Intelligent Automation in Pension Service Purchases with AI and Cloud Integration for Operational Excellence

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Abstract*: Digital transformation is the main driver for the modernization of pension services from integrated intelligent automation technologies such as Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA), cloud computing. Inspired by their previous solutions across other industries, they chose to build the plugin to enhance performance of traditional pension service workflows, which are primarily manual and semi-automated and often suffer from major inefficiencies, high operational costs, compliance risk as well as poor scalability. In this paper they explore how intelligent automation is turning pension service purchases into a new kind of fast, real-time, personalized and predictive service. Intelligent Process Automation (IPA) is RPA that combines AI capability to allow devices to simulate people's decision making and streamline complex processes. Apart from these, the cloud computing platforms offer scalable, secure, interoperable infrastructure for real-time processing, secure data and flexible service delivery. Integration of automation coupled with cloud technologies provides pension organizations with operational excellence, improved governance, better customer satisfaction, and future-proofing systems against the changing market and regulatory demands. Additionally, the report highlights the economic, political, and cultural elements that support long-term digital change in pension systems.*

Keywords: Pension Service Automation, Intelligent Process Automation (IPA), Artificial Intelligence (AI), Robotic Process Automation (RPA), Cloud Computing, Machine Learning (ML), Digital Transformation, Operational Excellence, Pension Workflow Optimization, Predictive Analytics, Smart Pension Systems, Big Data in Pension Management, Cloud-Based Pension Platforms, Customer-Centric Pension Services, Compliance in Pension Automation