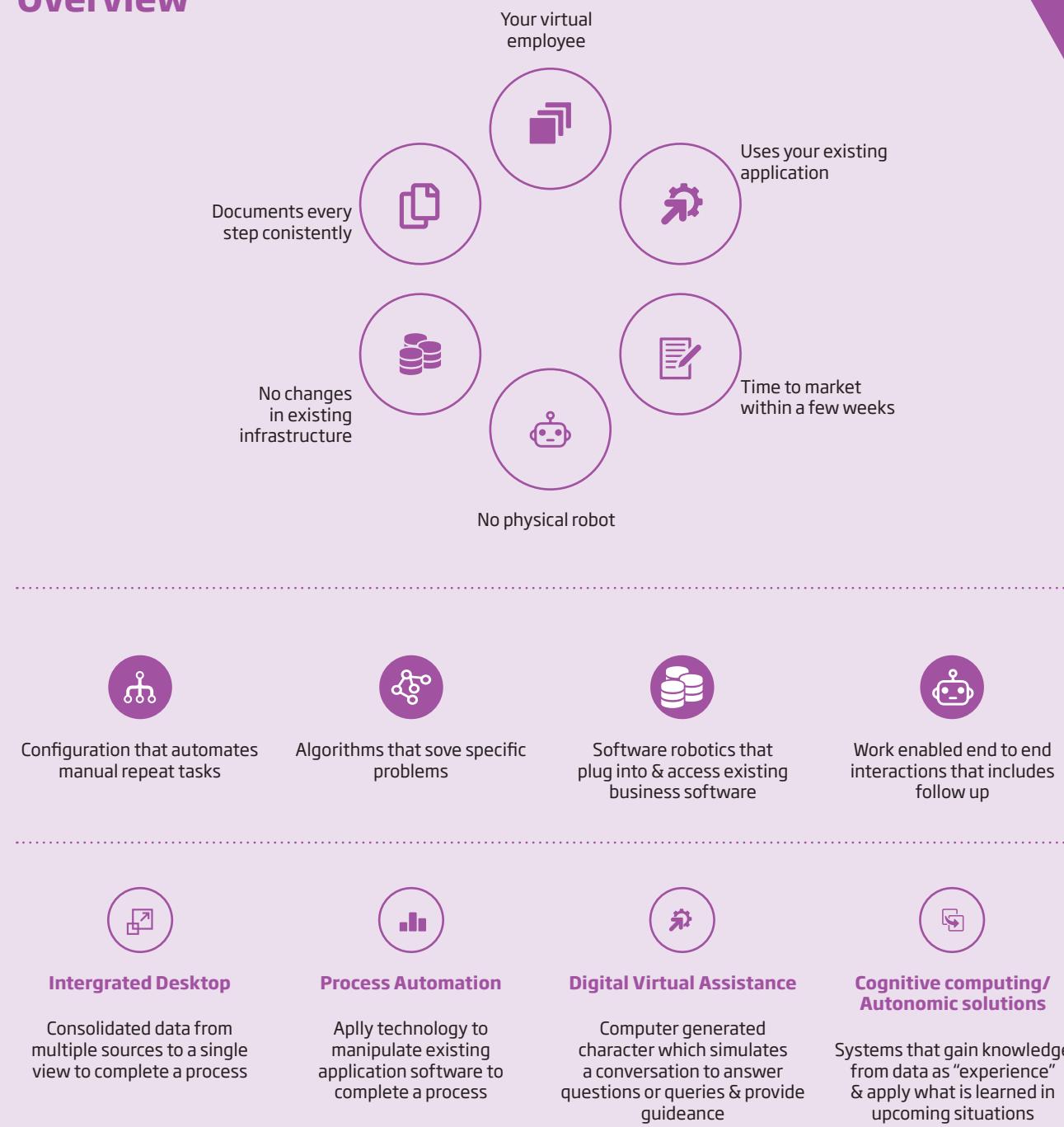


RPA

**Robotic
Process
Automation**



Robotic Process Automation Overview



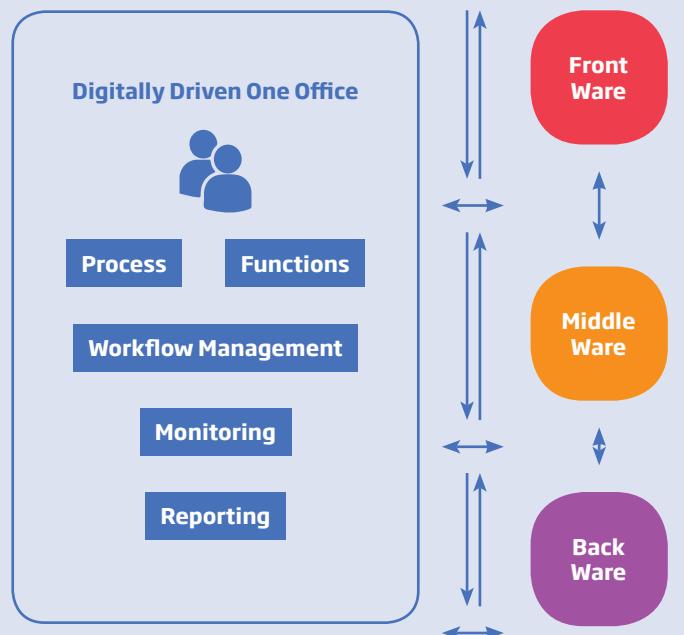
Changing demands across Industry & the significance of Digitization

As Digital Innovation is speeding ahead, the organizations are focused on shifting to a "Digital One Office"

Financial industry challenges

- Regulatory changes
- Retention of clients
- Compliance
- Seasonal workload
- Talents (Domain expertise)
- Quality
- Cost escalation
- Digital Innovation

The Customer First Digital Office



The Enabling Intelligent Mechanism

Digital Technology

- Chat Bot
- OCR /ICR
- IoT Devices
- Mobile App
- KIOSK
- Voice / Video Recognition

Digital Spectrum [Platforms]

- RPA
- Machine Learning
- Analytics
- Cognitive & Artificial Intelligence

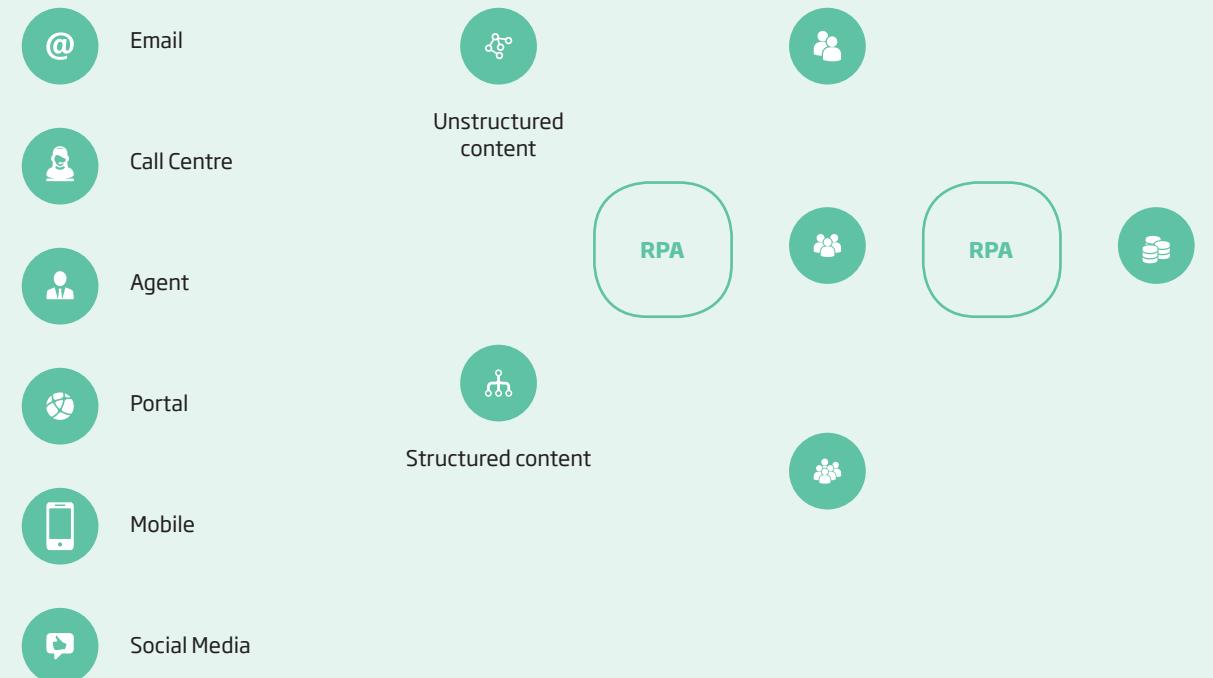
Digital Data Management

- Standardization
- Optimization
- Automation
- Digitization



RPA significantly enhances the Customer Service Request Process

Customer Channels Forms of Request Customer Service Platform Core Systems

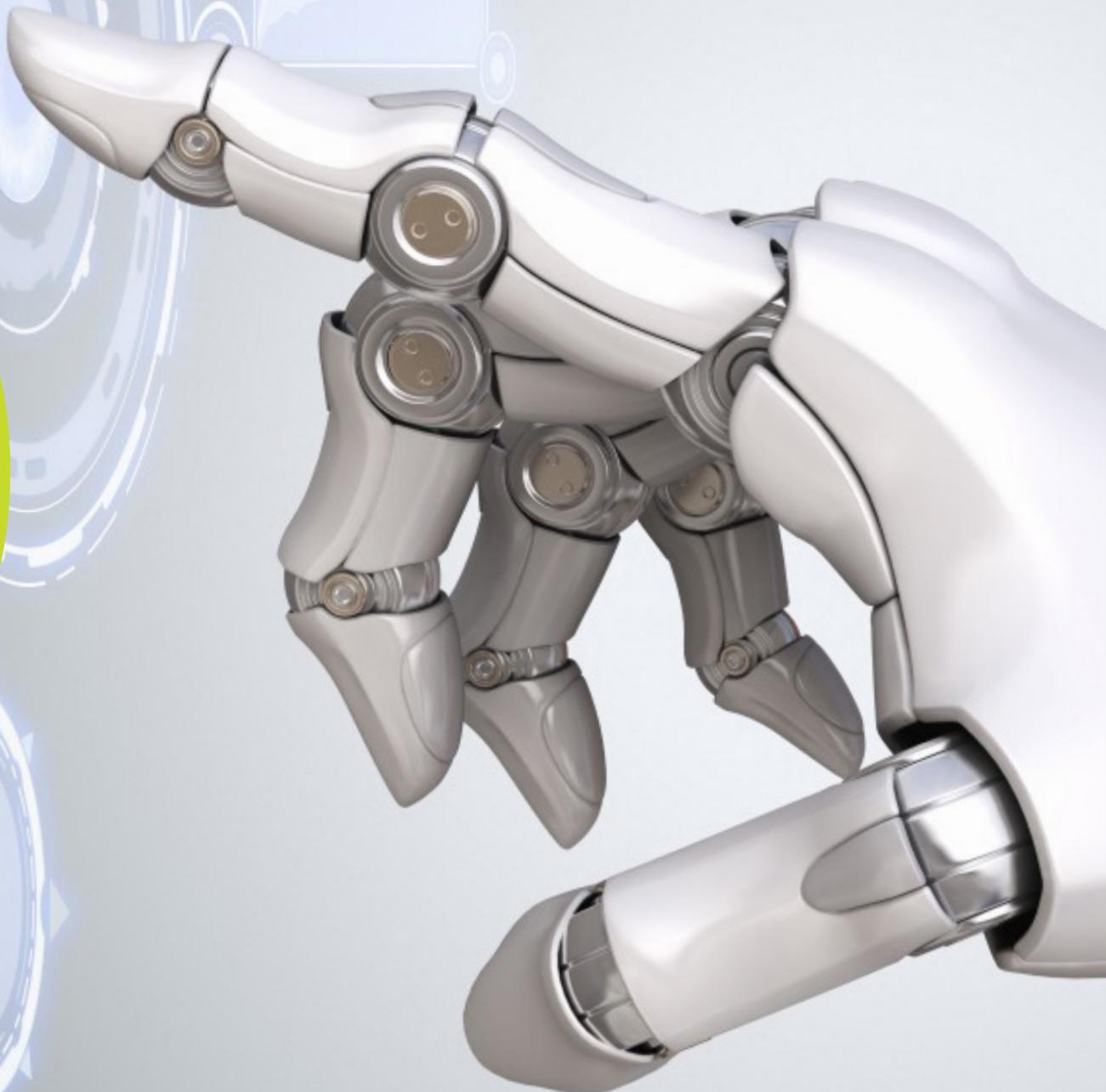
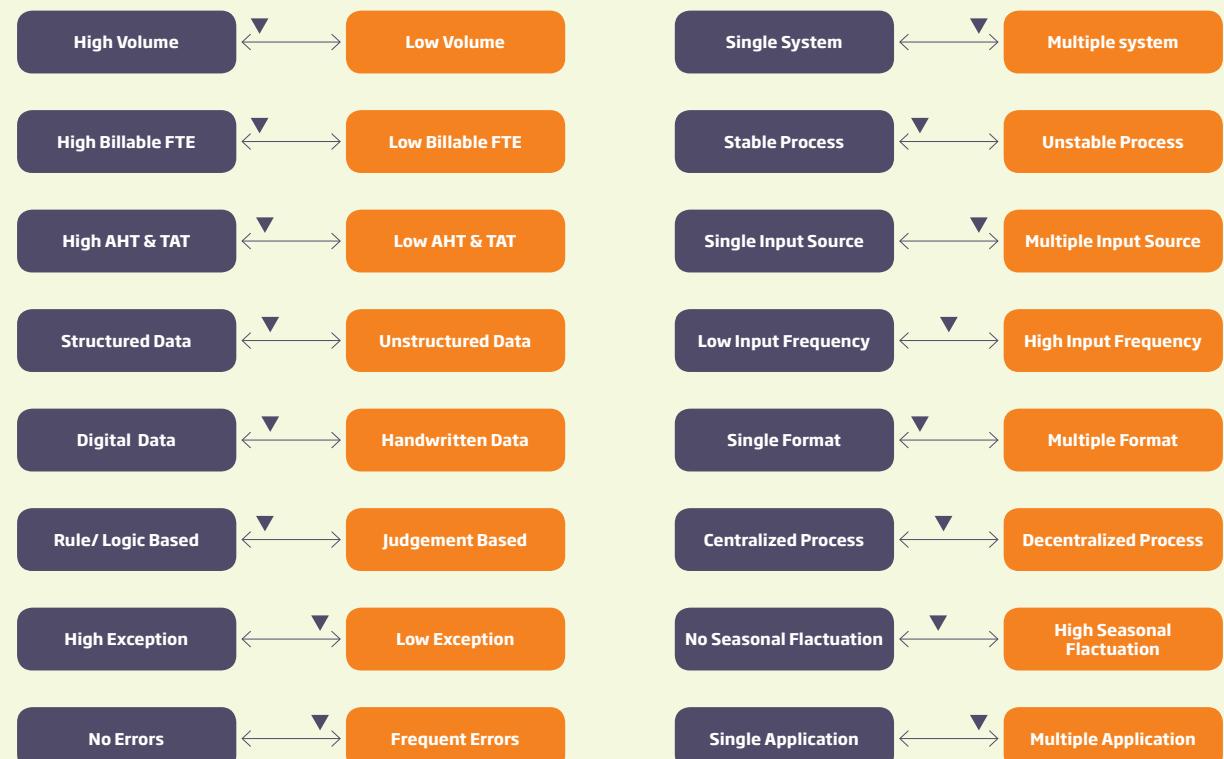


RPA Criteria for Selecting the Right Candidate

As Digital Innovation is speeding ahead, the organizations are focused on shifting to a "Digital One Office"

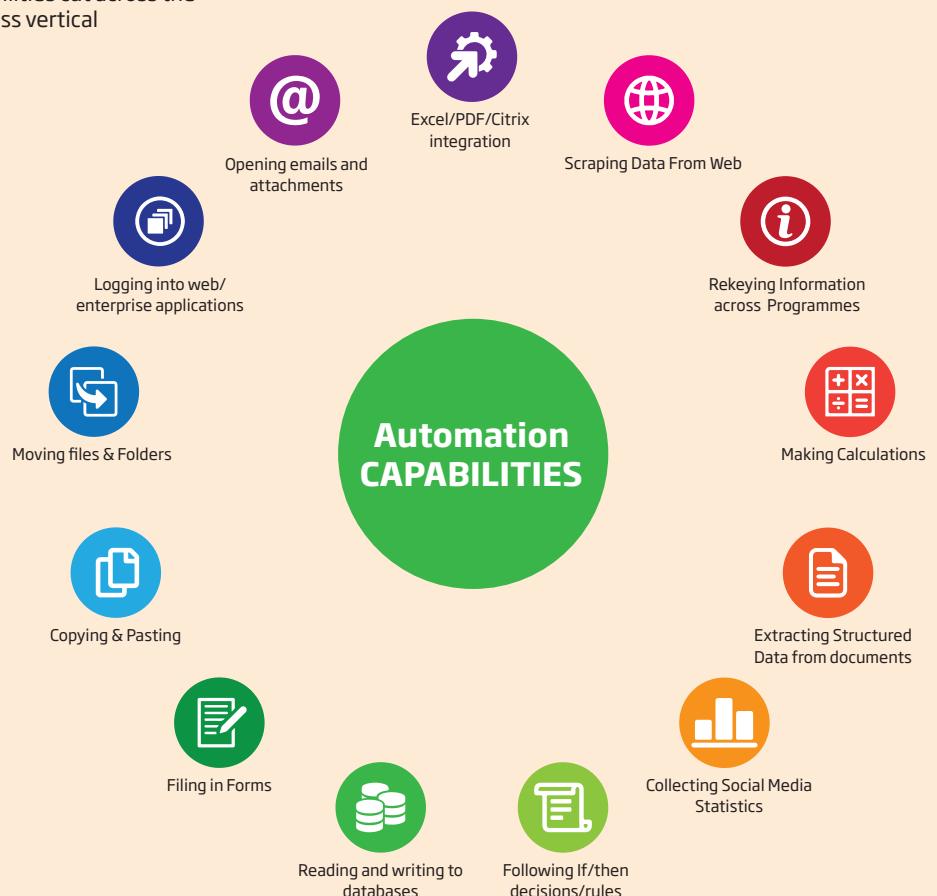
RPA Process Assessment Methodologies to identify the right candidate

- Initial Assessment Checklist
- Process Assessment Checklist
- Automation Potential Calculation
- Effort Estimation
- Cost Benefit Analysis



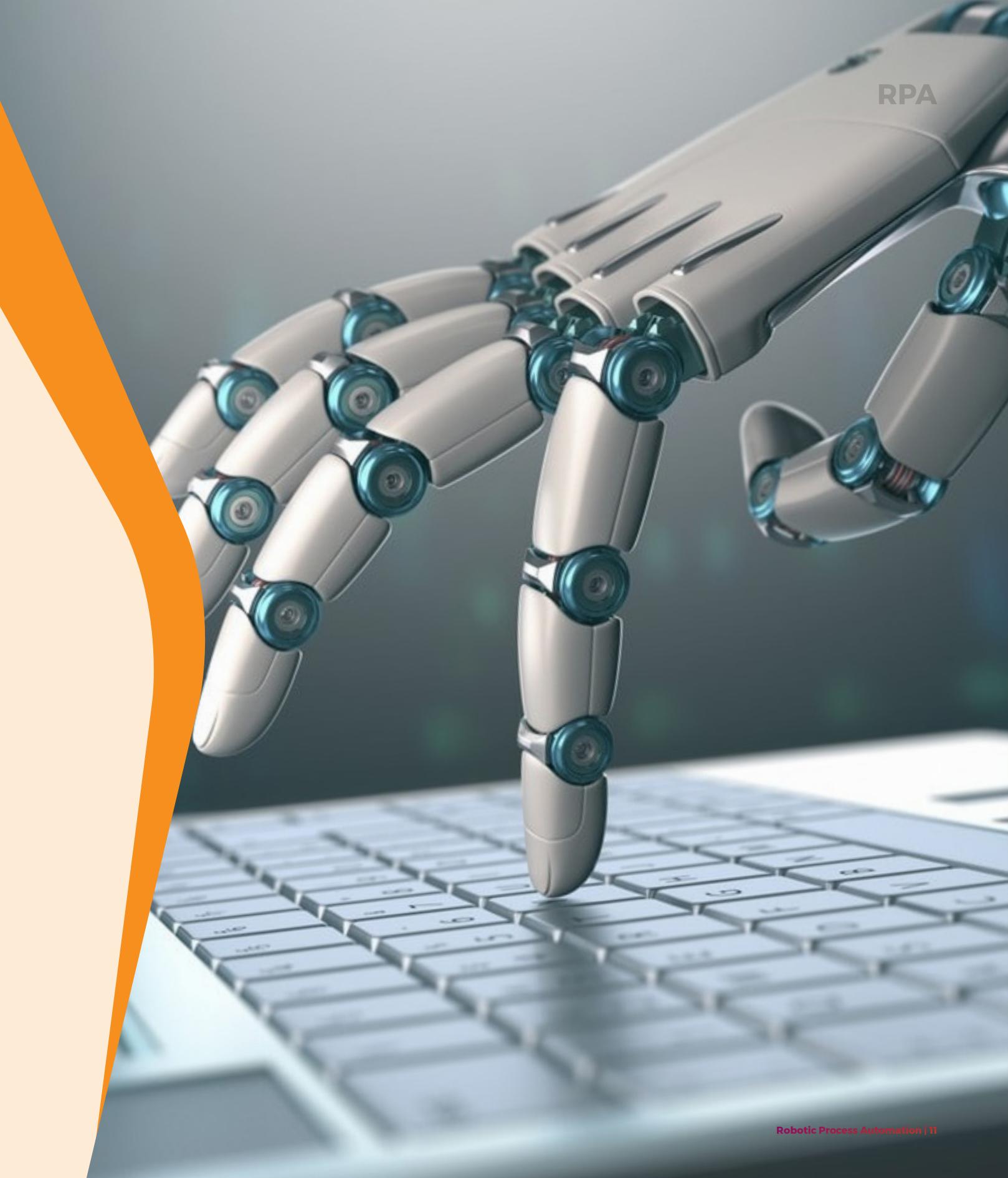
Automation Capabilities & Benefits

PROBOTICS capabilities cut across the industry & business vertical



Benefits

- | | | | |
|-----------------------------|---------------------------|--------------------------------|-------------------|
| Productivity and Efficiency | Speed & Quality | Improved TAT | Zero Change in IT |
| Scalability and Flexibility | Process and Data Security | Opportunity for Data Analytics | |



Customer Pain areas and current state of RPA solutions

Bank

Best in class Core Banking system

Before RPA

- 13500+ ATMs
- 1500+ New customer onboarding
- 400+ New Cheque Book requests / day
- 700+ ATM disputes per day

After RPA

- Fully automated dispute management
- Customer on-boarding using Chat BOT + RPA
- Collaborated with Integrated Population Registration System (IPRS) for registration authenticity
- 100% headless real-time error free requisition handling

Health Insurer

Best in class Claims Adjudication platform

Before RPA

- 15000+ claims per day
- 3% Error rate with
- Average claims processing time of 18 Mins
- Required a team of 40 staff per day working 24/7
- To complete within 3 days

After RPA

- Error rate reduced to 0.25% (that too for exceptions)
- Time for processing reduced to 3 minutes
- FTEs moved to high skilled analytical and Business Intelligence roles
- Claims processing time reduced to $\frac{1}{2}$ to 1 day
- Gained market niche for processing quick enough

FMCG

Best in class CRM, ERP & BPM

Before RPA

- Average 30000 invoices per month
- Average 3 days to process invoice
- 30% Blocked invoices
- Average 30 minutes to complete a vendor related info

After RPA

- Invoice processing time reduced to 1 day
- Blocked invoices reduced to 2% (exceptions)
- Data entry time reduced to 2 minutes



How RPA add value to client business?



Banking

- Equity research
- Compliance and risk management
- Mortgage lending
- Compliance reporting
- Customer service
- Client onboarding (KYC/AML)



Logistics

- Order scheduling and tracking
- Invoicing and credit collection
- Research loads



Information and service provider

- Data aggregation
- Screening and risk management services



Insurance

- Claims processing
- Compliance reporting
- Customer service



Cross Industry

- Finance and accounting
- Sales and operations

Retail, Travel

- Competitive intelligence and price monitoring
- Brand monitoring and fraud protection



Manufacturing

- Supply chain automation
- Inventory tracking and processing
- Pricing and procurement

Health Care

- Patient eligibility
- Physician credentialing
- Customer service

Shared service groups and Business process outsourcing

- As a principal, all tasks can be automated in a shared service group
- For BPO there is a high amount of tasks that can be automated
- This comes if we tend to do efficiency before outsourcing the task



Why RPA?

Productivity and Efficiency

Robots can function 24x7 and enables people to focus on value-added tasks

Quality

Automation eliminates manual intervention, thereby reducing the number of errors created

Improved TAT

Robots work 24x7 with or without people and bring significant improvements in turn around time

Zero Change in IT

RPA tools work with the presentation layer of the source application in a non-intrusive manner

Scalability and Flexibility

The ability to replicate and increase automation using SaaS enhances scalability and flexibility

Process and Data Security and DR

Reducing internal risks of staff walking away with passwords and data; easier to transfer operations in Disaster Recovery (DR)

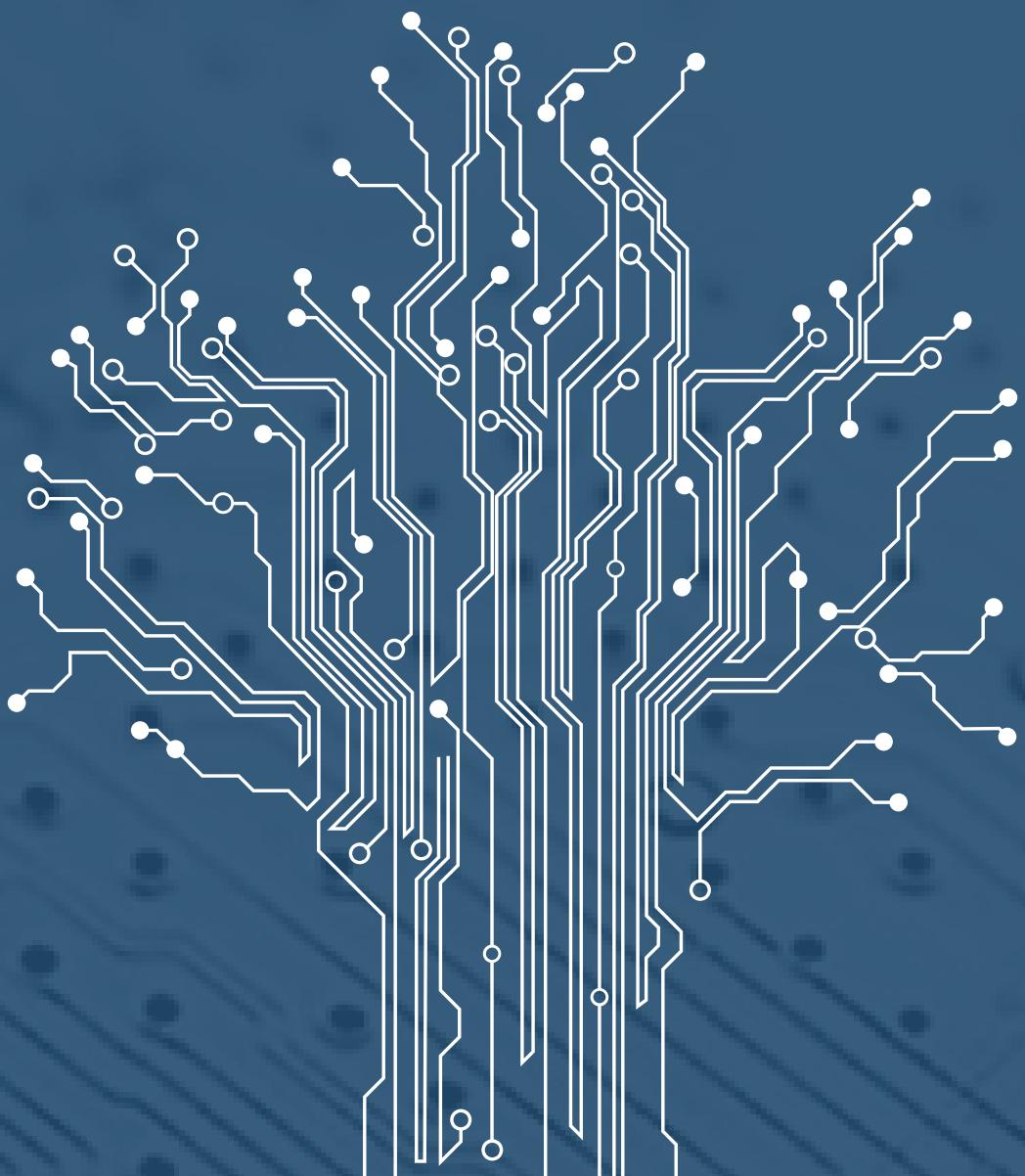
Opportunity for Data Analytics

Robots can collect and keep track of process related data and hence can be used for data analytics

When is RPA Relevant?

- Highly Manual and Time Consuming Process
- High Volume Transactions
- Rule based / No human Judgement
- Low Exception Volume
- Digital / Partial digital Trigger and structured digital data
- Processes that require access to multiple systems
- No frequent changes in IT & Process steps / rules
- High likelihood of Human Errors





GLOBAL PRESENCE

Botswana | Ethiopia | Ghana | India | Kenya | Lesotho | Liberia | Malawi | Namibia | Rwanda | Sierra Leone | South Africa | Swaziland | Tanzania |
UAE | Uganda | UK | USA | Zambia | Zimbabwe

Email: info@technobraingroup.com
Website: www.technobraingroup.com