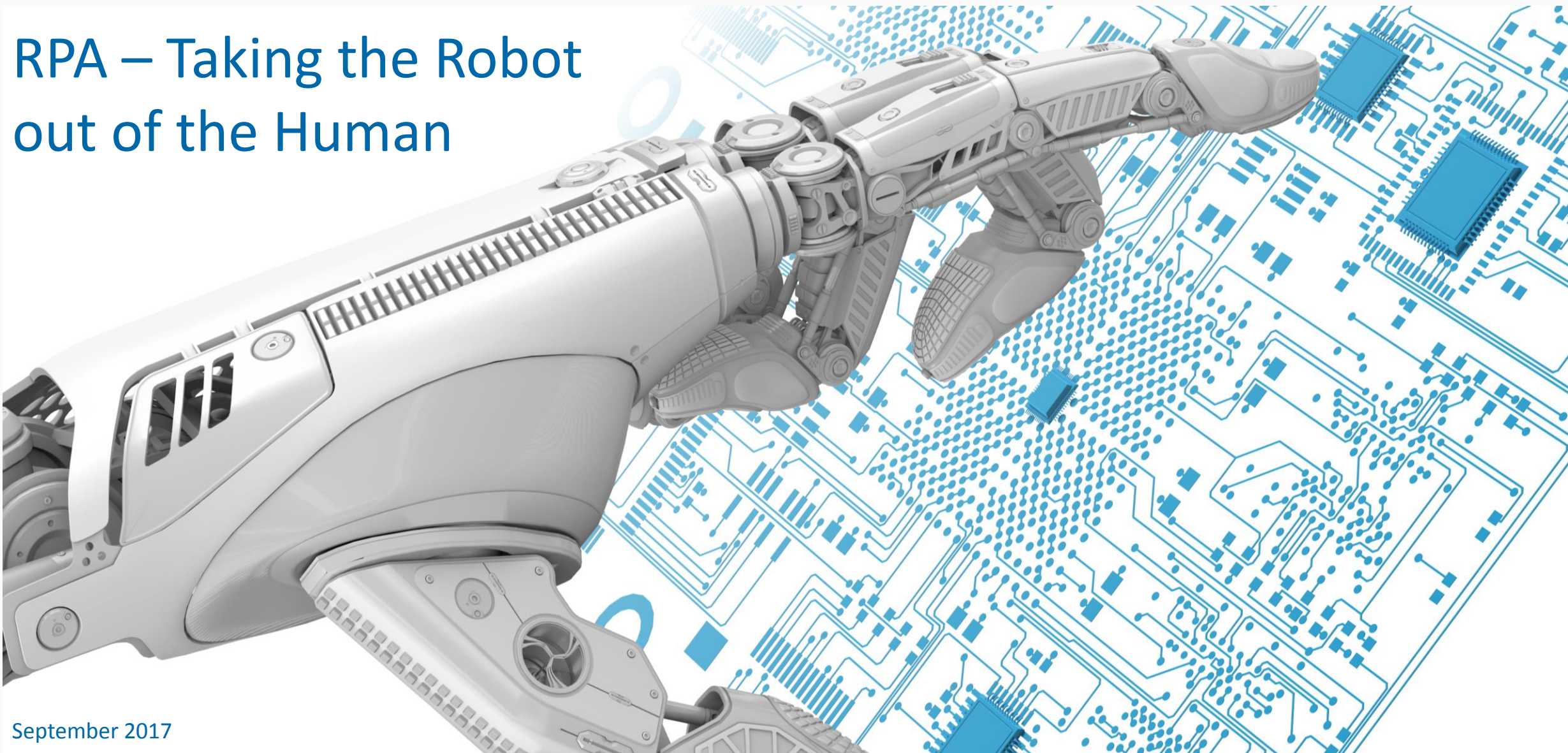


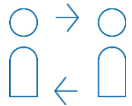
RPA – Taking the Robot out of the Human



September 2017



RPA automates repetitive tasks currently performed manually



Agent Augmentation assists the agent through a process introducing speed, accuracy and consistency. The virtual workforce mimics human behaviour to perform tasks in a specific order



RPA can realize all or part of a process, and perform their duties with 100% reliability and timeliness



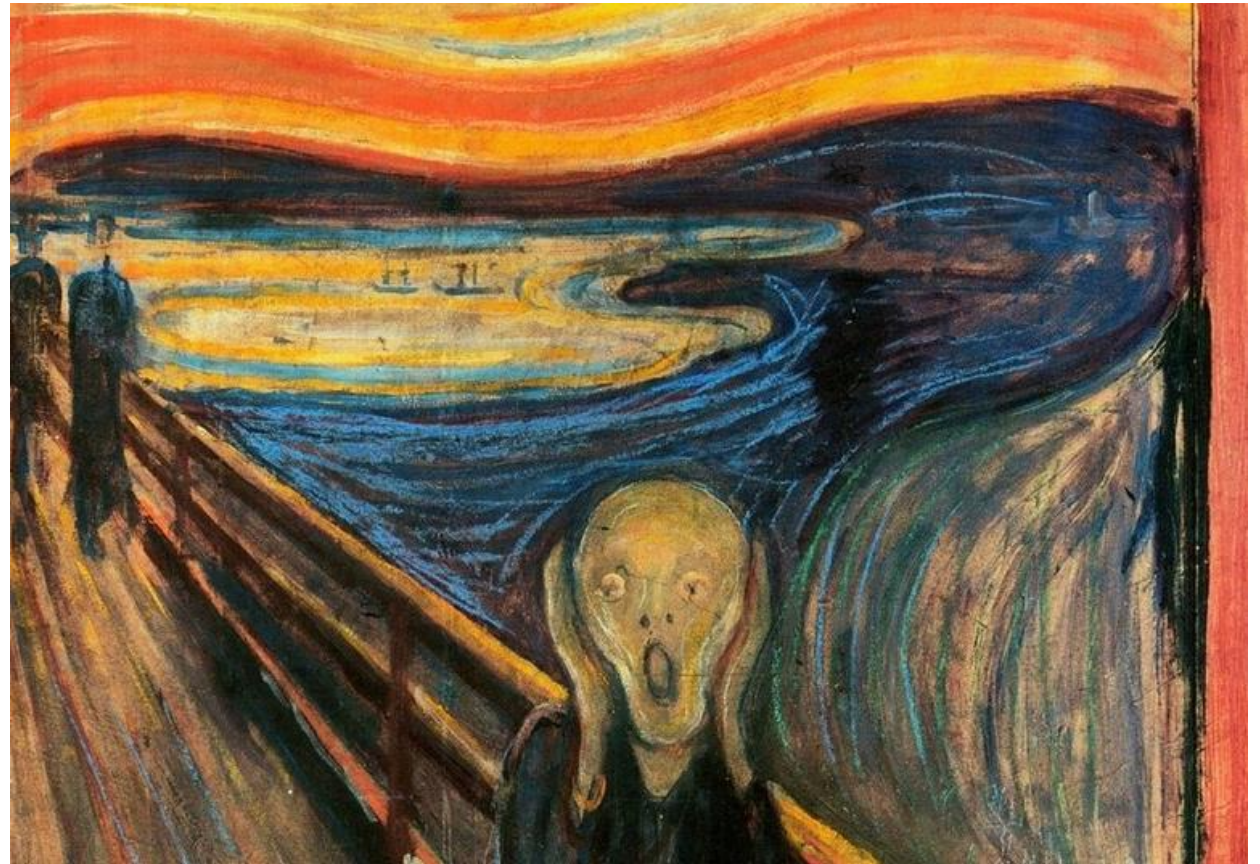
RPA is a non-intrusive application with no need for integration - the software requires IT hosting



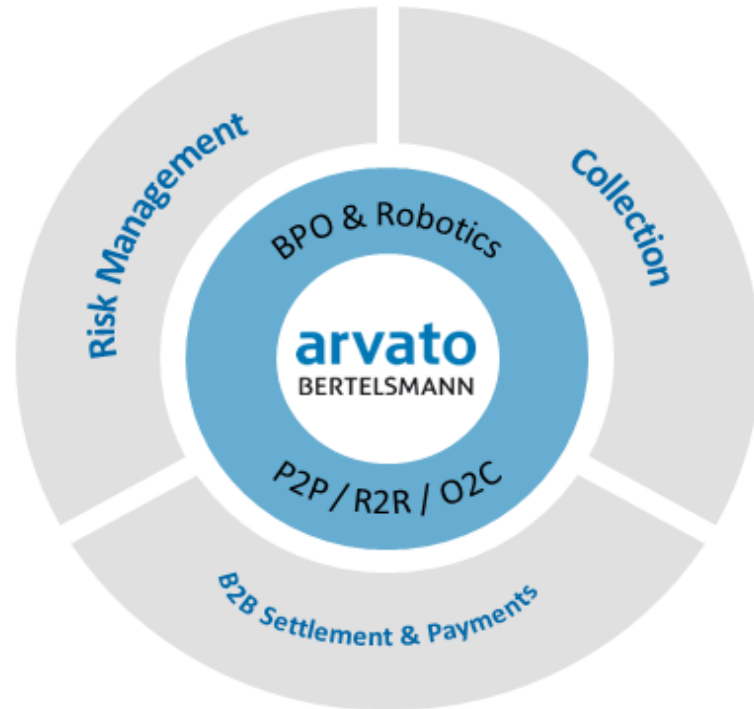
RPA can be combined with reading technology / reconnaissance type "OCR" and evolves through Artificial Intelligence

What to Automate

- At its simplest, the following are core indicators for RPA
 1. Repetitive and rules based
 2. Accesses structured data sets
 3. Utilises applications on a Windows or Web based platform
 4. Process is documented and has been standardised in practice
 5. Data input is prone to human error



Robotic Process Automation



Why Automate?



Of Order to Cash BPO contracts have deployed RPA Source: HfS Research



Of work generally carried out by shared service, captive or outsourced operations can be automated Source: HfS Research



Potential cost reductions from RPA Implementation Source: KPMG 2016: Rise of the Robots



Potential ROI from RPA in the first year Source: McKinsey 2016

Onshore FTE



\$x

Offshore FTE



$\frac{1}{3}x$

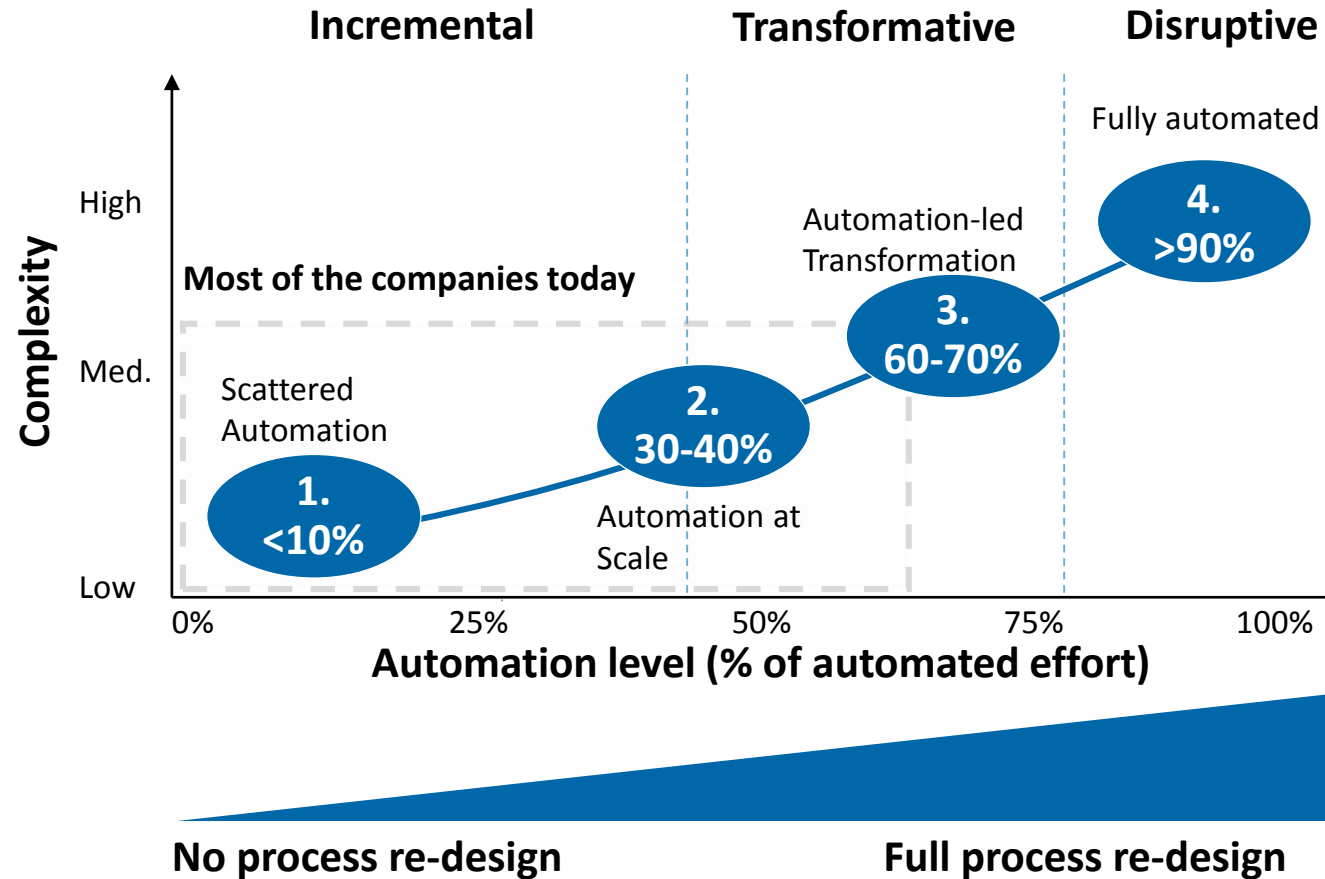
Robotic FTE



$\frac{1}{9}x$

Automation Maturity Model

Automation level per maturity stage

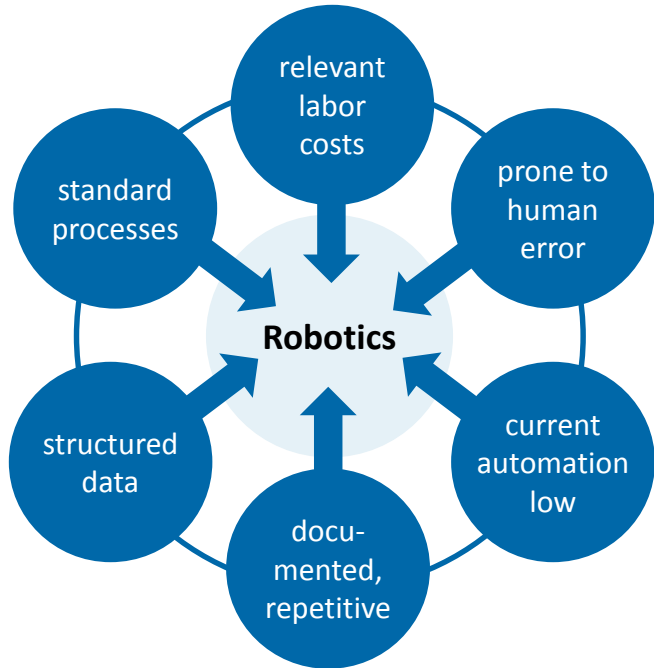


Maturity stages

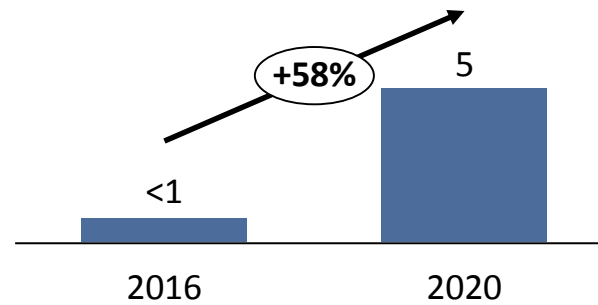
- 1. Scattered Automation** at limited scale
- 2. Automation at Scale** – As-Is process automation (without major re-design)
- 3. Automation-led Transformation** – Culture shift - systematic standardisation, digitisation and process redesign to drive the automation level up
- 4. Fully Automated** – Technology enabled new service offerings and sales channels, new way of thinking about workforce; completely re-designed processes
Combination of Automation and other technologies e.g. OCR, text mining, voice recognition and cognitive technologies

The Automation Market is growing quickly driven by adoption rates

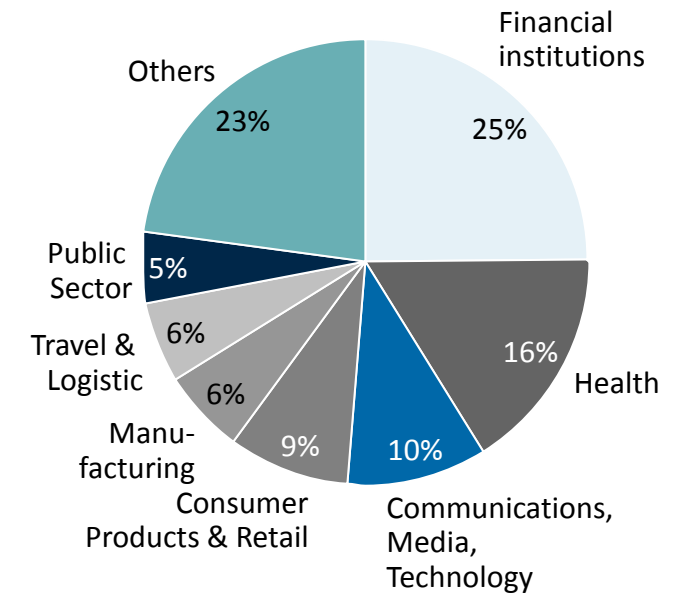
Indicators for applicability



RPA Market, in € billion



Adoption by industry, 2016



RPA is expected to fully automate backend and repetitive customer facing activities while increasingly applying AI capabilities

Automation is an ubiquitous topic

Tech players



“In the future, **every decision** that mankind makes is going to be **informed by a cognitive system**, and our lives will be better for it”

Ginni Rometty, CEO



“In the long run, I think we will evolve in computing from a mobile-first to an **AI-first world**.”

Sundar Pichai, CEO



“I think it's possible to get to the point in the next 5 to 10 years where we have **computer systems** that are **better than people** at each of those things [human senses].”

Mark Zuckerberg, CEO

Service players



“Advanced technologies such as **Artificial Intelligence will fundamentally change** the definition of work”

NV Tyagarajan, CEO



“**Artificial intelligence will disrupt** businesses and industries on a global scale, and we see this shift going well beyond machine learning in isolation.”

Pierre Nanterme, CEO



“...the jobs that we do today are going **to be replaced by AI** unless we continue to evolve ourselves...”

Vishal Sikka, CEO

News



“Will **robots displace humans** as motorised vehicles ousted horses?”

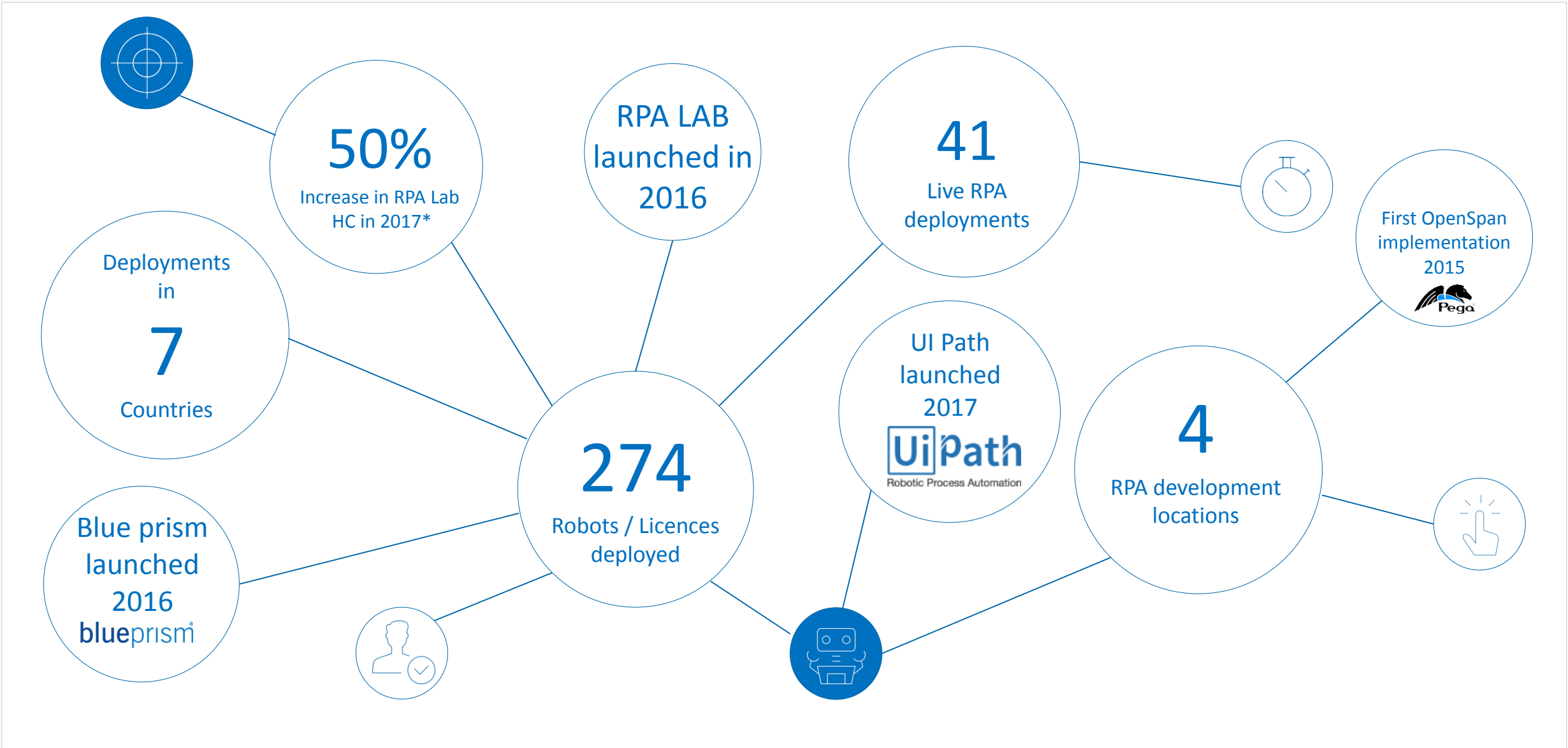


“AI could someday not only assist businesses in doing their jobs more efficiently, but also **bring a more human touch back to customer service**.”



“This poses two challenges for employers [...]: **how to help existing workers acquire new skills**; and **how to prepare future generations** for a workplace stuffed full of AI.”

Strong Successes in Finance BPO RPA deployment



Case Studies

<p>Software Company</p>	<p>Challenge</p> <ul style="list-style-type: none"> → Complex process required large FTE ramp up and training → 50 Manual validations 	<p>Solution</p> <ul style="list-style-type: none"> → Global Digitisation and Standardisation → Agent Augmentation solution 	<p>20% Reduction in AHT</p>	<p>50% Training time Reduction</p>	<p>25 FTE reduction</p>
<p>Search Engine</p>	<p>Challenge</p> <ul style="list-style-type: none"> → Manual 4 Eye process in 2 regions covering 3 shifts → 80,000 cases annually 	<p>Solution</p> <ul style="list-style-type: none"> → Automation tool incorporates client technology 	<p>160 Hour increase in capacity per month</p>	<p>90% Reduction in AHT</p>	<p>0 High Risk Incidents</p>
<p>arvato BERTELSMANN United Kingdom</p>	<p>Challenge</p> <ul style="list-style-type: none"> • Revenue lost due to resource constraints • Increase revenue meant increase Head Count 	<p>Solution</p> <ul style="list-style-type: none"> → UI Path processes 194 bookings for every 1 agents → Eliminated resource constraints, increased efficiency 	<p>4 Head Count redeployed</p>	<p>112 Hours saved per week</p>	<p>£ Revenue potential</p>
<p>Telecoms</p>	<p>Challenge</p> <ul style="list-style-type: none"> → Fluctuating volumes required organisational overhead and resource agility. → Pressure on month end 	<p>Solution</p> <ul style="list-style-type: none"> → UI Path automation automates the SAP booking process → Automated the 'unautomatable' 	<p>1000 Transactions per day</p>	<p>Scalable & Consistent</p>	<p>50% Reduction in AHT</p>

