What is a TOM Digital Twin?

Tacit Object Modeler™ or TOM is a no-code, simple-to-operate decision automation technology replicating human decisions, opinions or advice. TOM is used to replicate simple, rules-based decisions all the way through to complex, highly cognitive decisions requiring subject matter expertise and knowledge.

What's more TOM requires no historical data to create a model. Rules-based decision models can be created (built, trained and tested) within minutes. More complex, intuitive decisions take, on average, 60-90 minutes. The decision model responds exactly as its human creator would. This model is called a TOM Digital Twin.

TOM Technology + Human Expert Intelligence = TOM Digital Twin

Why TOM Digital Twins

Real-time access to human decisions enables organizations to automate decisions currently handled by humans. Digitally keeping the human-in-the-loop allows organizations to automate processes and drive operational efficiencies without compromising risk, as human decisioning remains at work inside the automated processes.

TOM Digital Twins will provide decision support/advice or can be used to make final decisions depending on organizational requirements.

How are TOM Digital Twins used?

TOM Digital Twins are integrated into existing systems via API to provide real-time human decision intelligence.

Organizations deploy multiple Twins into the system to access the opinions or advice of more than one human expert.

real-time

Task → Human Decision Required (DIGITAL TWIN) → Clear Next Best Action → Execute using RPA & IA Tools

What makes TOM Unique?

- No code/citizen developer - designed for the business user's ease of model creation
- No historical data is required to create a TOM Digital Twin
- Designed for simple, rules-based decisions through to complex, subjective decisions with the same ease of use
- For complex decisions, replicates tacit knowledge (knowledge gained through experience requiring human intuition and judgment)
- Integrates into existing systems via API or pre-configured connectors

TOM Digital Twin Benefits

Reduced Operational & Regulatory Risk

- Faster decisions, higher volumes, precise consistency, expert accuracy
- Real-time access to expert informed decisions
- Reduced human error & fatigue
- Explainability - decision transparency for audit purposes or regulatory inquiry

Enhanced Operational & Resource Efficiencies

- Optimized use of valuable resources
- Available 24/7, 365
- Codified IP and expertise
- Scaled workforce capacity
- Improved service delivery & customer service