



ROBOTIC PROCESS AUTOMATION

all things digital. digital workforce

CHANGE POND
Experience Trust & Lasting Solutions



Disruptive Innovation has become the order of the day attracting companies to adopt a wide range of digital tools and strategies to run and grow their business. Thinking of digital innovation, Digital Work Force (a.k.a Robotic Process Automation) figures prominently in digital transformation strategy of enterprises.

The current crop of digital workforce technologies have started to harness breakthroughs made in Automation, Cloud, Machine Learning, Deep Learning, Natural Language Processing, Speech Recognition, Machine Vision and Big Data. Enterprises have started shopping for digital workforce technologies to stay relevant in the digital economy when the next wave of digital disruption “AI first” comes about.

Anticipating AI first business transformation, analysts are evolving various RPA models to deploy digital workforce like attended bots and unattended bots to automate human actions in software usage providing for varying degree of autonomy. Other models involve hiring 3rd party bots on a pay as you go model to handle specialized high-value tasks and seasonal spikes in workload etc.

Digital workforce technologies that have hit the market offer true flexibility and a short time to test viability of automation without costly reengineering. In addition the a roadmap with visibility to leverage Artificial Intelligence have made it the preferred foundational block of digital transformation strategies and RPA gaining the tag “limbs of AI”.



We’ve seen it many times — the best digital transformation efforts start with the operation first. And if you get that right, amazing things can start to happen, that just weren’t possible before.

George Westerman,
*Principal Research Scientist
with the MIT Sloan Initiative
on the Digital Economy*



ADDING STRENGTH TO YOUR DIGITAL FOUNDATION

Enterprises are adopting RPA as a key part of their digital transformation plan to achieve cost optimization, operational excellence and value creation. It is part of the move to upgrade previous generation automation solutions like BPM, ETL and standalone automation technologies to a refined packaged solution which is capable of working in homogenous environments and is software agnostic. RPA forms a base for bots introduction and precursor to upgrade to cognitive software and taking up artificial intelligence. The essential reason for RPA to figure in the digital strategy of an enterprise are few;

Adapting to the Business: Enterprises can build and deploy bots with ease like never before. The ability to manage growth i.e. versions to adapt to changes in systems, process, and new functionalities are part of RPA technology's foundation. It truly fits the tag 'Starting Small and Growing big' where enterprises can test it out in short span of time and employ thousands of bots within a span of months.

Streamlining Business Operation: RPA adoption will undoubtedly help the enterprise to achieve operational excellence which also results in improved customer experience due to its inherent nature of fast and predictable outcomes.

Eliminate Human Error and Limits: Error-prone human work lessens significant cost towards rework which RPA is well suited to eliminate with its accurate and reliable execution which doesn't go wrong and doesn't get tired like your regular workforce.

“

By the year 2025,
the potential economic impact
of Robotic Process Automation
Market will reach the value of
6.7 trillion dollars

2025



BETTING BIG ON RPA INVESTMENT

Enterprises investing in RPA today are guaranteed significant return on investment in the new future due to

Isolated Architecture: RPA's self-contained architecture runs its robots on top of the existing application and does not interfere with current architecture, thereby eliminating the cost-intensive IT transformation projects.

Integration Protocols: Loose integration protocol enables rapid integration and data exchange over mutually incompatible IT systems system without disruption.

Working along with BPM: RPA extends and complements BPM software. In fact, both RPA and BPM have one common goal to streamline business activities. RPA just seeks to operate existing process just as a human would working along with BPM processes.

AI First Model: As the market matures and grows more sophisticated, RPA with advanced AI capability will help enterprise surf the next wave of digital disruption.



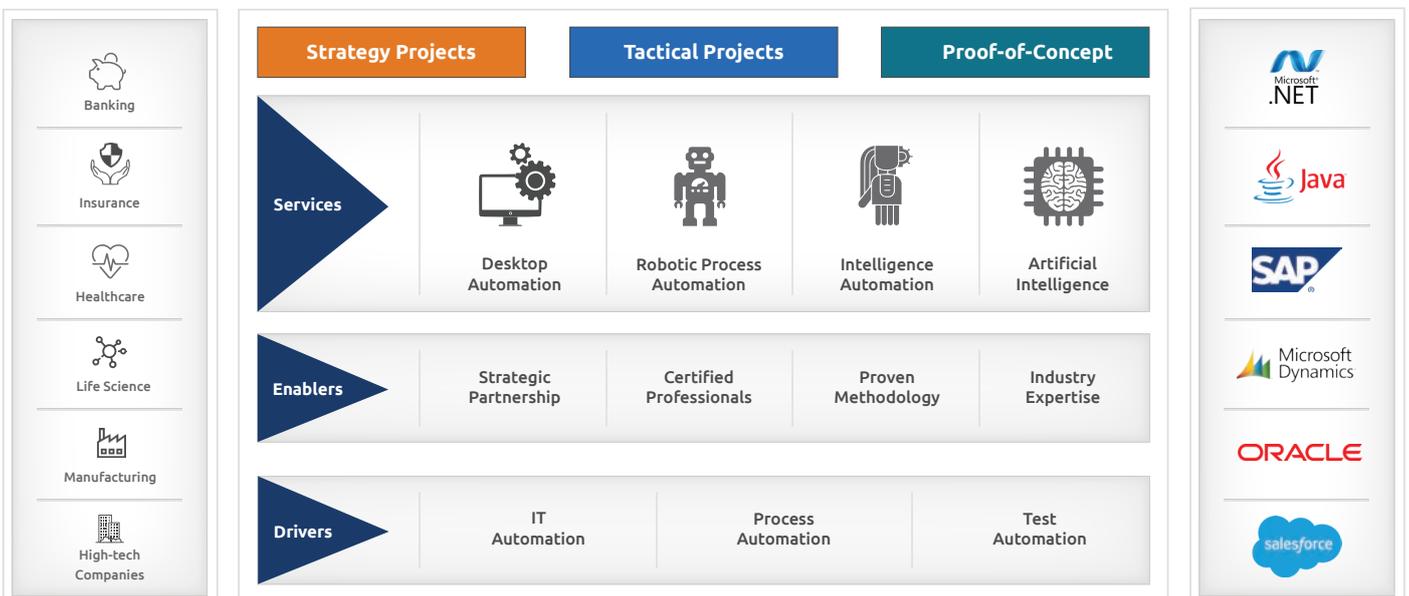
UiPath

Robotic Process Automation

RPA @ CHANGEPOND

Changepond is able to embrace RPA from a solutions standpoint and provide significant gains for clients spread across markets in USA, UK & Europe and APAC. Changepond's RPA as a Service is enriched by our rich experience in Technology Consulting and successfully executing varied Enterprise Transformation programs involving multiple generation Products, Bespoke Developments, EAI, BPM, Data Solutions, UI/UX and SOA based approaches. Our RPA experts work with large enterprises with traditional, web and born-digital economy business's looking to introduce RPA bots into their business streams. Today, our RPA CoE help clients chalk out optimal automation strategy; balancing process objectives, human involvement and provide high ROI bot deployment roadmaps powered by leading RPA and AI vendors.

RPA CENTER OF EXCELLENCE



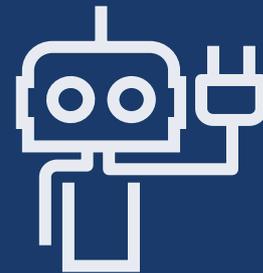


Consider these before starting on RPA:

- ▶▶ Tool with right capability
- ▶▶ Vision & Blueprint for automation
- ▶▶ Process/system to be automated
- ▶▶ Stable system/process
- ▶▶ Bot's Intelligence level

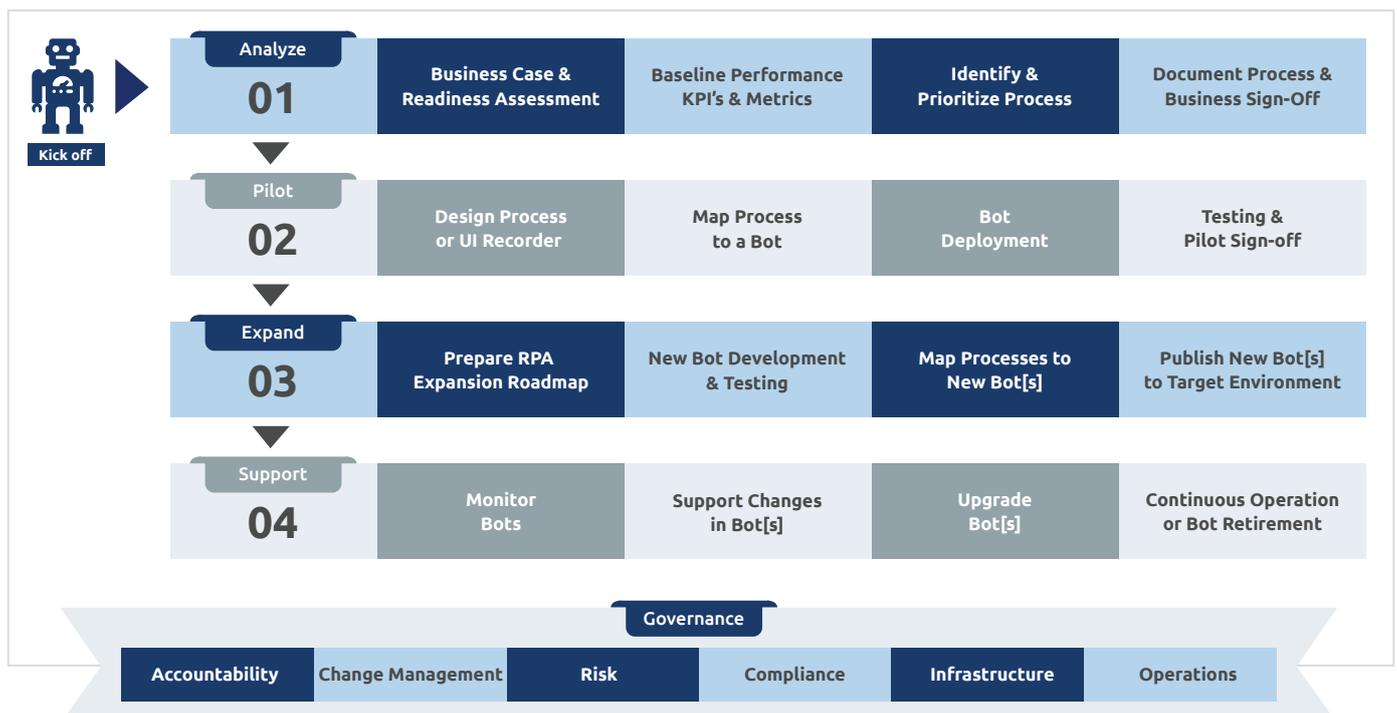
Bots in your Enterprise need:

- ▶▶ Change and Configuration Management
- ▶▶ Bot Scaling
- ▶▶ Maintenances & Upgrades
- ▶▶ Cyber Security Compliances
- ▶▶ Continuous Monitoring & Improvement



MOVE FORWARD WITH CHANGEPOND

Digital workforce implementation is one of the fastest in the industry taking just a few weeks to a couple of months to complete and able to reach breakeven faster than ever before in any enterprise technology investments. Driven by the dual priorities of business innovation and operational agility, Changepond's RPA assessment and implementation methodology offer proven framework to bootstrap your RPA initiatives with quick turnaround time period.





Bot Scaling - An Example

Seasonal and unforeseen spikes in workload requires additional human effort by allocating resources from existing workforce or recruiting contractors to do the job for you. This requires significant effort from all departments like Sales, Operations, HR, Finance etc., to support the resource in training, managing and get the work completed. On the other hand, the digital workforce can be scaled up and down on a regular basis whenever your organization faces a spike in workload with little pre-planning at a fraction of the cost.

RPA BENEFITS



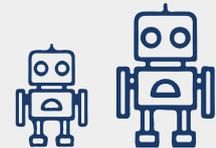
Cost Efficiency

Significant cost advantage irrespective of FTEs at Onshore, Nearshore or Offshore



Productivity

Faster processing with greater accuracy & quality



Scalability

Digital Workforce can easily Scale compared to headcount



Security

Reduce security risk with limited human access to sensitive data



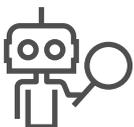
Agility

Easy to change and adaptable to any process changes within the organization



Operations

Completely traceable and create management information for decision making



Search Bot



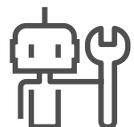
Chat Bot



Help Desk Bot



Migration Bot



Support Bot





RPA IN ACTION A CASE STUDY

Leading Healthcare Support Systems Organization

Changepond RPA CoE has partnered with a Health Ministry to deliver a Digital Workforce for internal staff and partner organizations supporting 150+ Hospitals performing Hospital Support Service across Medical Equipments, Hospital Facilities, Linen & Laundry, Biomedical Waste and Sustainability Programs in multi-year and multi-billion dollar spend programs.

We are helping this client simplify processes around Work Order, Inventory, Procurement and broader Service Delivery areas by automating time-sensitive, repetitive and high volume manual work with RPA Bots.

Service Management

Scenario: Manual handling of **2000 service requests** per week from **150+ hospitals** across the system with **15 minutes processing time** for each service request manually.

Solution: **Workflow bots** to handle service request approval and routing process based on predefined set of criterias increasing the amount of service request handled per day.

▼ **80%**

Average Handling Time

▼ **30%**

FTE Reduction

Back Office Operations

Scenario: **Data entry of 5000+** service data sets per hospital in to the internal application handled by 9 FTE's working round the clock in addition to handling actual help desks leading to productivity loss.

Solution: **Help desk bots** with OCR capabilities to scan manual work sheets and upload the digital data onto in-house enterprise application.

▲ **50%**

Productivity

▲ **90%**

Turnaround Time

Reporting & Reconciliation

Scenario: Regular report generation for each hospital covering all the activities required **data extraction and manual reconciliation** from multiple sources (**12+ Modules**) to generate report.

Solution: **Reporting bots** that brings together all the information required for error free report generation in standard format.

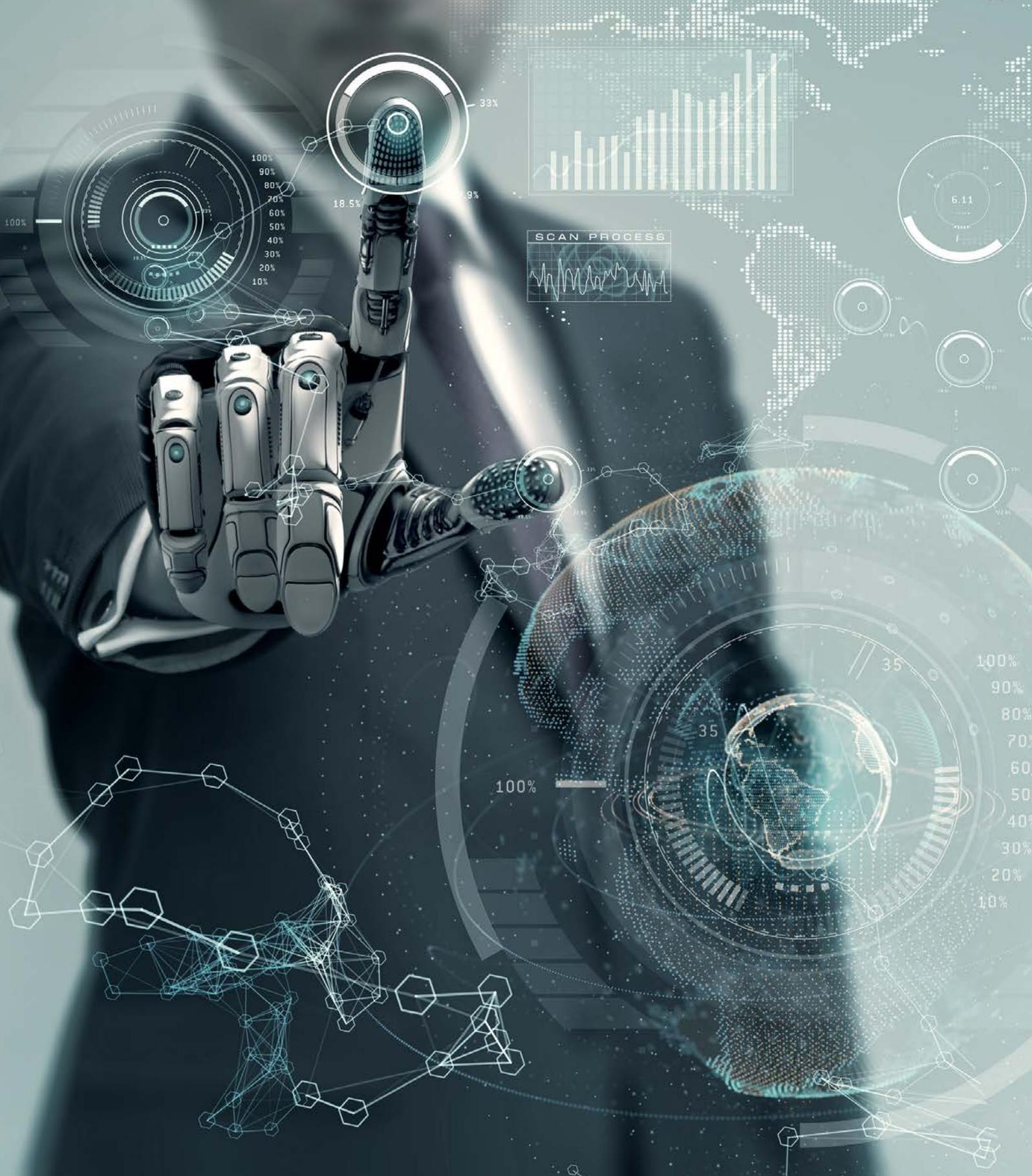
▼ **45%**

Processing Time

▲ **100%**

Reporting Accuracy





ABOUT CHANGEPOND

CHANGEPOND Technologies is a “Native Digital Integrator”, since 2000 helping customers manage the convergence of enterprise software, digital and data solutions.

www.changepond.com

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