RPA – Taking the Robot out of the Human

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RPA 101
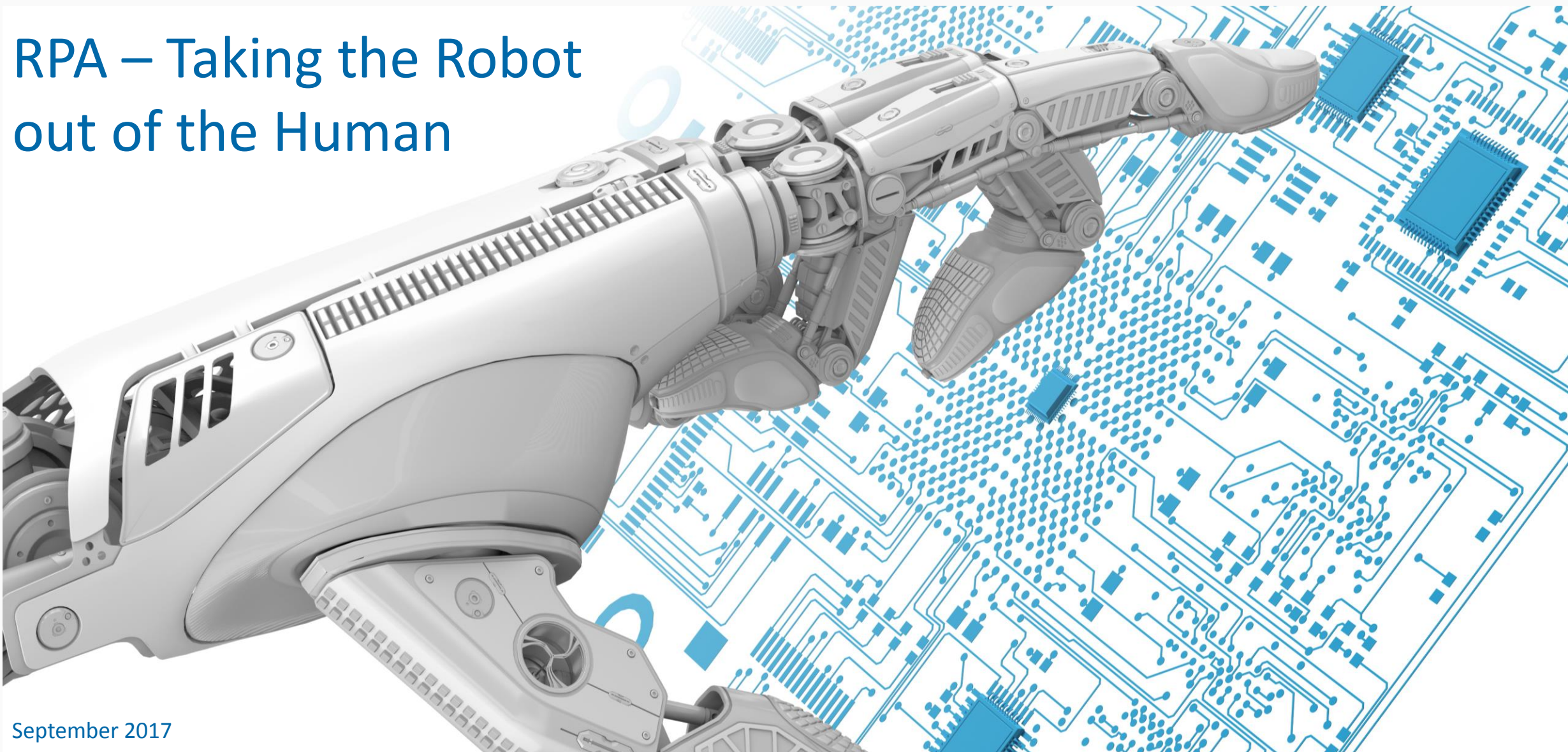
RPA automates repetitive tasks currently performed manually
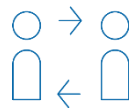
Agent Augmentation assists the agent through a process introducing speed, accuracy and consistency. The virtual workforce mimics human behaviour to perform tasks in a specific order

RPA can realize all or part of a process, and perform their duties with 100% reliability and timeliness
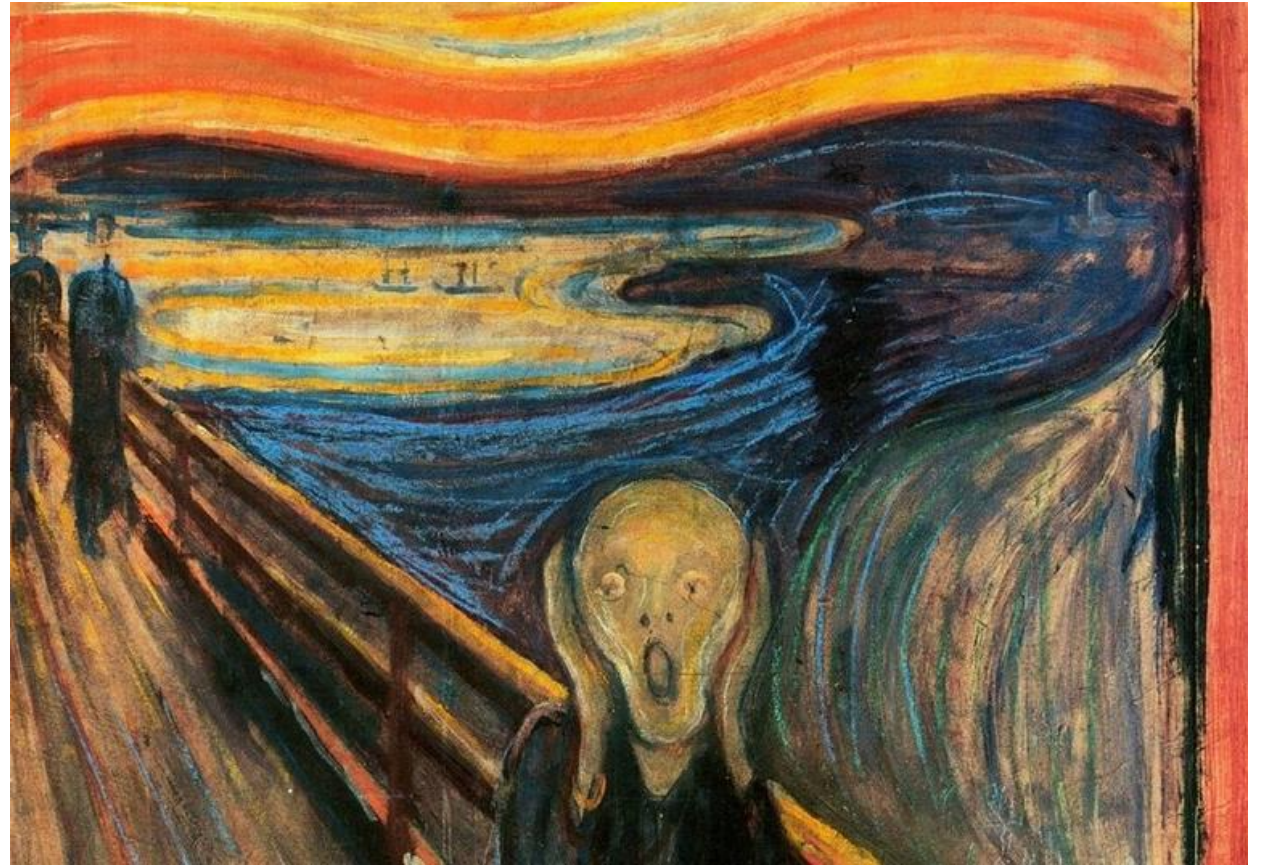
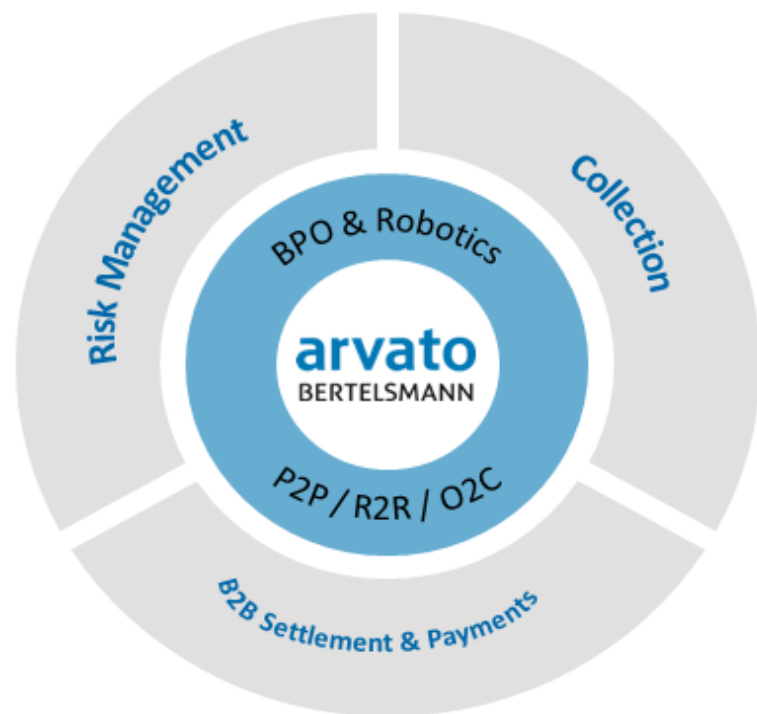RPA is a non-intrusive application with no need for integration - the software requires IT hosting

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

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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

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Robotic Process Automation

Risk Management

Collection

BPO & Robotics

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P2P / R2R / O2C

B2B Settlement & Payments

Why Automate?

30% Of Order to Cash BPO contracts have deployed RPA Source: HfS Research

50% Of work generally carried out by shared service, captive or outsourced operations can be automated Source HfS Research

60% Potential cost reductions from RPA Implementation Source: KPMG 2016: Rise of the Robots

30% - 200% Potential ROI from RPA in the first year Source: McKinsey 2016
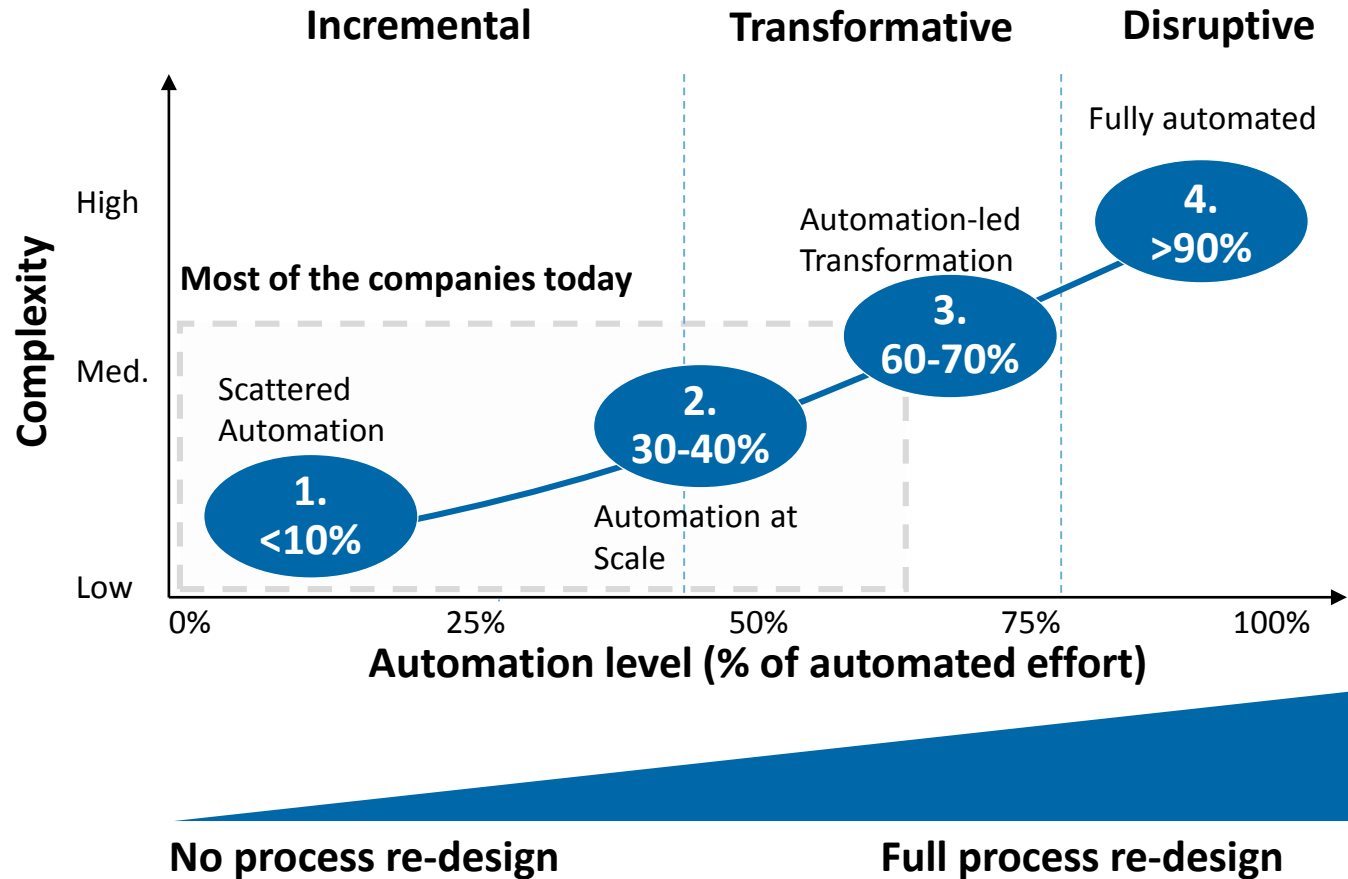
Onshore FTE

$x

Offshore FTE

$⅓ x

Robotic FTE

$⅑ x

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Automation Maturity Model

Automation level per maturity stage

Incremental   Transformative   Disruptive

Fully automated

**4.
>90%**

Automation-led
Transformation

**3.
60-70%**

Most of the companies today

Scattered
Automation

**2.
30-40%**

**1.
<10%**

Automation at
Scale

High

Med.

Low

Complexity

0%   25%   50%   75%   100%

Automation level (% of automated effort)

No process re-design   **Full process re-design**
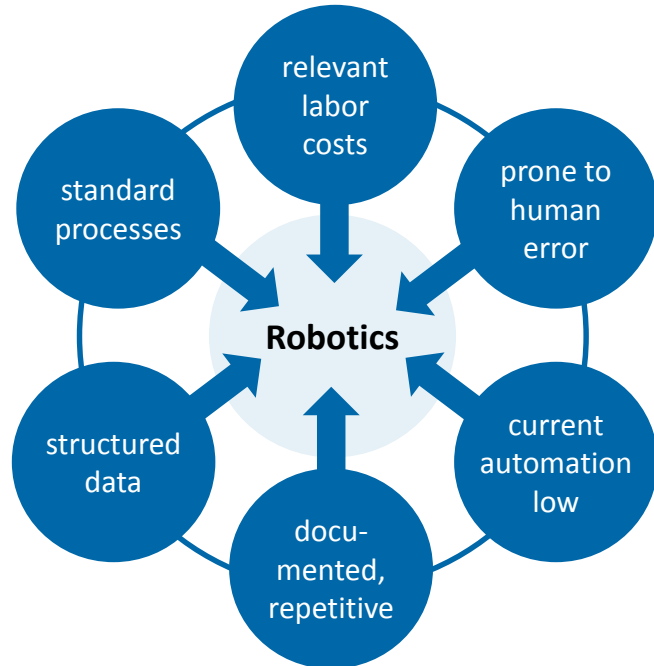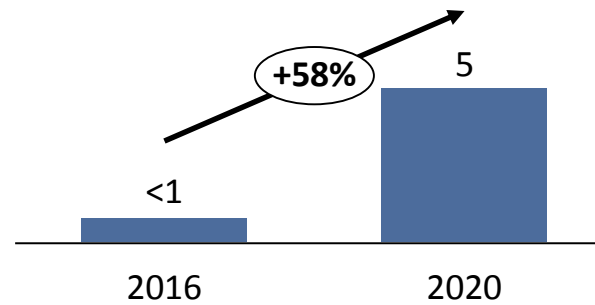
Maturity stages

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

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The Automation Market is growing quickly driven by adoption rates

Indicators for applicability

relevant labor costs

prone to human error

standard processes

Robotics

current automation low

structured data

docu-mented, repetitive

RPA Market, in € billion

+58%

<1

5

2016

2020

Key tech players

AUTOMATION ANYWHERE Go be great.

openspan

UiPath

blueprism

Adoption by industry, 2016

Others 23%

Financial institutions 25%

Public Sector 5%

Travel & Logistic 6%

Manu-facturing 6%

Consumer Products & Retail 9%

Communications, Media, Technology 10%

Health 16%
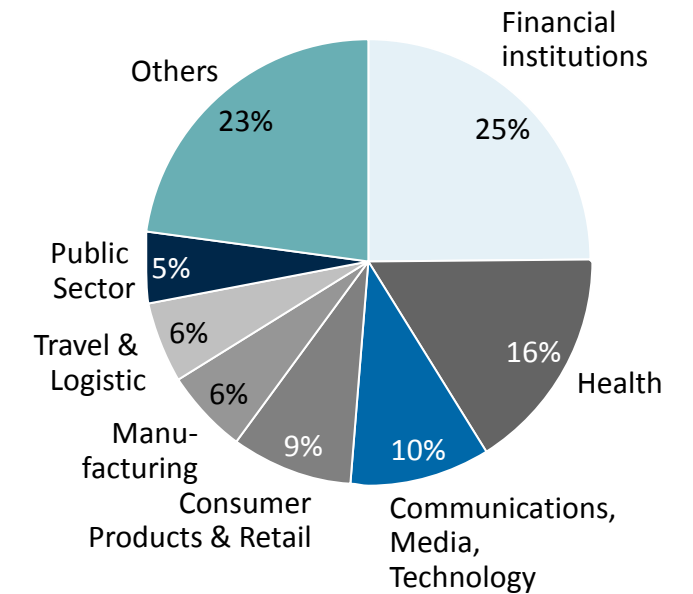
RPA is expected to fully automate backend and repetitive customer facing activities while increasingly applying AI capabilities

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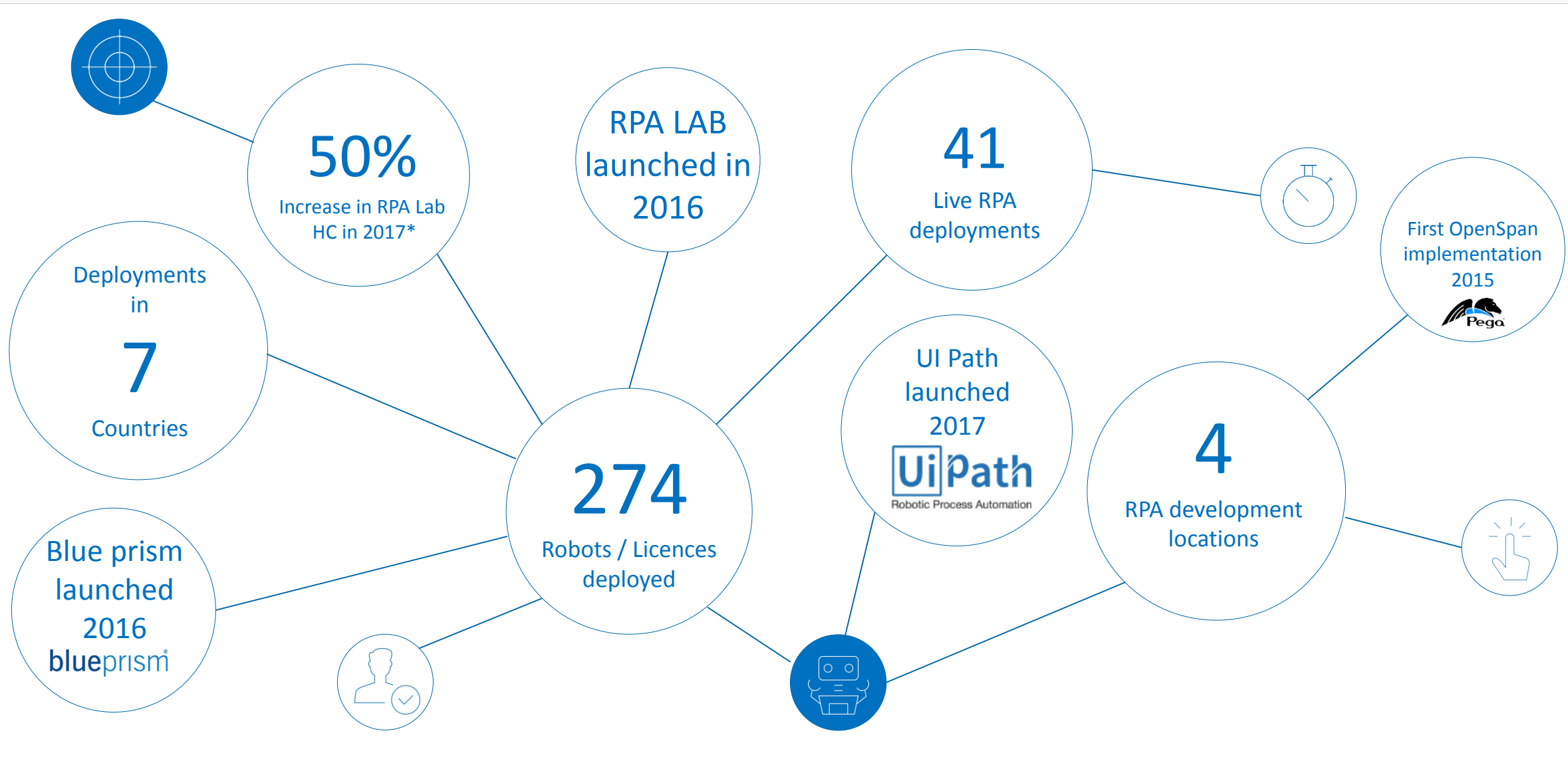
"AI could someday not only assist businesses in doing their jobs more efficiently, but also **bring a more human touch back to customer service.**"

"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."

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Strong Successes in Finance BPO RPA deployment

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50%
Increase in RPA Lab
HC in 2017*

RPA LAB
launched in
2016

41
Live RPA
deployments

First OpenSpan
implementation
2015
Pega

Deployments
in
7
Countries

UI Path
launched
2017
UiPath
Robotic Process Automation

4
RPA development
locations

274
Robots / Licences
deployed

Blue prism
launched
2016
blueprism

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13/12/17

Case Studies

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Software Company

Challenge
→ Complex process required large FTE ramp up and training
→ 50 Manual validations

Solution
→ Global Digitisation and Standardisation
→ Agent Augmentation solution

20% Reduction in AHT

50% Training time Reduction

25 FTE reduction

Search Engine

Challenge
→ Manual 4 Eye process in 2 regions covering 3 shifts
→ 80,000 cases annually

Solution
→ Automation tool incorporates client technology

160 Hour increase in capacity per month

90% Reduction in AHT

0 High Risk Incidents

arvato BERTELSMANN — United Kingdom

Challenge
• Revenue lost due to resource constraints
• Increase revenue meant increase Head Count

Solution
→ UI Path processes 194 bookings for every 1 agents
→ Eliminated resource constraints, increased efficiency

4 Head Count redeployed

112 Hours saved per week

£ Revenue potential

Telecoms

Challenge
→ Fluctuating volumes required organisational overhead and resource agility.
→ Pressure on month end

Solution
→ UI Path automation automates the SAP booking process
→ Automated the 'unautomatable'

1000 Transactions per day

Scalable & Consistent

50% Reduction in AHT

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Rule Based

Repetitive

Error Prone

Web Based

Swivel Chair

No Judgement

Structured Data

Mature/Stable

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