BROCHURE

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ROBOTIC PROCESS AUTOMATION

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Software "bots" mimicking human actions are no more futuristic. We are already experiencing them in almost every application that we use. Robotic Process Automation (RPA) is changing the way companies interact with customers, how they handle back-office operations, and how they execute key business processes. RPA is a game changer or a competitive advantage because it has the ability to generate higher value through greater employee involvement in more value-added tasks.

Robotic Process Automation

RPA is use of intelligent software, cloud platforms, smart workflow patterns, and AI to make processes much efficient and tremendously accurate. RPA uses systems that mimic human actions to perform tasks based on certain business logic rules and exceptions.

In a Forrester study involving 100 decision-makers in core business lines, 66% of them said RPA restructures existing work, enabling employees to have more human interactions.

Increased efficiency (86%), deeper insights into customers (67%), and improved customer service (57%) are some of the other benefits mentioned in the study.

Building the Intelligent Enterprise with RPA

What constitutes an Intelligent Enterprise? An intelligent enterprise focuses on being more productive by using highly efficient processes. They plan their transformation journey with an eye on making customer experiences better while keeping the costs low. It is the enterprise that can take on thousands or even millions of datasets per day and convert them into useful insights for decision making. They focus on engaging customers more effectively with faster T-A-T, speed, and accuracy regardless of the volume of interactions.

For modern organizations, using valuable full-time resources to perform tasks like data entry, transaction processing, sending emails, or copying and storing information hinders the optimum utilization of the resources. This is where intelligent enterprises differ - by automating these mundane, tedious, and time-consuming tasks, they optimize their resource use by allowing them to focus more on innovation and important decision making.

The Automated Enterprise

At the very basic level, RPA helps organizations automate error-prone, routine tasks which take up valuable employee time. Added with intelligent technologies such as Artificial Intelligence, Machine Learning, Big Data, Natural Language Processing and Analytics, RPA can be used to make even complex decisions, just like humans.

Intelligent automation bots are more adaptive and flexible to changes in business operations. They are also scalable and can automatically take on increased workloads without any fatigue.

Manually updating individual files or making small edits in each document are thus a thing of the past – every edit is updated in all documents at once, wherever applicable. Furthermore, these are done instantly and updated real-time, so everyone has access to the latest information.

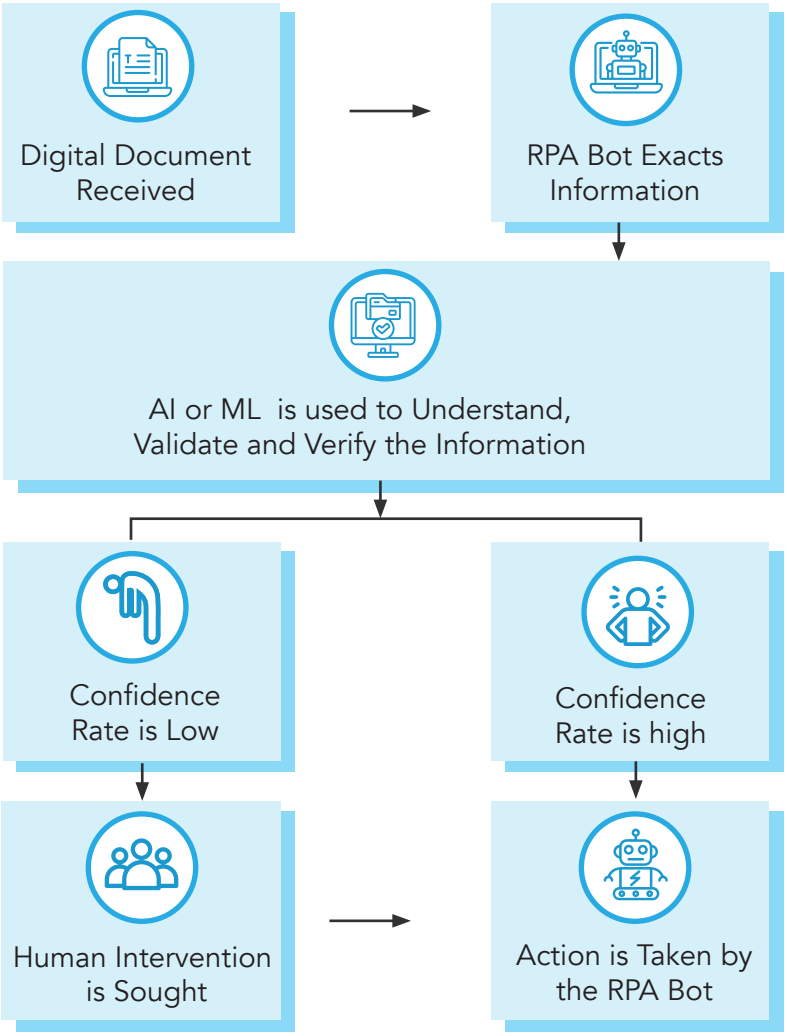
Gartner predicts that 90% of large organizations globally will have adopted RPA in some form by 2022 as they look to digitally empower critical business processes through resilience and scalability, while recalibrating human labor and manual effort.

While working in tandem with workflow tools, RPA tools also help with automated and semi-automated scheduling. Unattended RPA bots are a step ahead wherein they are triggered by a logic in the process flow and can handle entire processes independently.

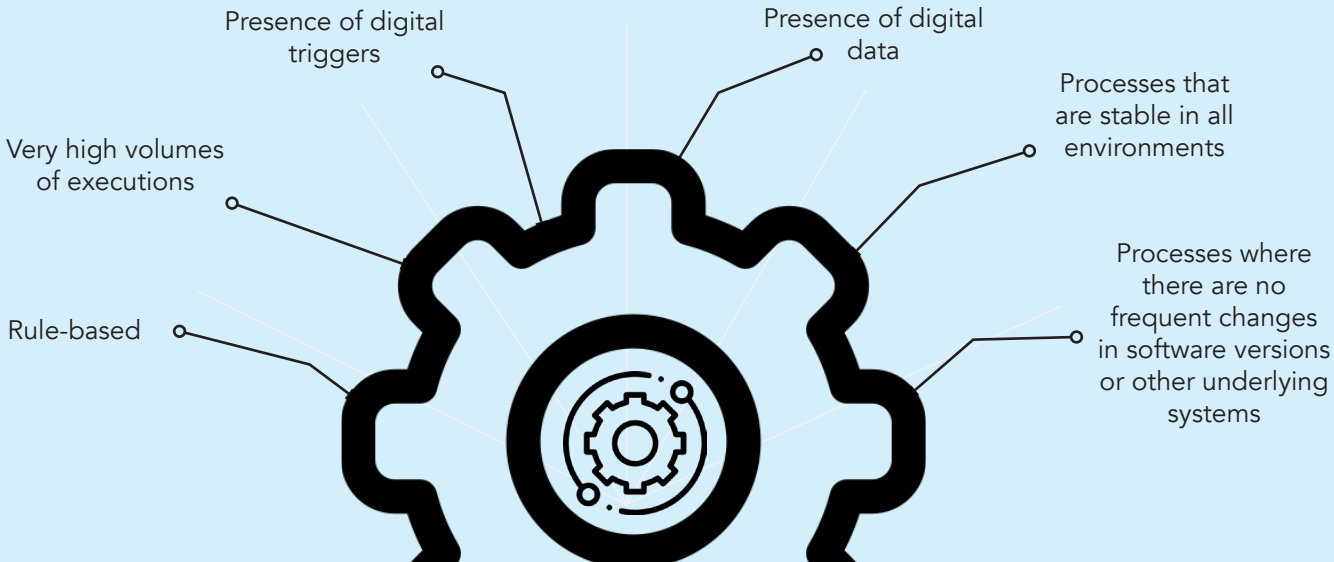
RPA bots can generate actionable insights from a wider range of data with very negligible error rates; the risk of data leakages, incorrect analytics and obsolete information can thus be eliminated. With the availability of comprehensive and accurate data, employees can make better decisions.

Automation can change the very core of how organizations have been functioning all along - It enables creation of an efficient enterprise through reskilling of workforce, continuous improvements, and identification of new opportunities in product creation or markets that were not considered before. RPA can be integrated with multiple applications, giving them more security from unauthorized access.

A Simple RPA Flow Model



These Types of Processes will Benefit from Automation:



RPA Applications

Sales and Marketing

Examples: Chatbots, Automation of sales, marketing and customer service messages

Healthcare

Examples: Diagnosis and Treatment Options based on Symptoms and Patients' Medical History, Clinical Trials

Brand Management

Examples: Social Media Analytics, Customer Opinions-based Content Analysis

Manufacturing

Examples: Order Fulfilment, Inventory Handling, Assembly Line and Logistics

Fraud Prevention

Examples: Prevention of cyber-attacks by identifying abnormal behavior or user requests, Identifying the users of credit cards with their photograph in the system

Transportation

Examples: Driverless cars, Autonomous Vehicles

Human Resource Management

Examples: Automated Applicant Tracking, Resume Screening

Security

Examples: Airborne Drone Technology, Robot Soldiers and Aircrafts

Software Testing & Development

Examples: Automated Test Scripts for Software Testing, Workflows and Conditional Logic

Finance

Examples: Journal Postings, AR/AP Activities, Production and Distribution of Regulatory and Statutory Reports

Benefits of RPA

- Greater Productivity and Accuracy
- Cost Savings by up to 80% and Faster ROI
- Time Spent on Routine, Monotonous Tasks Reduced by 80-90%
- Easy Integration Across Platforms Without the Need for Any Upgrades
- Improved Quality and Lower Error Rates
- Better Customer Engagement
- Scalable Solutions
- Local Competencies and Control

Gartner Says Robotic Process Automation Can Save Finance Departments 25,000 Hours of Avoidable Work Annually

Robotic Process Automation Cycle

As part of the digital transformation, RPA can be implemented by aligning it with the broad organizational strategy. With an effective plan, governance structure, transparent operating models, and clear guidelines, RPA implementation would be easy and effective. From understanding the role of the RPA process to managing the lifecycle, the implementation process has several steps that organizations need to undertake for it to be successful.

Stages of RPA Implementation

1 Prepare RPA	2 Solution Design	3 Build RPA	4 Test RPA	5 Stabilize RPA	6 Constant Improvement
Inventory of Processes	PDD Creation and Sign-off	Automate Process	Perform UAT	Go-Live Preparation	Performance Assessment
Opportunity Assessment	Create Test Scenarios	Unit and Technical Testing	Bug Fixing	Move to Production	Benefits Tracking
Decision Regarding Pipeline Prioritization	Process and Robots Architecture	Prepare Test Data	Coordinate Testing & Record Test Results	Production Monitoring	Managing Changes
Plan and Communicate Changes	Security and Infrastructure Review	Validate Change & Evaluate Impact	Prepare Sign-off for Production	Measure the Expected Vs. Actual Results	
	Prepare Dev Test Environment	Prepare UAT Environment		Document Lessons Learned	
	Create DSD/SDD	Update DSD/SDD			

There are some key considerations that help to determine which processes will benefit most from Robotic Process Automation. Some of them are:

- Identifying which applications cost the most effort and time
- Identifying which part of the process takes majority of the time
- Identifying which processes will generate tangible results when automated
- Determining the level of scalability and flexibility of that process

Choosing the Right Automation Partner

Investment in RPA could be the next best thing for your business, but the full benefits can be derived only if it is taken up by an expert like XTGlobal. Here are just a few reasons why it makes sense to outsource your RPA requirements to XTGlobal:

- No need to invest in RPA tools and capabilities.
- Dedicated and specialized resources with expertise in RPA.
- Offshore capabilities to lower costs further.
- Faster deployment because of existing infrastructure, tools, and resources.
- XTGlobal's Tech Partnerships with Automation Experts like

UiPath

XTGlobal's RPA Solutions

Given the many options for improving core back-office processes, both in terms of more strategic management and software-based approaches such as RPA, it can seem overwhelming to begin an automation initiative. XTGlobal's Automation/ RPA Advisory and Consulting Services offers customized solutions to step up your digital transformation in terms of efficiency, business positioning and as a competitive advantage. We design solutions that align with the broad organizational strategy so that every stage, from designing to implementation, is quick and easy.

An Overview of Our RPA Service

Consulting Services

- Listing out Top Drivers of RPA
- Setting up RPA Goals for Your Enterprise
- Choosing the Right Processes for Pilot RPA
- Process Assessment and Prioritization
- POCs

Analysis & Design

- Process Discovery
- Process Assessment and Prioritization
- PDD Documentation
- Solution Design Architecture

Testing and Monitoring

- Bot Development
- QA Testing and Validation
- Deployment
- Performance Monitoring and Reporting

Support and Maintenance

- Offshore ROC (Robotic Operations Center)
- Ongoing Maintenance and Support
- Continuous Improvements
- Help Desk and Query Resolution

Looking for Automation Solutions? Our RPA Team is Here to Help.

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