

# RPA Introduction & Case Studies

Phi Huynh



## WHAT IS ROBOTIC PROCESS AUTOMATION (RPA) ?

# Robotic Process Automation (RPA)

Robotic Process Automation is the technology that allows anyone to configure computer software, or a "robot" to emulate and integrate the actions of a human interacting within digital systems to execute a business process. RPA robots utilize the user interface to capture data and manipulate applications just like humans do.

▶ **Automate business workflow**

Automate manual workflow such as data entry, repeated workflow everyday.

▶ **Emulating human interaction**

Emulate exact steps the human are doing, no error-prone, no downtime.

▶ **Intelligent automation**

- Infuse RPA with AI
- More accurate decision
- No human-aid

▶ **Driven by rules & business logics**

Automate by following rules, workflows and pattern matching.



## WHAT'S RPA?

# RPA Maturity Levels

## Level 1 - Basic automation

Can execute single macro automation and some other connectors to other apps.

## Level 2 – Structured Rules

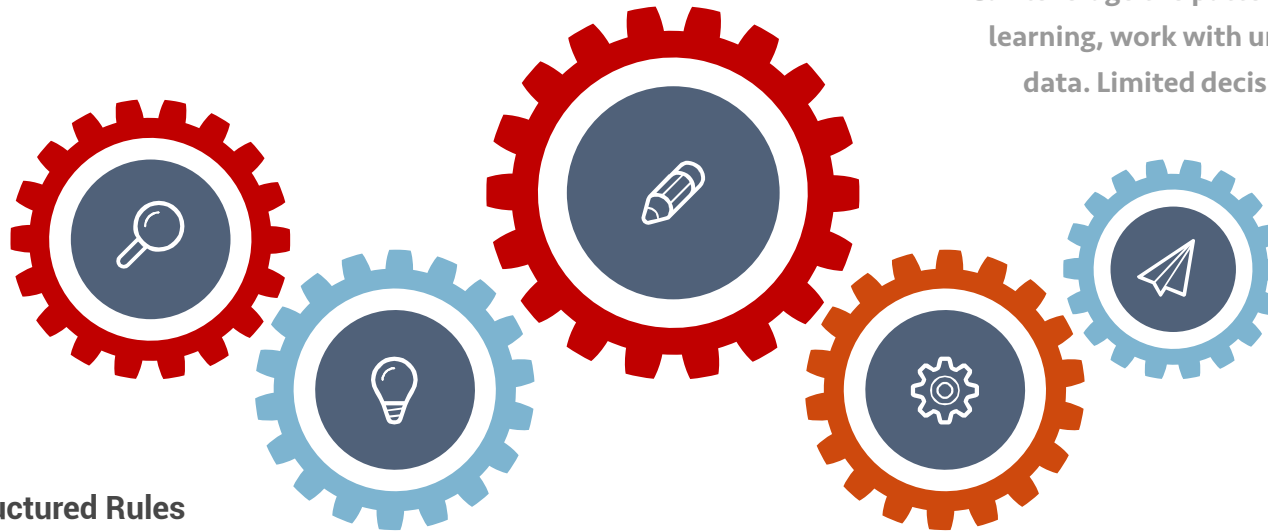
Can execute complex scenarios, work with Windows or Web with workflows, rule based designs.

## Level 3 – Pattern based decision

Can leverage the pattern matching learning, work with unstructured data. Limited decision making.

## Level 4 – Multiple Decision Making

Can collect data from many sources to gain intelligent, statistics based learning. Natural language processing, image processing, ... without human-aid



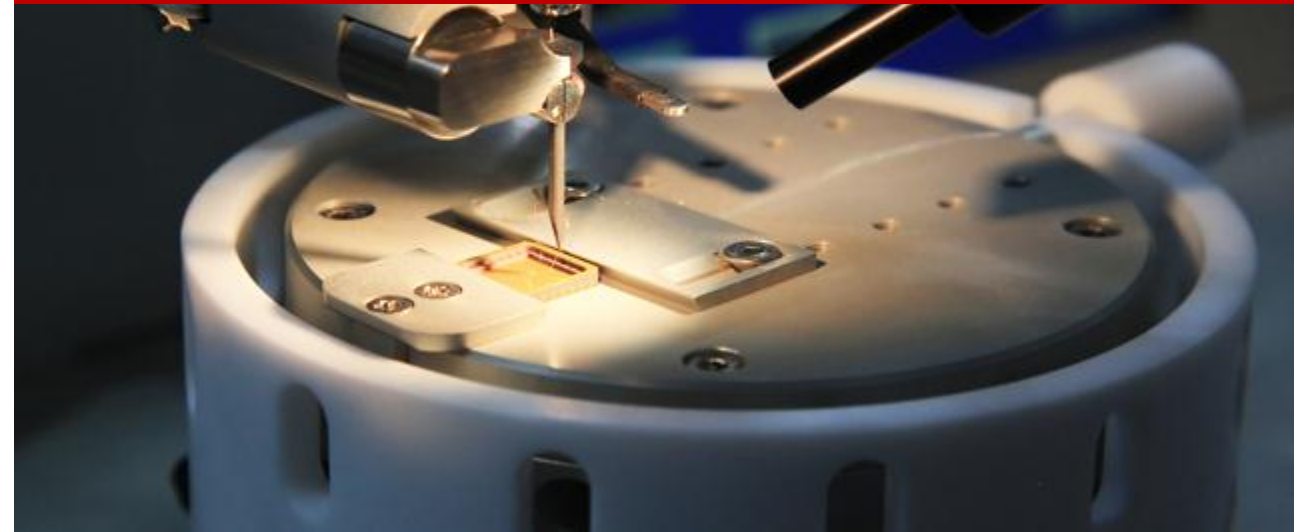
Why RPA?

# RPA Benefits

- ✓ **MORE** Accurate, **LESS** time
- ✓ **EASY** to implement and learn
- ✓ **SAVE** Cost
- ✓ **24/7**, no downtime, no shifts

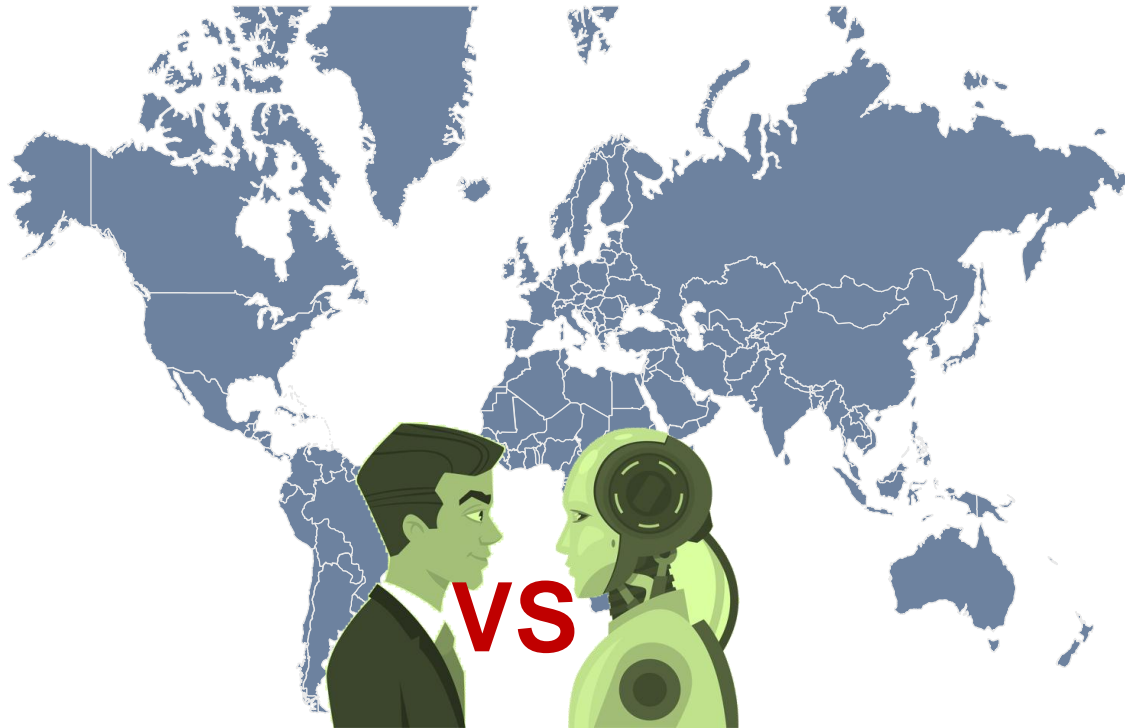


NashTech have experienced in using RPA tools such as UiPath, Automation Everywhere, Blueprism to automate daily manual repetitive tasks to complex workflow, from usual process to perception decision automation using AI technology.



What's RPA?

# How will RPA impact the global workforce?



**\$ 5 - 7 trillion**

By the year 2025



Affect to **9%** global workforce

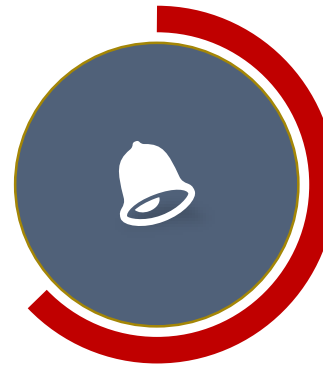
Impact **230 million** skilled workers

## What's RPA?

# Example: applying RPA to BPO Service

NashTech has been transforming the Business Process Outsourcing services by applying technology such as RPA to increase efficiency and save costs.

- ▶ **Use RPA to transform BPO**  
We use RPA to transform BPO services
- ▶ **Adopt RPA to lower costs & increase efficiency**  
RPA will significant improve productivity & increase performance
- ▶ **RPA is not replacing BPO**  
We're realized that RPA is a great way to transform BPO, not replace it.



**Executive Search & Selection**  
RPA can automate the CV searching, analyzing the CVs and suggest which one is most suitable



**Data Entry & Document Processing**  
RPA can simulate the simple data entry tasks to complex document processing (combine with AI technology)

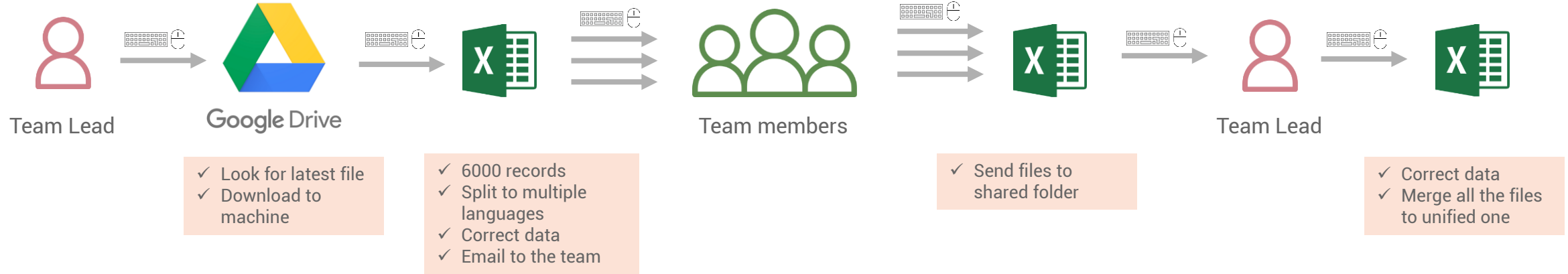


**Contact Center & Helpdesk Services**  
Use RPA to automate simple tasks of help desk services and integrate with chatbot in the near future.

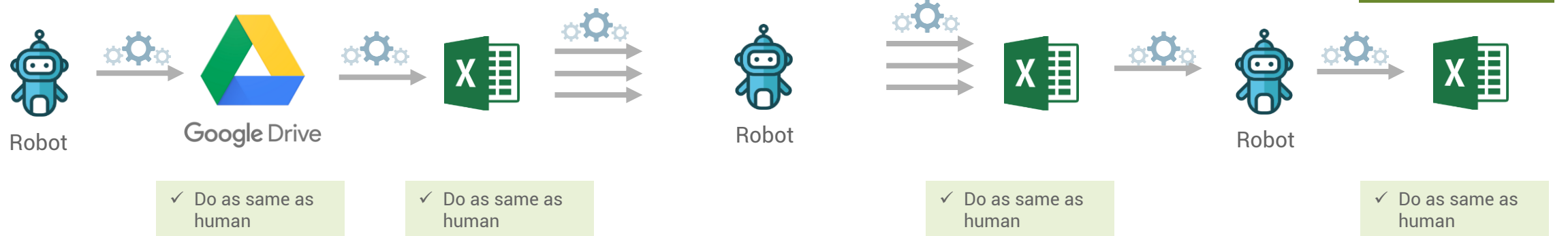
## CASE STUDY

# Google Project

6 HOURS



6 MINS



Three red geometric shapes on the left side of the slide: a large triangle pointing right, a smaller triangle pointing right, and a square with a triangle cut out of its top-right corner.

# THANK YOU

[www.nashtechglobal.com](http://www.nashtechglobal.com)

Three blue geometric shapes on the right side of the slide: a small triangle pointing right, a larger triangle pointing right, and a large triangle pointing right.