

INTELLIGENT AUTOMATION

Add intelligence to automation. Liberate resources.

BRMi advisors and technologists analyze processes, align to strategic direction, and design & develop the right technical elements for faster cycle times, fewer errors, greater customer satisfaction, and lower service delivery costs. Intelligent automation can assist your enterprise in process discovery, modeling, and much more!

Artificial Intelligence



Machine learning, natural language processing, and other technologies

Robotic Process Automation



Bots perform repetitive, rules-based tasks

Business Process Management



Understanding the operational ecosystem and selecting the highest value tasks

Combine AI, RPA, and BPM



Intelligent Automation

We approach engagements with agility to deliver results early and often. After a collaborative evaluation of the client's current-state, we formulate a pragmatic, scalable, cost-effective plan to introduce and/or expand automation.

LEAN, HIGH AGILITY
DELIVERY
FRAMEWORK FOR
AUTOMATION

Flexible. Scalable. Value Focused.

BRMi's pivotalF4® service delivery framework guides its automation delivery teams..

INPUTS

Objectives & Outcomes

People, Process, and
Technology

Business & Technical
Objectives

Integrating Business &
Technology

Ops Management

STAGES

Frame



Find



Form



Follow



OUTPUTS

Automation
Candidates and
Project/Pilot Scope
with Success Criteria

Define Target
Solution & Roadmap

Design Automation
and Execute Sprint
Plan

Go Live!

Did You Know?

Thirty percent of enterprise service-desk incidents are a simple password reset. For large organizations, especially, these types of incidents can consume significant resources. Automation can quickly handle these types of common incidents, improving response times, reducing workloads and freeing people for higher cognitive tasks.

We pursue three outcomes crucial to a performance based, customer-driven agency or business: (1) clarity on strategic direction, (2) alignment of available resources, and (3) increased discipline and efficiency in daily operations.

DECISIVE OUTCOMES
FOR PERFORMANCE
BASED, CUSTOMER-
DRIVEN BUSINESS

Proven Success with Automation.

BRMi serves both private and public sectors, from the national security establishment to monetary and financial institutions, statistical and regulatory bodies, and many others. A few of our successes ...



Robotic Process Automation

U.S. Department of Homeland Security

We applied robotic process automation (RPA) technology to multiple uses cases—from eliminating backlogs to improving quality and timeliness of reporting. We incorporated robotic process automation within legacy systems, such as Remedy® IT service management software, while the organization migrated to ServiceNow® software, keeping valuable data in sync while reducing ticket requests for various business units.



Robotic Process Automation

Financial Services Company

We introduced RPA technology to improve the day-to-day efficiency of bank operations. Our business process analysts identified a time consuming, repeated process for which automated assistants were the best solution. We successfully implemented RPA for the process, which improved the customer experience through faster service delivery. In just two weeks, RPA freed one full-time employee and reduced the time to outcome from 3 hours to just 1 minute.



Robotic Process Automation

U.S. Department of Homeland Security

We developed RPA solutions for the Reimbursable Services Program, saving Customs and Protection officers time and effort in critical audit requests. We also worked with the finance center to assist with backlog processes associated with this program. Our efforts both reduced the burden for a full-time equivalent (FTE) employee and increased quality and availability of data and reporting.

We're Ready to Show You a Real, Affordable Solution.

BRMi can quickly pilot potential use cases to demonstrate the value of automation. We prescribe and apply the right solution—from chat bots to intelligent service agents—for the discrete business problem.

BRMi has partnered with the leading intelligent automation providers to offer industry-leading capabilities. Our integration relationships maximize the solutions available to our clients.

PARTNERS WITH
LEADING
AUTOMATION
PLATFORM
DEVELOPERS

We Enable the Best Technology.

BRMi is positioned to leverage the capabilities of several platforms.



We have partnered with UiPath to bring hyperautomation to our clients. As a leading platform in both federal and commercial environments, UiPath has demonstrated a powerful and flexible platform that accelerates the delivery of intelligent automation solutions. BRMi has certified technical staff in business process analytics, IA development, solution architecture, and infrastructure engineering, encompassing the full lifecycle of IA solutions.



We have developed solutions using the ServiceNow workflow platform that demonstrate intelligent automation can extend beyond the capabilities of IT service management platforms. Finding scalable solutions that maximize the return-on-investment on burdensome activities are the measurable outcome of BRMi's capabilities.



We utilize the Kore.ai virtual assistant platform for chat bot solutions that are flexible in our deployment model as well as powerful in our integration opportunities. The platform is a go-to option for cognitive bots that utilize natural language processing which understand true intent in life-like conversations as well as knowledge-base content that is accessible from multiple formats.

Industry-Leading Platforms

BRMi's technology partners, such as UiPath, are recognized by many third-party evaluators as leaders in their technology space, such as the highly respected market research company, Forrester.