

Robotic Process Automation



Transforming Distribution or Latest Fad?

TODAY'S DISCUSSION



Overview

Current state of RPA
and available options



Practical applications

Use cases and
examples relevant to
distributors



Getting started

Practical suggestion
on getting started,
and mistakes to avoid

A hand in a dark suit sleeve is shaking hands with a glowing blue circuit board pattern. The background is a dark teal color.

01

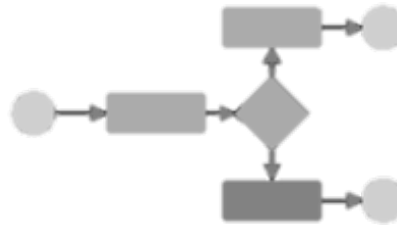
Overview of RPA

ROBOTIC PROCESS AUTOMATION (RPA) IS A SOFTWARE SOLUTION THAT ACTS AS A VIRTUAL WORKFORCE TO AUTOMATE PROCESSES

RPA flowchart



Records and replicates
actions of human operators



Definable, repeatable, and
rules-based tasks can be
automated



Integrates on top of
company's IT infrastructure

RPA features

***Built to manage
complex processes***

***Compatible with
multiple systems***

***Integration largely
independent of legacy
IT infrastructure***

RPA ARCHETYPES



Task Bots



Meta Bots



IQ Bots



Artificial Intelligence (AI)

Description

- | | | | |
|--|--|--|---|
| <ul style="list-style-type: none">• Replicate complex actions and execute multi-step processes | <ul style="list-style-type: none">• Leverage API-level integrations to create system-to-system automations | <ul style="list-style-type: none">• Leverage unstructured data to make decisions based on experience | <ul style="list-style-type: none">• Decision making based on machine learning & synthesis of large datasets |
|--|--|--|---|

Best for

- | | | | |
|---|---|---|---|
| <ul style="list-style-type: none">• Repetitive rules-based tasks relying on structured data | <ul style="list-style-type: none">• Complex, scalable processes | <ul style="list-style-type: none">• Managing through fuzzy rules and processing unstructured data | <ul style="list-style-type: none">• Language interaction, processing and dealing with high amounts of unstructured data |
|---|---|---|---|

HOW IS RPA BEING SOLD?

1

Components

Technologies that support the creation of Robots.



2

Enterprise Suite

End to End Robotics software



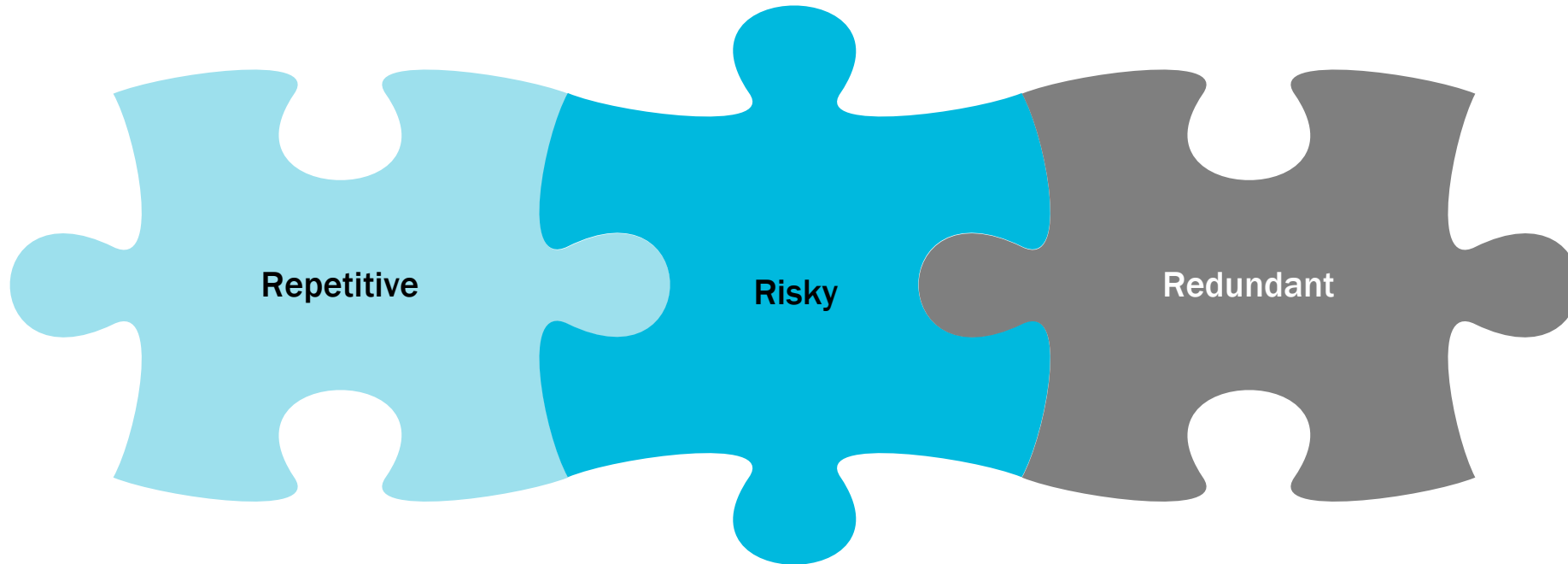
3

Managed Service or Consulting Engagement

Managed services built around Robotics



PROCESSES WITH CHARACTERISTICS WELL SUITED FOR AUTOMATION USING RPA



RPA ENABLES MORE EFFICIENT AND EFFECTIVE OPERATIONS – AND IS RELATIVELY EASY TO IMPLEMENT YIELDING A QUICK ROI



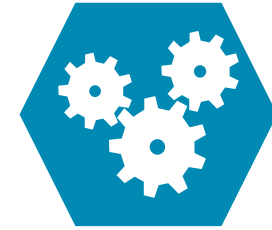
Cost savings

Frees employees' time for complex and **higher value-added activities**



Improved productivity and quality

Guarantees 24/7 availability of service and faster processing (up to **50% increase in productivity**)



Optimized analytics

Gives a complete **mapping** and detailed **documentation of processes**



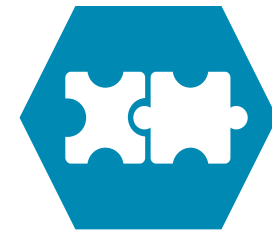
Faster ROI

Simple process automation can have ROIs of **less than three months**



Easy to implement

Typical implementation **time** for simple processes is **measured in weeks**



Non-invasive

Integration **largely independent** of IT legacy

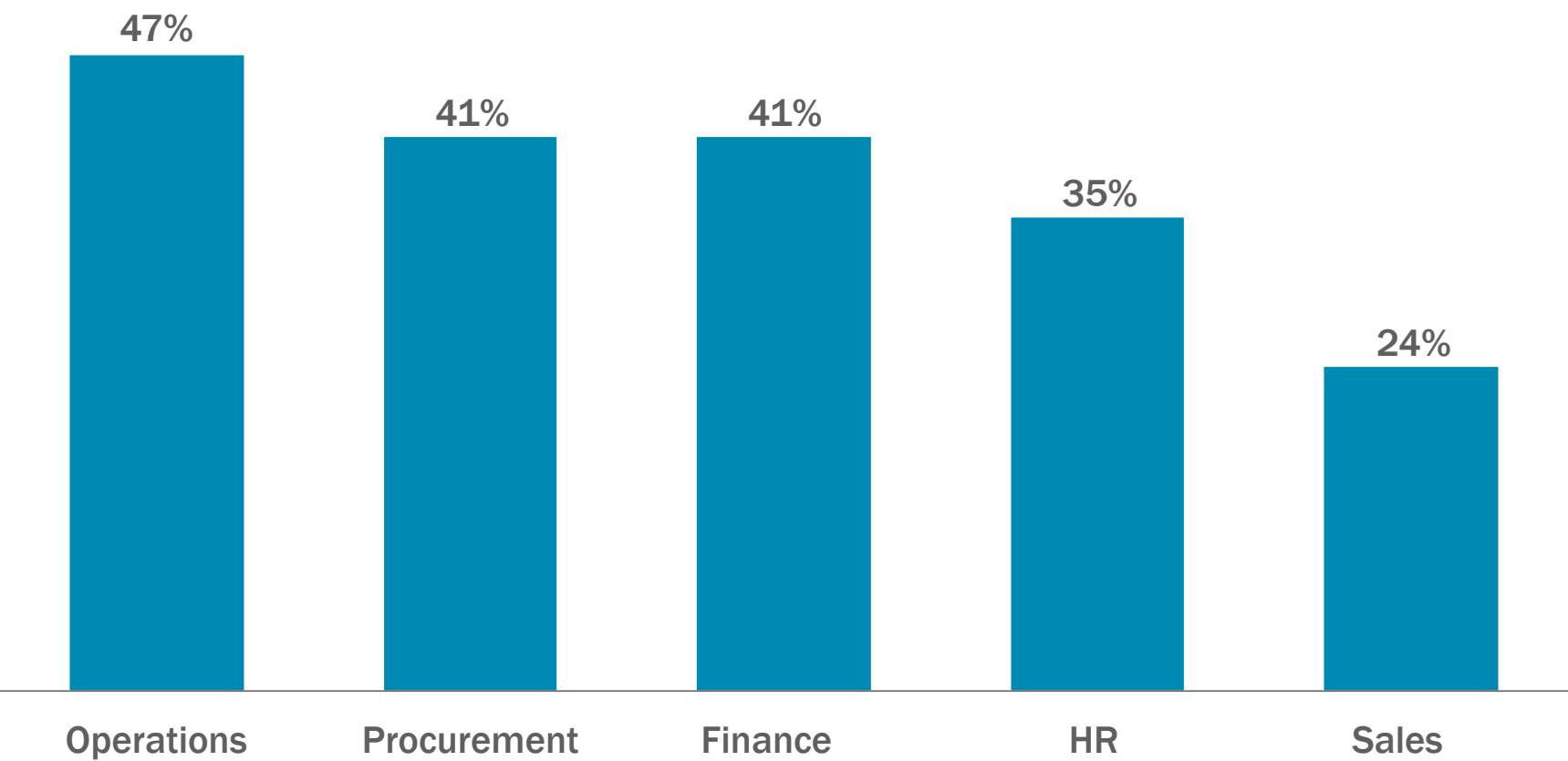


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Practical applications

RPA IS GAINING TRACTION ACROSS A WIDE RANGE OF BUSINESS FUNCTIONS

Reported RPA usage by business function as of 2017



Note: Adoption of RPA includes: pilot programs, partial roll-outs and full adoption within respective organization functions. Source: 2017 Oliver Wyman RPA survey

CASE EXAMPLE: FINANCE

Company



Hospitality

Goals

1. Improve management information transfer speed
2. Improve accuracy and speed of auditing

Achieved results



Improved robustness of insights, and more time driving the business forward



Significant reduction in process operating costs



Enabled the company to economically tackle new automation initiatives



No operational impact on existing systems

Processes improved via RPA



Providing up-to-date management information



Streamlined auditing and reporting

CASE EXAMPLE: HR

Company



Construction

Goals

1. Increase efficiency by modernizing HR process
2. Cut time spent on paper-based administrative tasks

Achieved results



78% reduction in onboarding time



Eliminated repetitive, manual administrative tasks



Reduced recruiter and HR time spent on administrative tasks for new hires

Processes improved via RPA



Digitized manual paper-based processes



Live tracking on new hire onboarding

CASE EXAMPLE: SALES

Company



Financial services

Goals

1. Improve application accuracy
2. Shorten customer approval time

Automated processes



Transfer of data from web-app to decision support system



Provided on screen prompts to review key items

Achieved results from RPA deployment



Reduced manual back office steps by 97%



Cleaned applications for review within 57 seconds versus 12 minutes



Applications were 100% error free



Turnaround time to customers decreased 50%

CASE EXAMPLE: PROCUREMENT

Company



Telecommunications

Goals

1. Establish digitally driven procurement organization
2. Create “category managers of the future”

Processes improved via RPA



Spend data tracking and analysis



Category intelligence



Supplier performance tracking

Achieved results



Reduced RFQ processing times from 20+ minutes to 6 minutes



Reduced pressure on thin resources



Dramatic improvement in accuracy



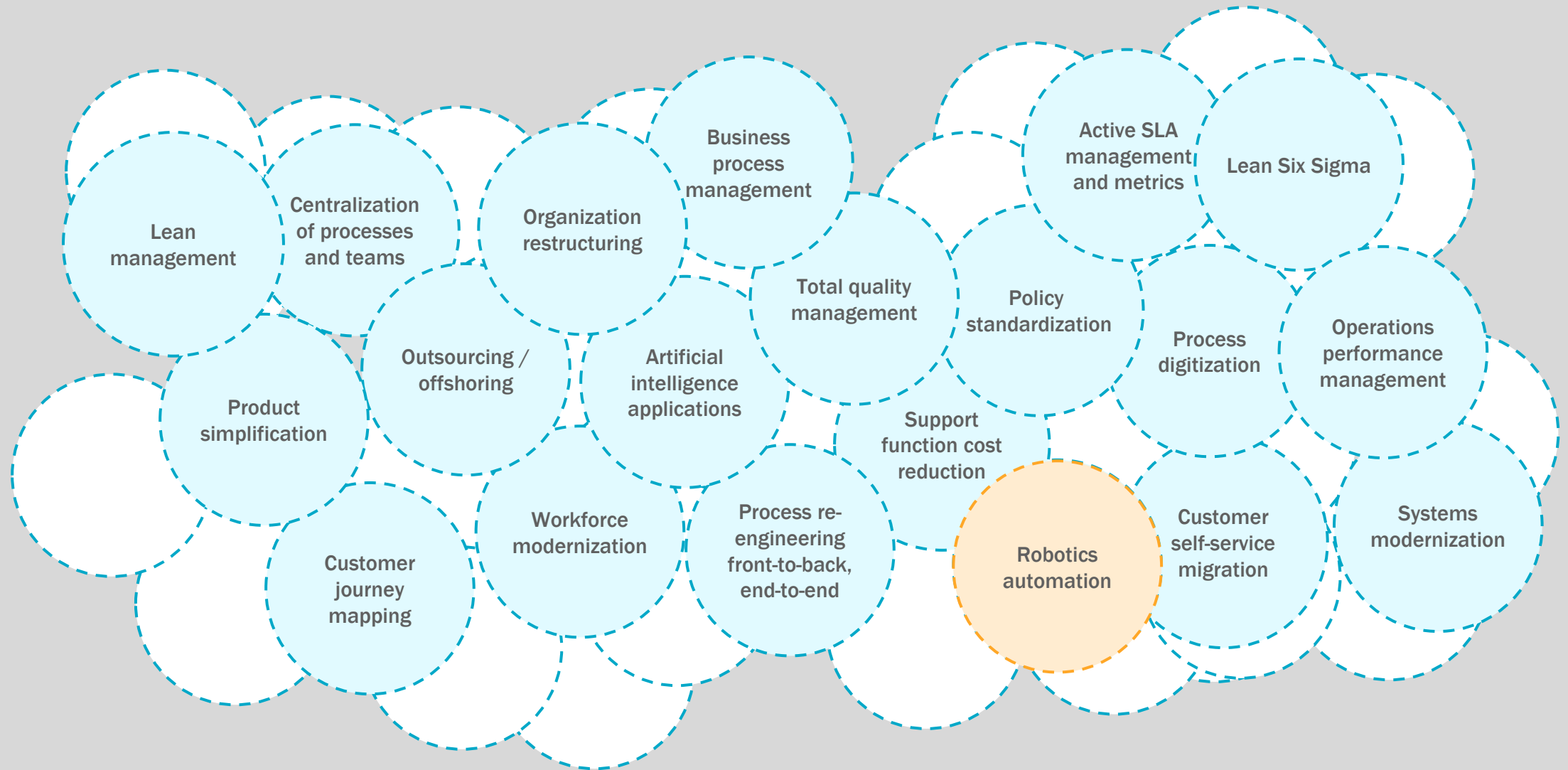
Creation of an agile operating environment

The background of the slide features a target with concentric rings in shades of blue and grey. A red bullseye is in the center. Several arrows with dark fletching are shown hitting the bullseye. The overall image has a soft, slightly blurred quality.

03

Getting started

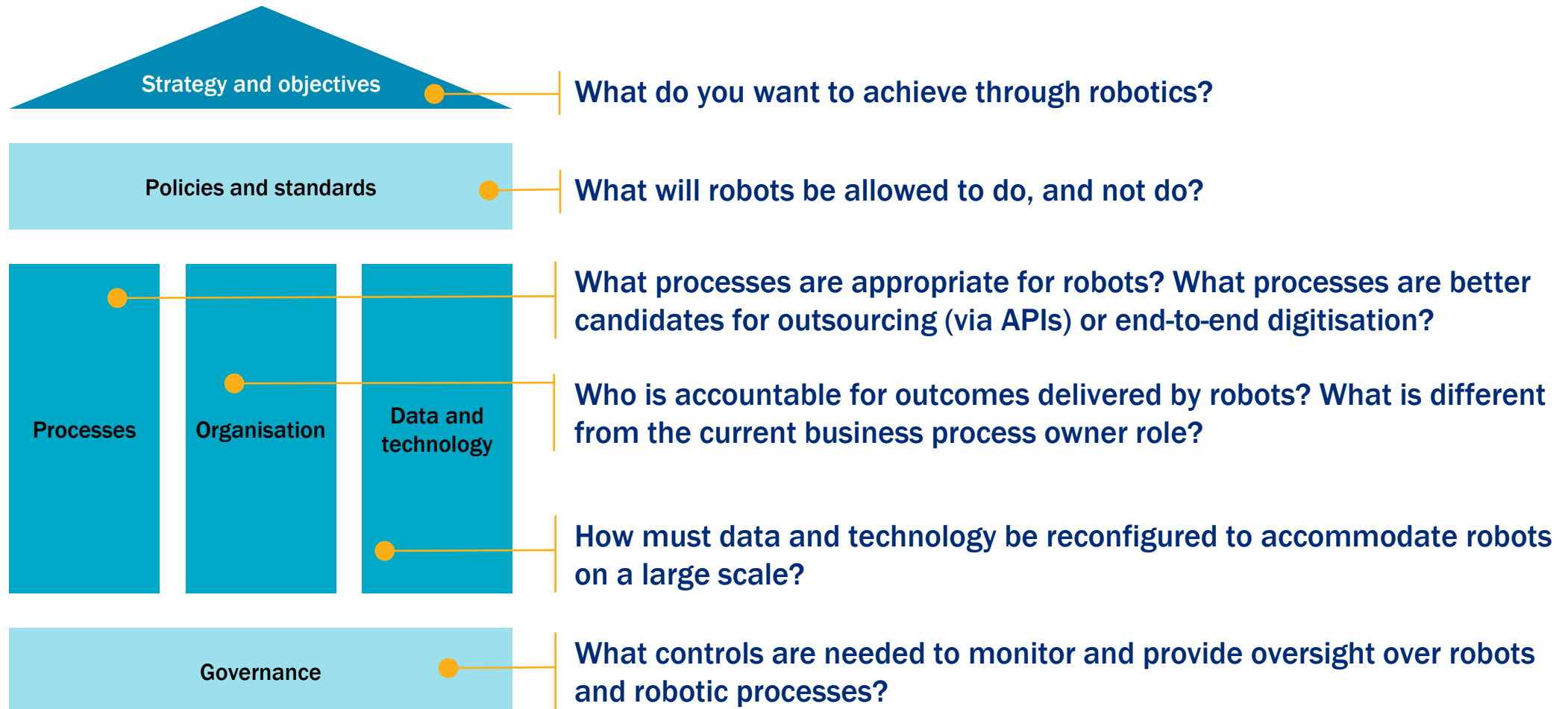
ONE OF MANY HAMMERS.... (NOT ALWAYS THE RIGHT ONE)



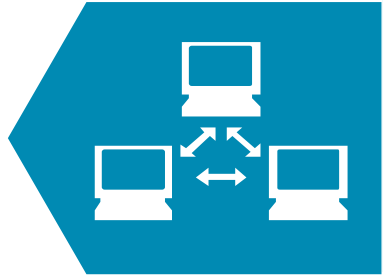
DEPLOYING SUCCESSFULLY REQUIRES FORMAL STRATEGY

Operating model components

Critical questions to address



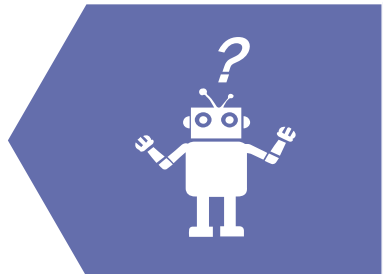
HAZARDS AND RISKS IN GETTING STARTED WITH RPA



If RPA deployment is not standardized, it could become another legacy burden



Broad deployment, too fast, can jeopardize success



RPA might actually make innovation slower and more difficult

RPA does not eliminate the need for rethinking core platforms



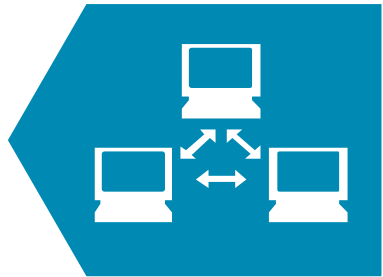
Wrong vendor, wrong place, wrong setup



Business-process owners have no incentive to automate themselves out of a job



PRACTICAL TIPS FOR DISTRIBUTORS IN GETTING STARTED



Ensure deployment is standardized, and part of a robust technology process



Start slow to go fast



Focus also on real improvement and digitization

Consider as a targeted and often medium-term solution, but



Ensure that you are selecting the right software, for the right job, at the right time



Emphasize new roles and expectations and the opportunity for RPA to enable existing resources to do more



KEY TAKEAWAYS



Overview

- Virtual workforce to automate processes
- Best for repetitive, risky, redundant processes
- Because it is non-invasive to legacy systems, can yield rapid ROI



Practical applications

- Already widely used in many sectors:
 - Operations
 - Procurement
 - Finance
 - Sales
 - HR



Getting started

- RPA is one of many tools at your disposal
- Deploying successfully requires a thoughtful strategy
- Follow RPA practical tips to ensure effective implementation