

ROBOTIC PROCESS AUTOMATION



Business Area

Robotic Process Automation (RPA) is a technology used for any organization or company that is stuck with an old outdated application to manage their process or in case a high amount of integration is needed with external systems, portals or applications running on someone's PC.

Main Challenge

Using a specific example of a team dealing with external providers. As part of their duties they must interact with over 100 different external companies, often via web portals. Activities performed via these portals are stretching from retrieving information, creating new content and updating or modifying data. All portals have a different dynamic and use only for about 60% of the time the same information.

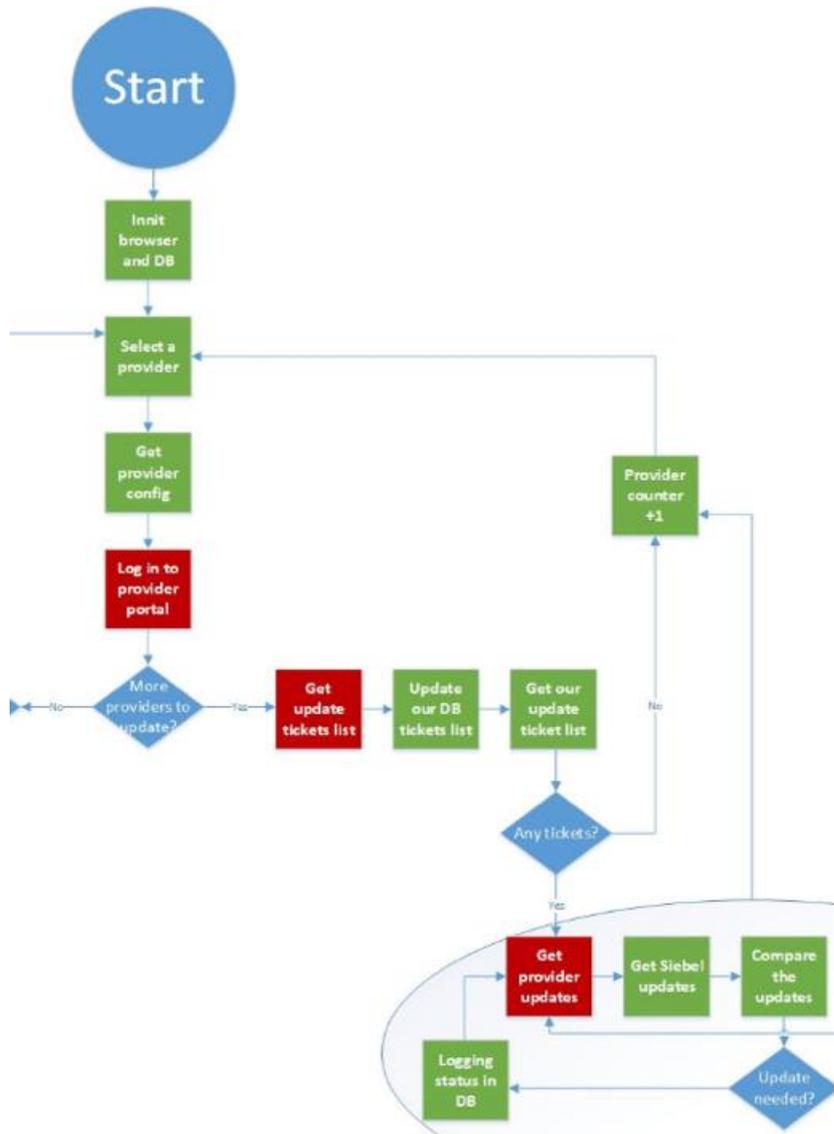
Daily interaction with these portals is supposed to be a few times per hour, making it a very costly process. But the SLA's that are set for these activities are not met because it's impossible for the size of the team to perform these activities as per the described process.

The result is delays up to 1 hour for any activity performed, ultimately causing end client dissatisfaction for not resolving their case quick enough and the lack of updates they get during the process. When trying to automate a process, you rely on integration with systems. But if the systems don't have a native capability for integration, for example no API's or database access, most companies rely on humans to do the job. The systems can be both internal and external, running as a web application or installed on a desktop. Often the process is interacting with outlook, excel or word type of applications as well.

Solution Needed

The required solution needs to fulfill at least the following key features:

From a user point of view:



- ✓ The user only needs to provide the mandatory information to open a case with the provider
- ✓ The user doesn't want to remember all the different credentials for the different portals.
- ✓ The user doesn't want to manually look for new updates on the providers side, but only wants to be informed in case there is a new update.
- ✓ The user wants to have a single click escalation process
- ✓ The user doesn't want to manually have to update the internal systems with information.
- ✓ The user wants to reduce process and waiting time to provide better service to the end client.

From an application management point of view:

- A single solution that can handle all aspects within this solution
- A scalable solution in case the activities performed increases
- Secure, fast and reliable solution

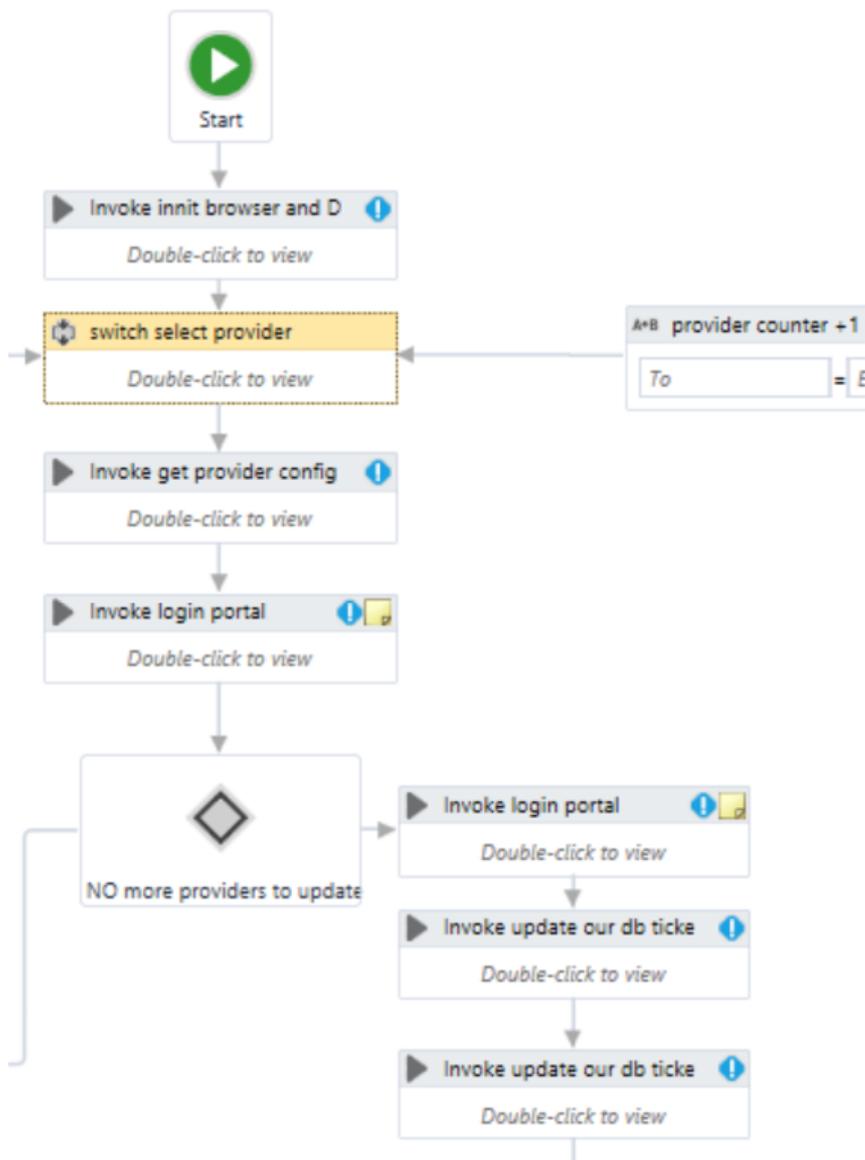
Solution Provided

Robot ICT provides a reliable, innovative and secure solution using industry leading RPA software to integrate many different portals, while keeping the cost under control by mimicking human behavior.

Robot ICT is an official partner and therefore one stop shop to provide this technology, adding our own experience and creativity to provide a custom-made solution within the shortest period.

While different solutions are possible, the solution we provided to one of our clients was designed to be fully automated and integrated with their CRM system. Practically this means that the users could still use the CRM system to trigger provider interaction, but where they previously had to do this manually via the different portals, Robot ICT enabled the client to save both waiting and process time, by turning the manual process into a robotic process.

Robot ICT services around RPA include strategy, proving the value to your organization by building a business case for you. We can both deploy and manage RPA solutions. What makes us even more unique is our capability to integrate RPA with our other innovative solutions.



Customer Benefits

Driving Process

- ✓ Your process becomes more reliable because robots are never sick, on holiday or changing jobs. Worst case they need to go offline because they need an update
- ✓ Your process because very scalable because robots don't care about workload or data increases, they easily speed and scale up without much additional costs.
- ✓ More data can be used as part of the process, data that previously was too labor intensive to get.

Management

- ✓ Lower operational risk due to less human errors
- ✓ Higher continuity because of the reliability of the robots. Train them once and they will do the job forever
- ✓ Up or downscaling of workforce becomes a lot less expensive, because you don't need to train additional robots or pay them if you want to let them go
- ✓ On average, robots costs only 40% of the lowest administrative wages

End User Satisfaction

- ✓ Data is now provided close to real time, because you can time the robots to retrieve information as frequently as you want
- ✓ Users can focus on the more difficult tasks, adding value to the process
- ✓ The agility and customizability of the application

Application Management

- ✓ Increase of compliance because robots deal better with sensitive data.
- ✓ No need to replace applications already invested in. RPA works on top of existing applications