

**MAPPEC**  
Mapping To Excellence

Company Profile

Drive **E**fficiency & **G**rowth

[info@mappec.org](mailto:info@mappec.org)

**MAPPEC**

MAPPING

YOUR

BUSINESS

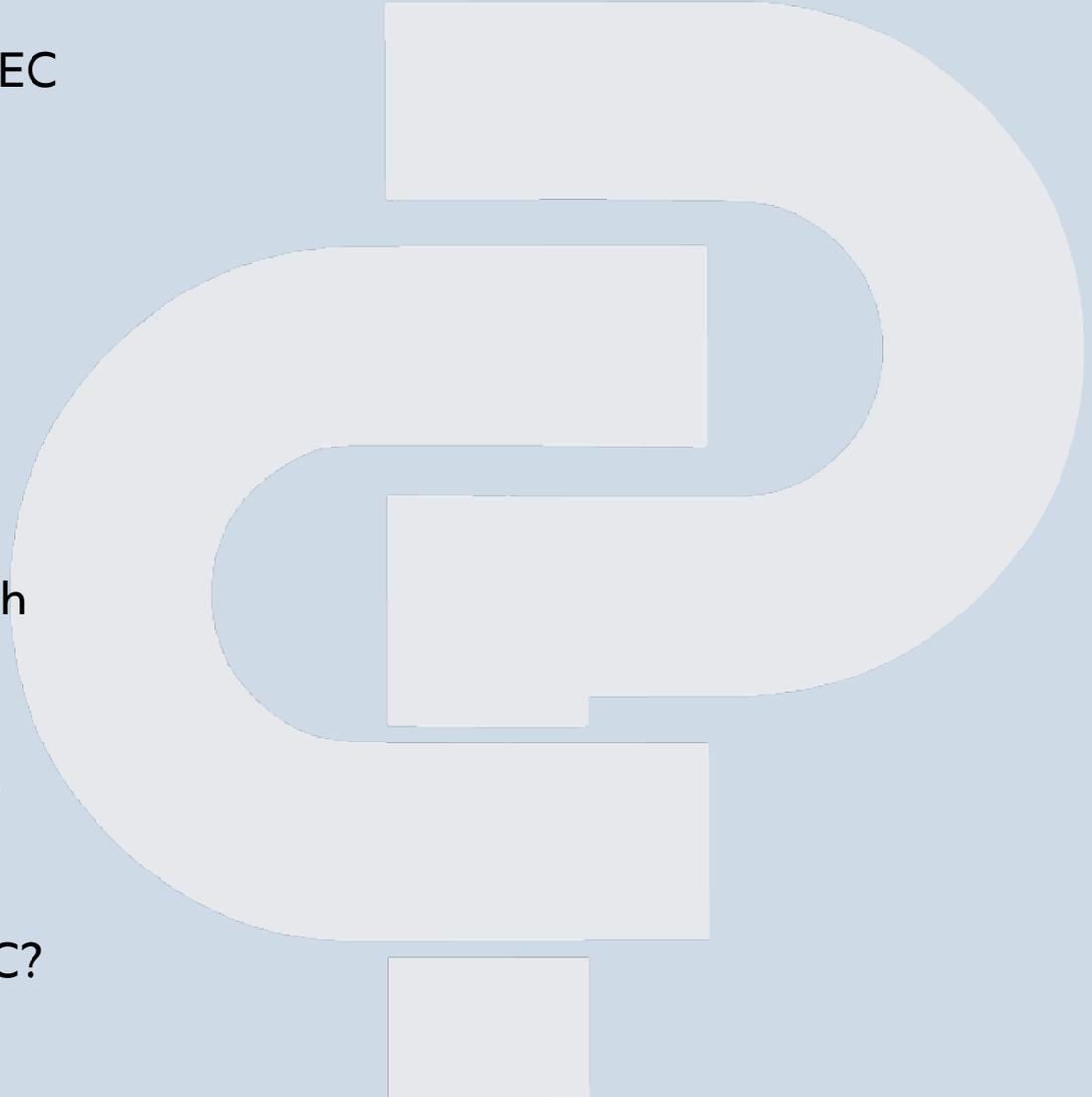
TO DIGITAL

EXCELLENCE

[www.mappec.org](http://www.mappec.org)

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**01**

# About MAPPEC

## About MAPPEC

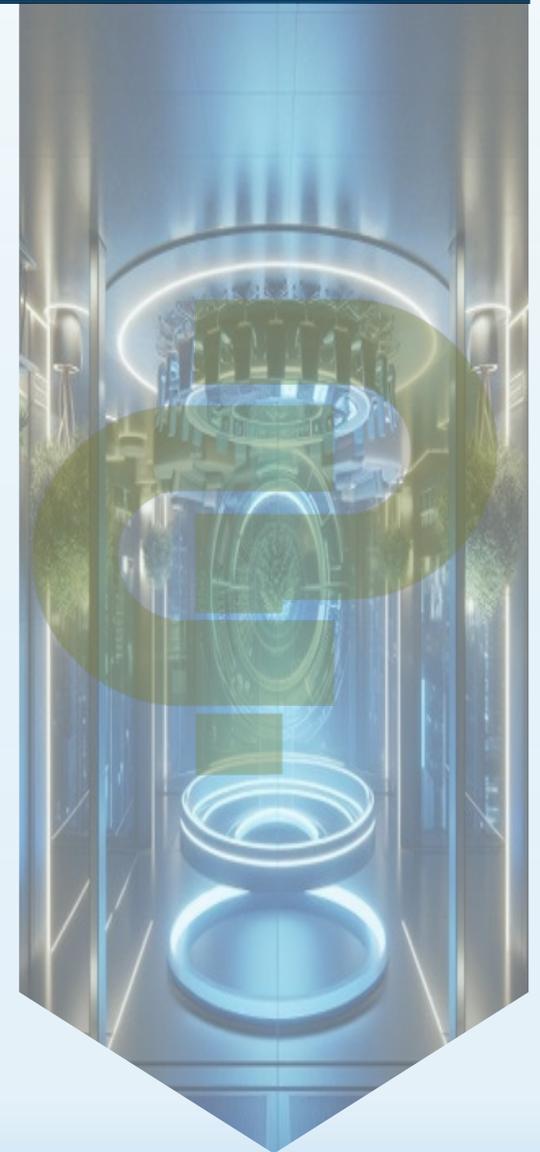
**MAPPEC** empowers organizations across diverse industries to achieve operational excellence and elevate strategic capabilities. We offer a comprehensive suite of tailored solutions designed to optimize your processes, enhance decision-making, and drive sustainable growth.

Our Business Process Intelligence (**BPI**) expertise streamlines your operations by analysing, re-engineering, and managing change effectively. We leverage Robotic Process Automation (**RPA**) and broader Business Process Automation (**BPA**), powered by process mining, to automate repetitive tasks, freeing your workforce to focus on higher-value activities.

To sustain these improvements, we establish Centers of Excellence (**CoE**), attain prestigious certifications and awards (e.g., EFQM, ISO 9004, King Abdulaziz Quality Award, IEA), and provide comprehensive **Training & Support**, empowering your teams to own and manage these transformative solutions. We accelerate process digitization & solution delivery with **Low-Code Development**, crafting customized tools that precisely meet your unique needs.

Furthermore, we leverage **Agentic Processing Automation (APA)**, including Data Science, AI, ML, and advanced analytics, to handle more complex functions, extract actionable insights from your data, enabling smarter, data-driven decisions. By optimizing Customer Experience (**CX**), we elevate customer satisfaction and loyalty, positively impacting your bottom line.

At **MAPPEC**, we are committed to partnering with clients across diverse industries to unlock their full potential, enhance customer interactions, and foster sustainable growth through innovative, efficient, and customized solutions.



## About MAPPEC

# DRIVE EFFICIENCY & GROWTH



### Our Values

Excellence  
Customer-Focus  
Collaboration  
Agility  
Growth



### Our Mission

To empower businesses with cutting-edge technology solutions that drive transformative growth and deliver exceptional value to our customers.



### Our Vision

To be the global leader in innovative business solutions, shaping the future of industry through technology and unwavering commitment to customer success.

# About MAPPEC



As your trusted partner, we collaborate closely to understand your unique needs and develop tailored solutions that empower your workforce, deliver measurable business outcomes, and foster a long-term relationship for sustained success.



We provide comprehensive, end-to-end solutions backed by deep expertise, proven methodologies, and a commitment to quality, ensuring agile and flexible delivery that exceeds expectations and drives exceptional results.



We leverage cutting-edge technologies to deliver future-proof solutions that seamlessly integrate with your existing systems, unlock data-driven insights, and ensure the highest levels of security and compliance.

**MAPPEC PARTNERS WITH YOU TO ARCHITECT AND DEPLOY BESPOKE, TECHNOLOGY-DRIVEN SOLUTIONS, OPTIMIZING CORE BUSINESS PROCESSES, MAXIMIZING OPERATIONAL EFFICIENCY, AND BUILDING A HIGH-PERFORMING WORKFORCE FOR SUSTAINED COMPETITIVE ADVANTAGE.**



02

Why Business Process  
Intelligence (BPI)?

# Why Business Process Intelligence (BPI)?

Riding the Wave



## Global Trends and Digital Directions

### Hyperautomation

The drive to automate everything that *can* and *should* be automated is accelerating. Gartner predicted that the hyperautomation market would reach nearly \$600 billion in 2022 (Gartner, 2021)

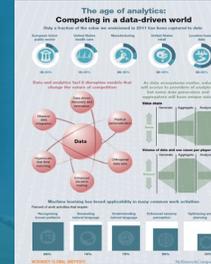
Table 1: Worldwide Forecast for Hyperautomation-Enabling Technologies (Millions of U.S. Dollars)

	2020	2021	2022
Process-Agnostic Software That Enables Hyperautomation	79,604	25,108	30,184
Other Software That Enables Hyperautomation	462,030	507,316	566,433
<b>Total</b>	<b>541,635</b>	<b>532,424</b>	<b>596,616</b>

Source: Gartner (April 2021)

### Process Intelligence & Data-Driven Decisions

To gain unprecedented visibility into operations, McKinsey suggests that data-driven organizations are 23 times more likely to acquire customers and 6 times as likely to retain them (McKinsey, 2016)



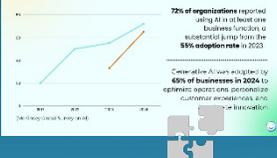
### Agility through Low-Code/No-Code

The demand for rapid solution development is met by Low-Code Development platforms. The low-code application platform (LCAP) market is projected to reach \$16.5 billion by 2027, growing at a 16.3 percent CAGR from 2022.



### AI Agency

AI-powered agents autonomously manage workflows, make decisions, and optimize operations. Organizations using AI agents report 30-50% faster task turnaround times and 20% cost reductions (MIT Sloan, 2024).



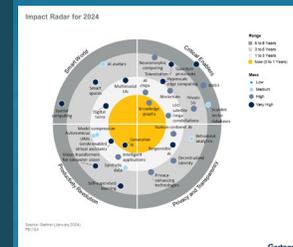
### Customer Experience (CX)

Customers in today's Experience Economy demand seamless, personalized, and engaging interactions at every touchpoint. 86% of customers are willing to pay more for better experiences, while 33% will abandon a brand after just one bad experience (PwC, 2023).



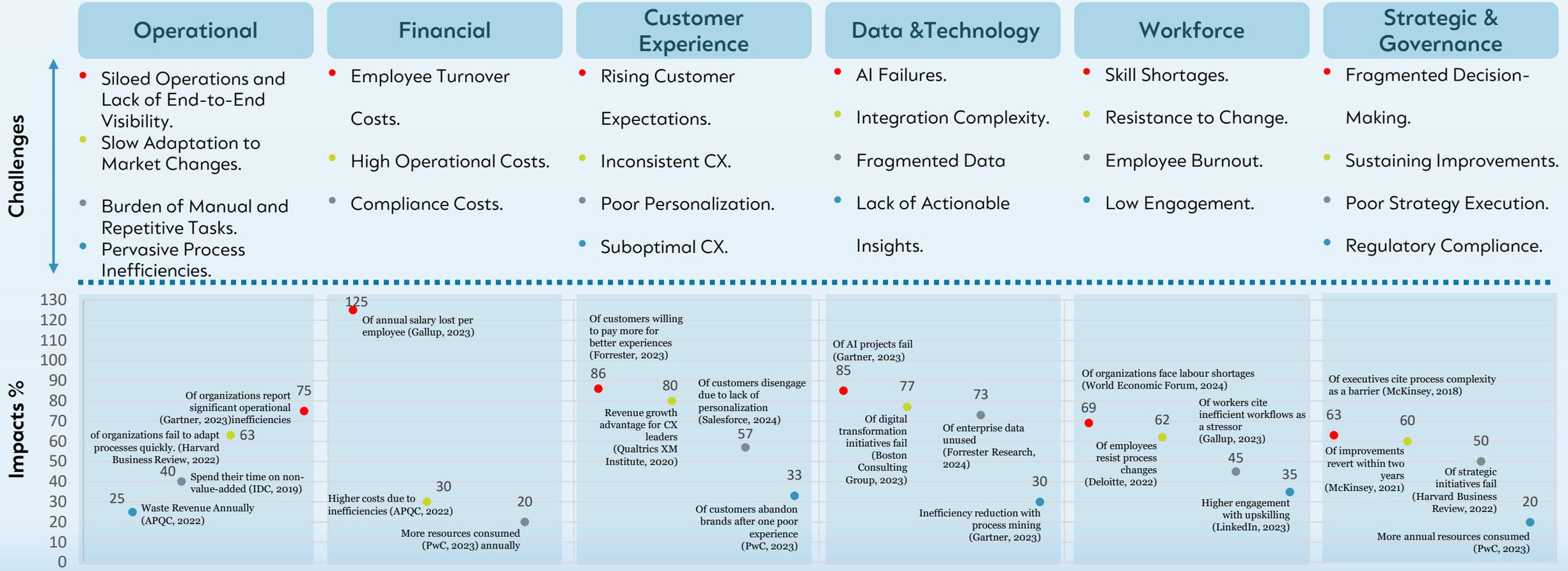
### Emerging Tech. Integration

Emerging technologies like Artificial Intelligence (AI) and Machine Learning (ML) are no longer futuristic concepts but present-day tools for transformation. Gartner's radar for 2025 highlights AI's growing role in Intelligent Operations. (Gartner, 2024)



# Why Business Process Intelligence (BPI)?

## Navigating the Organization's Complexities & Challenges



# Why Business Process Intelligence (BPI)?

## What If You Could...

...reclaim the **revenue** and **productivity** lost to inefficient processes, redirecting it to fuel **growth** and **innovation**?



...make your processes **agile** and **scalable** enough to adapt seamlessly to **market** changes and evolving **customer** expectations?



...make your processes fully **AI-ready**, accelerating your **digital transformation** journey instead of hindering it?



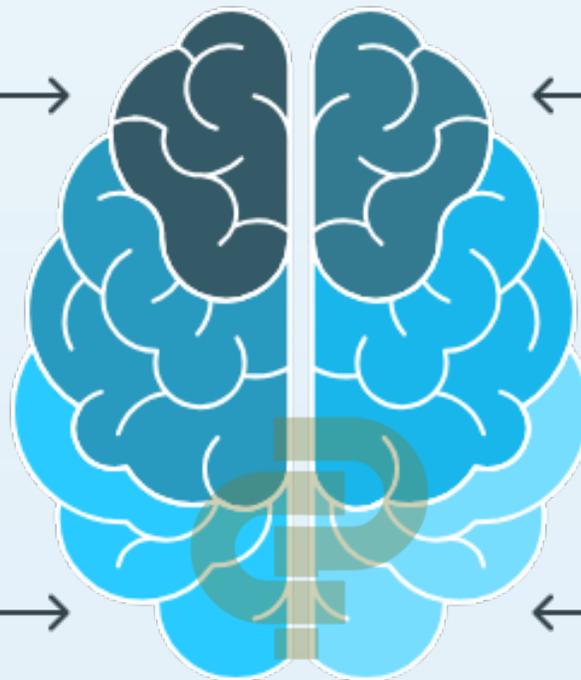
...empower your employees to focus entirely on **high-value**, strategic work instead of **repetitive**, time-consuming tasks?



...unlock valuable insights from your **data**, breaking free from the constraints of complex workflows and driving **innovation**?



...prepare your organization to effectively integrate and leverage **AI agents**?



**DRIVE EFFICIENCY & GROWTH**

# Why Business Process Intelligence (BPI)?

## FROM PROCESS MANAGEMENT TO **PROCESS INTELLIGENCE**

### The Paradigm Shift: Beyond Management to True Intelligence



**MAPPEC** champions this new era. Business Process Intelligence isn't just a methodology for us; it's a strategic imperative that drives every solution we deliver, from streamlining operations with BPI expertise to leveraging innovation, RPA, and advanced Emerging Technologies.



Features	Traditional Business Process Management (BPM)	Business Process Intelligence (BPI)
Focus	Process design, documentation, and optimization for efficiency.	Holistic, enterprise-wide approach, data-driven decision making, integration of digital technologies, and focus on customer experience and strategic agility.
Technology Role	Limited to workflow automation and manual process mapping.	Integrates advanced tools like process mining, simulation, AI, machine learning, Low-Code, No-Code, real-time dashboards, and RPA.
Data Utilization	Are we doing things right?. Static data and manual reporting for decision-making.	Are we doing the right things, and how can we do them smarter based on real data?. Real-time data to drive predictive and prescriptive insights.
AI Readiness	Limited ability to prepare for AI due to static and incomplete data.	Establishes clean, structured data pipelines and identifies processes for readiness to scale AI integration and automation.



03

Our Services

# Our Services



## MAPPEC'S TRANSFORMATIVE SOLUTIONS



### Process Design & Optimization

Designing, analysing, and continuously improving processes to drive operational efficiency and strategic alignment.



### Robotic Process Automation (RPA)

Accelerating productivity by automating routine and complex workflows through RPA, low-code platforms, and intelligent software solutions.



### Training, Support & CoE Establishment

Empowering teams through targeted training, knowledge transfer, and establishing Centers of Excellence to sustain continuous improvement and innovation.



### Governance, Risk & Security Compliance

Embedding comprehensive governance, effective risk management, regulatory compliance, and robust cybersecurity into your operations.



### Customer Experience & User Interface Design (CX/UI)

Creating intuitive, engaging experiences by optimizing customer journeys and crafting user-centric digital interfaces.



### Process Intelligence & AI Integration

Harnessing real-time analytics, process mining, and AI solutions to optimize processes, predict outcomes, and support smarter decisions..



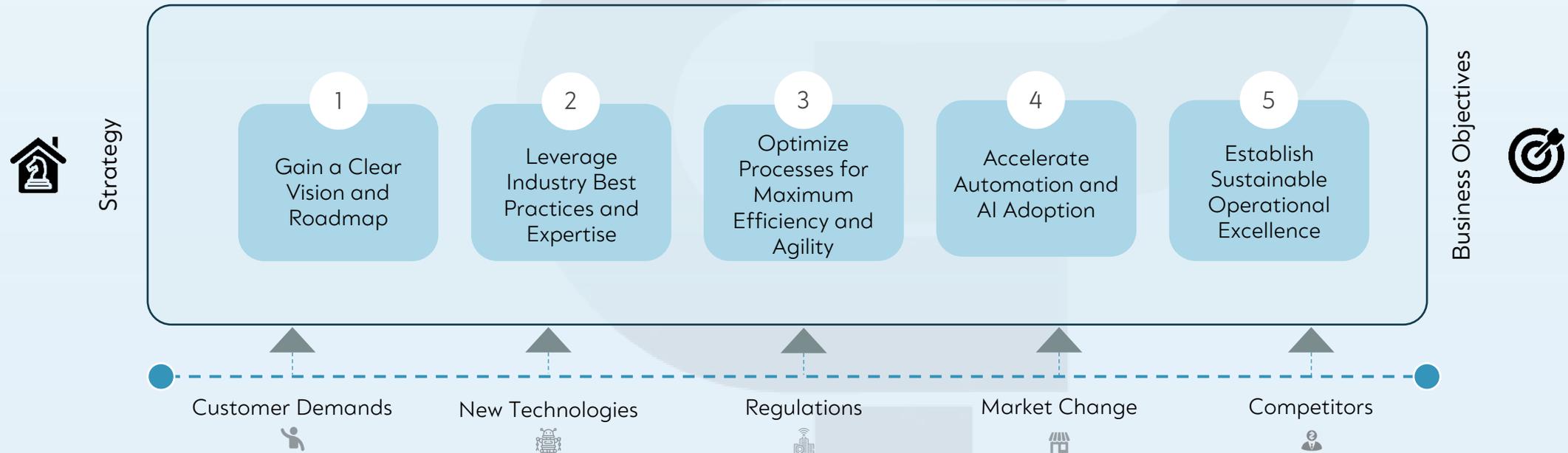
04

## Our Approach

# Our Approach

**MAPTIC**<sup>®</sup> MAPPEC's **Process Transformation Intelligence Cycle** empowers your enterprise to become intelligently adaptive and sustainably innovative, ideally positioned to thrive in an AI-powered future.

With **MAPTIC**, your organization will:



# Our Approach

**MAPTIC**<sup>®</sup>  
Mappec Process Transformation Intelligence Cycle



The Body of Knowledge




Tools






05

Our Partners

## Our Partners

At MAPPEC, we believe in the power of collaboration. While our MAPTIC approach is comprehensive and innovative, we recognize that each client's journey toward intelligent process transformation is unique and benefits significantly from strategic alignment and teamwork.





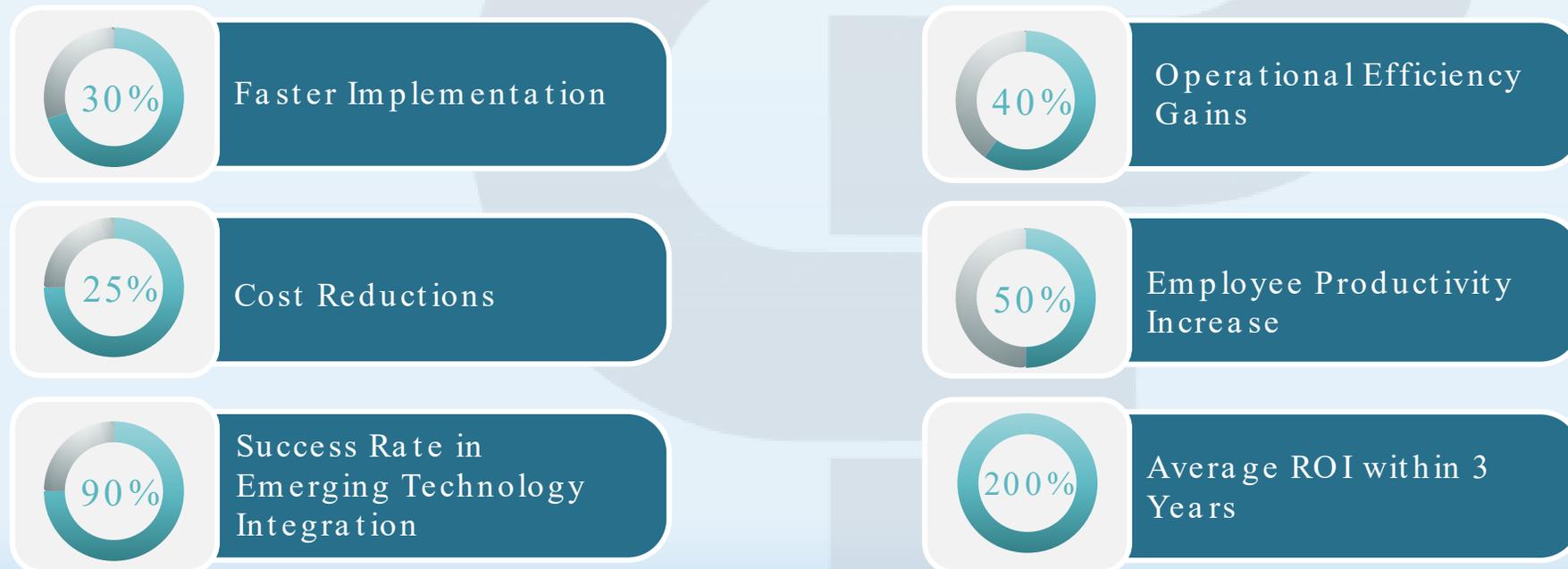
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Why MAPPEC?

## Why MAPPEC?

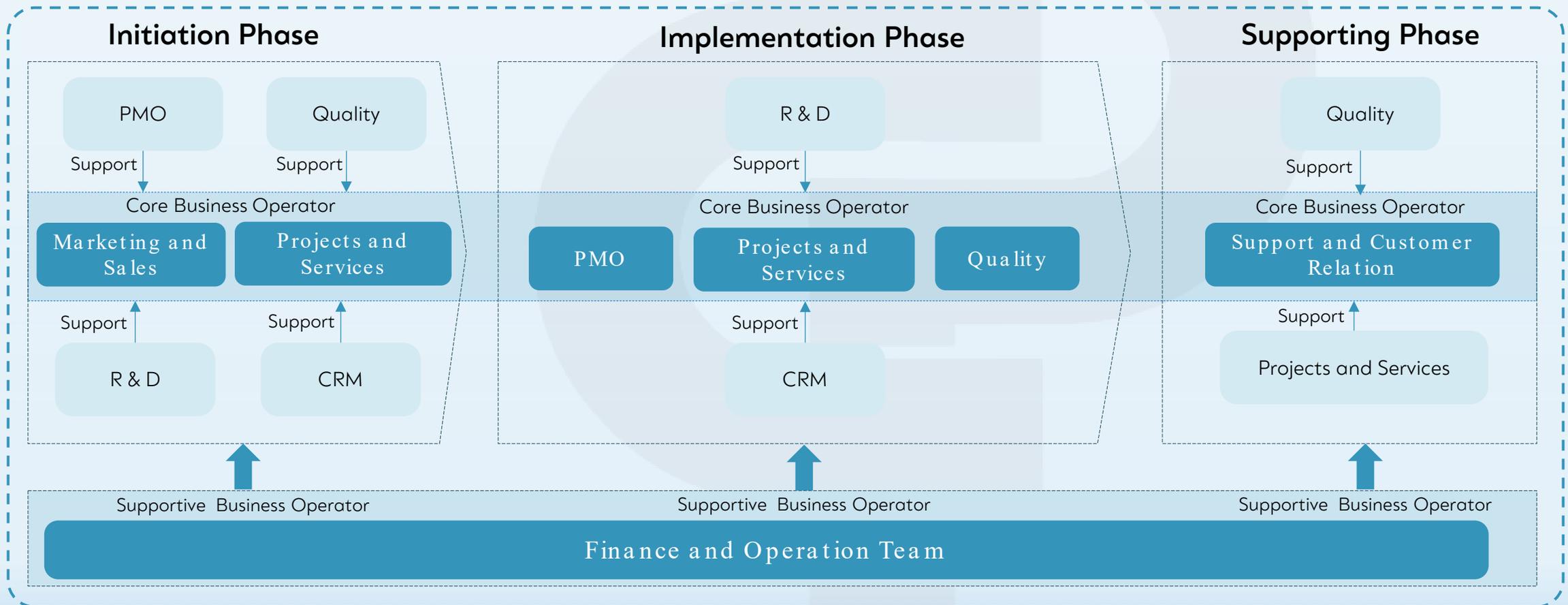
MAPPEC is your strategic partner for delivering measurable, impactful, and sustainable process transformation. Our proven **MAPTIC** methodology translates strategy into tangible outcomes, positioning your organization for immediate success and lasting competitive advantage.

### Benefits You Can Expect...



# Why MAPPEC?

## Our Approach to Deliver...





07

Contact Us

# GET IN TOUCH



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A person in a dark suit and white shirt is holding a silver tablet horizontally. The tablet screen is dark, but a bright, glowing cyan graphic is overlaid on it. The graphic consists of a central circle with a white outline, containing the text 'THANK YOU' in white, bold, sans-serif capital letters. The circle is surrounded by a cyan glow and two large, cyan, 3D-style arrowheads pointing left and right. There are also some hexagonal patterns in cyan and white around the central circle.

**THANK YOU**