



S P Jain  
School of Global  
Management

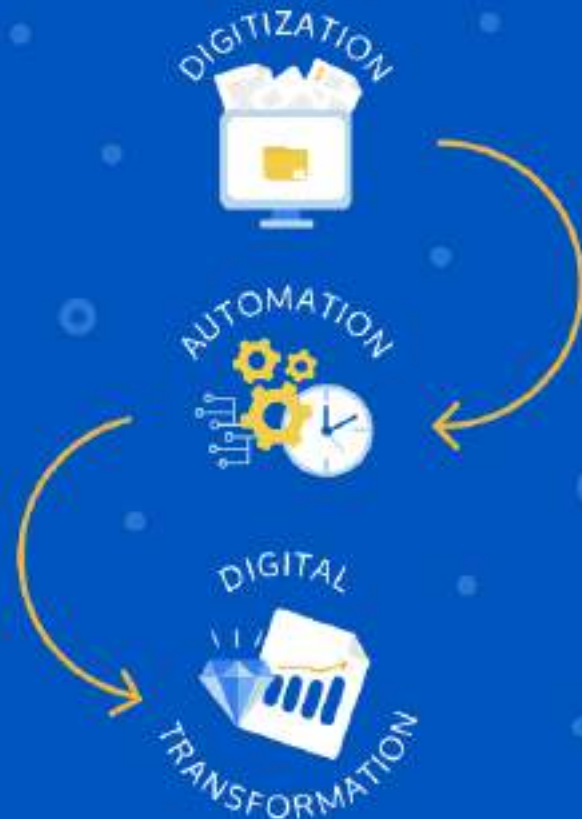
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# Future of RPA and Impact across Industries

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# Digital Transformation

## DIGITIZATION, DIGITALIZATION, AND DIGITAL TRANSFORMATION



Moving from analog/paper documents and processes to digital.

Streamlining digital processes to improve efficiency.

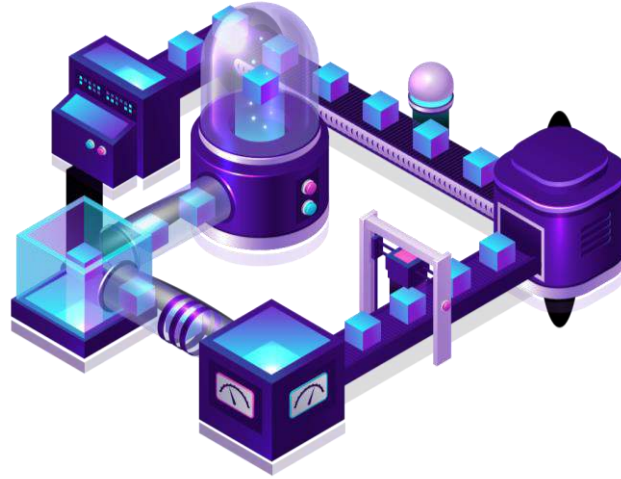
Unlocking new value by innovating existing products and processes or creating wholly new value propositions through the use of technology.

# Building Blocks for Automation

API and Cloud Computing



IIoT & Smart Manufacturing



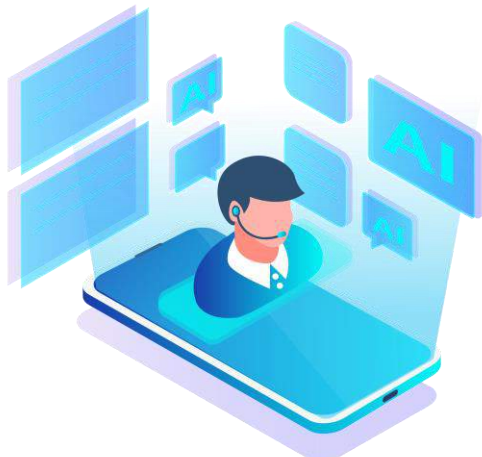
Digital Twin



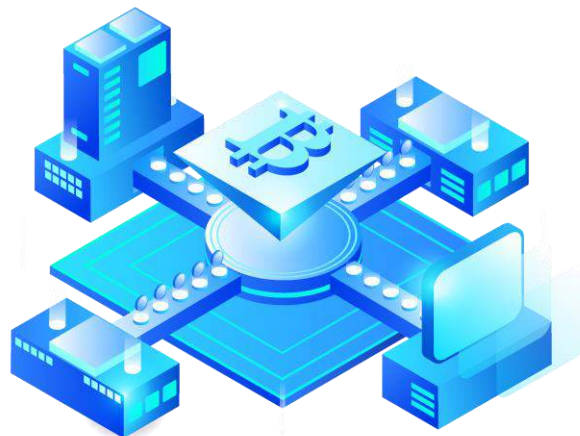
Nanotech



AI/ML & BigData



Blockchain & Provenance



AR/VR/MR

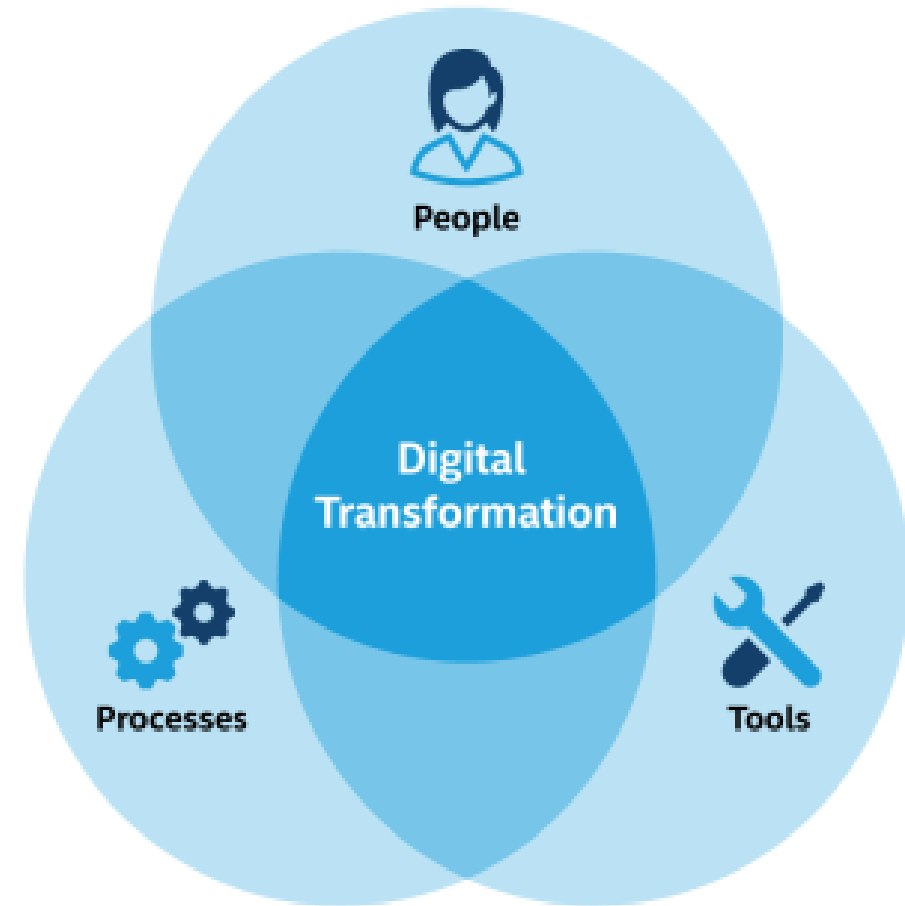
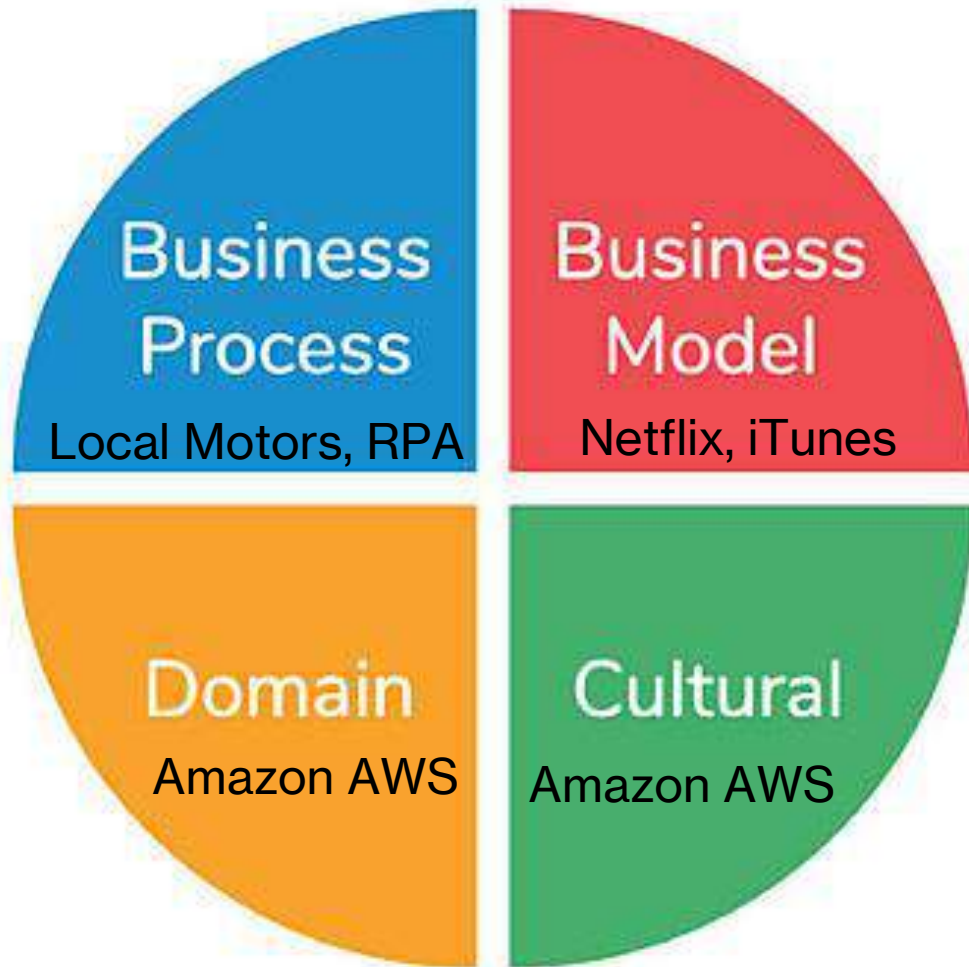


3D Printing





# Types of digital transformation



# RPA vs IPA Case study

## Enterprise Supply Chain: Invoice Processing Case Study

Level 4 Invoice Compliance Process: Compliance Check of Third Party Invoices processed for payment through Procure to Pay system

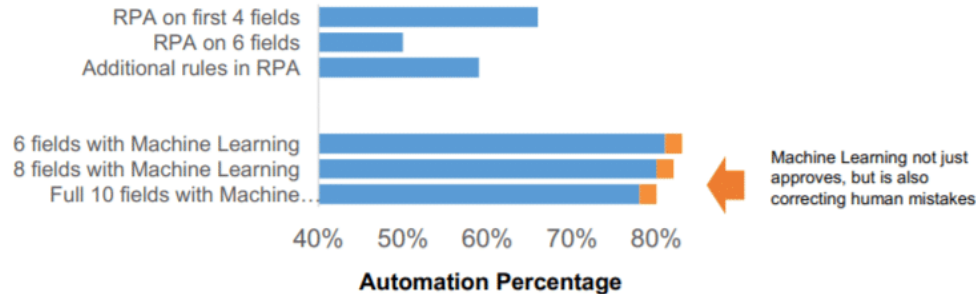
### Overview of the Process

**Low coverage:** 10% checked only  
**Highly unstructured:** Invoices from Third party vendors in pdf or tiff format  
**High-volume:** 1000s of transactions/month  
**Time-sensitive:** Same Day Processing  
**Global:** 80 countries

### Intelligent Automation Solution

**Phase 1: RPA**  
Testing how much can be accomplished with RPA

**Phase 2: SPA**  
Machine Learning-based compliance based on 3000 transactions



### Business Value Outcome

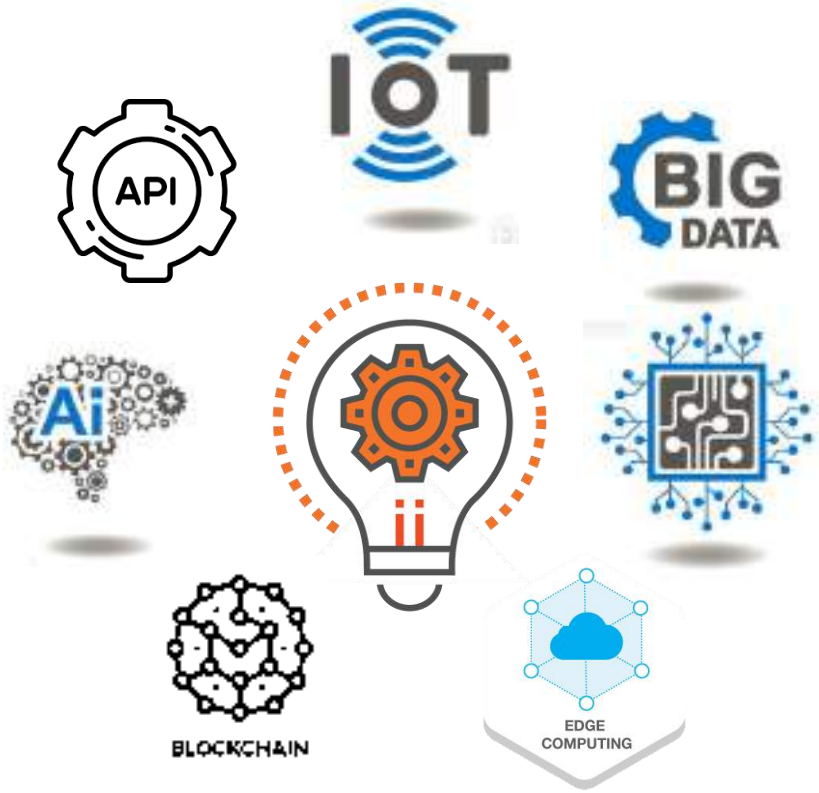
Average of 60% STP with RPA, 86% STP with SPA/Machine Learning Applied  
93% Quality (increase of >20% from Manual Process)  
Decreased Invoice cycle time from 6-8 minutes to 30 seconds (3,000+ volume/mo), which decreased SLA breach by 70%  
Replicable process and configuration for accelerated roll out in subsequent Invoice Processing areas

**67 FTE savings @ \$60,500 fully loaded cost per FTE (\$4.05MM)**

### Most successful Use cases:

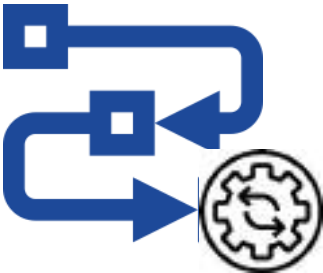
- Customer or Employee Sourcing & Onboarding
- CRM update & enrichment
- Procurement to Payment
- Customer Service (Sales & Aftersales)
- Software Installation & Distribution
- Data Extraction, Migration, Mapping, Entry & Reconciliation
- Loans & Claim processing
- Logistics, Supply chain & Trade Finance

# RPA 5.0: SIA



**SIA**  
**(SMART INTEGRATED AUTOMATION)**

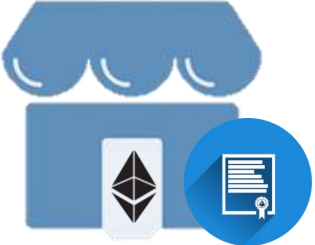
# Overview of SIA



**Process Analyzer & Best Practices Bank**



**Data & Policy Broker**



**Blockchain based Bot Marketplace**

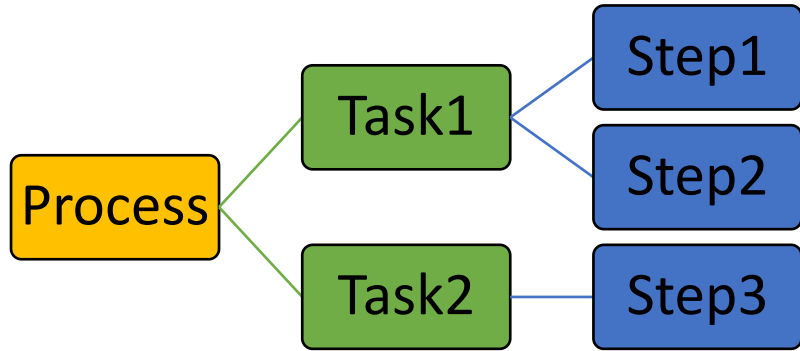


**Standardized Universal Orchestrator**



**AaaS & Automation Packs**

# Process Analyzer & Monitor



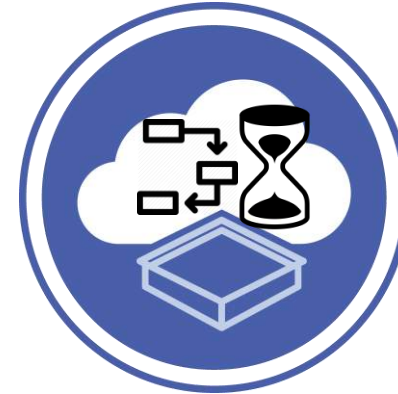
Process Decomposer and task dependency mapper using tagged recorder

celonis

minit

Cloud AutoML<sup>BETA</sup>

PRIME  
Process Performance



Auto RPA, Process Sandboxing, Scenarios and Simulation



Task Suitability, Collaboration, Value Added Analysis, Priority, Benchmarking and [Standardization](#)



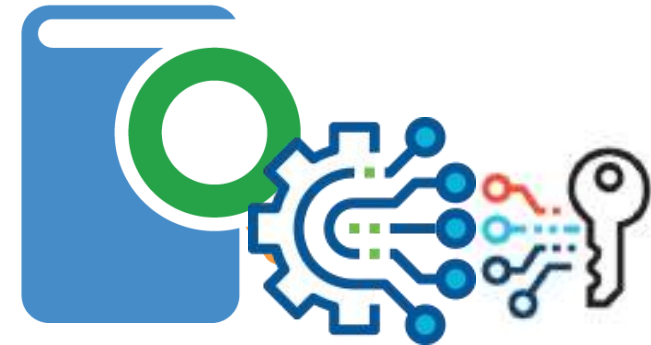
Process Monitoring and Root Cause Analysis (RCA)



# Data and Policy Broker



**Data aggregation, mapping, scheduling, enrichment, transformation, insights, distribution and life cycle management**



**Data Policy Broker. OUPD framework & DPML based encapsulation for regulatory compliance. (GDPR, PDPA, CDPR etc.)**

[Read More about OUPD](#)

# Bot Marketplace



**Bot development and  
delivery on Hybrid Blockchain**



**Smart Contract allows better  
SLA, pricing & payment**

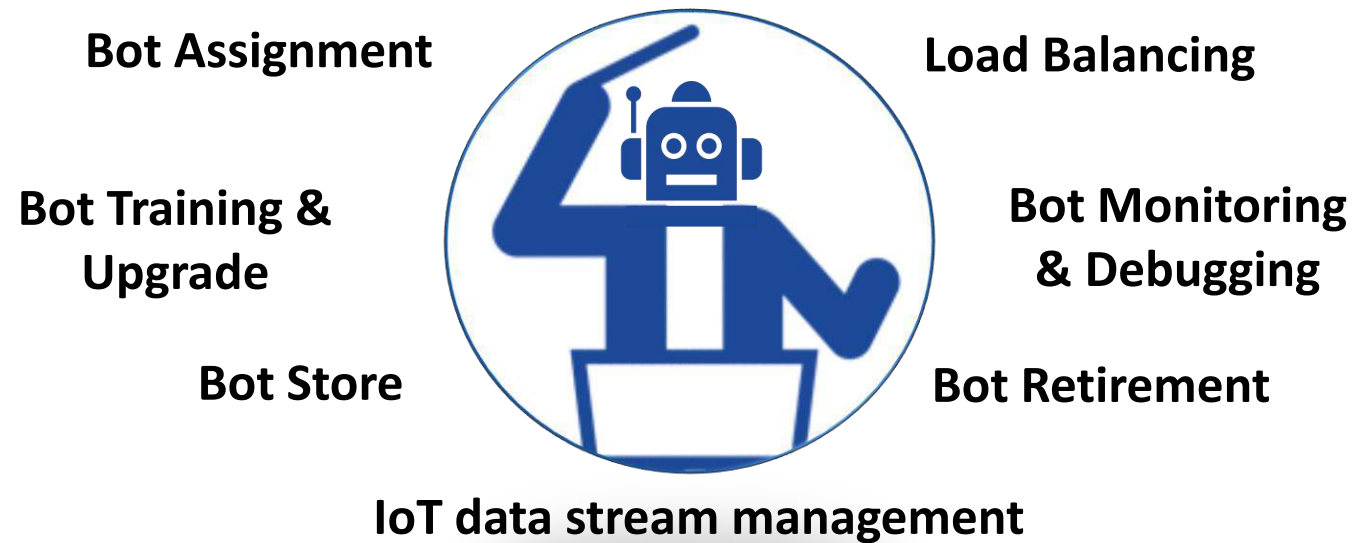


**Secure Decentralization  
reduces implementation cost**



# Standardized Universal Orchestrator

## Management of API & Other services



# AaaS and Bundled Service Packs

**TRANSFORM**  
Assess, baseline & revamp the processes

**AUTOMATE**  
Deploy technology wherever possible

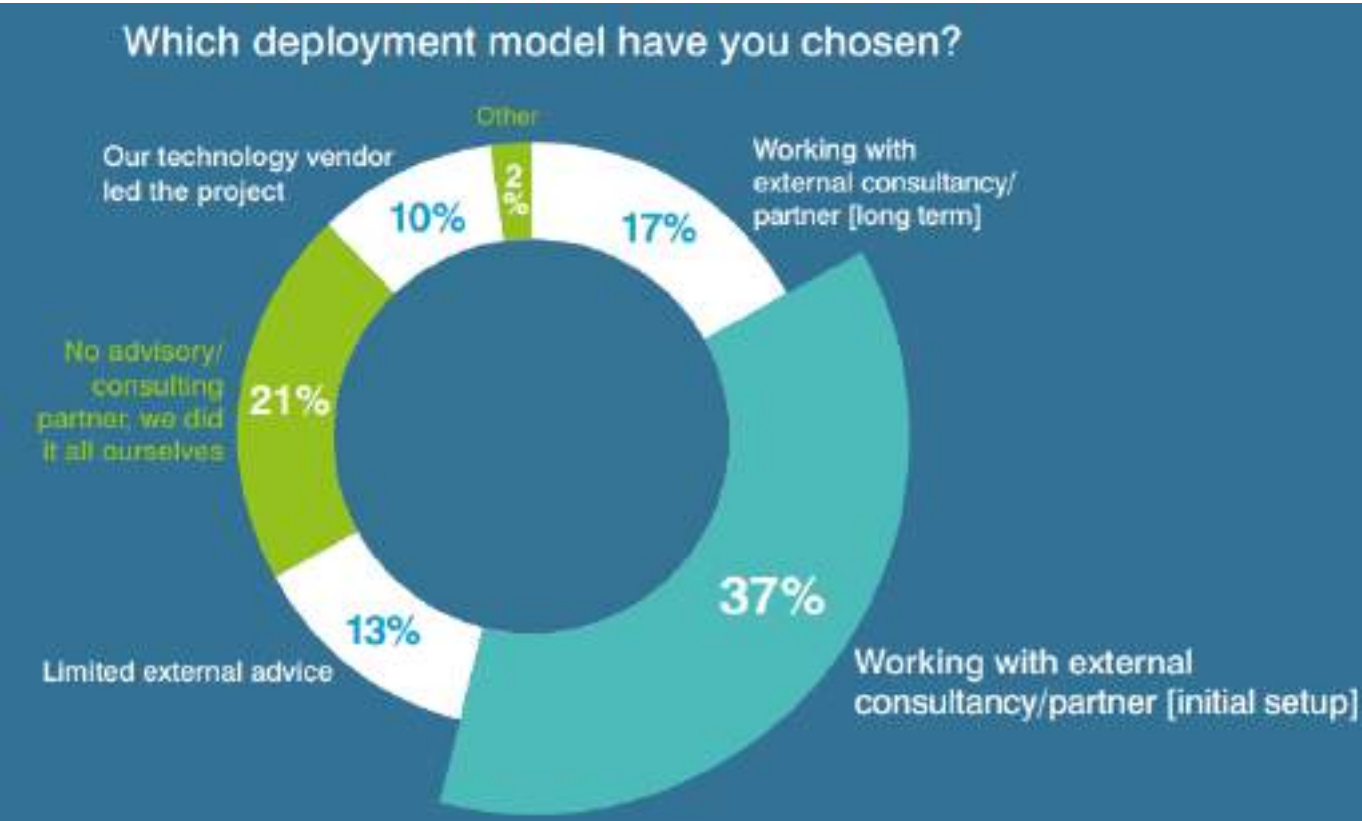
**STANDARDIZE**  
Make Automation the new standard

**ORCHESTRATE**  
Never stop evolving and improving

TASO™ is Quale's "Robotics-as-a-service" offering



**CoE.exe**  
Innovative Centre of Excellence (CoE) setup for managing automation, chatbots and wider artificial intelligence initiatives in your organisation



Source: APAC & ANZ MARKET REPORT 2019



# Impact & Value Creation

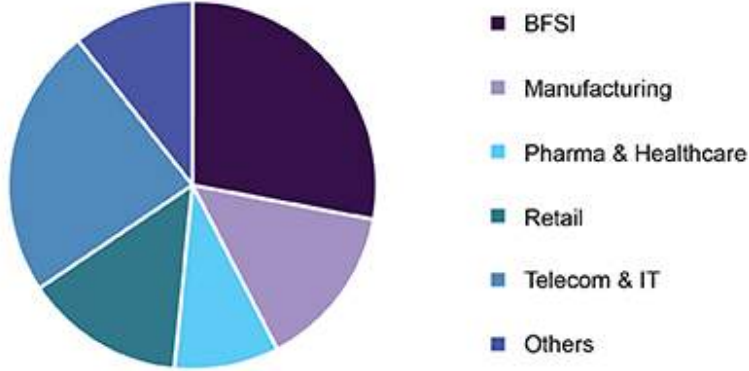
RPA adoption potential by buyer industry and function

■ Low 
 ■
■
■ High 
 ■ Illustrative processes with higher potential

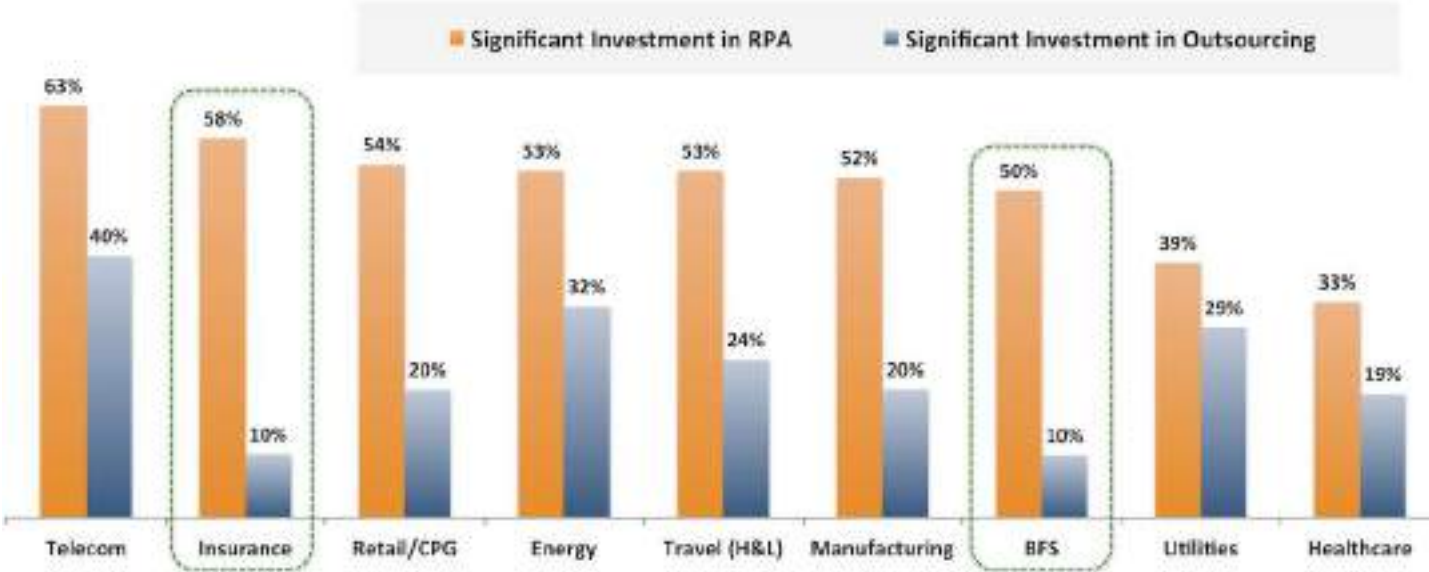
Function	F&A	Procurement	Human resource	Contact center	Industry-specific processes	
Industry	Accounts receivable, accounts payable, general ledger	Invoice processing, requisition-to-purchase order	Payroll, hiring, candidate management	Customer service		
Banking & financial services	High	Low	Low	Low	High	✓ Cards activation ✓ Frauds claims discovery
Insurance	Low	High	High	Low	High	✓ Claims processing ✓ New business preparation
Healthcare	Low	Low	Low	Low	High	✓ Reports automation ✓ System reconciliation
Manufacturing	High	Low	Low	High	High	✓ Bills of material (BOM) generation
Hi-tech & telecom	Low	Low	High	Low	Low	✓ Service order management ✓ Quality reporting
Energy & utilities	Low	Low	Low	Low	Low	✓ Account setup ✓ Meter-reading validation

# Impact & Value Creation

Global robotic process automation (RPA) market share, by application, 2017 (%)



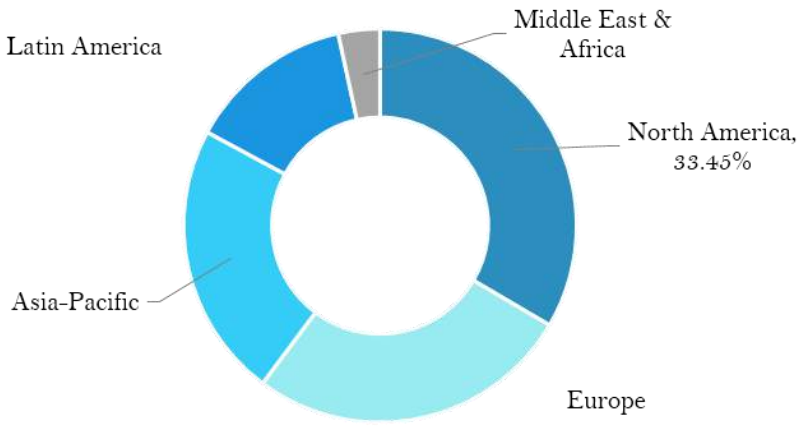
2018 Investment intentions in RPA and Outsourcing, 2018



Source: HIS Research in Conjunction with KPMG, "State of Operations and Outsourcing 2018, April 2018  
Sample: Global 2000 Enterprise Buyers = 381

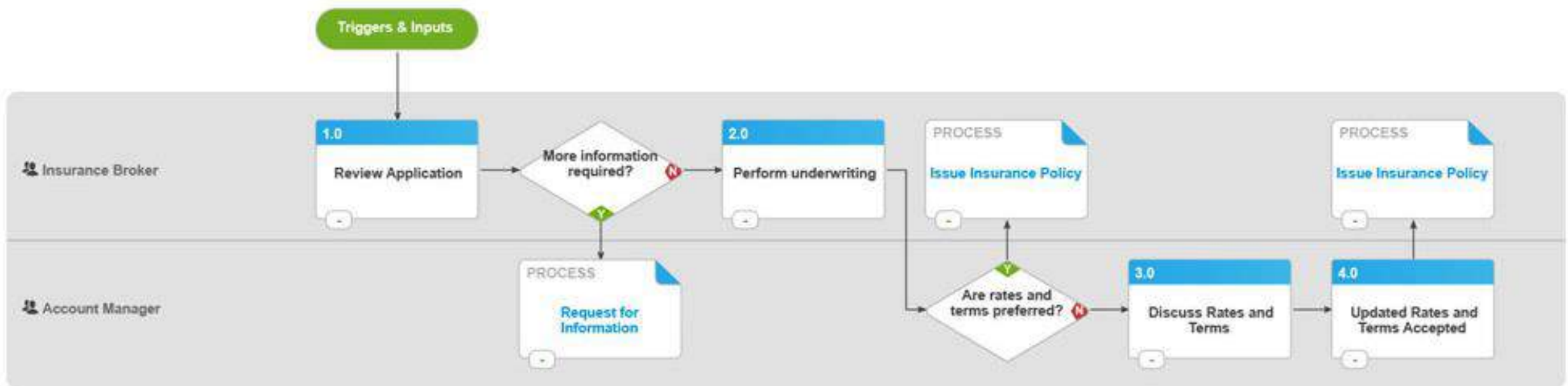
**Over the next 3 years Telecom, Insurance, BFSI, Travel and Retail will attract around \$4bn incremental investments. Volume wise SMEs & Startups will be critical new market segment to capture.**

Robotic Process Automation Market: Revenue Share (%), by Region, Global, 2017



# Process Planning & Mapping

A **process map** is a planning and management tool that visually describes the flow of work and various tasks. Using **process mapping** software, **process maps** show a series of events that produce a result.



# Process Mining

Process mining is an analytical discipline for **discovering, monitoring, and improving** processes as they actually are (not as you think they might be), by extracting knowledge from event logs readily available in today's information systems.

- ✓ The Assumed Process is Not Your Real Process
- ✓ Context needs to be Preserved during analysis
  - ✓ What if analysis
  - ✓ Identifying Bottlenecks

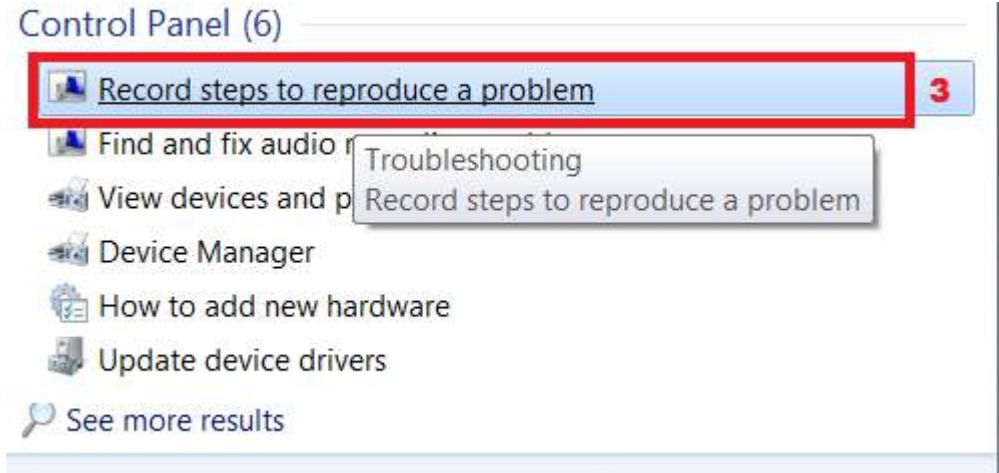


# Example of Analytical Questions

- ✓ Is this the normal process path? Let's look at some example cases.
- ✓ Some cases take more than one month? Which teams are handling them? Can you filter them and look at them in more detail.
- ✓ This path is impossible! Let's drill into that and look at an example case to see what is happening.

# Frugal Automation & Cost Savings: Process Documentation

- Use of Microsoft Steps Recorder



- Use of Folge.me



**Folge**

folge mir (german) - follow me.

# Bot Costing & Strategies

Overall licensing cost on an average accounts for 25-30% of the cost of RPA. Remaining 70-75% presents itself as a combination of the following:

- ✓ Yearly RPA license renewal fees
- ✓ Training and/or hiring for internal SMEs
- ✓ Consulting costs for implementation (via the RPA vendor or a third-party)
- ✓ Infrastructure setup
- ✓ Third-party integrations and renewals (cost of complementary software like process mining, process discovery, etc.)
- ✓ Costly break-fix cycles that limit RPAs true potential

# Bot Costing & Strategies (Cont...)

- Total cost (unattended bot) = Infra (Cloud or On premises) + License (RPA Tool) + Implementation (approx. 2 to 3 times license cost) + Maintenance {It is distributed in 3 years to get the completed ROI}.
- Total Cost (Attended bot) = License (RPA Tool) + Implementation (Approx. 2 to 3 times license cost) . {Instant ROI}
- Per bot per annum **fixed price** vs Per bot per run time price **dynamic pricing**
- Tier – I Bot platforms like AA, UIPath, BluePrism, Kapow etc :
  - Attended : \$800-2000 per bot per annum
  - Unattended: \$2000-8000 per bot per annum
- Tier – II Bot platforms like JiffyRPA, Foxtrot etc
  - Attended: \$200-\$500 per bot per annum
  - Unattended: Not suitable for complex processes





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Open for Q & A  
**Thank You**

