



Cygnets Infotech  
IT is about you

# AUTOMATION AND COVID19

# LIGHT IN THE DARKNESS

**How Robotic Process Automation Can  
Shield Businesses from Further Disruption  
in the times of Corona**

#RPAINCORONA



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# INTRODUCTION

## The Herald of the New Technology Paradigm

### COVID19 PANDEMIC STATS

**210+**

Countries & Territories

**3,232,532+**

Confirmed Cases

**228, 513+**

Deaths

COVID19 has disrupted and impacted lives, businesses and the larger economy. Whether it's healthcare, telecommunications or other industries, the world is searching for ways to cope with and navigate through this new-normal.

Technology is now heralding a new age of digital transformation in the age of lockdowns and social distancing. Automation is leading the way holding the scion to this new age.

With the aid of the Cloud, automation has made new pathways to navigate through the urgency and management at scale of the tremendous utilization and load our data centers and servers have begun to experience in a post-lockdown world.

As employees grapple with the new reality of working from home, businesses have had to find new ways of increasing productivity and mitigating through disruption that has been affecting their bottomline.

The effect of Automation goes beyond simply optimizing productivity and work from home business model. Automation has enabled ecommerce players to drive their logistics and delivery services despite lockdown.



**85% of the Current RPA Market is yet to be tapped.**

**FORRESTER**

The post COVID19 focus has shifted businesses to consider cost optimization like never before increasing the willingness of businesses to invest in automation.

The current crisis has accelerated the pace of adoption of emerging technologies including Intelligent Automation to ensure that work goes on at the same scale and speed despite disruption.

In this ebook we discuss how to navigate through the current scenario, the COVID19 pandemic led disruption with the help of Robotic Process Automation and your Digital Workforce.





# SECTORS MOST HIT

by the COVID19 Pandemic

According to a report by tech industry magazine Protocol, these are the industries that are the hardest hit with the Coronavirus Crisis.



## RETAIL

Restaurants, takeaway outlets, supermarkets and local shops are all feeling the heat from the pandemic. Retail has sustained several blows due to the pandemic, and in a world that is under lockdown, it is imperative to keep food procurement, managing supply chain and deliveries ongoing.

This scenario offers enough scope for automation in retail technologies substituting human interaction and paperwork where it is a must to mitigate possible health risks and optimize costs without affecting business.

## HEALTH CARE

No sector needs the assistance of Automation with more urgency than Health Care. Any technical tasks such as monitoring data, servicing quarantine areas, management of trash collection and keeping track of medications while monitoring employee health – this and more can be automated with ease and precision.

During the pandemic, short term automation approaches will take precedence over long term models that require significant investment and monitoring. Post the pandemic disruption, most of these projects will be scaled up thanks to the robust scalability of intelligent business process automation solutions.

## LOGISTICS AND MANUFACTURING

The supply chain offers the most scope of innovation through automation. However, it is difficult to automate that entire supply chain for the long term during the crisis. Businesses are looking for short term ways to deal with the supply chain disruption during the pandemic. This is where pocket-friendly automation approaches will step in to save the day. Many customers have already permanently transitioned to ecommerce grocery portals that are benefitting from automation.

When it comes to manufacturing, companies that have had a virtual workflow have been able to quickly onboard clients and implement digital workforce while handling inbound requests virtually.

Automation will make business operations across industries more resilient to such future disruptions. Many operating models will be transformed through strategic business process automation.







# DECODING ROBOTIC PROCESS AUTOMATION



## **22%** Businesses Still Lack Process Excellence and Workflow Automation

**SORRY STATE OF DIGITAL TRANSFORMATION, 2018, FORRESTER**

Robotic process automation utilizes software or robot which emulates human execution of repetitive, high-error prone, low judgment or compliance-needed tasks. It acts as a virtual workforce controlled by the business operations team. These software bots can interact with an in-house website, application, user portal, database etc. to automate processes using a pre-defined set of business rules as an added layer over your existing IT landscape.

Simply put, RPA is about using technology for the automatic execution of technical repetitive tasks. BPA helps business achieve process excellence, workflow automation, cost optimization and higher productivity.

Robotic Process Automation, Business Process Automation and Intelligent Automation – all help businesses create a virtual workforce that can work unattended or semi-attended with little human intervention.

For instance, a simple process of Employee Onboarding comprises of a set of multiple tasks that involves a paper trail, inefficiency and general dissatisfaction. Using automation, the entire process can be streamlined into technical repetitive tasks that can be carried with or without human intervention with greater speed and accuracy.



# THE THREE PHASES OF AUTOMATION



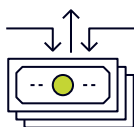
# RPA: THE NEED OF THE HOUR

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 nearly 100% accuracy and without interruption.



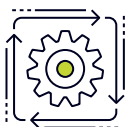
### NON-INVASIVE IN NATURE

Plug the process gaps without disrupting underlying systems



### REDUCED COSTS

Quick and efficient compared to FTE costs



### HIGH ROI

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



### RELIABILITY

Bots tirelessly work 24/7/365 without interruption



### ACCURACY

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



### EMPLOYEE SATISFACTION

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



### PRODUCTIVITY

Faster Processing time compared to manual process approaches



### SCALABILITY

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



### AUDIT TRAIL

Fully maintained log essential for compliance



### CONSISTENCY

Identical processes and tasks reduce the output variation





# TO AUTOMATE OR NOT AUTOMATE IS THE QUESTION

**ROBOTIC PROCESS AUTOMATION  
TAKES THE ROBOT OUT OF THE  
HUMAN**



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**

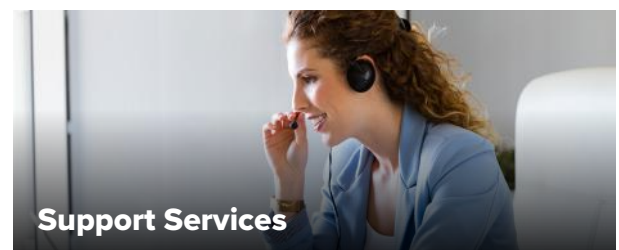
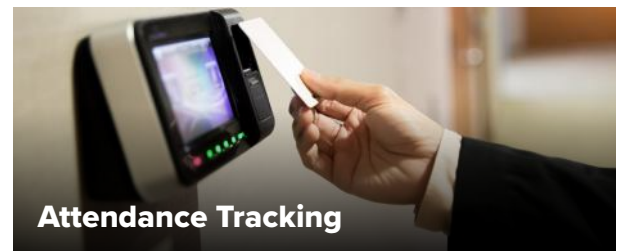
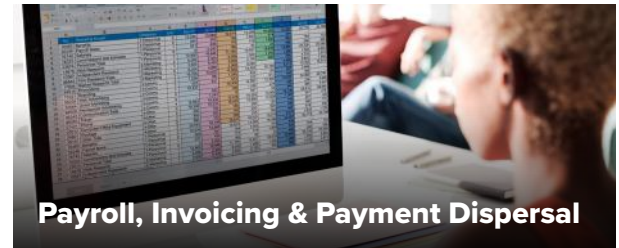
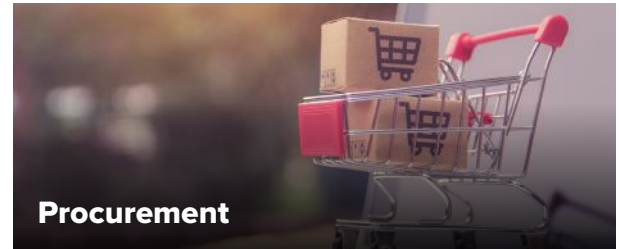
This revolutionary technology has begun to supercharge its automation level by fusing with cognitive technologies like Artificial Intelligence, Machine learning Speech Recognition, and Natural Language Processing to perform higher-order tasks that require emotional intelligence and judgment capabilities of a human.

Technical, mundane and repetitive tasks making up a process are best suited for Robotic Process Automation.

### IF A PROCESS IS AS BELOW, IT CAN BE EFFECTIVELY AUTOMATED:

- 1 Technical
- 2 Regularly Repeated/ Time-sensitive
- 3 Demands multiple people for execution
- 4 High volume of activities and tasks for execution
- 5 Must comply with set regulations
- 6 Rules-based and need decision flows to alter dynamically
- 7 Template-driven, required to enter data in specific fields in a repetitive manner
- 8 Manual and structured in nature
- 8 Needs interaction with multiple applications in an “non-invasive” manner

### SOME OF THE MOST COMMONLY AUTOMATED BUSINESS PROCESSES ARE:



# EMBRACING THE AUTOMATION BOOM UPON US

The present state of the world has pushed decision makers to utilize technology and adopt methods of running the business that they hadn't yet felt the need for. The simplicity, scalability and universality of Robotic Process Automation is making it the leading choice of enterprises across sectors.



# WHY SHOULD BUSINESSES RELY ON RPA DURING THE CORONA CRISIS?

It's fairly simple!

## EASIEST WAY TO DIGITALLY TRANSFORM THE ENTERPRISE

Even though many enterprises have not been that aggressive on digital transformation, the current pandemic has helped put things in perspective for the business world. As we enter the new paradigm, business models will largely revolve around technology.

Relying on Robotic Process Automation during crisis is an objective strategic investment that promises fast results, improved productivity, efficiency, cost optimization – and all that with significantly high ROI.

RPA is much easier to implement in an organization without major disruption to the existing infrastructure and architecture in place.

## STANDARDIZED OPERATIONS & STREAMLINED PROCESSES

Thanks to RPA implementation, all your workflows and tasks are streamlined in perfect synchronicity. Any redundancies and discrepancies also get addressed easily.

This leads to enterprise streamlined and standardized operations. One of the great outcomes of process automation system is streamlined processes. Low value tasks are optimized, and high value tasks are prioritized.

Compliance becomes easier leaving a clear and transparent audit trail. Accountability, efficiency and productivity is significantly improved.

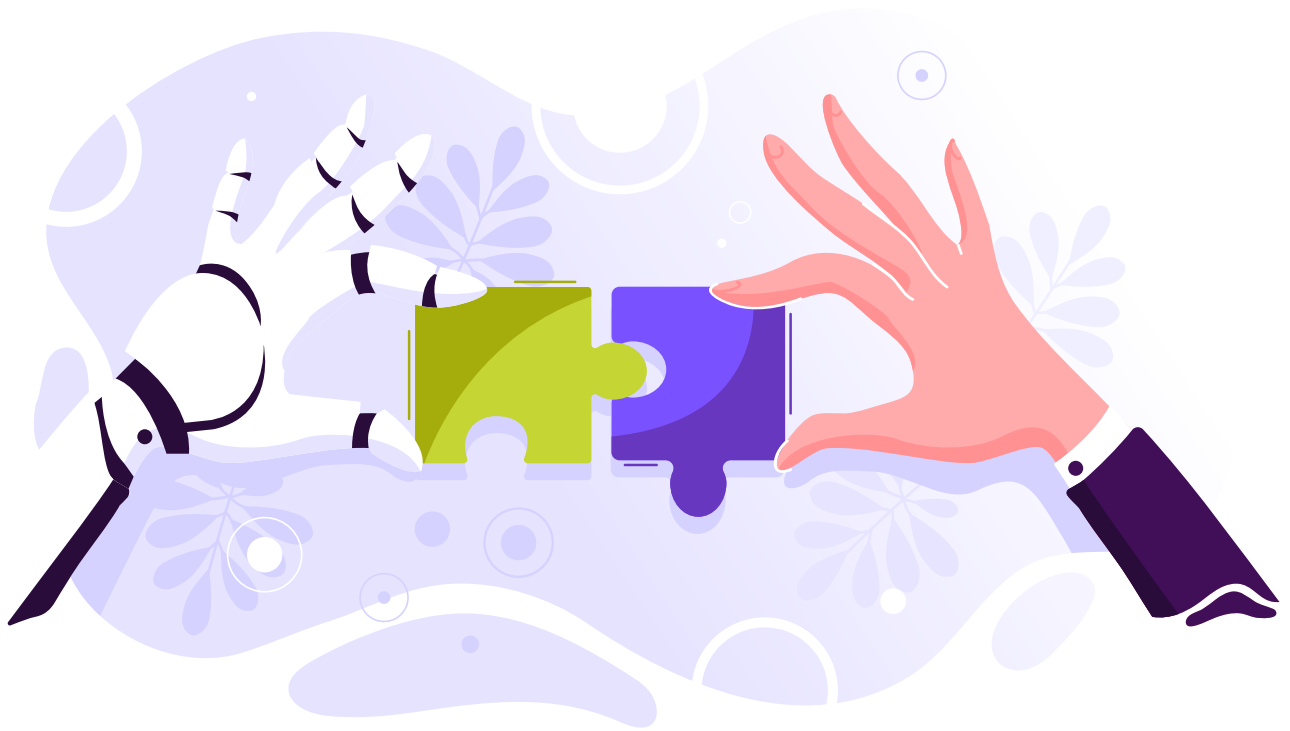
## HIGHER CUSTOMER SATISFACTION

Smoother execution of the operations makes it easier for the enterprise to comply with the highest of quality benchmarks within the industry. Automation can also assist in resolving customer queries 24x7. In addition, it is easier to focus on enhancing the customer experience. As a result, customers are satisfied and retained.

Once the recurring tasks are assigned to your Digital Workforce, the human workforce can be redirected to creative problem solving.



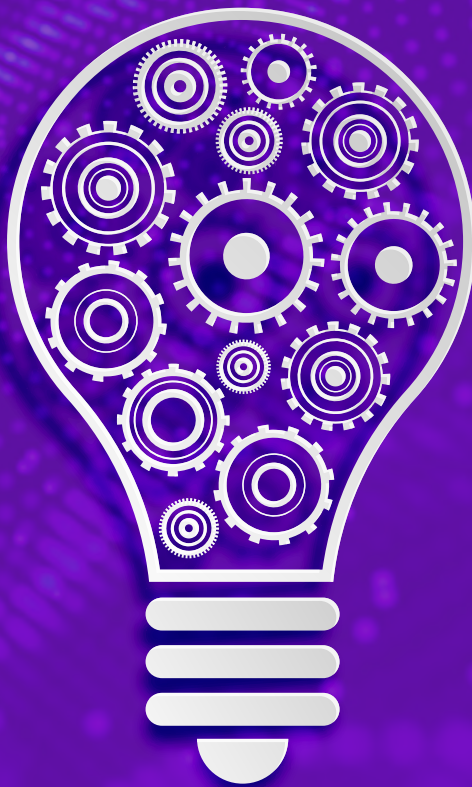




# HOW TO MAKE AUTOMATION SUCCESSFUL?

- ✓ Define clear measurable goals to achieve at the end of the exercise
- ✓ Clarity on tasks, activities, workflows, processes and stakeholder accountability with the execution timing
- ✓ Factoring in the Employee Training and Adjustment period
- ✓ Precise measurement approach for phased measurement of RPA implementation performance

**NOW THAT WE UNDERSTAND HOW RPA WORKS, LET'S DIG DEEP INTO USE CASES THAT CAN EFFECTIVELY UTILIZE THE TRANSFORMATIVE POTENTIAL OF RPA DURING THE COVID19 CRISIS.**



# SHATTERING THE GLASS CEILING:

## EXPLORING RPA USE CASES ACROSS SECTORS





# AUTOMATION ASSISTING WITH FINANCE CHALLENGES DURING PANDEMIC LOCKDOWN AND RECESSION



Due to lockdown to curtail the spread of Covid19 infections, banks and financial institutions have begun operating at limited capacity. In addition, many clients and customers share an increased number of queries about the upcoming financial challenges and possible regulatory changes. Amid reduced staffing with high volume of queries being received, automation can come in handy to address concerns accurately and efficiently.

At this time, a Bot can be deployed that automatically responds to customer's queries through email or chat by fetching the relevant information based on the nature of the query or complaint. This keeps them satisfied and up to date with the nature of information. Resume financial processes amid reduced workforce.

Not all job roles and organizations can facilitate work from home. For professions, where work from home isn't possible, the business needs to continue with reduced staff. For enterprises and businesses of all scales and sizes, payment processing in the times of Covid can prove to be a major challenge. For Healthcare facilities in particular, it can be tough to process claims with precision and accuracy while providing adequate care to the patients. This can adversely affect the Finance functions influencing the flow of cash into the organization – cash crunch in the time of Crisis is a nightmare for any organization.

The finance related business processes can be automated where data can be automatically gathered in spreadsheets in a structured format, the same data can further be synced with different systems and each task in the workflow gets automated resulting in fast

efficient results with reduced workforce. Payments received and made keep getting processed timely maintaining the cash flow in the organization while ensuring business continuity. Monitoring Health of Employees and Patients in a Medical Facility.

It is important to maintain, log and monitor proper data to closely monitor the health of the staff caring for a variety of patients including those suffering from Covid19. Different symptoms need to be checked, logged, categorized and analyzed while keeping track of the progress of each candidate. Such updates and reports need to be made at regular short intervals to keep the government bodies and public posted with the status of patients while tracking the health of the staff.

A Bot can be developed and deployed that logs, maintains, monitors and keeps track of the status of patients and employees infected, quarantined or those recovered or soon to recover.

## SUCH A BOT:

- Saves time and efforts for an already overburdened staff
- Makes it easier and safer for employees to keep working during the pandemic
- Supports the facility to comply with regulations







# TAX VALIDATION & RECONCILIATION

With reduced capacity of the staff in the increasing threat of the pandemic, the tax reconciliation and validation processes suffer. This can lead the business to incur a penalty or perhaps, incur financial losses in the long term or at least find it difficult to adhere to the best compliance practices.

With Robotic Process Automation, digital workforce and strategic automation can combine to yield seamless tax validation and reconciliation. Intelligent Automation utilizes the power of an efficient digital workforce supported by streamlined workflows and processes.

## THE TAX RECONCILIATION BOT CAN:

- Automate processes involving verification, filing and reconciliation accurately
- Adhere 100% to regulations and compliance standards based on current provisions
- Automate audit processes with accuracy and speed
- Knowledge of aggregate tax rules and provisions retained in an application rules engine
- Preventing delay in the reconciliation process and avoiding tax penalties



# AUTOMATING GST RETURNS COMPLIANCE SCORE FOR FINANCIAL INSTITUTIONS

The GST returns compliance score helps financial and lending institutions understand and mitigate risks associated with lending.

The GRC score Bot calculates the score based on the time of filing GST returns (GSTR-3B) for a regular taxpayer, in the last 12 months. This tool builds score based on the delays in filing GST returns, on the GSTR3B filing. These scores will be calculated based on publicly available data. To calculate the score, only the GSTIN number is required.

The GRC Score Bot makes it easy by automating the entire process. Once you access the portal and import the file with the company name, the Bot inputs the company name from the imported file fetches company details with using the company name or GSTN or the state and stores the search results in the data table in the output file.





# ENABLE PROCUREMENT TO MANAGE THE INFLUX OF MEDICAL SUPPLY ORDERS

It is natural to experience a significant level of disruption in the Supply Chain due to difficulty in procuring materials to manufacture and deliver medical supplies congruent to the demand generated due to the pandemic. Since, the volume is significantly higher than normal, purchase and procurement will also be delayed.

It is also imperative to manage the inventory wisely through automation so purchase and procurement can be streamlined. This helps optimize costs, not to mention, save lives, especially, in the times of crises like the Coronavirus Pandemic.

A Bot can be specifically created to ease inventory management, vendor management and tracking of supplies and materials in real time. This will prevent time lags in order delivery and usage during critical situations.

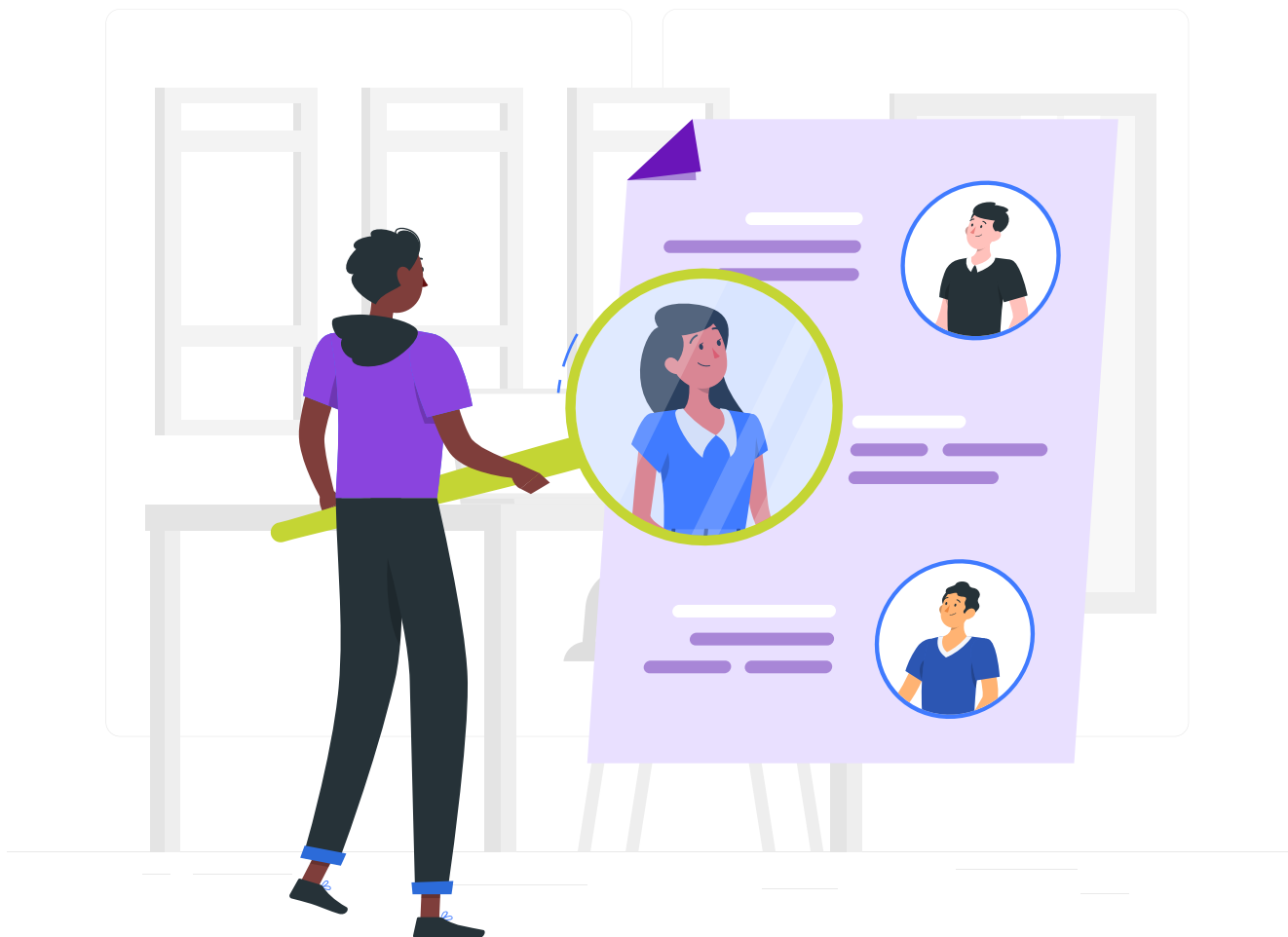




# POWERING HUMAN RESOURCES COMBAT THE PANDEMIC







# RESUME PARSING BOT

NGOs, Volunteer Organizations, Hospitals and Government Facilities have seen the best of humanity emerge in the worst of times. With hundreds of youth volunteers and retired health professionals showing up to do their bit to help their fellow men, identifying and recruiting the right set of people for the right activity is crucial.

It is difficult to identify the key characteristics that influence and affect parsing resumes, profiles and automating the onboarding process.

Manual scanning of applications can be cumbersome and not to mention would waste crucial man-hours in the times of unprecedented crisis.

Digital workforce powered by Automation can come to aid in this time. Software Bots like the **'Resume Parsing Bot'** can assist the Human Resources to screen several applications and facilitate the background check process. In fact, additional process automation can facilitate smooth data transfer between different systems and departments. Finally, automating the entire onboarding process makes the entire process fast, efficient and hassle free.

In addition, another Bot can further assist with report of individual volunteer, department or employment performance, sending automated emails with structured report to the stakeholders.

# EMPLOYEE HEALTHCARE BOT

Enterprises can now easily track the health of their employees even if they are working from home. Health surveys, test results and screening data can be shared by employees over messaging which can then be collected by the Healthcare Bot, analyzed and email to the HR department and stakeholders. This data can also be logged, progress tracked, and insights can further be derived from it by harnessing Artificial Intelligence to ensure business continuity during the Pandemic crisis.

## MINUTES OF THE MEETING BOT FOR VIRTUAL MEETINGS

Post the Corona Virus outbreak and lockdown, those who can work from home find themselves keeping stock of several virtual meetings, calls and webinars. It has become increasingly difficult to devote time to daily operations and respective job roles and responsibilities while working from home, where there are no boundaries between the personal and professional lives.

It has become challenging to juggle the attention you need to devote to your family and home while staying focused at work.



In order to ease this transition, BOTs that can take any audio/video recorded file and convert speech to text in a structured format in an output document file, can be implemented.



**YOU CAN FIND MORE ABOUT THIS HERE:**

<https://automationwhiz.store/#/view/bots>



# POWERING SMALL BUSINESSES & GOVERNMENT EFFORTS DURING THE CORONA CRISIS

**Fast Web Creation Bot** can assist the technical teams in government offices and small and medium businesses to speed up web and application development efforts. People need to be empowered and updated with information on daily basis. Dedicated website with Covid19 related active infections, recovery status, deaths, announcements and travel advisories need to be created often in just a matter of hours.

Robotic Process Automation through Bots can assist here in streamlining, verifying and integrating database. Test automation bot can in addition ensure the website or application is of superior quality.





# SUPPORTING TELECOMMUNICATIONS DURING ZERO HOUR

With sudden lockdowns imposed worldwide on short notices, an unprecedented rise in telecommunications server usage was felt.

In order to navigate through this overnight spike in usage and ensure smooth continuity of services, telecommunications and internet service providers struggled to monitor network usage.

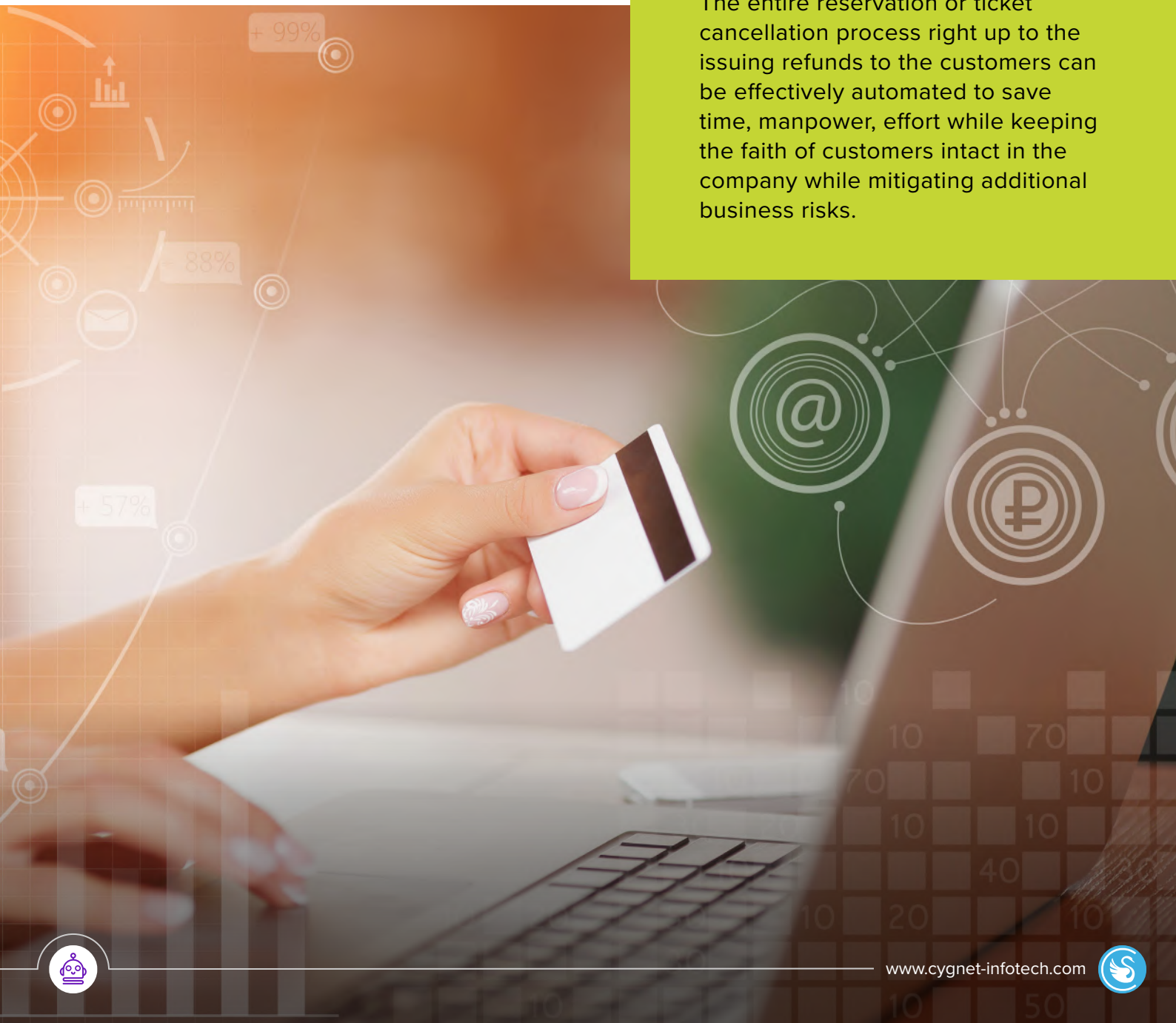
However, AI-powered RPA can streamline and optimize processes in a way that network usage gets monitored continuously while allocation of bandwidth to users happens unattended by tracking the usage. This optimizes resource allocation, costs and further helps save up on additional costs while increasing accuracy in the process. The best part is people locked down can still stay connected to the developments in the world without a hitch.

# EMPOWERING HOSPITALITY THROUGH THE SUDDEN DISRUPTION

Hotels, Resorts, Spas, Vacation Spots, Top Tourist Attractions and Airlines – all seem faraway. It appears that travel and hospitality industry will take a while to reach its former glory in the post pandemic era.

During the ongoing pandemic led disruption, hotels have been receiving several cancellations and so did airlines. The high volume of cancellations and refunds request resolution at speed need more manpower and accuracy than a limited workforce can handle.

The entire reservation or ticket cancellation process right up to the issuing refunds to the customers can be effectively automated to save time, manpower, effort while keeping the faith of customers intact in the company while mitigating additional business risks.





# CYGNET RPA CAPABILITIES

You need a catalyst that accelerates your RPA adoption with a holistic approach for RPA implementation along with an agile implementation framework to 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.

## RPA CONSULTING

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

## RPA IMPLEMENTATION

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

## WORKFLOW AUTOMATION & DESIGNING

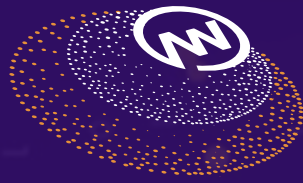
- Mapping Manual Processes to Automation
- Classifying Intervention Models
- Automation Architecture Design
- Custom Framework Design

## AUTOMATION MONITORING & SUPPORT

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







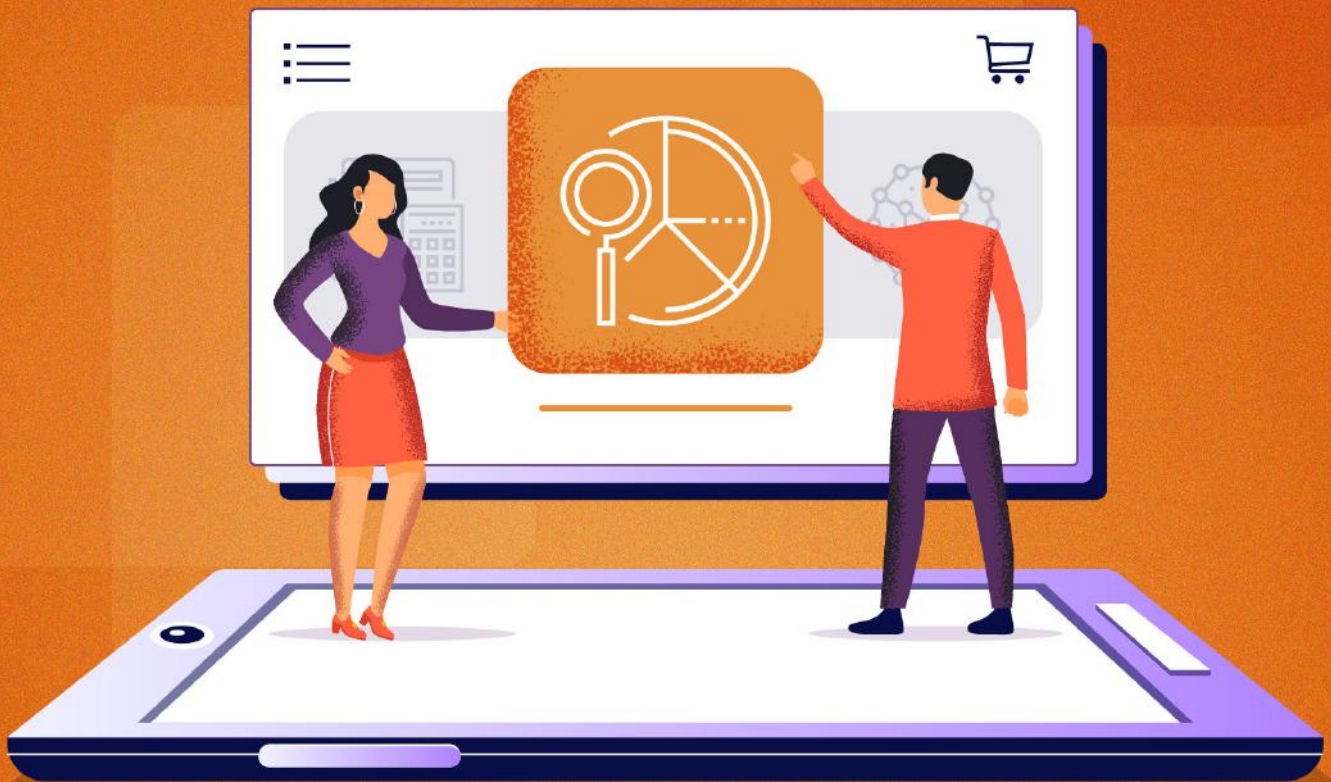
# Automationwhiz

A TO Z OF AUTOMATION

**Also, don't forget to visit our ready-to-deploy BOT store at [automation-whiz.com](https://automation-whiz.com) and claim 5 free Bots to assist your business sail through these challenging times.**

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## ABOUT CYGNET

Cygnets 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, Cygnets partners with its client to help them transform into high performance businesses.

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

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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