Robotic Process Automation

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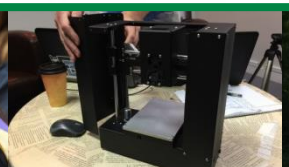


The Robots Are Coming

Current State of Efficiencies

OUTSOURCING

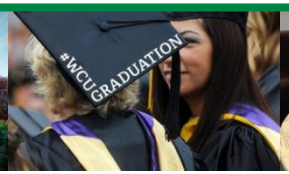
SHARED SERVICES

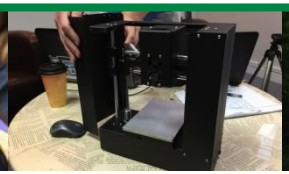
MACROS

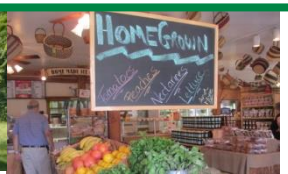
BPM

SCRIPTING

APP INTEGRATION

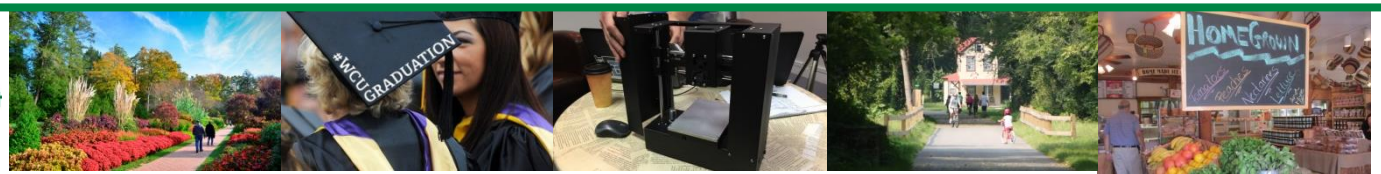


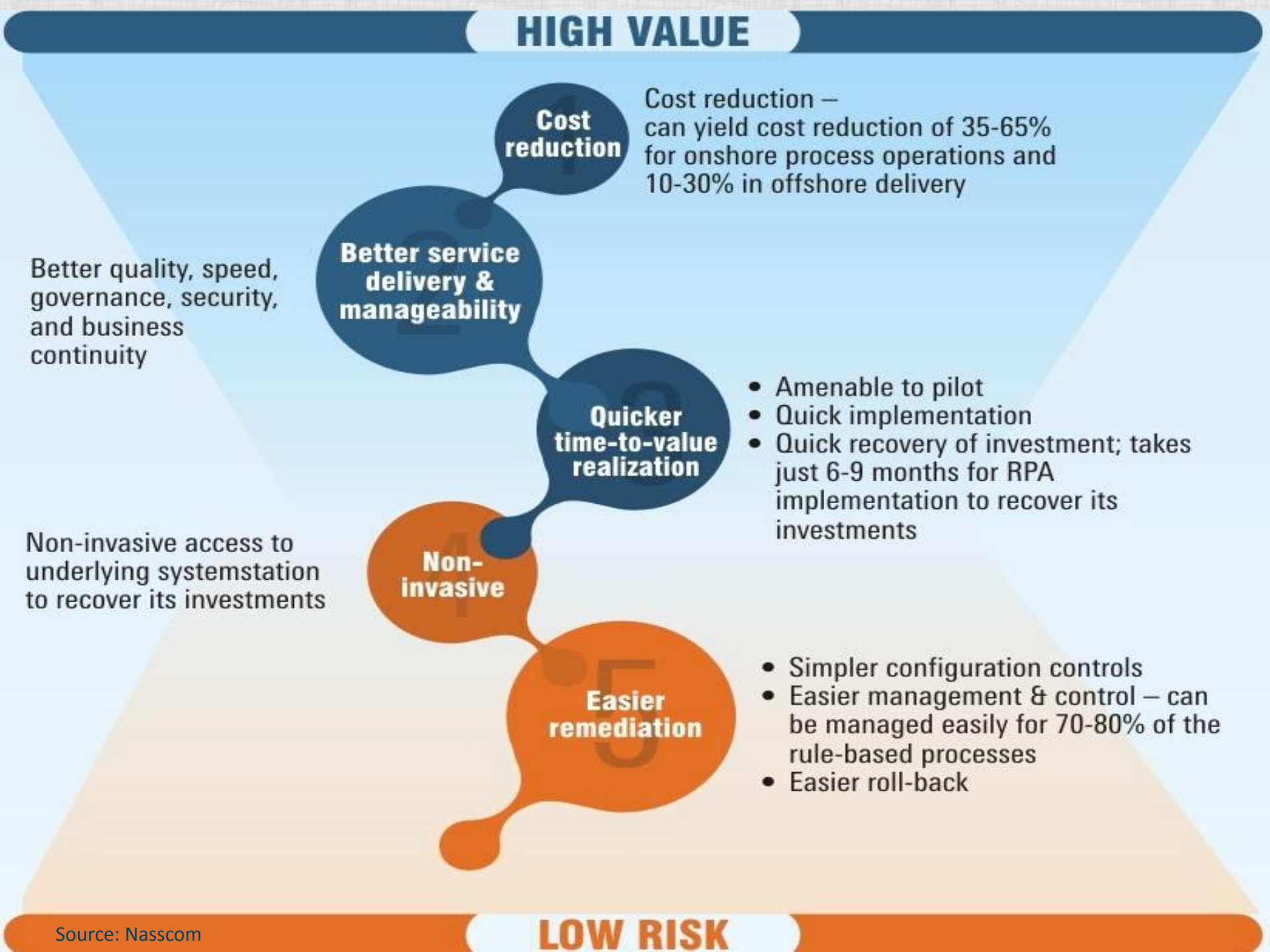




Introducing RPA

Robotic Process Automation (RPA) is the application of technology that allows us to configure computer software or a "robot" to capture and interpret existing applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems

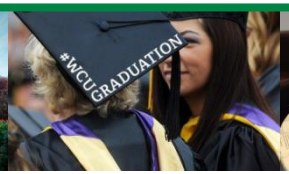


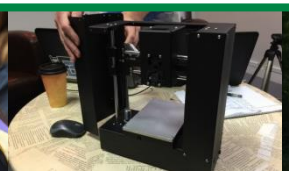


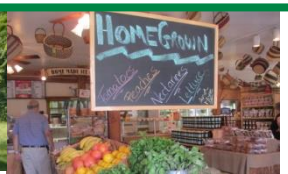
Source: Nasscom

In Addition….

- ✓ Consistency
- ✓ Reliability
- ✓ Accuracy
- ✓ Audit Trail
- ✓ Productivity
- ✓ Elasticity





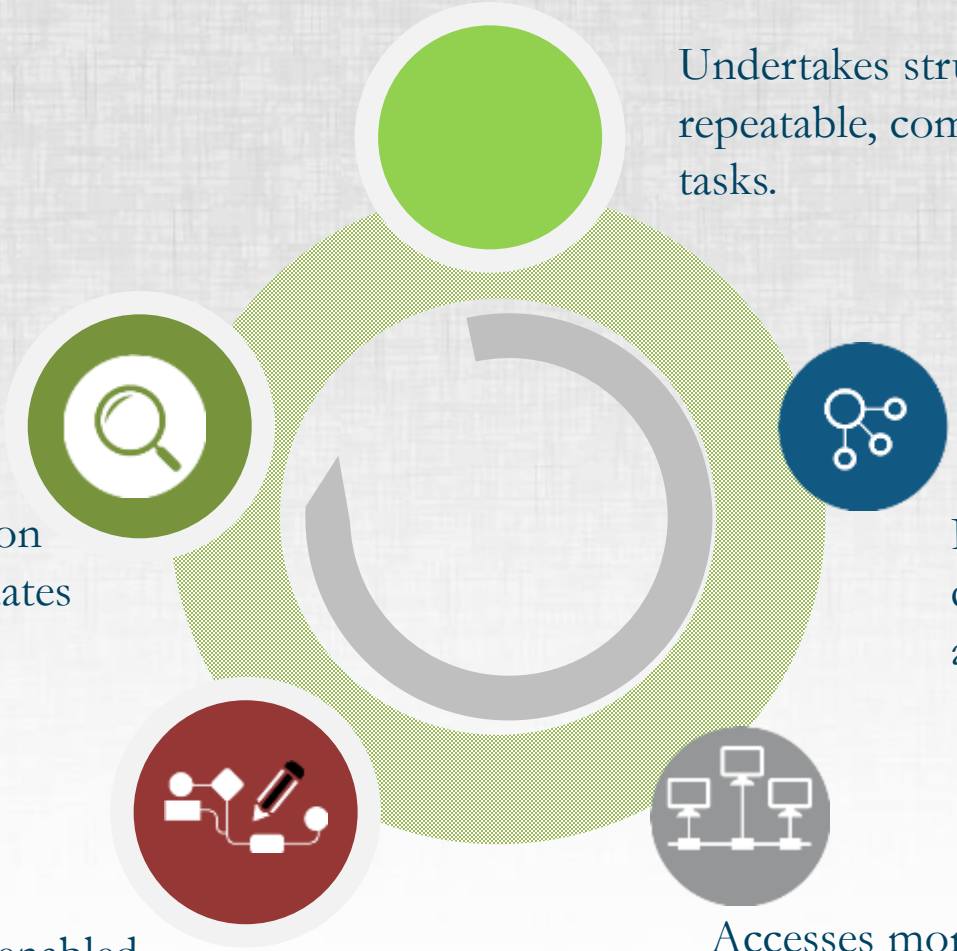


Presentation Layer Automation

A technology that mimics the steps of a rules-based, non-subjective process without compromising the existing IT architecture – are able to consistently carry out prescribed functions and easily scale up or down to meet demand using the existing systems and infrastructure.

Like a self-driving car, it does not require new roads, exits or infrastructure. It uses the current available tools .

Effective Usage of Robotics



Undertakes structured, repeatable, computer-based tasks.

Performs an information search collation or updates information.

Performs complex decision-based on algorithms.

Uses workflow enabled interaction with people.

Accesses more than one existing system to complete the identified process.

The Big Picture

Process level Automation

Application Automation

Cognitive Automation

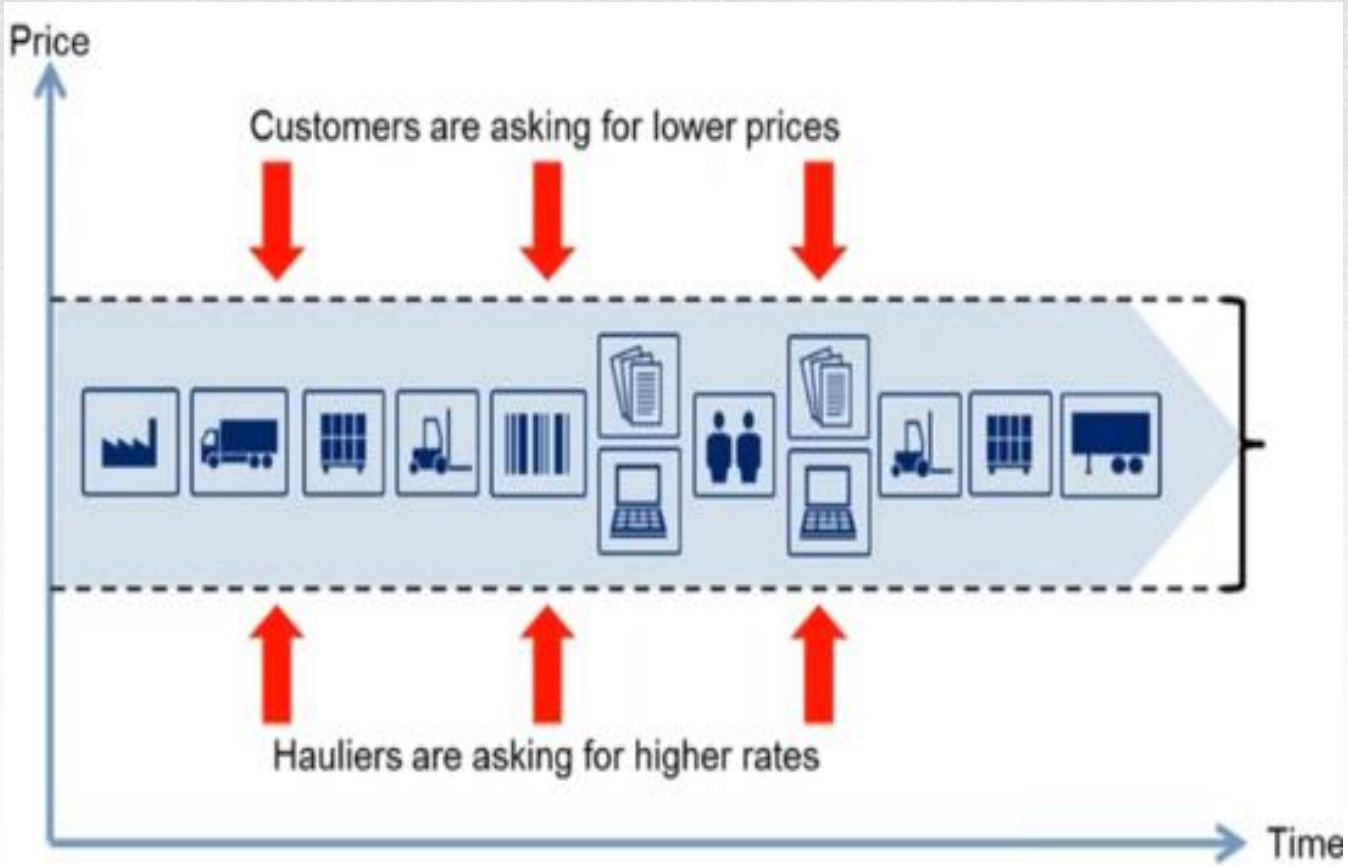
Exception & QC Automation

Derive insights

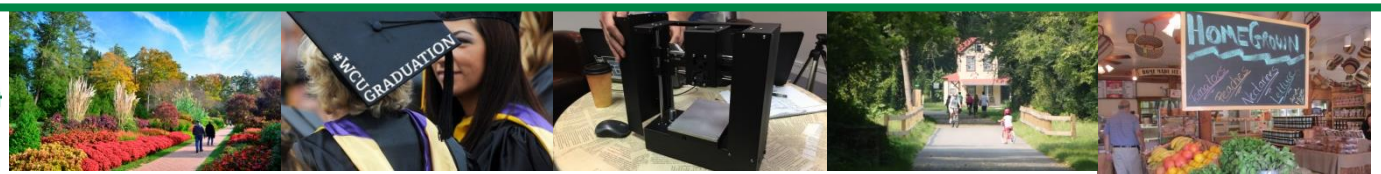
Machine Learning

Artificial Intelligence

Case Study #1- Logistics & Transportation



Challenges
EDI Complex
Customer Demands
Scalability/Seasons
Employee Dissatisfaction
Cost Containment

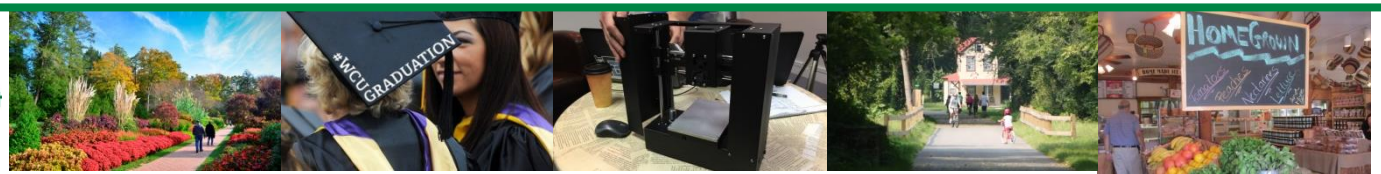


Case Study #1- Logistics & Transportation

RPA Implemented
400 Robots in 18 months

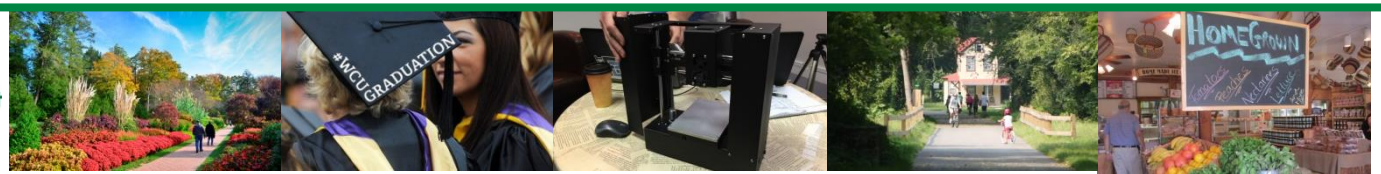
Digital Workforce
Order scheduling and tracking
Billing and Collection
Freight Bidding
Quoting
Customer Service Operations

The Results	
Faster time to Revenue	In one month Robot identified $150,000 receivables
Significant Efficiency Gain	Robot doing 15000 hours of work annually
Premium Service	increase from 400 to 2000 loads per month



Case Study #2- Consumer Mortgage Lending

Challenges
Multiple Systems
Human Error
Auditors
Risk
Customer Experience
Productivity
Time

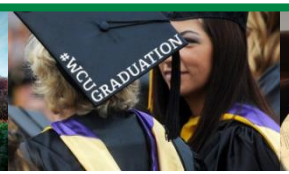


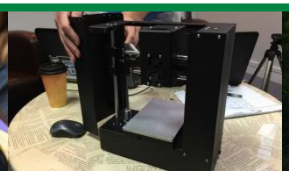
Case Study #2- Consumer Mortgage Lending

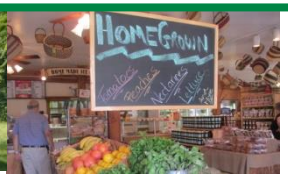
RPA Implemented
50 Robots in 12 months

Digital Workforce
Updating of Systems
Verification of loan File prior to Closing
Packaging and Auditing of loan files
Customer Service Operations

The Results	
Efficiency	Loan Offer Time cut from 14 days to 14 minutes
Audit	Robot packaging loan files faster resulting faster QC
Better Customer Relations	Reduced hours spent per loan file increased Customer Satisfaction







Change is never easy

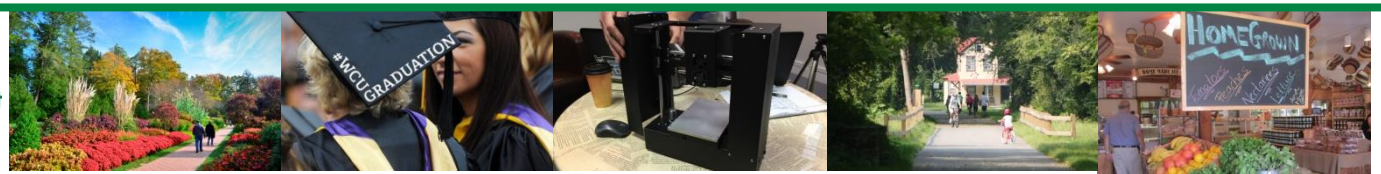
What's so different about this? Can't we just use a macro? Aren't robots just super macros?

Let's play it safe and wait until everybody else adopts this before before we join in….

It's the beginning of the end of our jobs…

*Explore the possibilities, invest the time in selecting the *right* business processes, make humans' jobs more interesting and less monotonous, and lower costs.*

Pew Research Study from 2014 indicates 48% had a dismal outlook of automation's impact on the job market and the other **52% were hopeful**



Questions?

Thank you!

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