ROBOTIC PROCESS AUTOMATION (RPA)

Making Operational Transformation faster and cheaper

Organisations very frequently look towards transformation of their processes and systems to improve the efficiencies and productivity of the teams and most importantly the customer experience. And the challenge is, it always ends up with huge capex and larger time frame. Fortunately, there is another avenue to address this with a minimum capex and implementation at a rapid speed, and that is RPA (Robotic Process Automation).

RPA market continues to grow at speed and scale.

Customers are moving from traditional outsourcing to RPA third sourcing. 2018 Spend on outsourcing down by 18% globally.

Over 60% of the BFSI sector have adopted RPA and it’s considered a powerful conduit for organisational change and process improvement.

RPA recognised as lowest risk and cost for a Digital Transformation initiative.

Organisations are focusing on RPA more than Cloud and IoT. Spend priority is 53% vs 44% vs 42%.

RPA will be a $8.75 billion industry by 2024. There will be 4 million robots globally by 2021.

The robotic software and services market is maturing at a very fast pace across all continents, with Europe expected to reach a spend level approaching $500 million.

Up to 30% of the hours worked globally could be automated by 2030.

Source: McKinsey & Company

Source: CEO and Chief Analyst, Hfs Research
Our giving.....


**Process Assessment**
- Best in Class Automation Assessment Framework, Catering for Customer Automation needs using the Lean Design Thinking

**Target Operating Model Design**
- Design Operating Model based on the organisation’s need to balance cost effectiveness & responsiveness.
  - Functional
  - Hybrid
  - Competency

**Solution Design**
- Solution Design for every process addressing:
  - Scalability
  - Assisted Human Tasks
  - Risk Management
  - Reporting

**Agile Delivery**
- Agile Bot delivery in Short Sprints
- A sprint will logically couple processes
- Automation Cycle (4-6 weeks)

**Robotic Command Centre**
- Mperformance, Migrate code
- Deploy bots-on-need, Real-time visibility
- Role-based Access Control, Queue & Launch
- Exception Handling, Auditing of events
- Version Control
- Monitor Bot

**RPA Business Value Creation:**
- **Significant Productivity Improvement:**
  - between 30% - 50%
- **Turnaround time:**
  - 30%-60% reduction is TAT through parallel processing
- **Improved Quality:**
  - Reduced Human Touch leading to 100% accuracy
- **Real Time Reporting:**
  - Control of BOTS provide real-time view

**Our Partners:**
- AutomationAnywhere
- blueprism
- KOFAX
- UiPath
- Uno
- WorkFusion

**Our Case Studies:**

**Case Study 1:**
Leading Private Bank in Singapore
- Automation of Trade Capture?
- Automation of regulatory Reporting
- Automation of Trade Notification

**Core Platform:**
Temenos T24/CRM/TP Systems

**Benefits:**
- 80% Reduction in manual efforts
- 90% AHT reduction
- Accuracy improvement reducing Human Touch

**Case Study 2:**
Leading Swiss-based Private Bank
- Automation of CDD
- Automation of Negative Positive News
- Automation of Client Onboarding

**Core Platform:**
Temenos T24/CRM

**Benefits:**
- 40% Reduction in manual efforts
- 50% AHT reduction
- Accuracy improvement reducing Human Touch

**Case Study 3:**
One of UAE’s leading banks
- Automation of Corporate Action Notification
- Automation of BONDS Maturity
- Automation of Report Notification

**Core Platform:**
Temenos T24/CRM

**Benefits:**
- 100% Reduction in manual efforts
- 90% AHT reduction

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