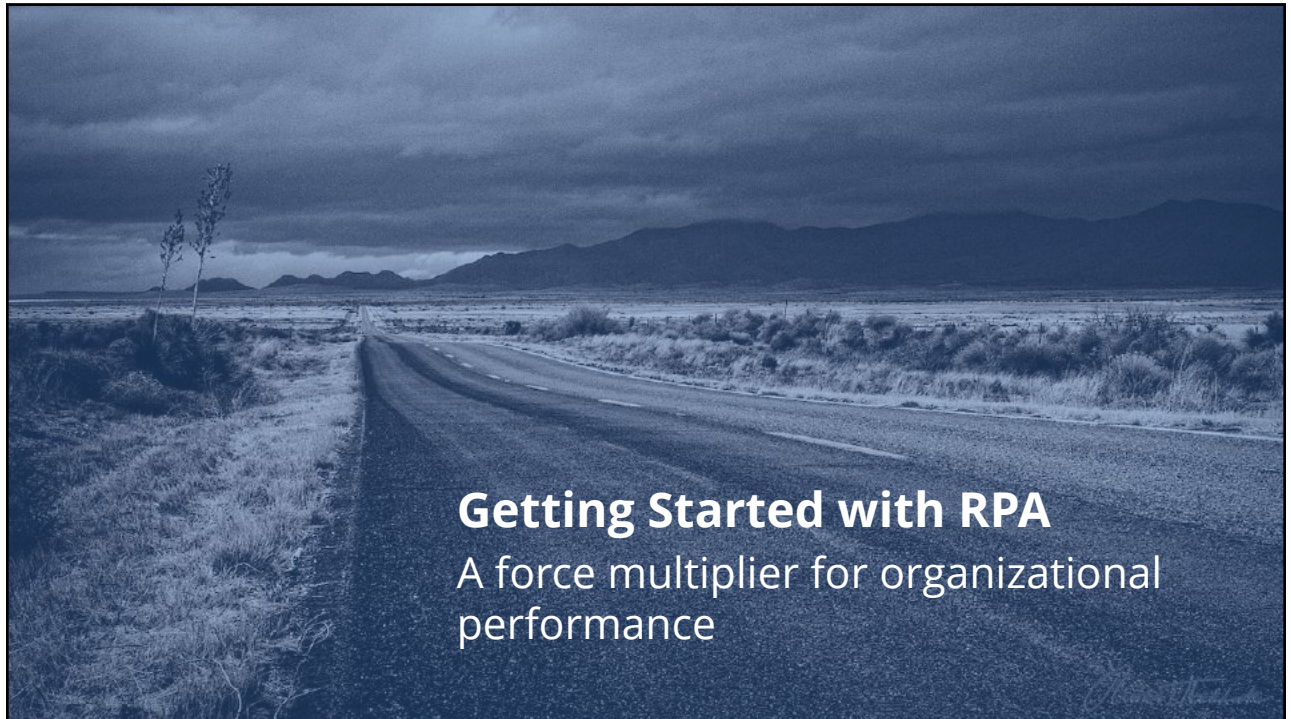
52



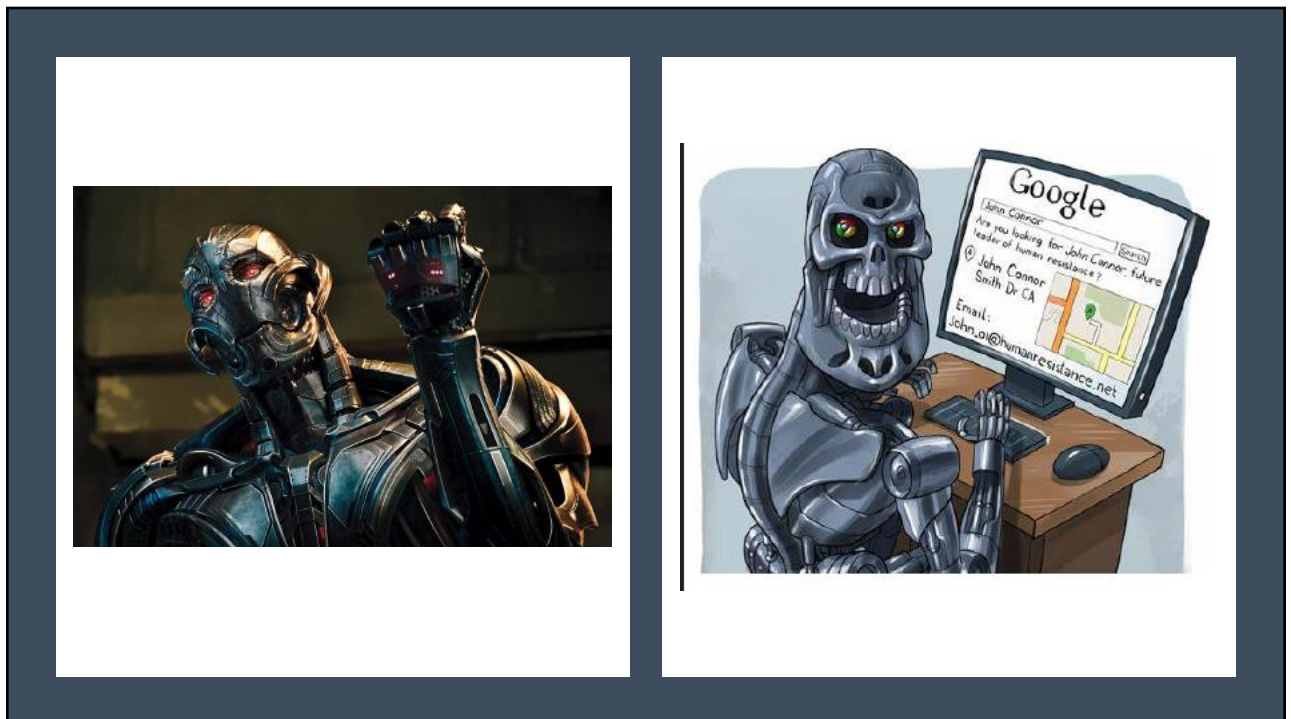
53



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55




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RPA- A DIGITAL WORKFORCE

ACTIONS:

- Works Independently
- Performs Repeatedly
- No Human Intervention Necessary
- Ability to Scale on Demand




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HUMAN ROBOTS

Agencies use a combination of people and technology to accomplish their mission.

People 


Relationships, Judgement, Interpretation, Change Management

Technology 


Procedural Automations & Repeatable Decisions

As processes change, technology struggles to adapt, evolve or develop at the speed of the mission.

In these areas, people are used to fill the gaps between systems and process.

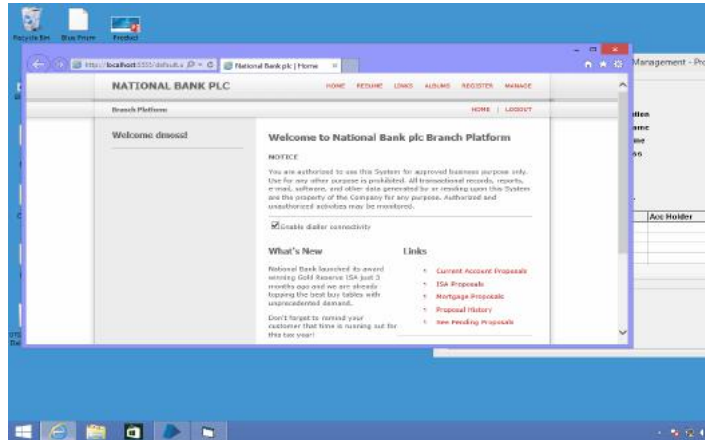


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IMAGINE A SOFTWARE ROBOT

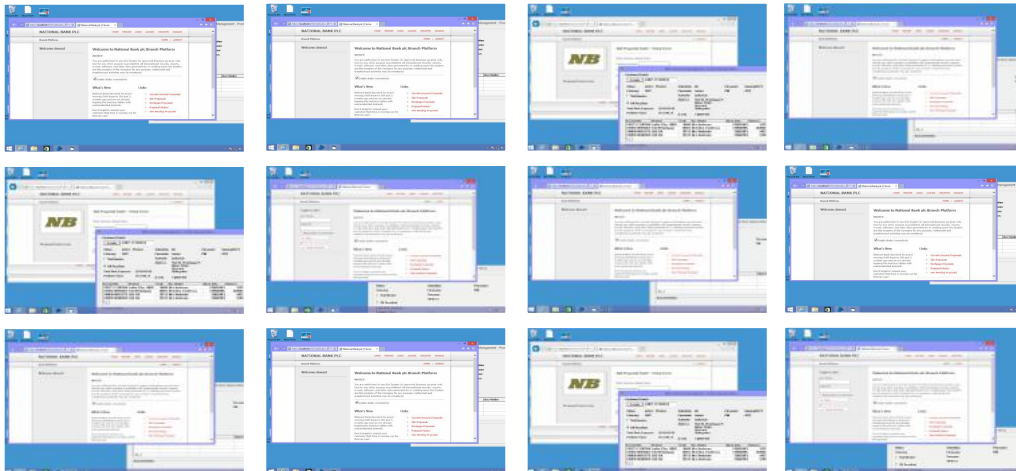


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A DIGITAL WORKFORCE



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THAT SCALES ON DEMAND AND OPERATES SECURELY

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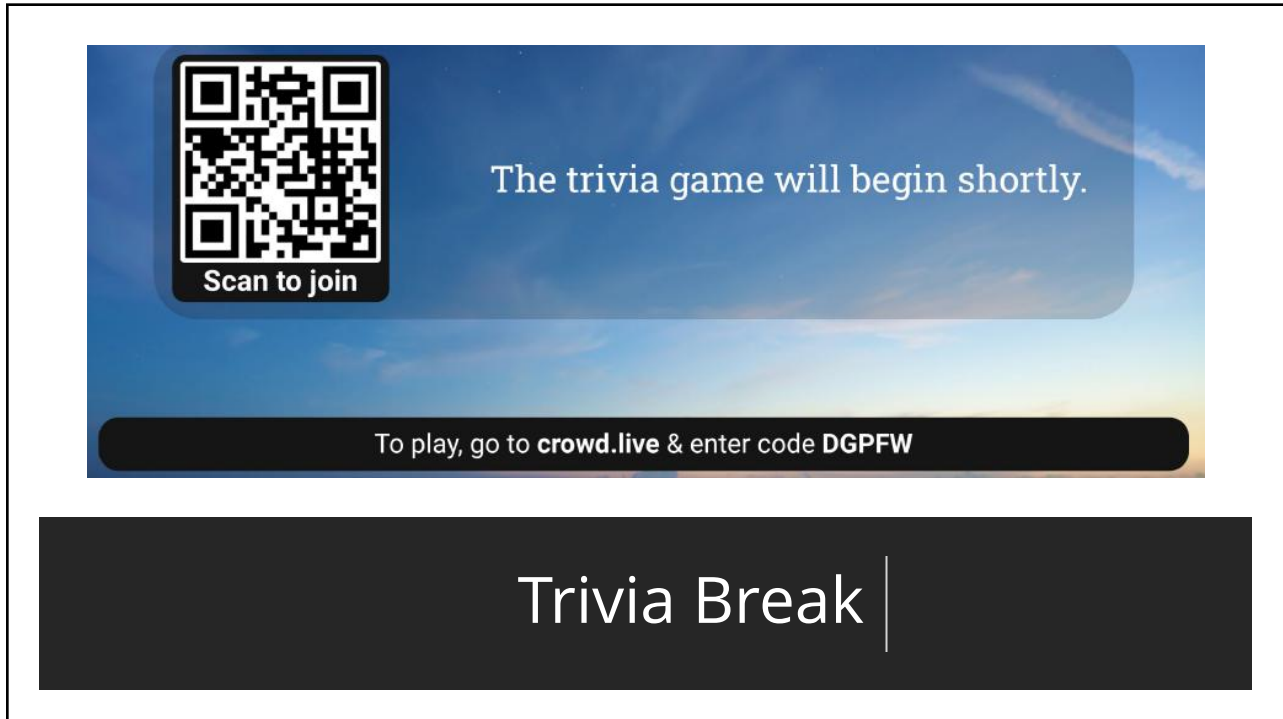
TYPES OF PROCESSES FOR AUTOMATION

Robotic opportunities are defined with an assessment across existing processes. The criteria for robotics processes:

<p>High Volume</p>  <p>High volume processes Fluctuation in demand Fluctuation in backlog</p>	<p>Repetitive</p>  <p>Repetitive processes Clerical processes Manual batches</p>	<p>Manually Intensive</p>  <p>Rekeying data Data entry Frequent user errors from re-keying</p>
<p>Multiple Legacy Systems</p>  <p>Swivel chair processes Manual integration Data capture from multiple sources Keying data in and out of legacy systems</p>	<p>Logic & Rule Based processes</p>  <p>Low reasoning Low abstraction No extra knowledge No judgement required</p>	<p>High FTE Effort</p>  <p>High FTEs engagement Data handled by users</p>

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The trivia game will begin shortly.

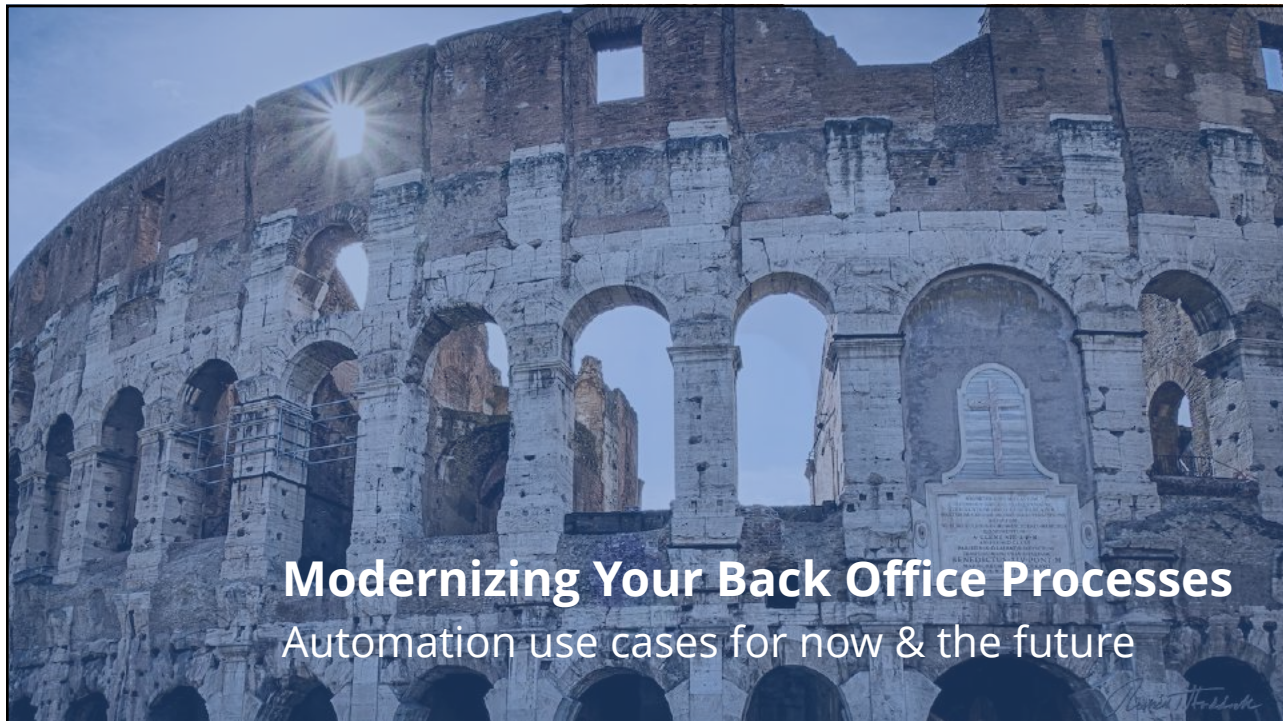
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Trivia Break |

This slide features a blue background with a QR code on the left and a semi-transparent dark blue box containing the text 'The trivia game will begin shortly.' Below the QR code is a black button with the text 'Scan to join'. At the bottom of the slide, a black bar contains the text 'To play, go to crowd.live & enter code DGPFW'. The bottom of the slide is a solid black bar with the text 'Trivia Break |' in white.

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Modernizing Your Back Office Processes

Automation use cases for now & the future

This image shows the exterior of the Colosseum in Rome, Italy, with a bright sun flare in the upper left corner. The text 'Modernizing Your Back Office Processes' is overlaid in a large, bold, white font, and 'Automation use cases for now & the future' is overlaid in a smaller, white font below it. A signature is visible in the bottom right corner of the image.

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AUTOMATION "HOT SPOTS" FOR FINANCE

Financial Planning & Analysis

- Pre-population of forecasts using historical and market data
- Loading pre-populated balances into the planning system
- Creating variance reports to pre-population and actuals

Regulatory & Management Reporting

- Data capture and cleansing to support automated generation of regulatory reports
- Pre-populating complex annual reporting
- Automating the preparation of management review slide decks by collecting data from multiple finance systems and reports

Accounting Change

- Automating the collection of data for leases or revenue transactions
- Categorizing, summarizing and analyzing data based on history and pre-established parameters
- Producing reports for internal analysis

Expense Reimbursement

- Automating policy compliance reviews
- Calculation of purchase discounts
- Compliance and management reporting
- P Card or expense program maintenance

Intercompany Reporting

- Automated checking and reconciliation of intercompany balances
- Basic research and reporting for exceptions
- Creating exception file and email report for finance review and approval

Accounts Receivable Processing

- Credit approvals and customer master file maintenance
- Order processing
- A/R – cash receipts processing and sending late notices via email
- Manual Invoice Creation

Accounts Payable Processing

- Vendor set-up and maintenance
- Automating the workflow processes and approvals
- GL Code Data entry and payments preparation
- Automating processing of payments and bulk payment files for journal entries to sub systems

Operational Finance and Accounting

- Integrate with FLAIR & PALM
- Automating pricing reviews based on customer contracts and pre-approved price lists
- Calculation and processing of rebates
- Downloading of detailed monthly sales data and calculation of commissions
- Creating files and emails to gain approvals
- Posting to detailed sub systems and General Ledger

Standard Journal Entries

- Creation of standard monthly journal entries using pre-populated templates provided by different business users
- Performing validation analytics
- Posting to ERP

Account and Bank Reconciliations

- Automating the download of subaccount balances and bank statements
- Uploading detailed transaction data from various sub systems
- Reconciling balances and transactions to core finance sub systems
- Creating balancing journal entries to handle discrepancies

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USE CASE: ACCOUNTS PAYABLE AUTOMATION

End-to-End Customized Solution

Intelligent Invoice Capture
Capture invoices no matter the medium

Automated Approval Process
Approve or reject invoices, submit for payment

GL Coding
Easily code invoice as part of approval process

Integration with ERP
Send invoices to financial system with data, seamlessly

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WORKFLOW/APPROVAL PROCESS

Invoice Level 1 Approval: BOUND TREE MEDICAL, LLC - 81933439

BoundTree medical
Making Precious Minutes Count...™
Correspondence Address:
5000 Turtle Crossing Blvd
Dublin, OH 43016
PHONE: (800) 533-6923 FAX: (800) 287-8713
www.boundtree.com
BILL To: 106127

INVOICE
PLEASE REMIT TO:
BOUND TREE MEDICAL, LLC.
23537 Network Place
Chicago, IL 60673-1235
TIN# 31-1739487

Invoice: 81933439
Page: 1
Date: 10/9/2015

Ship To: SHIP001
COPPELL FIRE DEPARTMENT
520 SOUTHWESTERN BLVD
FIRE STATION #1
COPPELL, TX 75019-4409

PO Number	Sales Order Number	Account Manager	Shipping Method	Ship Date	Payment Terms
2016-0100	87354655	G WOLF	NO FRT	10/07/2015	NET 30

Item Number	Description	Ordered	Shipped	BO	Unit Price	Ext Price
353065	CATHETER INTRAVENOUS (I/V) 18 GAUGE X 1.25 IN SO/DX 48VICS PROTECTIV PLUS	6	6	0	\$84.50	\$507.00

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INTELLIGENT DOCUMENT PROCESSING

WORK WEAR
branded for safety

Rec'd No. 196898
Date: 10/08/15
Page No. 1

WORK WEAR DALLAS
11445 HERALD ST
SUITE 102
DALLAS, TX 75229
972-743-4460

DUPLICATE INVOICE

Sold COPPELL CITY OF
To 255 FARMWAY BLVD
COPPELL, TX 75015

MARTIN CASTANEDA
EMP#940

Cust 5538 Ship date ASAP
Salesman 258 PO No. 2016-00000121 Terms Net 30

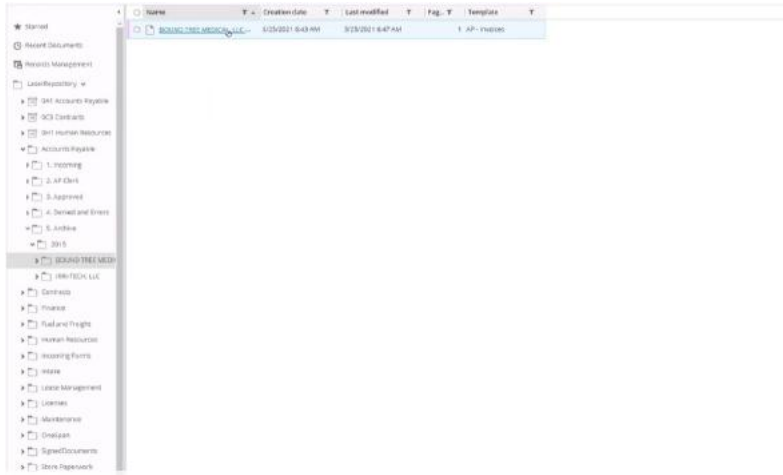
Quantity	Unit	Item Number	Description	Price	Unit	Extension
1	PAIR	W04820	MOLESKINE G/W/P BUCCANEER WIDT/SH2E M/8.5	216.00	PAIR	151.20

Stk: 10 Reg: 10 Dcv: 10 Ust: AC 11:50 Sale Amt: 151.20
A/R 150.00 Sales Tax: .00
VISA 1.20 *****2694 **** Auth:025212 Total: 151.20
Pmt Rec'd: 1.20
Bal Due: 150.00

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85

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CHANGE FOR THE BETTER

Transitions are almost always signs of growth, but they can bring feelings of loss. To get somewhere new, we may have to leave somewhere else behind.

Fred Rogers
*Life's Journeys According to Mister Rogers:
Things to Remember Along the Way*

#kindlequotes

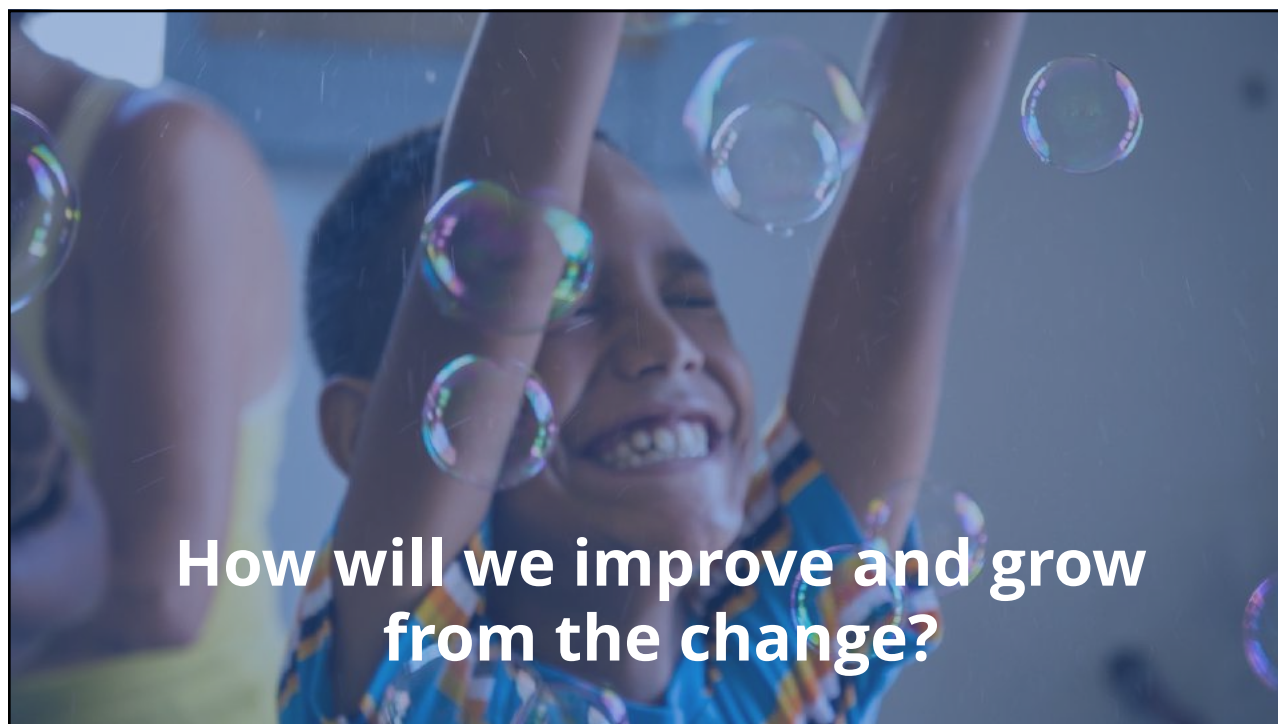
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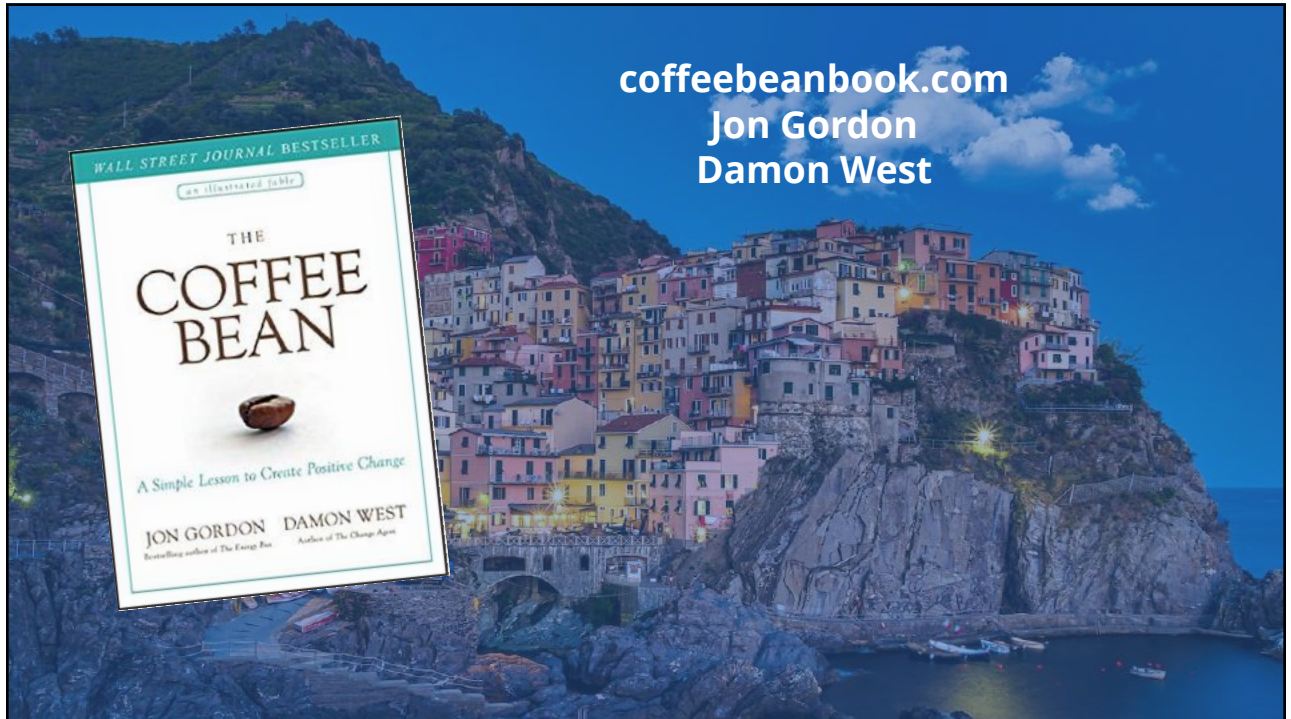
**There is no "new normal" or
"going back to normal"
We are in "Normal"**

115



**How will we improve and grow
from the change?**

116



coffeebeanbook.com
Jon Gordon
Damon West

117

The image is a 2x2 grid. The top-left quadrant shows several cracked white eggs on a brown surface, with one bright yellow yolk. The top-right quadrant shows a wooden bowl filled with dark brown coffee beans, with steam rising from them. The bottom-left quadrant shows several bright orange carrots with green tops, lying on a sandy surface. The bottom-right quadrant is a dark grey box containing the text 'http://coffeebeanbook.com' and 'Which one are you?' followed by a horizontal line.

<http://coffeebeanbook.com>

Which one are you?

118



Leverage Technology to be Bold

124

The "Before"

- Two systems that do not communicate
- Causes duplicate data entry
- And Human Error
- Lengthy intake process at the Detention Center
- Less time spent on the streets by Deputy Sheriff's

125

“The way we have always done it...”

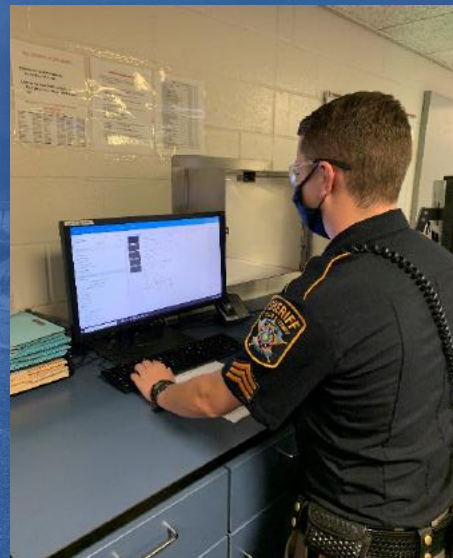
Deputies enter arrest information while in the field



126

“The way we have always done it...”

Detention Officers REENTER the same arrest information into the Jail Management Software



127

The "After"

- Implement Digital Workers to complete the duplicate data entry
- "Take Out The Middle Person"
- Eliminated Human Error
- Reduced the overall average intake process by 35 minutes



128

Trivia Break



The trivia game will begin shortly.

To play, go to crowd.live & enter code **DGPFW**

129



QUESTIONS

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