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Robotic Process Automation

WHAT ROBOTIC PROCESS AUTOMATION IS?

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RPA (Robotic process automation)

A software „robot" is a software application that replicates the actions of a human being interacting with the user interface of a computer system

RPA is integrated in an existing IT infrastructure

As a renewal of the existing IT landscape is not required, a high level of automation can be reached without major effort. RPA uses established control mechanisms and can communicate with all systems. Therefore, no interface has to be created.

RPA is a software

RPA is a computer software that runs repetitive, rule-based processes. The software is trained based on functional specifications and can be adjusted at any time.

RPA simulates an employee

The software robot has access to diverse applications with an ID or a password. The robot can gather information or change data. Consequently, business and administrative processes can be fully automated.

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PROCESS QUALIFICATION

WHEN TO USE

1 MATURE PROCESS

2 REPETITIVE IN NATURE

3 RULE-DRIVEN

4 HIGH DATA ENTRY COSTS

5 MANY MANUAL TASKS

6 PERFORMED OUTSIDE OF OFFICE HOURS

7 HIGH ERROR RATES

8 ELECTRONIC TRIGGER TO THE PROCESS

9 COMPLEX IT LANDSCAPE

WHERE TO USE

Emulates human execution of repetitive processes with existing applications

Robots are a virtual workforce controlled by the business operations teams

Robots can be trained by business users via configuration

Sits alongside existing infrastructure, governed and controlled by IT

Robot work with existing IT architecture – no complex system integration

OPERATIONS   SALES   PROCUREMENT   MARKETING   FINANCE   HUMAN RESOURCES   FRONT OFFICE...

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BENEFITI

HIGHER QUALITY

★ Human errors eliminated
★ Improved compliance/ audiability
★ Higher staff satisfaction

Capacity increase by robotics virtual workforce and refocus of staff on customer services

ACCURACY

The right result, decision or calculation the first time

RELIABILITY

No sick days, services are provided 365 days per a year

LOW RISK
Non-invasive technology

RPA can be implemented into existing systems, allowing creation of a platform compatible with ongoing developments in sophisticated algorithms and machine-learning tools.

COST SAVER

Processing costs Reduced by up to 80%

PRODUCTIVITY BOOST

★ Average Handling Times reduced

★ Monitoring around the clock

ROI AND DURATION

RPA projects run 3 to 12 weeks with a return of investment below 1 year

IMPLEMENTATION SPEED

★ Fast Implementation of new processes
★ Re-usable process elements

EXAMPLES OF BENEFITS

REDUCE COSTLY ERRORS WITH QUALITY AND CONTROLS

Improve auditability (every step could be logged), consistency, and control over error-prone manual activities that elevate risk, non-compliance, financial or reputational harm

DO MORE FASTER AND SHORTEN CRITICAL PATH

Reduce end-to-end time to handle peak periods, meet deadlines, and smooth post-M&A integration by virtually connecting disparate systems and data sources.

SAVE IN HUMAN EFFORT

Reduce people expense by automating frequent manual repetitive tasks

INCREASE VALUE ADD OF TALENT AND LOWER ATTRITION

Improve knowledge worker value add by increasing focus on highest return activities and improve their satisfaction/retention by eliminating dull routines

ACCELERATE VALUE FROM OTHER INITIATIVES

Enable quick wins and rapid value realization to expand margins or generate funding for existing or new initiatives

Potential business challenges

Automation is not without challenges that need to be carefully managed and addressed

OVERCOMING „AUTOMATION ANXIETY"

Brand perception of „Robotics"| Fear and job uncertainty surrounding RPA | Lack of case studies to showcase value

DEFINE A SHARED PURPOSE OF RPA AND SET A CLEAR TONE FROM THE TOP

KEY STAFF AVAILABILITY

Close review of project plan | Robot design and agile development

HUMAN CAPITAL CHURN RISK

COPING WITH FAST PACE OF TRANSITION

RPA can progress rapidly from proof of concept to implementation | I2 weeks or less not24 months of typical technology implementation

COMMUNICATIONS AND READINESS– A embed and new RPA workflow, testing live end-to-end process and revised roles

Potential technical challenges

Linking bills of exchange to their issuer

CHALLENGE – Currently the only way to link bills of exchange to its issuer is via request. On the request, bills of exchanges are often references by hand writing serial numbers

MITIGATION PLAN– Implement structured archiving of bills of exchange and requests – applying prefined naming convention

Fuzzy Matching

CHALLENGE – identifying entity names similar to keywords provided

MITIGATION PLAN – Introduces a fuzzy logic in the BOT's criteria to identify entity names from results returned during search of keyword, based on probability match of characters and all possible patterns possible

OCR integration

CHALLENGE – OCR capability to indetify key words from the PDF files and then rename PDF files accordingly.

MITIGATION PLAN– 3 processes (2, 3 & 5) depend on OCR capabilities of the tool. In case of low quality results processes will be replaces with new candidates which may add time to overall project delivery

Mailbox Monitoring

CHALLENGE – Reading emails from the common mailbox via MS otulook may face security constraints

MITIGATION PLAN– Test avaliable functionalities, define additional business object for communication with MS Outlook

Remote desktop automation

CHALLENGE – Automate financial reports generation on Remote connection

MITIGATION PLAN– Installation of OCR plugin on remote machine

Testing scenarios and methodology

CHALLENGE – Simulate mass cases, redesign bank approach to testing

MITIGATION PLAN– Combine production data with test applications

How we do it?

Business Process Discovery

Provides insight about how users work and how processes can be improved
- Captures user activity to reveal how they interact with desktop applications
- Provides tools to measure and report on user processes
- Deployed on a small batch of desktops for a one-off audit

Business Process Improvement

Streamlines, optimizes and automates user processes, enhancing user performance
- Automates manual processes, modifies user interfaces and adds procedural guidance throughout any operational workflow
- Works with any technology and with any application (owned or third party)

Business Activity Monitoring

Monitors business activity from a user perspective
- Provides built-in reports and views that help evaluate and report on user activity
- Gathers process information across the entire workforce for aggregated reporting, or filter and review by group, team or region.

Saga & RPA

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★ A pioneer in RPA in the regional market

★ 4 years of active development of RPA technologies

★ 200+ implemented processes

★ Vendor independent

RELATIONSHIP strategy development through the integration of all available channels

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RPA

★ Application of RPA in banking, logistics, IT, telecommunications...

★ Automation of the "back office" process

★ Fast and agile implementation

★ Accelerate the process and reduce the possibility of human error

References

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Banca Intesa

Banka Intesa 2nd largest bank in Serbia
One process saves 13.5 fte/daily.

SOCIETE GENERALE

Societe Generale has focus to automate
back office process. Saga has
implemented several process and train
internal resources.

Kuhne Nagel 2nd largest logistic
company globally After 9 months
RPA made savings of 67 fte's
Target 400 fte's in two years.

vip / A1 Telekom Austria Group

VIP Mobile has automated audit control and
found the application of RPA solutions in both
the sales and logistics sector. By automating SAP
processes in VIP Mobile and A1 Group (Telecom
Austria), the automation of internal processes in
SAP applications has saved employees time,
whose focus has been shifted to more important
tasks than data entry in SAP.

ERSTE Bank

Erste Bank has automated back-
office processes to speed up
and improve operations. Some
of the processes brought
savings of 3 fte/day

UniCredit

Unicredit bank in Serbia used RPA
to overcome limitations of the core
banking system.
RPA has been part of customer
orientation strategy.

FTE - **Full-time equivalent -** the unit used for the degree of "utilization" of resources on the
project / process / task

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Example from banking industry

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RPA at banks

Small business account opening

Create account for SMB customers and supply it with relevant data

★ Clerk enters registration number

★ Based on registration number robots collects data from internal apps and external registers

★ All the relevant data is passed to core banking system and SMB customer is registered

★ Time to open account lower from 45 minutes to 10 minutes

Loan approvement

Process loan requests and based on incorporated logic approves requests

★ Front office send lists of requests in excel file and clerk starts the process

★ Based on provided file robot starts scoring application and other back office apps

★ Final result robot based on app output approves or terminate request
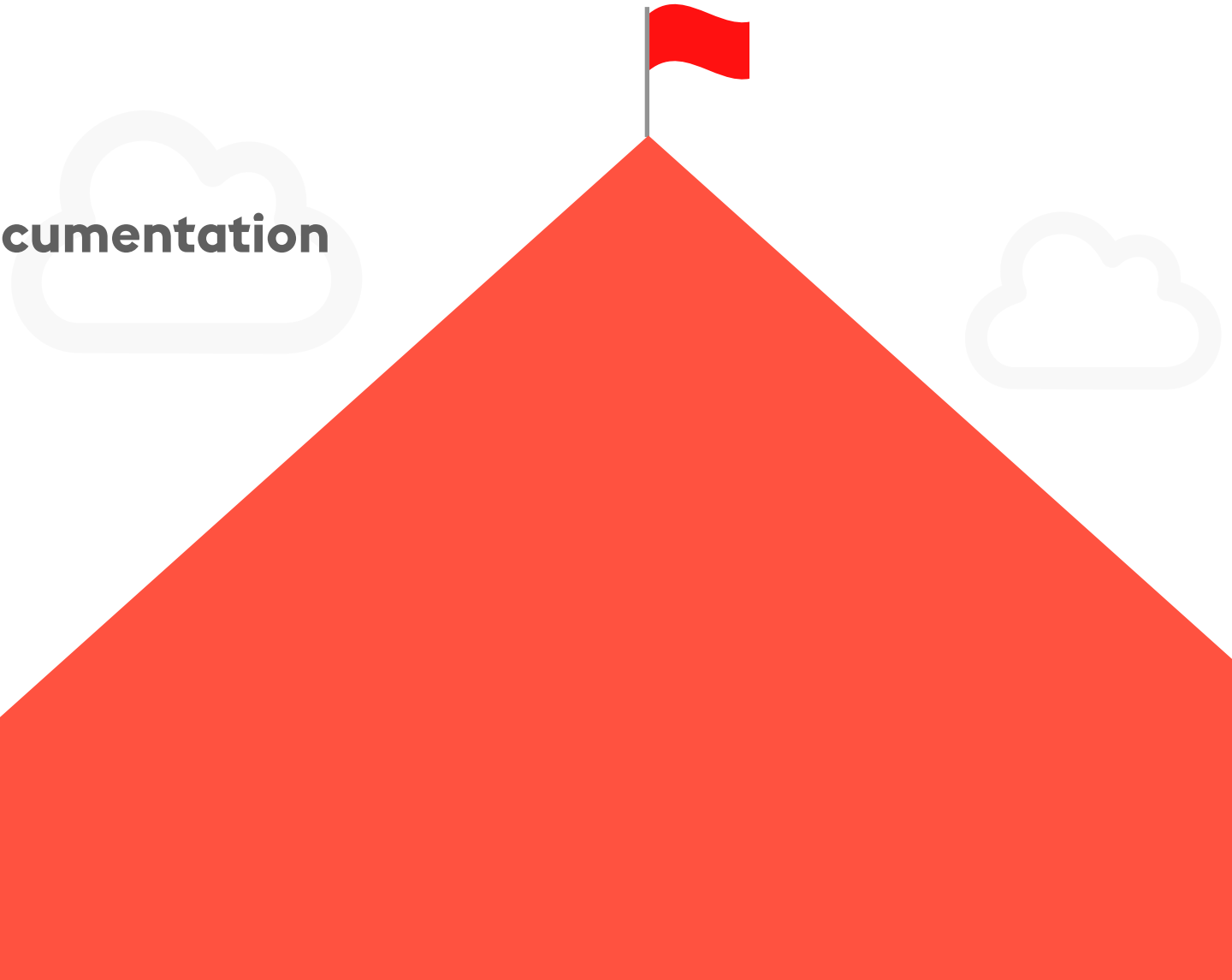
★ Time savings from 15 minutes to 5 minutes per request

Examples of processes in the financial industry

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Process	Process description	The time required to complete the process when it is done by employees	Robot operating time	Notes
Cash management automation Processing payments from the Automatic Transfer Service (ATS) devices	Process related to the collection of the data from the Excel spreadsheets and processing the payment slip to deposit cash, generating reports related to the denominations and posting transactions to the clients account.	**2 min 20 sec**	**18 sec**	Currently 31 ATS device. The approximate robot capacity is approximately 4500 transactions / deposits on daily basis.
Foreign payment automation Generating SWIFT messages notification for Legal entities	The process includes monitoring and generating SWIFT messages for Internet banking transactions notifications	**4 min 15 sec**	**55 sec**	
Trade finance products automation Guaranties processing	Process includes processing data from the various files and format and processing data in core banking application. Processing data from reports in PDF file format and creating reports in predefined Excel spreadsheets. All generated data are used for further processing in Core banking application for Trade finance products.	**10 min**	**4 min 45 sec**	

Next steps

Process analysis and documentation

ROI calculation

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