

SAY 'HELLO' TO BOTS AT WORK

A handbook to expand your
automation footprint with RPA



#TECHNOLOGYFIRST

Reinvent Core Operations and Scale New Business Models with The Power of Automation

Digital Transformation is challenging incumbent business approach, stimulating RPA adoption at an alarming pace. However, what is the best approach to adopt and expedite the automation footprint?

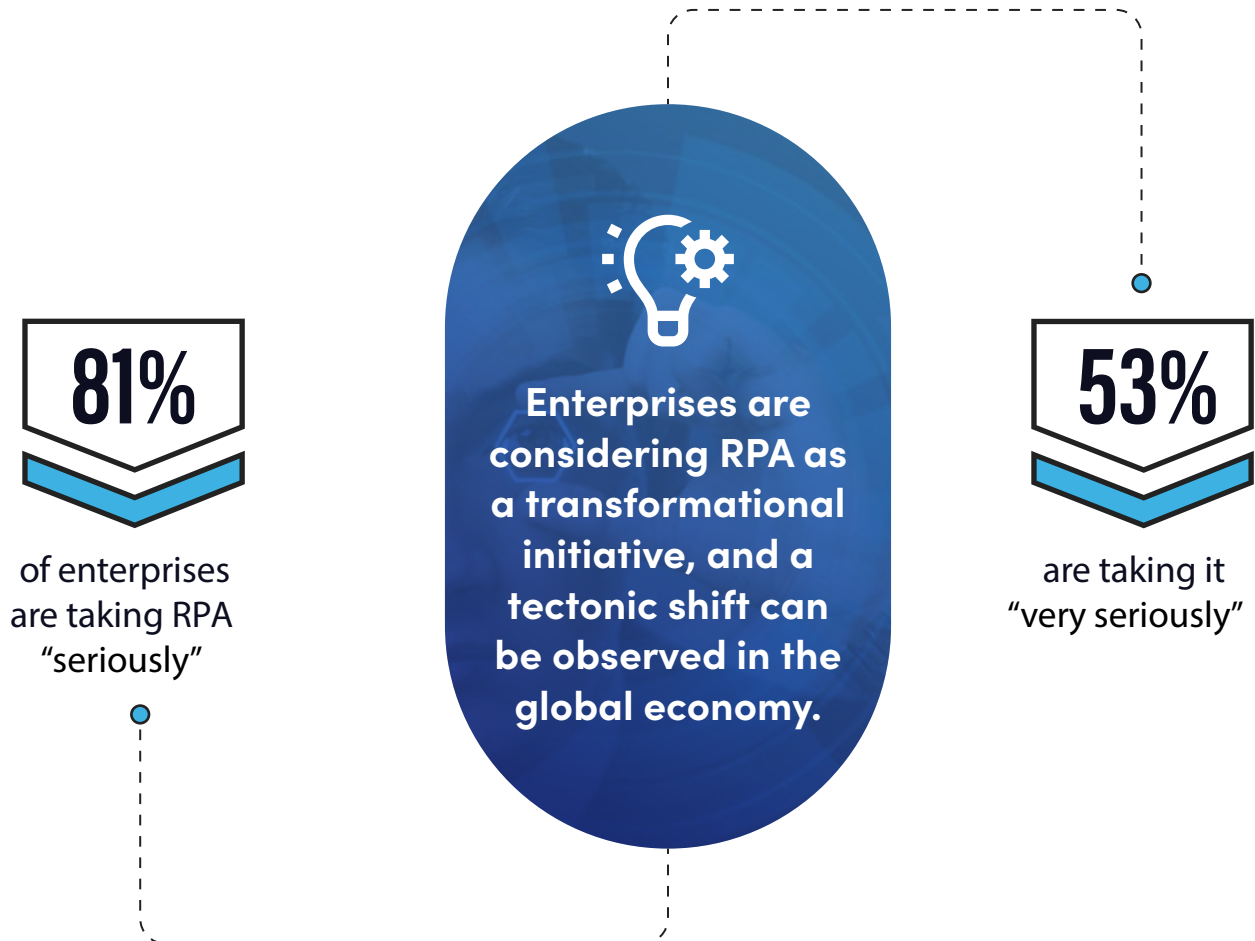




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Introduction



The technology will have a potential economic impact of between **\$5.2 billion** and **\$6.7 trillion** by **2025**.

- MCKINSEY & COMPANY

However, climbing to the top of the business ladder doesn't solely depend on your enterprise's willingness to adopt RPA.

The volatile global economic landscapes have increased the complexity of doing business across industries. Organizations must take advantage of new technologies to compete against technology-fluent, operationally agile enterprises - who are on the fast track to become the industry giants of tomorrow.

So Why Do We Really Need Robotic Process Automation?

Have you noticed that irrespective of the industry you work in, there's always manpower occupied performing mind-numbing tasks that stifles their creative and innovative ability of carrying out other value-added tasks?

It's the same in most industries - Human Resource, Logistics, Finance, Supply Chain, Manufacturing, Customer Support or something else, there's always a major section of your workforce engaged in some repetitive technical tasks.

One of the major challenges lies in managing multiple applications and systems that are an integral part of your business. Large enterprises have an integrated ecosystem where thousands of business applications communicate with each other. Managing such large volume of data with precision in such complex integrated systems manually is not only cumbersome, it's costly and at times inefficient.

Several other challenges hinder the successful running of business operations such as:

Disparate
Systems

Lack of data
collaboration
capability

Existing legacy
systems
limitations

Lengthy
processing life
cycles

That's where Robotic Process Automation steps in to save the day for enterprises willing to enter this new era of man-machine interface.

C-suite and functional leaders are on the lookout to understand RPA: **How to implement, where to implement, how many headcounts can be saved through automation? And much more...**



Laying Down the Roadmap for the Climb with RPA

ROBOTIC PROCESS AUTOMATION TAKES THE ROBOT OUT OF THE HUMAN

It is important to understand how RPA can be relevant for your enterprise before you proceed with an all-out RPA strategy to transform your business processes.

It is a form of business process automation that aims to automate the “long-tail” of low-volume or low-value processes. Any user can define a set of instructions to program software bots to interact with existing applications. These programmed bots can replicate human actions that usually perform administrative tasks such as manipulating data, processing transactions or triggering responses - dramatically improving business efficiency, data security and processing time.

“Processes that are most suited for RPA have a high transaction throughput of structured digitalized data, with relatively fixed processing paths and/or user interfaces, which do not change frequently, and are rule-based activities,”

According to a recent Gartner report, Robotic Process Automation: Eight Guidelines for Effective Results.

In the near future, this revolutionary technology will continue to supercharge its automation level by fusing with cognitive technologies like Artificial Intelligence, Machine learning Speech Recognition, and Natural Language Processing to perform higher-order tasks that require emotional intelligence and judgment capabilities of a human.





It's Time to Think Robotic Automation

HERE'S WHY YOU NEED RPA:



Your employees are wrestling with **"swivel chair interface"** and labor-intensive processes



You have a long backlog of legacy system integration needs



Some of your tasks require a higher level of compliance, security and accuracy



Significant process bottlenecks identified in the current process



Processing errors and regulatory pressures



RPA: TRUTH VS. HYPE

Confronting Fears and Harnessing the Power of Automation

COMMON RPA MYTHS AND REALITIES

Too often, organizations fall prey to one or more of these misconceptions about RPA. Set the focus squarely on the value this revolutionary technology can offer to your organization.

Watch out for these common misconceptions about RPA:

MYTH	VS	REALITY
RPA means Humanoid Robot	01	RPA refers to a software robot or code programmed with a set of defined rules to automate highly structured, repetitive and labor-intensive business processes without human intervention.
Robots will kill jobs and replace humans in the workforce	02	Automation is all about workforce augmentation. Employees can utilize their core skills to perform more advanced tasks while enterprises can experience higher morale and increased internal innovation.
RPA is applicable only for back-office processes	03	RPA can help automate the transactional or back-office process as well as help the entire business by automating any environment where a large amount of data sets or inefficient processes exist.
All RPA bots/solutions are created equal	04	All RPA solutions are not equal. Depending on your business scope, two types of bots are widely deployed - the attended bot which works with human interaction and the unattended bot that runs independently.
RPA is plug and play	05	The business may drive RPA but unless the IT team helps customize, configure the actions and rules, it can lead to unexpected failure related to security, resilience or recovery.
Robots can now think like humans	06	RPA software bots can mimic the human actions to interact with application user interfaces, but they cannot replicate human reasoning, creative thinking, decision making or problem-solving capabilities.



RPA IN ACTION: AUTOMATION FOR THE REAL WORLD

Cost constraints, pressing consumer demands and a high percentage of underperforming workforce are some of the challenges that are widespread in most of the industries.

Addressing these challenges with more staffing is not a suitable solution. Not only from the cost constraint perspective, but increase in manual processes won't deliver the speed, quality, accuracy and compliance that companies increasingly require.

The effective and foolproof performance of certain core areas in an Enterprise is the key to success in the market that's why all enterprises strive to capitalize these functional areas for their overall productivity.

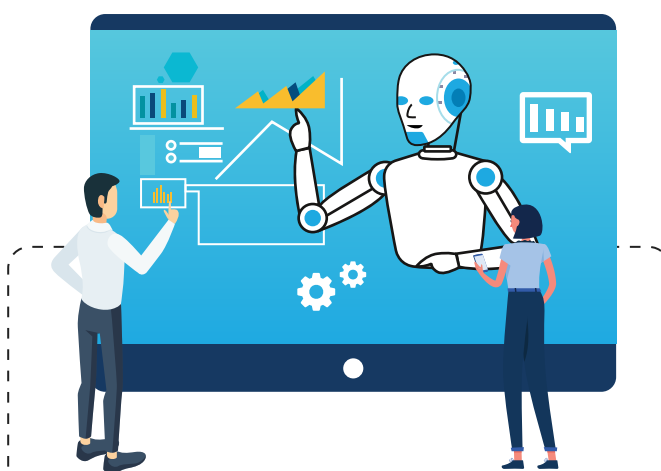
RPA empowers business leaders to automate more complex business rule-based tasks. Leaders in various industries who adopted RPA to upscale the performance of business-critical departments, depending on the nature of their industry have achieved attractive results.

Industry	RPA implementation in business process	Results
TECH	Mobile app testing and monitoring	Reduced quality assurance effort
FINANCIAL SERVICES	Various processes	85% reduction in effort (equivalent to 400 FTEs)
LOGISTICS	Document management automation	\$0.4m savings p.a.
NON-PROFIT/GOVERNMENT	Processing customer applications	Reduced effort Reduced errors
HEALTHCARE	Migrating data from excel to Electronic Medical Records (EMR)	\$130k benefits p.a. 628% ROI
INSURANCE	HR record processing Physician statement orders	\$200k savings p.a.
TELECOM	Maintenance processes automated	78% reduction in effort IT audit quality improved thanks to detailed log files
E-COMMERCE	Customer-registration process for the new theft ID insurance program	Recruitment and training cost of 22 staff eliminated



Setting Sail to Explore Abundant Opportunities: RPA Versatility

Apart from imitating human actions, repeating high volume tasks and performing multiple processes at once. RPA applications can be more effective in various functional areas and industries, including, but not limited to, the following:



REPORT GENERATION

Creates accurate and timely reports by automating the process of extracting data

CROSS-CHECK INFORMATION

Data across various systems is cross-verified to validate the information

VIRTUAL SYSTEM INTEGRATION

Automated systems transfer data between disparate and legacy systems by connecting them at the user interface level

QUALITY ASSURANCE

Delivers quality product by automating customer use case scenarios to test applications

DATA MIGRATION

Unlike traditional systems, RPA allows automated data migration through systems

FORECAST REVENUE

Updates financial statements to automatically predict revenue



INDUSTRY SPECIFIC RPA APPLICATIONS

HEALTHCARE

- Registration of Patients
- Maintaining records of patients

HR

- Employee Onboarding
- Payroll Processing

TELECOM

- Service Order Management
- Quality Reporting

INSURANCE

- Claim clearance processing
- Premium information management

RETAIL

- Sales order management

TRAVEL

- Tickets booking
- Passenger information management

SUPPLY CHAIN

- Inventory management
- Work order management
- Return processing
- Contract management

IT

- Email related tasks
- File management
- Batch processing
- Server Monitoring



RPA: THE BIG TIME PERFORMER

RPA provides several business benefits that are driving enterprises to implement it.

“One of the most powerful benefits of RPA is **reliability**:
The bot can tirelessly work **24 hours** for **365 days** with **100%**
accuracy and without interruption.”



Non-Invasive in Nature

Plug the process gaps
without disrupting
underlying systems



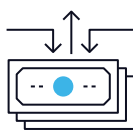
High ROI

The increased scale of
operations and upskill
the workforce to
decision-making roles



Productivity

Faster Processing time
compared to manual
process approaches



Reduced Costs

Quick and efficient
compared to FTE
costs



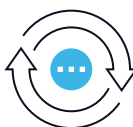
Employee Satisfaction

Allows employees
to trade mundane tasks
for more creative and
rewarding work



Accuracy

Performs tasks with
accuracy and uniformity -
much less prone to errors



Consistency

Identical processes and tasks
reduce the output variation



Reliability

Bots tirelessly work
24/7/365 without
interruption



Scalability

Quick ramp-up/down
to deal with spikes and
handle demand
fluctuations



Audit trail

Fully maintained
log essential for
compliance



The Spectrum of RPA Solutions: Level of Automation You Need

THE BEST HUMAN-ROBOT MIX FOR THE JOB-TO-BE-DONE

Enterprises can select different types of RPA solutions depending on their business requirements and strategies.

1) ATTENDED RPA

Attended RPA, applicable in scenarios where human intervention is required for decision making, such as desktop automation. A Bot is deployed via the server to an employee's workstation, who takes control over the tasks with the help of the user's command and instances to continue performing a task.

EXAMPLE:

Call center robot pulls info into agent system so the agent can focus on the customer.

2) UNATTENDED RPA

Unattended bots can work 100% automatically and independently to automate the back-office workflows without needing user inputs. This level of automation can significantly improve cycle time across the service delivery process.

EXAMPLE:

Robot processes invoices

3) AUTONOMOUS RPA

Autonomous RPA is deployed in the cloud to end to end automate advanced processes and dynamically scale, in context with analytics, but limited to structured data.

EXAMPLE:

Customer purchase histories

4) COGNITIVE RPA

Cognitive RPA, combined with artificial intelligence (AI), machine learning and natural language processing can automate tasks that involve judgment, with predictive and prescriptive analytics utilizing structured and unstructured data.

EXAMPLE:

Free formatted text read/write or image recognition

When layered on top of automation, RPA can greatly reduce the number of transactions moving across the organization along with manual intervention, cycle times and enhancing customer satisfaction by providing a more robust digital experience.



Understanding what's at Stake: Challenges of Implementing RPA

Organizations may face challenges while trying to move beyond the proof of concept or pilot phase with the roll-out and successful deployment throughout the functional areas. It is extremely important to prepare your organization to face critical challenges that hamper the ultimate performance of the technology before starting an RPA initiative.

1**STATE OF RPA TECHNOLOGY**

If the current processes are very complex, non-standardized and have technological limitations can hinder automating your business processes. It is, therefore, crucial to understand the maturity of the technology required to implement automation

2**CHOOSING THE RIGHT BUSINESS SCENARIOS**

Selecting the business processes where manual work is widespread. If these tasks are tedious, rule-based and repetitive, it can be considered for automation. Choosing the right process for automation can lead to optimized and realistic business outcomes

3**SETTING REALISTIC EXPECTATIONS**

One of the biggest challenges faced when it comes to implementing RPA is viewing and analyzing operational problems and broken processes. Businesses need to recognize the potential do's and don'ts of RPA and have realistic expectations from the RPA's functionality, implementation, and operational results

4**EXISTING IT INFRASTRUCTURE**

If the underlying systems that the RPA solution will be interacting with, are not compatible or do not allow integration, the solution may not work

5**SILO IMPLEMENTATION**

When businesses configure RPA and IT teams are not made aware of the current scenario of RPA implemented within processes, they risk crossing wires when it comes to IT architecture, and security. As a practice, IT must be involved in every step.





Guiding You on Your RPA Journey

Move Beyond the Pilot Stage and Accelerate Your RPA Implementation

NO MATTER WHERE YOU ARE ON THE AUTOMATION LANDSCAPE –
EXPLORING, SCALING OR TRANSFORMING

CYGNET CAN HELP

You need a catalyst that accelerates your RPA adoption with a holistic approach for RPA implementation along with an agile implementation framework to implement RPA successfully and reap the benefit of faster time to value.

At Cygnet, we advocate a new way to deploy RPA—what we call our ‘Technology First’ approach. The key is to democratize RPA solutions with a scalable architecture that efficiently augments digital operations of organizations of tomorrow, radically reducing handling time while providing superior user and customer experience.

Many companies are achieving superior business process optimization with Cygnet’s intelligent RPA solutions that are developed through a 100% agile approach.



Our expert tech-architects meticulously create customized scalable architecture that accelerates business outcomes.

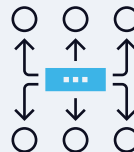
Cygnet Infotech works with businesses across the RPA journey with the following RPA capabilities - broken down into four phases:

CYGNET'S RPA CAPABILITIES



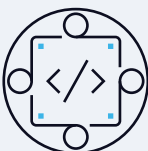
RPA CONSULTING

- Identifying Processes
- Identifying Optimization Approach
- Automation Rollout Roadmap
- RPA & OCR Tools Identification



WORKFLOW AUTOMATION & DESIGNING

- Mapping Manual Processes to Automation
- Classifying Intervention Models
- Automation Architecture Design
- Custom Framework Design



RPA IMPLEMENTATION

- Cognitive Automation using AI/ML
- Bot Development
- Workflow Orchestration and Governance
- Rollout Validation and Planning
- Business Continuity and Scaling



AUTOMATION MONITORING AND SUPPORT

- Bot Management
- Failure, Disaster Recovery and Risk Management
- Opportunity Discovery and Management
- RPA Training



RPA ECOSYSTEM

PLAN-OF-ACTION

- Carve a comprehensive plan of action
- Mitigate Risks for seamless operations
- Set measure KPIs to understand effectiveness



DESIGN AND BUILD

- Create the pilot bot
- Assess the performance through testing
- Develop deployment plan



EVALUATE TO MITIGATE

- Assess processes required to be automated
- Understand values, vision and goals of the organization
- Set priority for processes to be automated



DEPLOY TO DELIVER

- Monitor the operational transition of Bots
- Manage necessary exceptions
- Carry out strategic implementation



OPERATE AND OPTIMIZE

- Standardize the new optimized processes
- Maintain and optimize performance
- Facilitate staff training



Putting products into the hands of potential customers is the best way to build up an ecosystem.



ABOUT CYGNET

Cygnnet Infotech is one of the most trusted names in the IT space delivering technology solutions to global clients across 35 countries. Born out of a vision to create software development company where quality, innovation and personalized services trump low cost, makeshift solution, Cygnnet partners with its client to help them transform into high performance businesses.

Cygnnet has deep industry and business process expertise, global resources and a proven track record in delivering innovative technology solutions. Cygnnet can mobilize the right people, skills and technologies that improves business performance.

Automation engineers at Cygnnet help clients to discover the possibilities with RPA. Having developed 55+ chatbots already for a wide range of business functions and processes, we are poised to develop a staggering 1000+ software bots in the coming year saving an enormous number of man-hours for clients to invest their energy in developing winning business strategies.

We are offering five free bots to automate any business process in your enterprise. Connect with us and explore the possibilities now .

We Have 1000+
Technology
Enthusiasts
Working with
Global Brands

We Have
Delivered 2000+
Enterprise-Class
Solutions &
Products

Our 100% Agile
Approach
Creates Value

We Are
"Technology First"
Company

We Have Deep
Industry and
Process
Knowledge

We Help Clients
to Digitize, Scale
and Transform
into High-
Performance
Business

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