VPANDAS

FINAL REPORT

INTEGRATING RPA SOLUTIONS FOR FINANCIAL SYSTEM AT VPANDAS

Presented By:
TEAM 2

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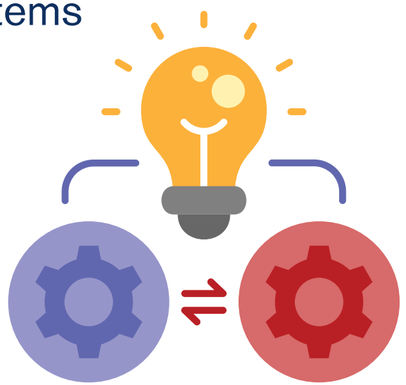
1. PROJECT OVERVIEW

*VPandas Financial Company is a **medium-sized** financial institution offering a range of services including **consumer financing, cash loans, credit card services, and insurance.***

In the era of rapid **digital transformation**, VPandas aims to implement RPA to **improve and automate processes** to attract more customers, expand its market, and enhance operational efficiency.

Reduce **processing time** and increase transaction speeds by **30%**

Integrate and synchronize data between Core banking and CRM systems



Reduce operational **costs** by **20%**

Implement **automated audit**

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Project developmennt lifecycle

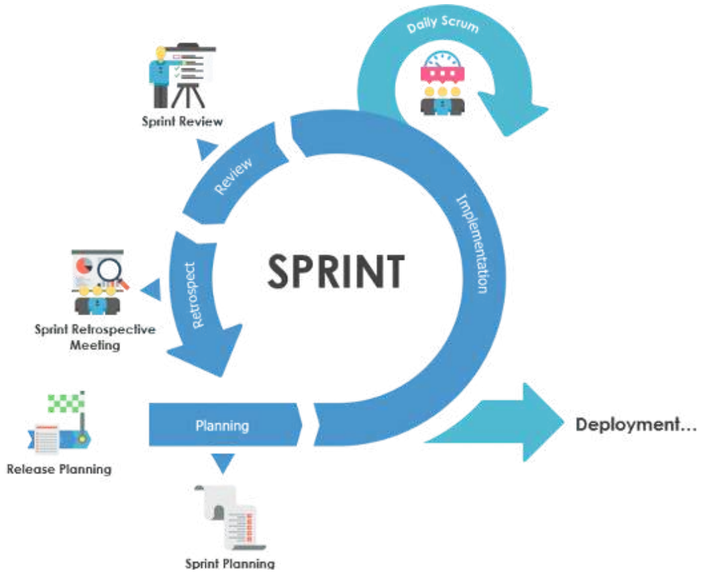
Waterfall

Waterfall

Waterfall is used in phases where requirements and constraints are **fixed.**

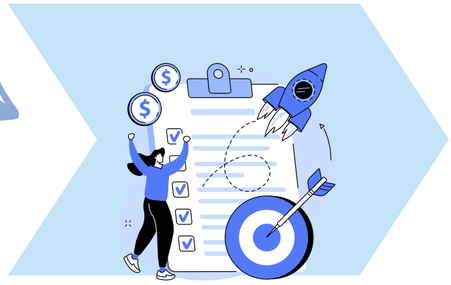
Agile/Scrum

used in the development phases where requirements can **change.**



Waterfall in the closure phase ensures systematic documentation, final validation of RPA bots, and formal handover to the operations team for **deployment and maintenance.**

Waterfall



Initiation **Planning** **Execution & Monitoring** **Closure**

Fig. Agile/Scrum Process intergrated into a Waterfall Deployment Schedule

Initial Risk Assessment

Technical Risks

system integration, data security, and process complexity

Management Risks

stakeholder alignment, change management, and resource allocation

Other risks

regulatory compliance, workflow disruptions, and scope creep

Risk matrix is populated based on risk score with the following thresholds:

- **1 - 6 (Low):** Low-rating risks most likely will not happen.
- **7 - 12 (Medium):** Some medium-rating risks might happen at some point.
- **13 - 25 (High):** High-rating risks are serious and very likely to happen.

With this information, we have created the matrix chart below for better visualization.

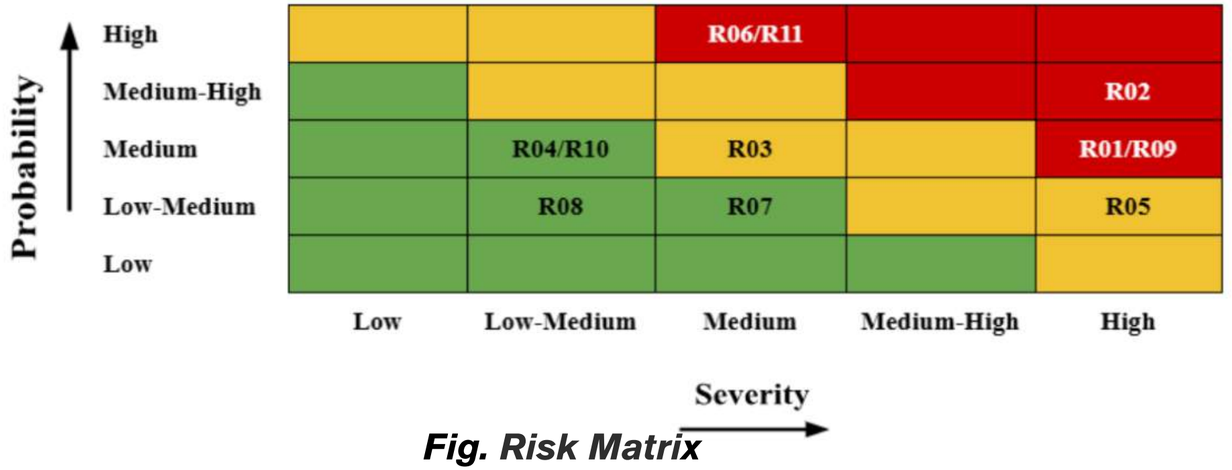


Fig. Risk Matrix

Risk Management Plan

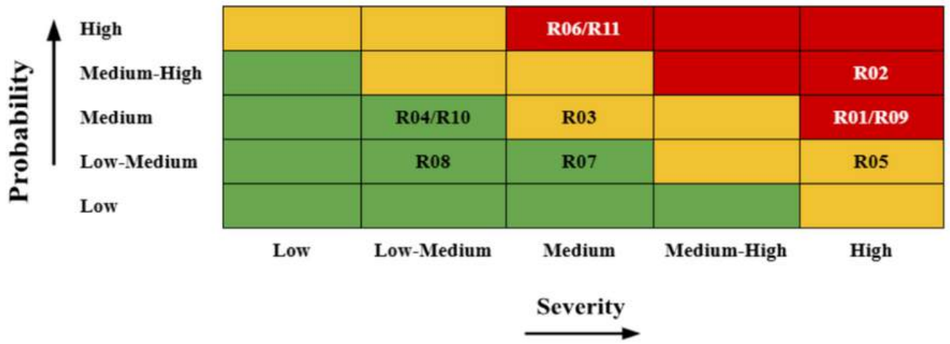


Fig. Risk Matrix

Risk Control Plan

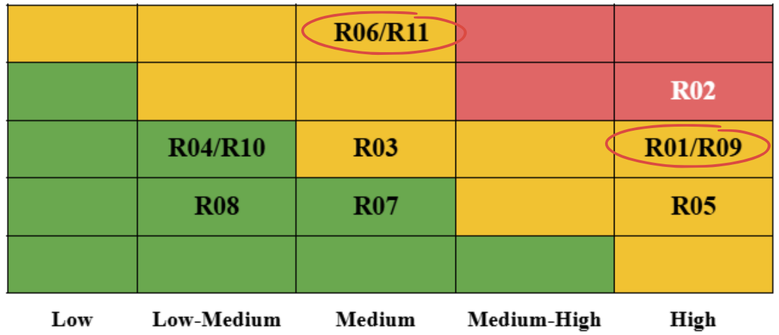


Fig. Risk Matrix applying Risk Control Plan

ID	Risk Description	Category	Likelihood	Severity	Initial Risk Score	Risk Control Plan	Final Risk Score
R01	System Integration Issues	Technical	Medium	High	15	Early testing, IT coordination	10
R02	Data Quality & Security	Technical	Medium-High	High	20	Enforce strict data validation, security checks	15
R03	Process Complexity	Technical	Medium	Medium	9	Simplify and document processes clearly	6
...							

2. Execution, Monitoring, & Controlling

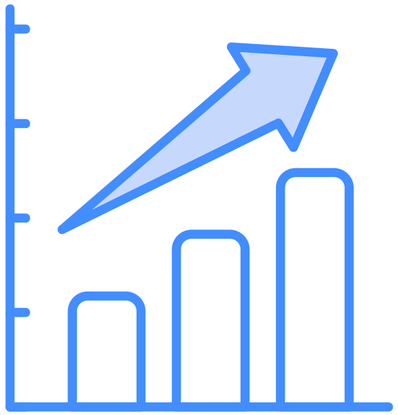
2.1 Progress and performance report

Progress report

- 10-15 minutes **daily stand-up**
- **Sprint review** at the end of sprint

Performance report

- **Sprint completion progress table**
- **KPIs**
- **Velocity chart**



Performance report

Sprint number	Sprint name	Planned story point	Completed story point	Completion (%)	Comment
1	Business process analysis and Initial design	47	47	100%	All task completed as planned
2	Solution design and Integration planning	47	47	100%	All task completed as planned
3	Development Phase 1 - Core RPA features	42	40	95%	Encountered slight integration delays due to environment configuration; quickly resolved.

Sprint completion progress table

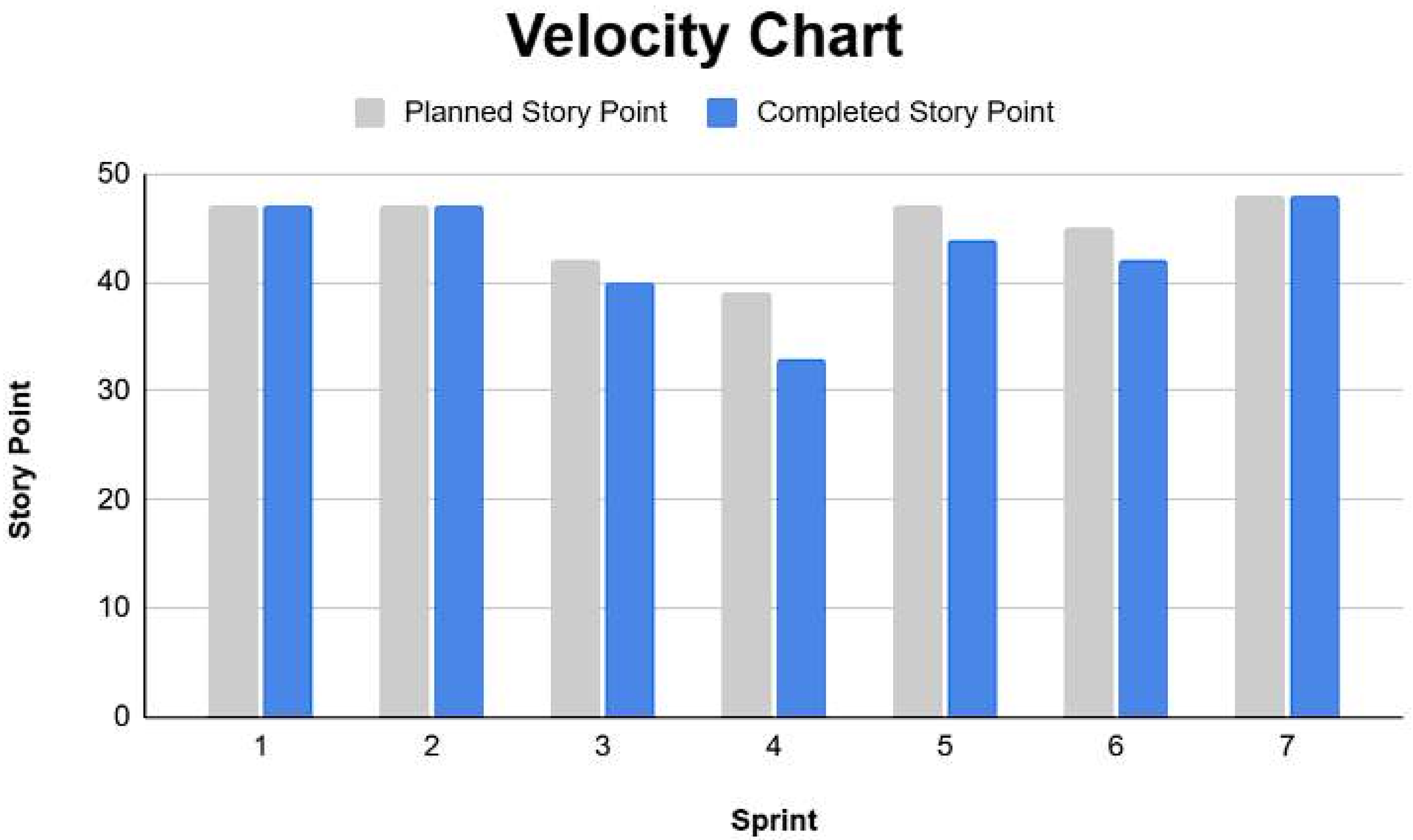
Performance report

Sprint 3 – Development Phase 1 (Core RPA features)

- **Requirement completion rate:** 88% (Slight integration delays)
- **Cycle time:** 3.2 days (Environment setup delays)
- **Defect rate:** 6% (Code refinements needed)
- **Rework and change requests:** 7% (Integration adjustments)
- **Effective participation in scrum:** 82% (Active debugging participation)
- **Weekly report submission compliance:** **100%** (All reports submitted on time)
- **Stakeholder feedback score:** 4.3/5 (Some concerns on system stability)

KPIs report

Performance report

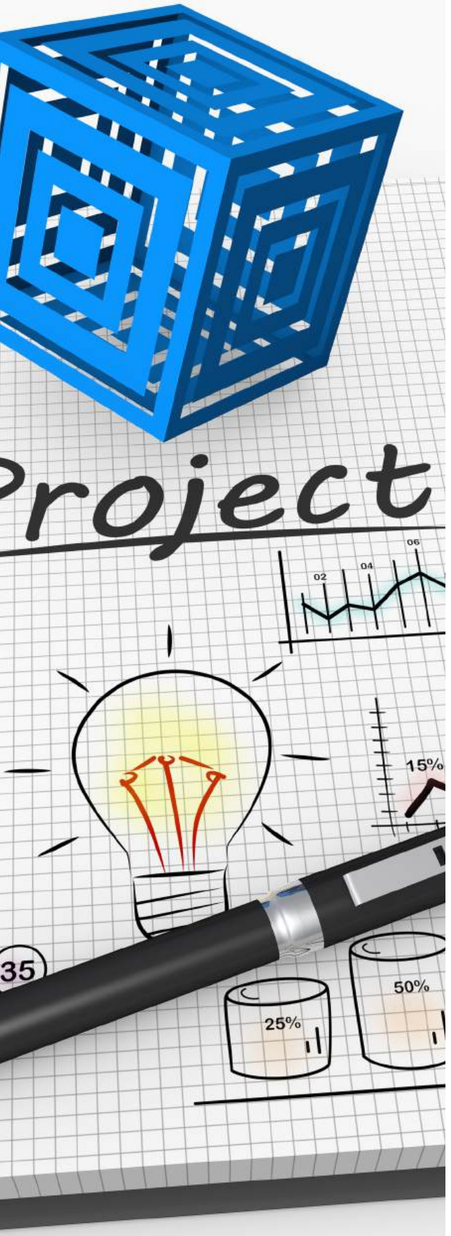


2.2 Stakeholder feedback records

Stakeholder feedback records are a record of feedback from both internal and external stakeholders.

No	Sprint/Feature	Stakeholder	Description	Priority	Action taken	Status	Feedback Phase	Meeting Source
1	Sprint 1: Analysis & Planning	Project Sponsor	Needs more detailed ROI analysis of RPA compared to the current manual processes.	High	Added a detailed ROI comparison section.	Done	Initiation phase	Project kickoff meeting

Stakeholder feedback records table



2.3. Test Report

The purpose of testing is to assess the accuracy, performance, security, and integration of the RPA system with the Core Banking and CRM infrastructure, ensuring that the system operates effectively and meets both technical requirements and user needs.

From Sprint 3 to the end

Data entry	Data Synchronization	Financial Reporting
99.8% accuracy, 2 formatting errors	99.9% accuracy	35% improvement in processing time

Key problems from Test report

User Acceptance Testing (UAT)

40% of users faced difficulties using the system, mainly due to insufficient training and unclear documentation.
=> **20% of users** preferred to continue using manual processes instead of adopting the automated system.

Performance testing

15% performance degradation when handling large workloads

- Expected: **100,000** transactions/day
- Actual: **85,000** transactions/day

2.4. Change requests

Based on the test results, we assess the need for changes to optimize system performance and improve user experience, ensuring improved project efficiency.

ID	Description	Reason	Date	Impacted Area	Request Type	Priority	Status
C01	Extend project by 1 Sprint	Employees required more training time and improve performance	8/8/2025	Timeline, Costs	Corrective	High	Implementing

2.5. Change Logs

2.5.1. Minor changes

Will be recorded directly into the product backlog, where new requirements, enhancements, or bug fixes are added, prioritized, and refined through backlog grooming sessions.

Before the Sprint begins: Minor changes will be evaluated and reprioritized during the **backlog refinement** session.

During an active Sprint: If a minor change occurs during an ongoing Sprint
=> will be adjusted in the **sprint backlog** without disrupting the current work.

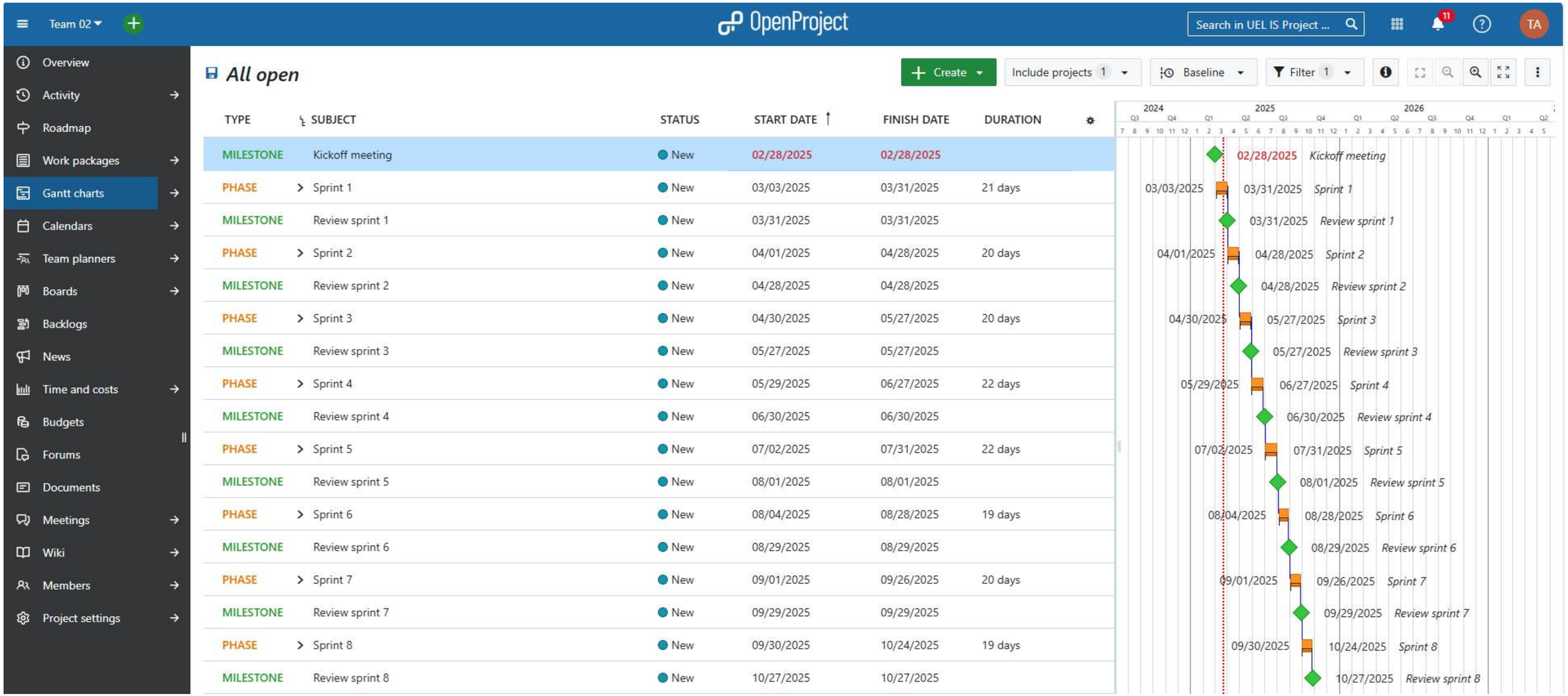
2.5. Change Logs

2.5.2 Major changes

Major changes are those that significantly impact the scope, cost, or time of the project. These changes need approval from stakeholders.

1. Major change requirements
2. Approval and analysis, PERT estimate, division of work
3. Update Product Backlog
4. Planning and implement

2.5.Change Logs



TYPE	SUBJECT	STATUS	START DATE	FINISH DATE	DURATION
MILESTONE	Kickoff meeting	New	02/28/2025	02/28/2025	
PHASE	Sprint 1	New	03/03/2025	03/31/2025	21 days
MILESTONE	Review sprint 1	New	03/31/2025	03/31/2025	
PHASE	Sprint 2	New	04/01/2025	04/28/2025	20 days
MILESTONE	Review sprint 2	New	04/28/2025	04/28/2025	
PHASE	Sprint 3	New	04/30/2025	05/27/2025	20 days
MILESTONE	Review sprint 3	New	05/27/2025	05/27/2025	
PHASE	Sprint 4	New	05/29/2025	06/27/2025	22 days
MILESTONE	Review sprint 4	New	06/30/2025	06/30/2025	
PHASE	Sprint 5	New	07/02/2025	07/31/2025	22 days
MILESTONE	Review sprint 5	New	08/01/2025	08/01/2025	
PHASE	Sprint 6	New	08/04/2025	08/28/2025	19 days
MILESTONE	Review sprint 6	New	08/29/2025	08/29/2025	
PHASE	Sprint 7	New	09/01/2025	09/26/2025	20 days
MILESTONE	Review sprint 7	New	09/29/2025	09/29/2025	
PHASE	Sprint 8	New	09/30/2025	10/24/2025	19 days
MILESTONE	Review sprint 8	New	10/27/2025	10/27/2025	

Sprint Backlog after being updated- approved **Change request C01**

2.7. Issues Log

Issues log is used to record and track all issues that arise during the system's implementation. Issues are primarily **identified during User Acceptance Testing (UAT)**, **performance testing, and security testing**, as well as through **user feedback** and **internal review meetings.**

ID	Issue Description	Date Raised	Reported By	Severity	Probability	Status
I01	Formatting errors in Core Banking data entry	04/02/2025	Dev Team	High	Low	Minor issue, future fix planned
I02	Slow synchronization between Core Banking and CRM	3/3/2025	Dev Team	Medium	Medium	Closed
I03	Compliance system fails to flag large transactions	30/3/2025	Security Team	Low	Low	Closed
I04	Formatting issues in financial reports (PDF export)	27/4/2025	QA Team	Low	Low	Closed

Technical issues and **interface (UI)** issues

2.8. Risk Update

Risk update is a crucial process to **assess and revise** the project's initial risk assessment and risk management strategies throughout its lifecycle. This involves reviewing new risks, monitoring existing risks, and evaluating the effectiveness of the mitigation strategies in place.

2.8.1. Newly identified risk

Risk ID	New Risk	Description	Severity	Probability	Risk score	Mitigation strategy
R12	Unexpected system downtime	Since deployment, the RPA system has experienced unplanned outages due to high transaction loads exceeding system capacity. These downtimes have impacted loan processing	High (5)	High (5)	25	Implement a failover server architecture, enable real-time system monitoring, and optimize bot execution scheduling to distribute workloads more efficiently.
R13	Data synchronization delays	The integration between the Core Banking system and the CRM is not functioning as expected, resulting in delayed updates of customer financial data.	High (5)	Medium (3)	15	Improve API call efficiency, implement asynchronous data processing, and optimize database indexing to ensure seamless data flow between systems.
R14	Bot performance degradation	RPA bots operating slower than expected under high workloads.	Medium (3)	High (5)	15	Conduct script optimizations, introduce load balancing techniques, and refine bot task prioritization to enhance performance under peak loads.

2.8. Risk Update

2.8.2. Previous risk update

In the project, we regularly **review and update the status** of **initially identified risks**. Some risks from the initial risk assessment may have been resolved, while others remain ongoing or have escalated in severity.

Risk ID	Previous risk	Initial status	Updated status	Current risk level
R01	System integration issues	High	Resolved - Integration completed successfully with API improvements.	Low
R02	Data quality and security	High	Ongoing - Additional encryption measures added, but minor security gaps remain	Medium
R03	Process complexity	Medium	Resolved - Business processes streamlined, reducing automation failures.	Low
R04	Scalability and performance issues	Low - Medium	Ongoing - Performance optimized for current load, but monitoring required for future scaling.	Medium
R05	Stakeholder alignment	High	Resolved - Regular stakeholder meetings and updates improved alignment.	Low
R06	Employee change management resistance	High	Partially resolved - Training improved, but some resistance still exist	Medium

Risk ID	Previous risk	Initial status	Updated status	Current risk level
R07	Resource allocation challenges	Medium	Resolved - Additional resources allocated, ensuring smooth execution.	Low
R08	Vendor management risks	Low	Resolved - Clear SLAs established, vendor performance monitored effectively.	Low
R09	Regulatory compliance issues	High	Escalated - New regulations require further adjustments to automation logic.	High
R10	Operational disruptions	Low-Medium	Resolved - Phased rollout minimized disruptions, no major impact observed.	Low
R11	Scope creep	Medium	Ongoing - Change control measures improved, but some minor deviations still occurring.	Medium

3. Project Closure

3.1. Final project report

The project is evaluated based on three main factors: **Scope, Time, Cost**

Scope

- The main objectives were successfully completed as expected
- Operating costs were reduced by 30%, exceeding the initial target of 20%

Time

- Each sprint ensures on schedule 4 weeks/1sprint
- An additional 1 sprint was required

The project was extended by 1 month

Cost

- Cost deviations ranged from 2-5%
- Increase labor costs by 250%
- Total project costs rose to 38 billion VND

3.2. Lessons learned

Successes

Implementing the Hybrid Agile-Waterfall approach proved effective in:

- Ensuring high-level requirements were met.
- Providing flexibility in task adjustments within sprints.

Limitations

- Did not adequately assess end-user acceptance of the system.
- Required system optimization, leading to extended training time and costs.

Opportunities

- Optimizing the current RPA system
- Expanding RPA applications
- Integrating AI & Machine Learning into RPA

THANK YOU