Introduction to OFFICE ROBOT

C.S.I. (Thailand) Co., Ltd.

Agenda

1. Introduction to OFFICE ROBOT
2. Use Case of OFFICE ROBOT
3. Services Pattern

1

Introduction to OFFICE ROBOT

Solution developed by NTT AT

What is “OFFICE ROBOT” ?

- Office Robot (also called WinActor) is an “all made in Japan” RPA (Robotic Process Automation) solution developed by NTT Group in 2010.
- Office Robot creates scenarios (work flow) to automate PC operations which have been performed by humans (Windows applications and scratch development applications)

No Budget for IT investment…

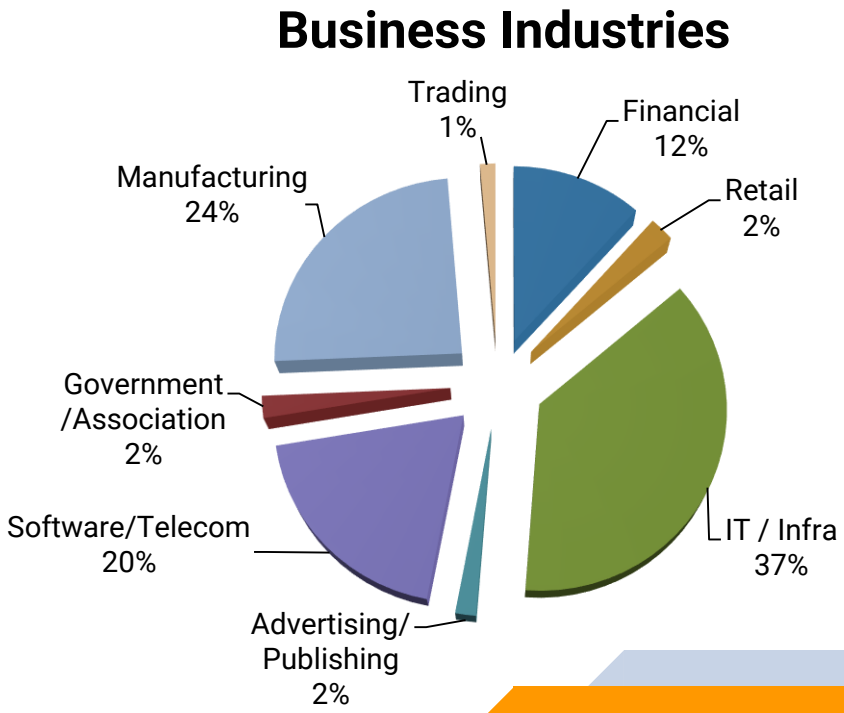
⇒Manpower is the only way!

Office Robot will do all the works for you!
(You only have to create the scenario and press “play” button)

Which industries apply “OFFICE ROBOT”?

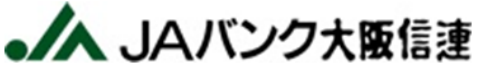
In Japan, over 3,000 companies in all industries have been appreciating the efficiency of Office Robot for their daily business operations.
(As of March 26, 2019)

This is because of the Office Robot’s smooth introduction, user-friendliness, and simple functions.



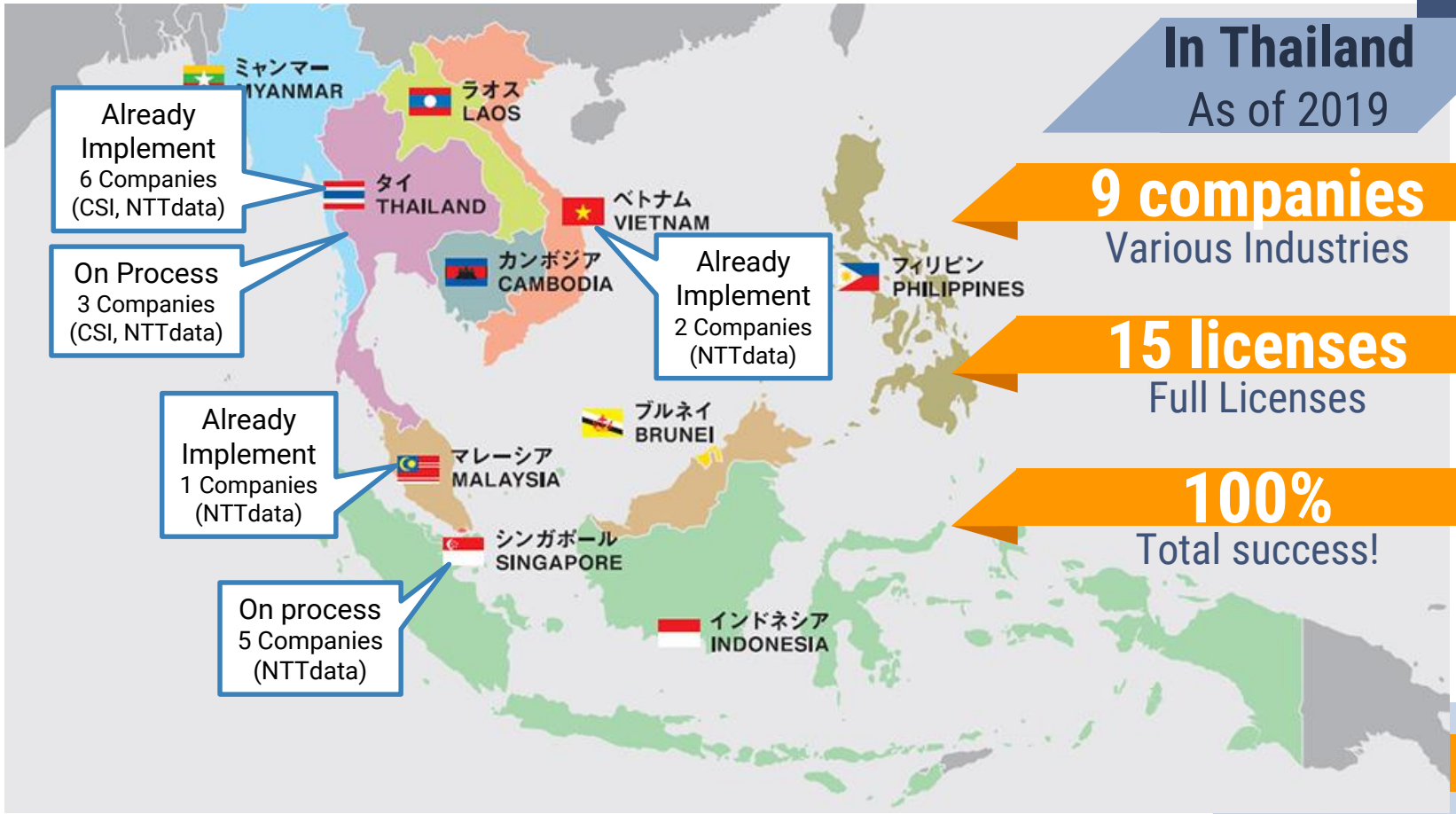
https://www.ntt-at.co.jp/news/2019/detail/release190326.html

Our Customers



https://winactor.com/introduce/users/

Implementation in ASEAN



In Thailand

As of 2019

9 companies
Various Industries

15 licenses
Full Licenses

100%
Total success!

Office Robot How to automate operations ～Create Scenario～

Scenarios can be created easily, without requiring programming skill

STEP 01

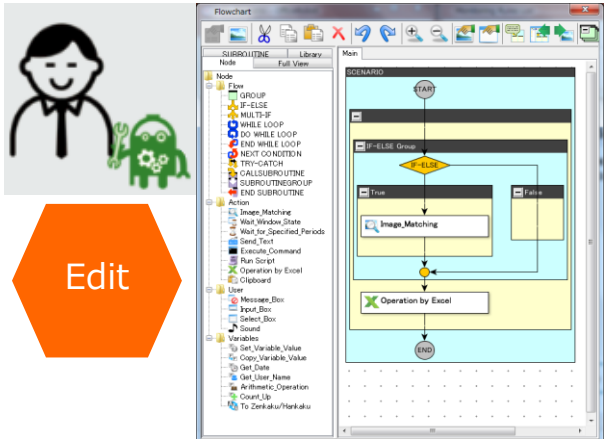
① Create Scenario by automatic record.

Record

Office Robot will record all of your operation process and automatically create a scenario.

STEP 02

② Edit Scenario.



Edit

Edit/set the operating conditions of the scenario by GUI.

STEP 03

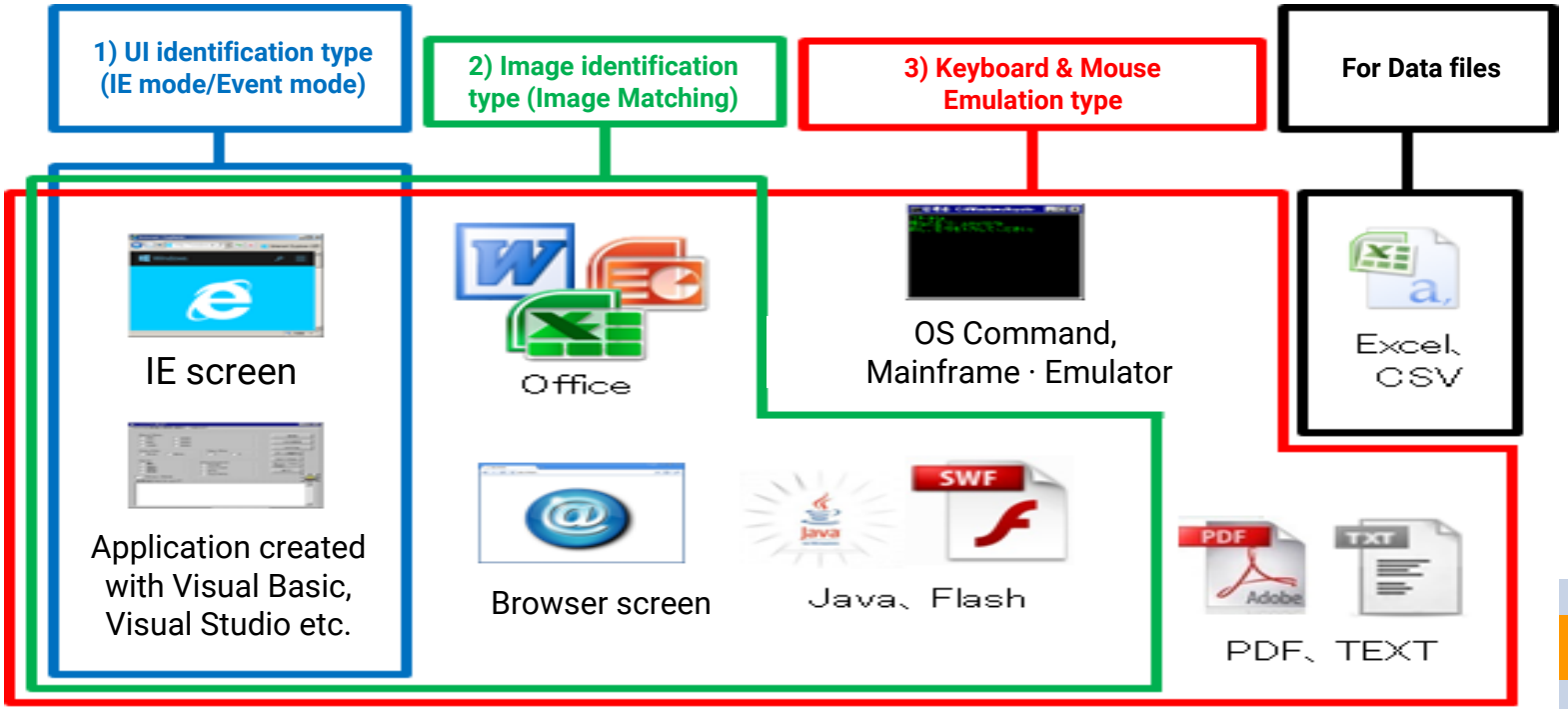
③ Play Scenario.

Play

Office Robot will automatically replicate all your work along scenario.

What kind of Application can be used?

Office Robot can control any Windows Application using 4 types of operation interface.



Features of OFFICE ROBOT

- Best for repetitive operation that can identify pattern
  - For example, Read excel data and Input to other application (such as AS400, Web, SAP, Other)
- Can send email to notify when found error or when operation finished
- Can record all keyboard operation
- Can start automatically by using window schedule

Limitation of OFFICE ROBOT

- Cannot recognize data from paper (need separated OCR solution)
- Run in foreground (need to dedicate 1 client for when robot is running)
- Cannot control hardware operation
- Cannot record Machine Touch Panel operation

Benefit of OFFICE ROBOT

Example Outcome #1

Reduce Time

A Japanese company was manually creating delivery order of about 500 orders per day.

	Receive Order	Create List	System Input	Create Delivery Order	Finish
Manual	60 min	300 min	120 min	**Total: 480 min**	
Automatic	3 min	5 min	2 min	**Total: 10 min**	

480 minutes ⇨ 10 minutes only !

With OFFICE ROBOT, the working time of all processes has been shortened to 1/50.

Benefit of OFFICE ROBOT

Example Outcome #2

Reduce Time & Reduce Mistake

- A Japanese company is manually creating about 5,000 invoices per day (after month end)
- Need to use different discount for each customer -> human can put wrong discount

	Manual	Automatic
Time	2,400 min	600 min
Mistake	0.3%	0%
Work-force	5 operators	2 operators

OFFICE ROBOT can select appropriate discount for each customer, the working time has been shortened to ¼, human error was eliminated, and the work-force has also been reduced

Benefits of OFFICE ROBOT

Reduce Mistakes from Human

Improve Accuracy

Automatically Execute Routine Tasks

Reduce Working Time

Reduce Cost on hiring extra staff during busy period

Eliminate Waste

Secure Resources

Staff can focus on the important work

Reduce Cost & Risk on System Renovation

Operating Environment

Hardware Environment

Item	Specification summary
CPU	Intel Pentium4 2.5 GHz or higher
Memory	2.0 GB or more
HDD	Free space 500MB or more
Screen	Can be displayed 1024*768
Sound	Sound function to give out sound for scenario (including speaker) *Unnecessary if not using sound function

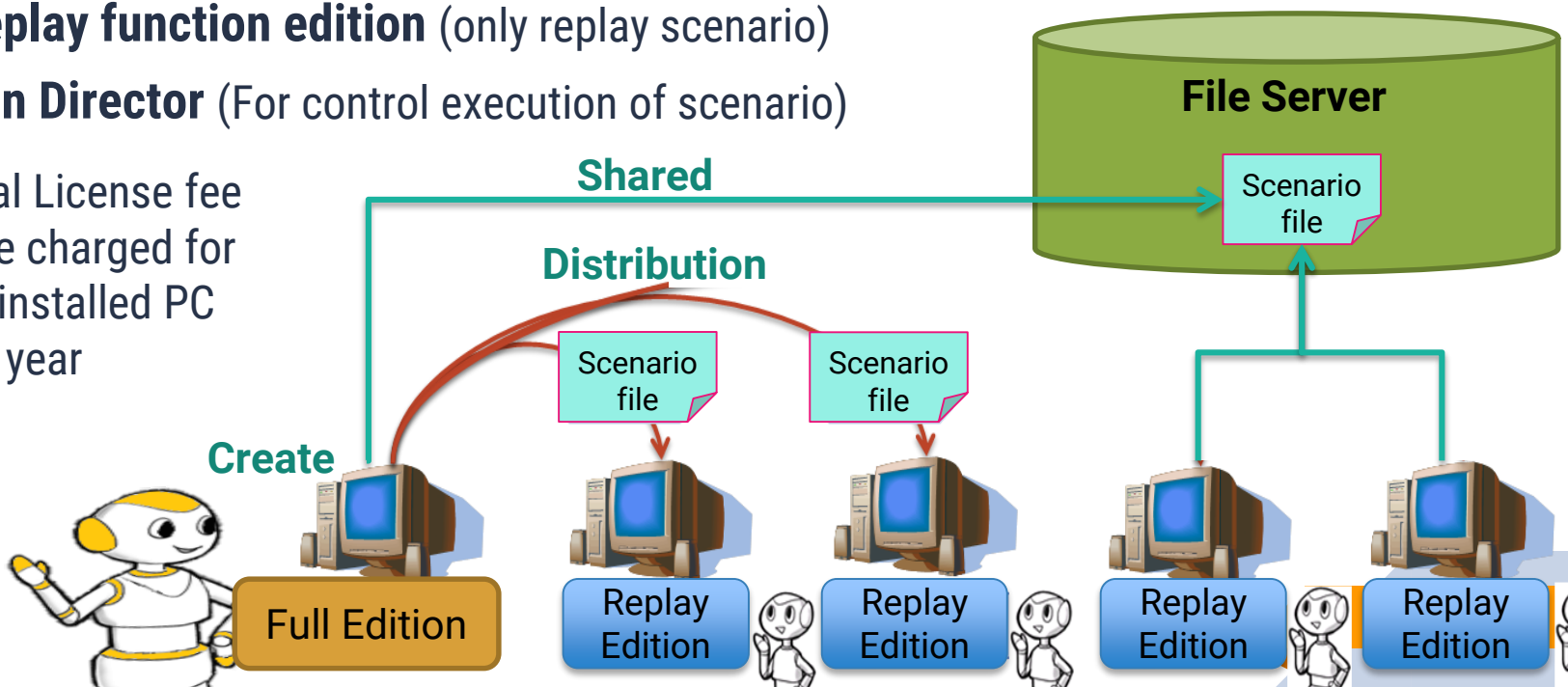
Software Environment

Item	Specification summary
OS	Microsoft Windows 7 SP1 (32bit, 64bit) Microsoft Windows 8 (32bit, 64bit) Microsoft Windows 8.1 (32bit, 64bit) Microsoft Windows 10 (32bit, 64bit)
Web Browser	Internet Explorer version 8, 9, 10, 11 *If the target work uses web browser
Library	.NET Framework version 3.5, 4.0, 4.5, 4.6, or 4.7 *If the target work uses .NET Framework
Application	Office Robot convert numerical values read from an external file into variables that can be used in the scenario, and write the execution result to an external file when processing automatically. CSV and Excel format (xls, xlsx, xlsb, xlsm) are available for using as external files. If use Excel format, it need to install either Microsoft Office Excel 2007, 2010, 2013, 2016.

License Scheme

- **Full function edition** (create & replay scenario)
- **Replay function edition** (only replay scenario)
- **Win Director** (For control execution of scenario)

*Annual License fee will be charged for each installed PC every year



2

Use Case of OFFICE ROBOT in Thailand

Case Study & Demonstration

Office Robot Case#1: Multiple Excels Operation

Daily Operation :
～ 200 vendors/month

Item detail :
～30 line-items per invoice

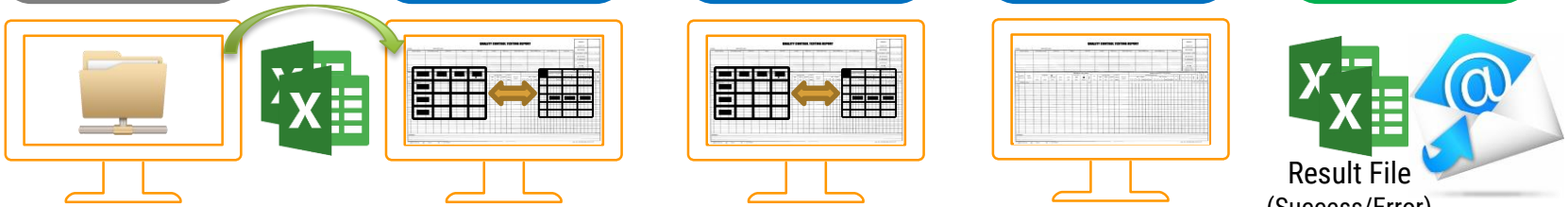
Invoice File of each customer

Compare Invoice with Master File

Compare Prices and Calculation

Write Result in Control file

Finish
(Notify by Email)



Shared Folder

Excel

Excel

Excel

Result File
(Success/Error)

Office Robot Case#2: Accounting ～ AS/400・Excel・SAP ～

Daily Operation :
～ 200 invoices/day

Item detail :
～30 line-items per invoice

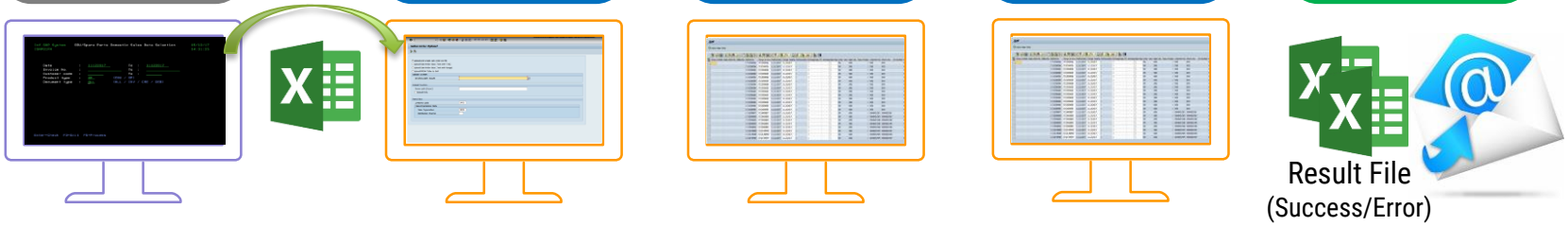
AS400 Issue Daily Sales Report

SAP Upload Sales Data

SAP Create Sales Order

SAP Create Invoice

Finish
(Notify by Email)



AS400

SAP

SAP

SAP

Office Robot Case#3: Manufacturing ～ Application・Excel・Printer ～

Daily Operation :
～ 30 files/day

Test Result Export (Production Line App)

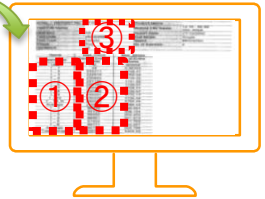
Copy Test Result Data (from CSV)

Paste Data to Report Template (Excel)

Print Report (Printer)

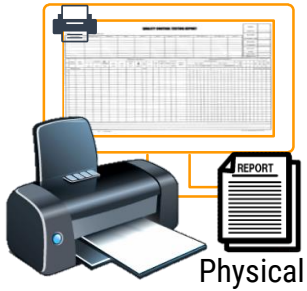
Finish (Notify by Email)

Production Line Application



CSV

Excel



Physical paper

Result File
(Success/Error)

3

Service Pattern

Service Pattern

Service Pattern **A** — Business Consult & Process Improvement with RPA

Service Pattern **B** — Process Improvement with RPA (CSI implement)

Service Pattern **C** — Process Improvement with RPA (On-the Job Training (OJT) customer to implement)

Service Pattern **A**

Business Consult & Process Improvement with RPA

Objectives

The company has the objective to do operation improvement in all departments.

Scope

- Customer defines objective of RPA and select Business operation
- CSI provides business consultation (Hearing AS-IS & Design To-Be)
- Customer selects scope of operation which they want to replace by RPA
- CSI creates RPA scenario and supports user on implementation
- CSI provides the outcome of the Before and After using RPA
- Next step is to expansion to another department

Timeline

About 10 weeks (Depends on volume of operation)

Service Pattern **A**

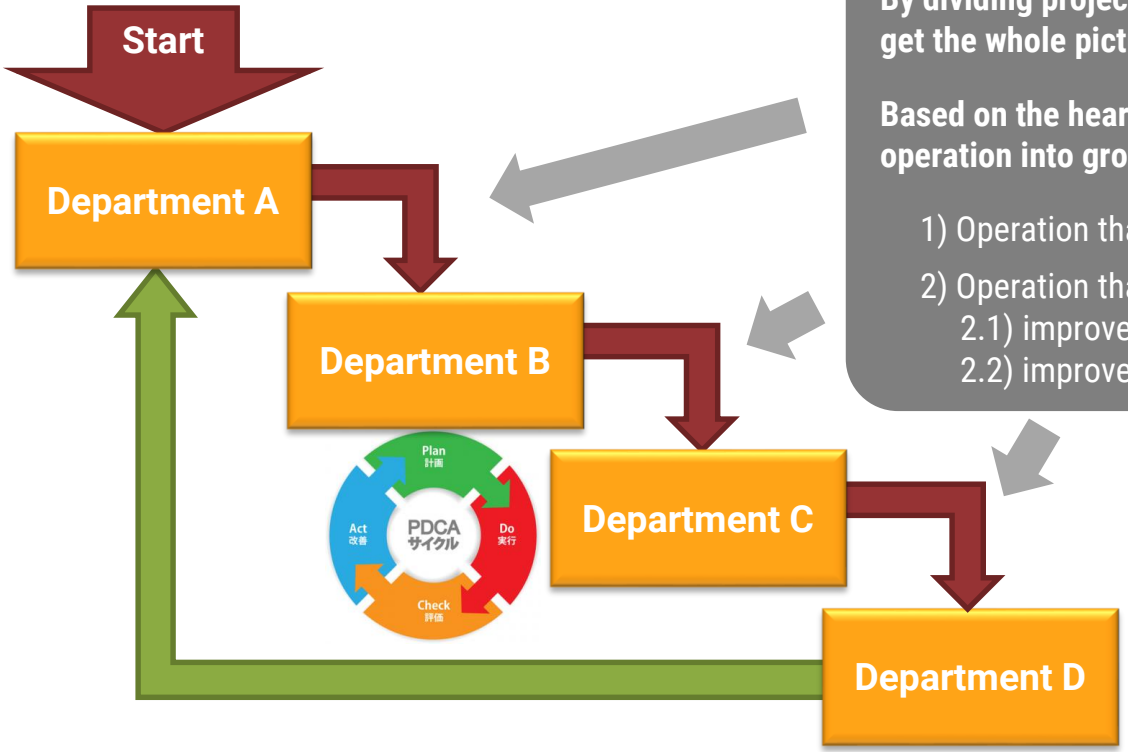
Draft Schedule

Business Consult & Process Improvement with RPA

No	Project Task	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	WK 7	WK 8	WK 9	WK 10
1	Project Kickoff										
2	Hearing Detail (AS-IS)										
3	Selection of RPA Target (2-3 Operations)										
4	Detail of Selected Operation (AS-IS)										
5	Define TO-BE Operation										
6	Create Robot Scenario										
7	Test on Test Environment & Evaluation										
8	Test Run on Production Environment										
10	Evaluation on RPA Operation Results										
11	Planning to Expand to Other Operation in Current Department										
12	Planning to Expand to Other Department										
13	Planning the Maintenance Support										

Note: This is a project based and project period can be varied depending on the complexity of operation

Continuous Improvement to Other Departments



The implementation steps follow PDCA method.

By dividing project cycle into each department, we are able to get the whole picture of the total operation in the company.

Based on the hearing information, we can then separate the operation into groups as followed:

1) Operation that can be applied to RPA immediately
2) Operation that needs to be improved before applying RPA
   2.1) improved by IT–improved
   2.2) improved by process improvement

Service Pattern **B**

Process Improvement with RPA
(CSI implement)

Objectives

The company has the target operation which is known to be ineffective and need to do improvements.

Scope

- Customer already selected the Business Operation in one department to be improved with RPA
- CSI provides Design of the To-BE Operation
- CSI creates RPA scenario and supports user on the implementation
- CSI provides outcome of the Before and After of using RPA
- CSI provides user manual for using RPA

Timeline

Project-based is about 5 weeks (Depends on complexity of the operation)

Service Pattern **B**

Draft Schedule

Process Improvement with RPA (CSI implement)

No.	Project Task	PIC	WK 1	WK 2	WK 3	WK 4	WK 5	Remark
1	Project Kick-off: Confirm the selected Operation Scope	CSI, Customer						
2	Hearing detail & Create To-BE Design	CSI, Customer						
3	Confirm To-BE Design	CSI, Customer						
4	Create Robot Scenario	CSI						
5	Test and Confirm Test Result	CSI, Customer						
6	Go-Live	CSI, Customer						
7	Confirm Operation Result & Summary Result	CSI, Customer						

Note: This is a project based and project period can be varied depending on the complexity of operation

Service Pattern **C**

Process improvement with RPA
(On-the Job Training (OJT) customer to implement)

Objectives

The company has the target operation which is known to be ineffective and need to do improvements. User has the objective to use own staffs to develop RPA

Scope

- Customer already select the Operation to be improved with RPA
- CSI support user to provide design To-BE Operation
- CSI train user to be able to create RPA scenario
- CSI support user on implementation (test until actual Go-Live)

Timeline

Manpower support based minimum 6 Weeks (Depends on complexity of operation)

Service Pattern **C**

Draft Schedule

Process improvement with RPA (On-the Job Training (OJT) customer to implement)

No.	Task	PIC	WK 1	WK 2	WK 3	WK 4	WK 5	WK 6	Remark
1	Project Kick-off: Confirm the selected operation (1 (one) operation)	**CSI, Customer**							
2	Summary Operation Detail	**Customer**							
3	Support customer to create To-Be Design	**CSI**							
4	On-the Job Training (OJT) customer to create Robot Scenario	**CSI**							
5	Test and Confirm Test Result	**CSI, Customer**							
6	Support Go-Live	**CSI**							

Note: This is a manpower based and the period can be varied depending on the complexity of operation

THANK YOU!

Any questions?

Please find more information at

C.S.I. GROUP http://www.csigroups.com/en/product-en/rpa