

ROBOTIC PROCESS AUTOMATION SPECIAL

# CIOReviewIndia

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JULY, 2019

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# RPATech

## LEVERAGING A PROPRIETARY METHODOLOGY FOR RPA IMPLEMENTATION

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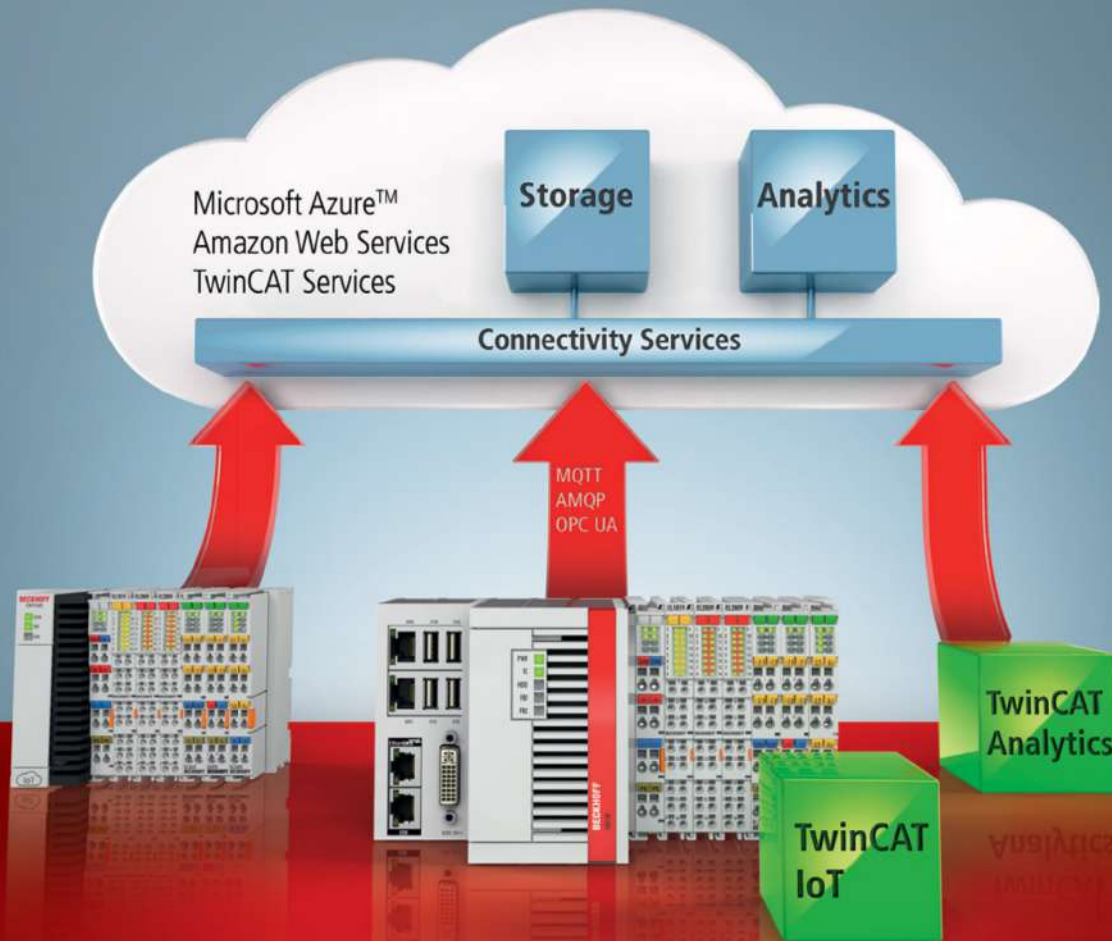


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Editorial

## RPA: A Dexterous Maneuver

**R**obotic Process Automation has emerged as a dexterous maneuver to replace labor intensive tasks as well as rev up business processes. It is already delivering value, and early movers in shared services and other administrative organizations are achieving significant benefits. RPA market is expected to grow further, earning a place in IT managers' toolkits to streamline business operations and make better use of raw data. According to Gartner, spending on RPA software is projected to reach \$1 billion by 2020 with a compound annual growth rate of 41 percent. Robotic process automation has been found to reduce the cost of transactional processes by 50 to 75 percent, across everything from back office operations like accounting and procurement to front office processes like customer service and marketing analytics. A key benefit of robotic process automation is that it plays well with other existing technologies. Experts believe that it will continue to fill the role of a complementary application for already-installed processes and data science foundations. Instead of replacing back office applications like financial processing, procurement and IT automation, RPA will rather enhance them by lightening the load for the people that manage those critical ops.

However, even though a few early adopters are already moving from experiment to scale, process automation using RPA is still in its infancy and many organizations have yet to fully realize its benefits. Going forward, maximizing the impact of RPA would require a committed shift in mindset and approach from experimentation to transformation. In order to achieve this, organizations will have to make the strategic choices by laying the right foundation to enable a digital workforce to gain competitive advantage.

In this issue, CIOReviewIndia brings to you lists of Top 20 RPA Solution and Service Providers who have proved their mettle in this domain with their innovative approach. These companies pride themselves on keeping pace with the latest technological advancements in this domain. We hope this issue gives you helpful insight into this market landscape.

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Alok Mani,  
Founder, and CEO

# RPATech

LEVERAGING A PROPRIETARY  
METHODOLOGY FOR RPA  
IMPLEMENTATION

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## IN MY OPINION

# ROBOTIC PROCESS AUTOMATION IN MANUFACTURING ENTERPRISES

By Partha Mondal, Vice President - Information Technology, Atul Ltd.

**T**he usage of physical robots in manufacturing industry is a decade old story now. With the advent of new era technologies, manufacturing industries ascend a step further to automate the business processes which at times is herculean task to perform and results into huge operational and administrative cost. The Robotic Process Automation (RPA) is an integral part of Industry 4.0 revolution and has proven immensely beneficial for the manufacturing organizations to enhance operational efficiency and productivity with accelerated performance, thus, leads to a substantial reduction in operational and administrative costs. The process bots are designed to orchestrate multiple processes and tasks seamlessly with a guided operative instructions or on a self-reliant framework to cater almost all the manual repetitive operations that most of the business functions execute on day-to-day basis.

## The Power of RPA – Features

**Agility-** The philosophy of RPA is based on agile framework which enables the solution to deploy very fast in any diversified environments and across myriad applications. Unlike traditional automation software, RPA synergies within the ecosystem in weeks and starts working to the optimal potential to add significant value proposition to the organization's ROI.

**Flexible -** The flexible framework underneath of RPA enhances the adoptability of the process bots with no | minimal change in the prevailing business processes. The simplicity in working principle of RPA and Visual process designer makes it easy to espouse by business users without understanding the complexity/algorithm of RPA.

**Secure & Compliant -** RPA has been designed based on the enterprise security framework (AES & TLS and many more) which enforce a high security measures for the process bots and ensures the compliance aspects. In any of its form - 'On-Premise', 'Public Cloud', 'Private Cloud' or 'Hybrid model', the RPA is highly secure and ensures business continuity to the fullest possible extent.



Partha Mondal

Catalyst of Digital Transformation –RPA is the potential catalyst of digital transformation for the manufacturing enterprises. This disruptive technology can be used to bring a sea change to the organization by transposing repetitive work to software bots and encourage employees for the productive innovation.

## A Mandate or Hype – Crucial Business Benefits

In today's age of Digital Transformation, manufacturing industries, too, strives for operational excellence in optimal operational and administrative cost. Industry 4.0 which conceptualizes an integrated system, is a perfect orchestration of Artificial Intelligence (AI), Machine Learning (ML), Internet of Things (IoT) and Robotic Process Automation (RPA) - which could bring a sea change to almost all the facets of business operations. This disruptive technology of RPA has become an utmost crucial element today in the manufacturing world where the organizations are more focused towards productive innovations than ever and transpose the repetitive business processes to RPA.



**Operational Cost Optimization** – Operational and administrative cost of manufacturing enterprises can significantly be reduced by 60%-70% by RPA implementation. This also leads to obliteration of human dependency to run your manual, repetitive work, thus curtailing the resource cost, too.

**Accelerated Performance** – Operational performance and efficacy improve substantially post the RPA implementation. The guided or self-reliant process bots drastically enhance the performances as they are comparatively 10x faster than human elements.

**Enhanced Productivity and Efficiency** - Once the RPA is streamlined, the human resources are freed up and focus on the innovation and core technology, thus improving the productivity of the organization. On other side, since the processes have been executed by process bots, the human errors are completely eradicated, leading to accurate functioning.

The enterprise security should not be looked at in isolation for protection of enterprise, but along with the digital roadmap of the organization, and its changing landscape

**Maximize Accuracy and Reliability** - This virtual workforce maximizes accuracy of the process execution which ensures the defined process executes with precision and zero errors.

**Robust Control and Compliance Enforcement** – The flexible architecture and philosophy make the process bots to enforce a proper control over processes being executed and maintain the auditability from compliance perspective. The essence of RPA lies in its amalgamation of versatile technology and integration capability of many pioneer cognitive services and technologies from third party vendors.

### Business Cases in Manufacturing Industries for RPA Automations -

There are many business cases in manufacturing enterprises where RPA can be used effectively to optimize the cost and bring out the best efficacy of the software-bots. Typically, in an enterprise resource planning – Supplier Creation, Customer Creation, Invoice creation and validation on

Payables and Receivables can very easily be automated and process bots are readily available in markets. Many process bots can also integrate with Microsoft Exchange, Single Sign-on or a wide range of EPR solutions, viz. MS Dynamics, SAP & Oracle. Artificial intelligence and cognitive intelligence can be effectively utilized for social sentiment analysis, image processing, extract and input data from and to multiple ecosystem.

### Achilles Heels -

**Organization Culture** – The major impediments to implement RPA rests in organization's culture and zeal to embrace the technology. The benefits to be explained to the concerned stakeholders conspicuously so that in lieu of foreseeing this as potential risk, the same can be envisaged as opportunity for focused innovation.

**Critical Analysis**–The business processes to be evaluated thoroughly before the enterprise chooses the process to be automated through RPA. Not all process may require Software bots and one should be extremely cautious while choosing certain process automation through RPA and not just use RPA to be in the mainstream with its peers.

**Top Down Strategy** – The RPA implementation strategy should be led by Senior Management team and needs to be percolated down to each individual stakeholder for smooth rollout.

### Implementation Strategy –

**Identify the 'Right' Business Case** - The most crucial success factor for RPA implementation is apt identification of business use case. Not every business process needs process bots. The enterprise needs to critically evaluate the use cases which demands such automation and needs to take a judicial call to automate the processes where most of manual indulgence involves.

**Proof of Concept (Pilot)** - RPA should be initiated with a PoC, based on success factor of the pilot process automation, the same can be rolled-out to Production environment. Subsequently, the scale up of RPA can be done, if required.

**Simple to Complex** – Post the success factor of PoC, the implementation should start with simple process and then move towards complex process automation.

### Conclusion

RPA is growing exponentially. An eminent global research firm has forecast it to reach \$1.7B revenue in 2019 and likely to touch almost \$3.0B market by 2021. Be it today or tomorrow, RPA is certainly here to rule the manufacturing world and the sooner the manufacturing enterprises adopt, the better. **CR**





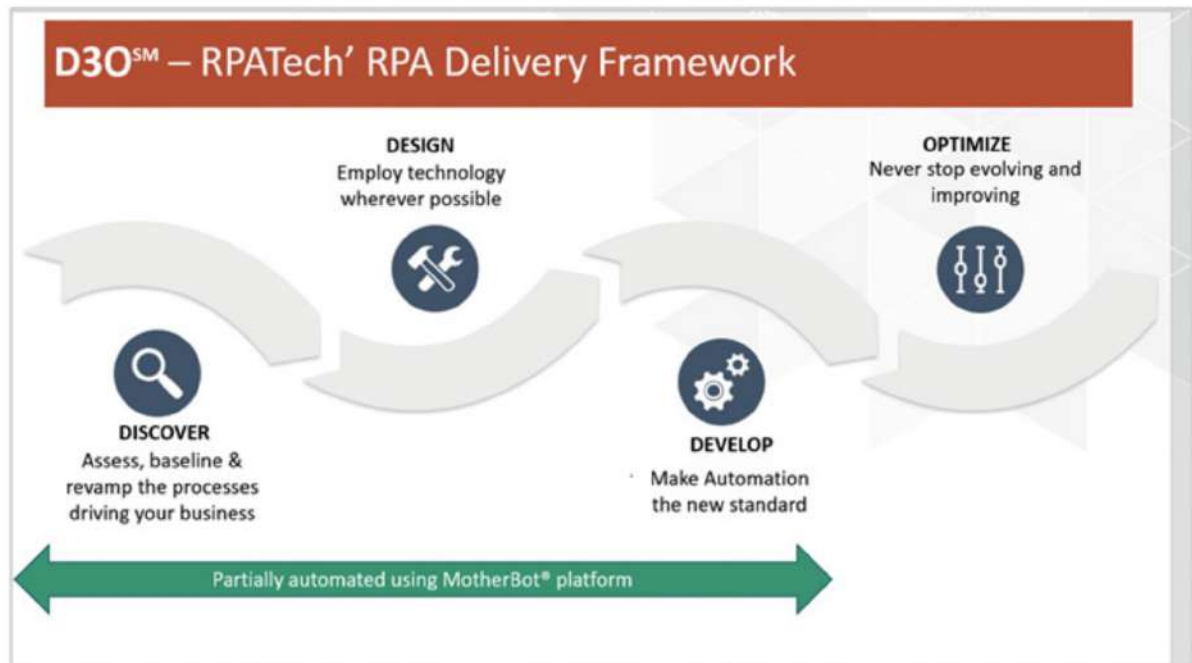
# RPATech

## LEVERAGING A PROPRIETARY METHODOLOGY FOR RPA IMPLEMENTATION

By Nazish Hussain

**T**he market for RPA is growing at an exponential rate; businesses are trying to improve their work processes and streamline IT without much human effort. The technology has gained prominence for its ability to escalate the workflow to be more efficient. Businesses expect technology to reduce operating cost, increase ROI, and improve scalability and efficiency. Having a good understanding of the business expectations and the market needs, RPAtech is positioned in this segment providing pure play RPA. The company has solely focused itself on providing RPA technology to its business clients. The company is fully invested in RPA which derives natural language processing, computer vision among other things. The company takes pride in its positioning and complete knowledge of the domain, talking of which Alok Mani, Founder, and CEO of the company says, “We are very well positioned with the inside-out knowledge of things. Our people are experts of RPA implementations.”





The company has been partners with some of the top firms in Robotic Process Implementation program. It is of the ideology that RPA is not typical software development and implementation. To begin with RPA, companies need to have a different mindset. With the help of an adept team comprising RPA experts and pioneers in this domain, RPATech has been able to deliver a distinguished experience to its business clients. The company has created its unique method which is much focused on the RPA theory. It has also gained credibility to be the only partner of UiPath having a franchise training centre in India.

#### Proprietary Methodology

The company has developed its own methodology called D3O, where the first D stands for Discover, the second D stands for Design and third for Develop. The last O is for Optimization. The major focus is put on the discovery and optimization



**IN THE WHOLE  
RPA PROCESS,  
OPTIMIZATION  
IS THE UNIQUE  
THING.  
AND OUR  
COMPANY  
TRIES ITS  
BEST TO  
CONVINCE  
THE CLIENT OF  
ITS UTILITY**

part to deliver managed services around RPA and automation. The company has experts who are well

versed with Six Sigma and RPA, who help to virtualize the workforce in time efficient manner. The RPATech team is also adept at UiPath, and Automation Anywhere software.

Telling about the RPA implementation experience, Alok shares, "In the whole RPA process, Optimization is the unique thing. And our company tries its best to convince the client of its utility." RPATech's team follows its own methodology and indigenous software called MotherBot, which is installed in user machines across organizations to observe the work processes. The software uses a machine learning algorithm to be able to figure out the pattern of the particular transaction that is being performed to accomplish the task. Over a period, the bot finds the best way to do a transaction. The MotherBot can create a bot of its own without the help of any developer or business analyst. This bot can create a bot on UiPath or Automation Anywhere Platform. **CR**





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# **CIOReviewIndia** TOP 20 **ROBOTIC PROCESS** **AUTOMATION** SOLUTION PROVIDERS - 2019



**R**PA has been in existence for a quite long period of time. It is now growing by leaps and bounds as enterprises are looking for more innovative ways to automate their business processes with accurate decision making. Robotic Process Automation, an essential fusion of automation and cognitive technologies has the power to streamline repetitive, rules-based business processes, enabling systems to make human-like intelligent decisions. For this reason RPA has become a game changing technology disrupting the conventional business landscape. Experts believe that Robots in combination with latest technologies like AI and ML have the huge potential to complement the human actions and can also serve as an alternative for human resources. However, efficient collaboration and integration of RPA with the legacy

systems determines the scope of RPA and its ability to drive revenues for the businesses. So, selection of the right vendor who can understand the unique business requirements and cater to the needs plays an important role in the successful implementation of RPA solutions.

Enabling organizations to choose the right vendor to work with, CIOReviewIndia proffers a list of "Top 20 RPA Solution Providers". This compact list consists of skilled vendors with an industry rich experience, technically adept teams and a proven track record. A panel consisting of prominent CEOs, CIOs, industry analysts and CIOReviewIndia editorial team has meticulously researched and zeroed in on the final 20 companies who we firmly believe can assist businesses achieve the set business goals while simultaneously offering better customer satisfaction.

| Company  | Management                           | Description   |
|--|--------------------------------------|---|
| <b>AntWorks</b><br>Pune, Maharashtra<br>ant.works                            | Asheesh Mehra,<br>Co-founder and CEO | Provides Generation 2.0 Intelligent Automation technologies by creating human-like RPA bots in a low-code, no-code environment.   |
| <b>Automation Anywhere</b><br>Bangalore, Karnataka<br>automationanywhere.com | Mihir Shukla,<br>CEO                 | Offers robotic process automation software that caters to enterprises looking to deploy a digital workforce composed of software bots that complete business processes end-to-end.    |
| <b>AutomationEdge</b><br>Pune, Maharashtra<br>automationedge.com             | Uday Birajdar<br>Co-founder & CEO    | Provides Chatbots, Intelligent Automation bots, AI and Machine Learning capabilities that help its clients reduce costs, improve response time, grow business and achieve compliance. |
| <b>Blue Prism</b><br>Bangalore, Karnataka<br>blueprism.com                   | Jason Kingdon,<br>Chairman           | Offers connected-RPA intelligent software to automate and perform repetitive tasks, allowing people to focus on more creative, meaningful work.                                       |
| <b>CIGNEX Datamatics</b><br>Mumbai, Maharashtra<br>cignex.com                | Vidur V. Bhogilal,<br>Chairman       | Builds intelligent automation solutions with focus on delivering cost reduction and re-imagining processes to create intuitive systems.   |
| <b>Epiance</b><br>Bangalore, Karnataka<br>www.epiplex500.com                 | Rashmi Aiyappa,<br>Chairman          | Renders a portfolio of RPA solutions to facilitate process knowledge transfer, on demand process performance support and data driven process improvement.                             |



| Company   | Management                               | Description   |
|---|--|---|
| <b>Happiest Minds</b><br>Mumbai, Maharashtra<br>happiestminds.com         | Anand Veeramani,<br>Head of RPA Practice | Provides Robotic Process Automation as a Service that is designed to integrate RPA with technologies such as AI, Machine Learning, and knowledge-based systems.             |
| <b>IBM India</b><br>Bangalore, Karnataka<br>ibm.com                       | Karan Bajwa,<br>Managing Director        | Offers solution that combines RPA with IBM Business Automation Workflow Express and Digital Business Automation Express.  |
| <b>IGT Solutions</b><br>Gurgaon, Haryana<br>igtsolutions.com              | Vipul Doshi,<br>CEO                      | Builds customized RPA solutions for Airlines, Hotels, Online Travel Agencies (OTAs), and Travel Management Companies (TMCs).  |
| <b>Kryon</b><br>Bangalore, Karnataka<br>kryonsystems.com                  | Harel Tayeb,<br>CEO                      | Offers Intelligent RPA automation solutions that support both digital and human workforces, and the interaction between them, for optimal process efficiency.               |
| <b>Lakson Technology</b><br>Chennai, Tamil Nadu<br>laksontechnology.com   | Sundar Lakshmanan,<br>CEO                | Provides RPA solutions for frictionless automation of business processes to various industries including IT, banking, finance, retail, healthcare, utilities, telecom, etc. |
| <b>Nividous</b><br>Mumbai, Maharashtra<br>nividous.com                    | Kaushal Mashurwala,<br>Co-Founder        | Enables digital process transformation by automating repetitive, manual functions with the help of AI-powered Smarter Bots  |
| <b>Pegasystems</b><br>Bangalore, Karnataka<br>pega.com                    | Alan Trefler,<br>CEO                     | Delivers unattended bots to accelerate automation of high-volume and repetitive tasks and bridge system and data integration gaps at scale.                                 |
| <b>Probotiq Solutions</b><br>Chennai, Tamil Nadu<br>probotiqsolutions.com | Preetam Gupta, COO &<br>Director         | Provides RPA and Intelligent Automation solutions for feasibility analysis, actual process implementation and re-engineering by using latest technologies                   |
| <b>Protiviti</b><br>Bangalore, Karnataka<br>protiviti.com                 | Joseph A Tarantino,<br>CEO               | Develops RPA strategy and evaluates and identifies processes suitable for automation and also provides infrastructure validation and training management services           |
| <b>SmartDocs</b><br>Hyderabad, Telangana<br>smartdocs.ai                  | Krishna Shastry,<br>Sales Director       | Offers AI based Enterprise Chat Bots, Business Process Management (BPM), and Enterprise Content Management (ECM) software   |
| <b>Softomotive</b><br>Bangalore, Karnataka<br>softomotive.com             | Jeremy Lehman,<br>General Manager        | Delivers ProcessRobots to simplify the entire processes from design to production.  |
| <b>UiPath</b><br>Bangalore, Karnataka<br>uipath.com                       | Daniel Dines<br>Co-founder & CEO         | Offers both Attended and Unattended Robots to cater to diverse automation scenario and execute the automation workflow seamlessly   |
| <b>XeliumTech Solutions</b><br>Gurgaon, Haryana<br>xeliumtech.com         | Shilpi Sood,<br>Managing Director        | Offers customizable RPA Solutions to help companies reduce the operational costs and increase overall productivity.   |
| <b>Zensar Technologies</b><br>Pune, Maharashtra<br>zensar.com             | Sandeep Kishore,<br>CEO                  | Enables enterprises to set up a robotic centre of excellence which enables adaption of improvement, implementation and scalable COE of automation strategies                |

## Happiest Minds Technologies: Offering Next-generation RPA Solutions



**W**ith automation becoming an integral component to build effective digital transformation strategies, RPA has emerged as the technology of choice across organizations to streamline business operations and reduce costs. With the shared services and business process outsourcing industry maturing and enterprises demanding increased operational efficiency and higher transactional volumes at lower price points, service providers today are increasingly turning towards RPA to meet the varied requirements of customers.

However, despite its wide-ranging benefits, the implementation of RPA is still hindered by a disjointed approach to its adoption, wherein enterprises struggle with building the right processes, managing employee resistance and onboarding, and dealing with RPA maintenance, infrastructure issues, and business case issues. Perfectly understanding these concerns, Bangalore headquartered Happiest Minds Technologies addresses them with its portfolio of RPA Services to automate repetitive tasks for organizations and improve their business efficiency.

### Robotic Process Automation as a Service

With an objective to help clients better understand current automation levels and discover more opportunities for reducing operational costs, Happiest Minds provides Robotic Process Automation as a Service that is designed

to integrate RPA with technologies such as AI, Machine Learning, and knowledge-based systems and thereby drive enterprise-wide transformation for customers.

Speaking of the company's positioning in the market, Anand Veeramani, Head of RPA Practice at Happiest Minds, says, "Customers today need a strong technology partner who is not just RPA focused but also has experience around AI, Chatbots, Big Data Analytics, and large integration projects. Happiest Minds, being a Born Digital company focused on next-generation technology services, has a good standing in the market with the capabilities and partnerships to work with multiple RPA tools and solutions." The company's RPA services portfolio includes IT Process Automation, Business Process Automation, and Proof of Concept solutions.

### Improving the approach towards RPA implementation

When it comes to providing RPA solutions, Happiest Minds combines it with other technologies to help clients automate their routine IT tasks, reduce downtime, and improve their incident management processes. To help customers improve their approach towards RPA implementation, the company aids them in selecting the most appropriate RPA operating and governance model, change management plan, and deployment strategies for their organization. The company then assists its clients in assessing and prioritizing automation opportunities and in channeling efforts according to their current automation plan.

Happiest Minds leverages RPA for several use-cases, such as capturing and interpreting of information for processing a transaction and communicating with other digital systems. The company also employs RPA in IoT-based solutions to detect issues in real-time, and for the automation of HR processes and Customer services across large and medium-scale organizations. This includes the automation of resume screening, candidate shortlisting, letter administration, new hire onboarding, training, travel and expense management, and other such tasks.

Having carried out several successful RPA implementations over the years, Happiest Minds has carved a niche for itself in this domain. Moving forward, the company intends to create solutions that combine ML with RPA as well as intelligent conversational bots with RPA, in the near future. **CR**



# RPA: A BRIGHT FUTURE

By Biren Parikh, CIO, CERA Sanitaryware Ltd

**R**obotic Process Automation (RPA) is nowadays a demand for organizations across all verticals. RPA will transform the organization's ability to react to, deal with and streamline their complex workload. Every organization will have to find new ways of reskilling their workforce as they get to grips with new digital future technologies/application. An Organization also needs to keep their skills updated on regular basis, if they are to succeed with agile growth. RPA is on the rise much rapidly across the world. To support automation needs of employee, the organization can introduce and implement RPA. RPA software uses bots to automate routine tasks within software applications that human workers normally perform.

## Problem Statement

Mostly, all organizations are growing reasonably on fast rate. For better and fast growth, it needs more people to handle process for day-to-day routine work. Employees are joining and leaving organizations based on their circumstances. As new employee joins, organization gives training or knowledge transfer to do a job as desired.

Nowadays, to find good staff is a challenge across all sectors.

Apart from attrition, some of the key challenges are as follows:

1. Qualified staff for suitable job
2. Ready to do repetitive work

Generally, by doing repetitive work, employees fail to be efficient or qualitative for value addition. They spend 20 to 30 percent of their time in meeting, discussion, training, etc. They require regular break, leaves, holiday and pay hike during their job in the organization.

Some of the use cases of repetitive/routine work are as below:

1. Intimation to Customer and Vendor for their payment made and payment receipt respectively
2. Master Records Maintenance i.e. Employee, Material, Vendor, Customer etc.
3. Generate Lead, follow ups, convert prospect into customer, etc.
4. Vendor Invoice booking, Customer Order booking, etc.
5. Reconciliation of data

## Why RPA?

To alleviate the above concern, organizations need automation through Digital Worker (Robot). Digital worker can do repetitive work 24/7



without any question. It can work more efficiently, accurately and in time duration. Robots do work with agility and without any leave/break/holiday/pay hike also. Some organizations do not have clear strategies to manage roles and responsibilities for employee, which leads to wastage of efficient resources.

Nowadays a common believe is that, RPA should be democratized, and it can be infused into effective and efficient solution to many challenges faced by employees and organizations. Through process automation, organizations can reduce risk and improve compliance.

## RPA Feasibility and Assessment

By studying and understanding users routine/repetitive work, it must be our mission to help every person and organization achieve more effectively and efficiently. First of all, you have to list down which process you would select for automation process from manual, repetitive, lengthy, etc.

In the market, many RPA solutions are available with good features and technologies. To pick the right RPA solution is a big key to success, because user has to accept it and use it very effectively. Organizations need to do feasibility study to justify their requirement with the right solution. Also, before going live with solution, organization can have POC (Proof of Concept) from solution provider.

RPA solutions are about designing what process will be needed in the future with automation approach, making products and services that can adapt to employee lives and make it easier for them to connect with their job for value addition.

### RPA's Benefits

Many organizations are already using RPA and getting huge benefits with early adoption. Implementing a proper RPA Digital Worker allows organizations to create automated end-to-end processes and re-allocate manpower to the areas of the business with most needed assistance with value addition. It provides employees with real-time process guidance and automates routine activities associated with processes in a fast and accurate manner.

- a) Agile operation
- b) Reduction in Cost, leads to Revenue Growth
- c) Employee can focus on core competency, thus gaining efficiency
- d) 24/7 Work
- e) Improve productivity and quality
- f) No Break/holiday/pay hike

Employees can use their efficiency in value addition work by accepting change in their routine work. No doubt, acceptance of new change will be an issue in most industries. Humans are reluctant to change easily; the reason being that he/she has been doing their work in old ways since long. For change, they need to learn new process/operation and adopt it for their routine work. Effective and proven implementation of RPA results in a highly laudatory increase in manpower efficiency. With an automated and connected Digital Workforce in place, you always have access to data set in right manner with agility. Now one can use RPA to provide more productive work environment in organization.

### RPA Examples

Some of the use cases are as below:

#### 1. Intimation to Customer and Vendor for their payment made and payment receipt respectively

**Current Scenario**

Accountant received intimation from bank for transaction and then he/she will send SMS to Customer / Vendor through mobile number to the concerned person.

**With RPA**

Digital Worker (Robot) can do the same activity very accurately and within timeline as per schedule with agility.

#### 2. Master Records Maintenance i.e. Employee, Material, Vendor, Customer etc.

**Current Scenario**

Employees of respective dept sends email with data to IT/ERP Team to create Master. IT/ERP team will login to ERP, do needful and confirm the activity to the Employee. Some time delay in process anticipated due to manual intervention in 2/3 stages by human.

**With RPA**

Digital Worker (Robot) can instantly read email, login to ERP, do needful and confirm the activity to respective Employee.

#### 3. Generate Lead, follow ups, convert prospect into customer, etc.

**Current Scenario**

Employees can generate lead, make regular follow ups and then convert prospect into customer. Regular follow ups and updates records are very difficult to maintain with very busy schedule, due to which same lead can be ignored/lost by employee.

**With RPA**

Digital Worker (Robot) can do above activity i.e. follow up through email or Chatbots to Prospect on regular basis.

#### 4. Vendor Invoice booking, Customer Order booking, etc.

**Current Scenario**

In organization, vendor invoice booking is lengthy (time consuming) & complex process.

- a. PO issued to Vendor
  - b. Vendor sends material against PO
  - c. Material received at store of Organization
  - d. Accounts team books Invoice
- Accounts team makes a payment

**With RPA**

Digital Worker (Robot) can do above activity very accurately and with agility by setting up above steps perfectly mapped. Scan Invoice automatically, read, book invoice and make payment by Robot.

### RPA Journey

The journey of 100 percent digital transformation starts with small first step, which is more painful and full of fear of failure. But organizations can overcome it with the careful selection of technologies and become more productive.

With RPA initiative, we keep a constant eye on the process improvement, as well as what our competitors and other industries are doing.

### Mission RPA

Employees are considered as internal customers to organization, and customer is GOD. Satisfied customer will grow organization's business very fast. We IT leaders are modernizing the role in terms of its mission, positioning and skill set to fulfill the above statement. **CR**



## IGT: Providing Assistance from the Get-Go of Enterprises' RPA Journey

**W**henever a business undergoes a new process, there must be a proper plan, and at the same time a clear idea of the outcomes. Companies, especially the ones who are in the early phases of their RPA journey require partners who can hand-hold them in the initial period and help them leverage this technology for early quick wins and then scale this across the enterprise. Seldom do customers have an understanding of a good starting point for their RPA journey or the knowledge of areas that they wish to automate. This is where IGT Solutions' with decades of experience comes into play. They provide assistance to the enterprise from the get-go of their RPA journey and help them establish a center of excellence, which acts as the pillar for implementing automation across the enterprise. They work closely with the business not only to provide a service but to make a business impact. IGT offers outcome-based Transformational models, and a lot of their pricing is based on business outcomes.

### Travel Automation experts

What sets IGT Solutions apart from other players in this segment is the fact that it brings in decades of travel industry expertise and several years of experience in Digital Transformation. "100 percent of our people work on travel projects and processes. By virtue of that, we feel that we are uniquely positioned in the industry because our people are veterans of this domain and battle-hardened Digital professionals. Our Digital practice overlaps both our IT and



Vipul Doshi, CEO

BPM verticals. Therefore, we have both the technical as well as functional understanding to undertake complex engagements with our customers," says Vipul Doshi, CEO.

### A Reliable RPA Framework

IGT's proprietary RPA frameworks are a blend of industries' best practices and their learning from multiple "consulting to commissioning" programs that are being executed for enterprises. These frameworks provide IGT a repeatable formula to quickly assess and deploy RPA programs from start to finish. Their assessment and consulting framework determines the course of action and the type of engagement required for the customers. Once the course is decided, they employ iTRIP methodology to perform process cataloging, deep dive click level process assessment & mapping, ROI calculations and subsequent RPA deployment following agile principles. Moreover, enterprises are pro-

vided with "dWizard" (Automation Wizard) RPA framework, which is a collection of functional and technical accelerators built on top of RPA platforms that help a planned and a faster RPA deployment.

### Initial Bot Testing for Quality Assurance

IGT starts planning Bot testing during the initial process assessment phase and develops QA Bot simulating manual validation steps. As Bots are used for QA, this brings efficiency, improves productivity where Bot can work 24x7 and save significant cost. "We recently executed an RPA project for a hotel to complete around 375K transactions in two weeks timeframe. To validate these transactions manually, it was impossible to meet overall timelines; so IGT also developed a QA bot to successfully validate process outcome. This QA bot was simulating manual QA process," shares Vipul.

IGT is working on outcome-based transformational models where customers need not worry about who (Bot or Human) is performing the task. IGT Solutions have both the technical and human components to develop and scale this hybrid workforce and lead the deployment across enterprises.

"We are working with several large Airlines, Hotels and Cruise lines to transform business processes in flights operations, contract loading, rate loading, procurement and customer service lines of business. Cumulatively, we have been able to save our customers 300 plus FTEs with savings of well over a million dollar in operational costs alone," concludes Vipul. **CR**

# SIX PRINCIPLES TO GUIDE YOUR DIGITAL TRANSFORMATION

By Stephen Engel, Senior Vice President, Hitachi Consulting

## If the impact of digital transformation in your industry isn't already keeping you up at night, consider this:

- 60 percent of Global 2000 companies will have doubled their productivity by digitally transforming many processes from human-based to software-based delivery by 2020, according to IDC. Are you keeping up with this remarkable pace?
- Only 26 percent of CEOs have set a clear vision for digital for their businesses, according to Forrester/Odgers. Are you helping guide the rest of management team toward a digital transformation?
- More than 8.4 billion "things" are on the Internet today, up more than 30 percent from just one year ago, reports Gartner. Are innovations like the Internet of Things (IoT) passing you by?

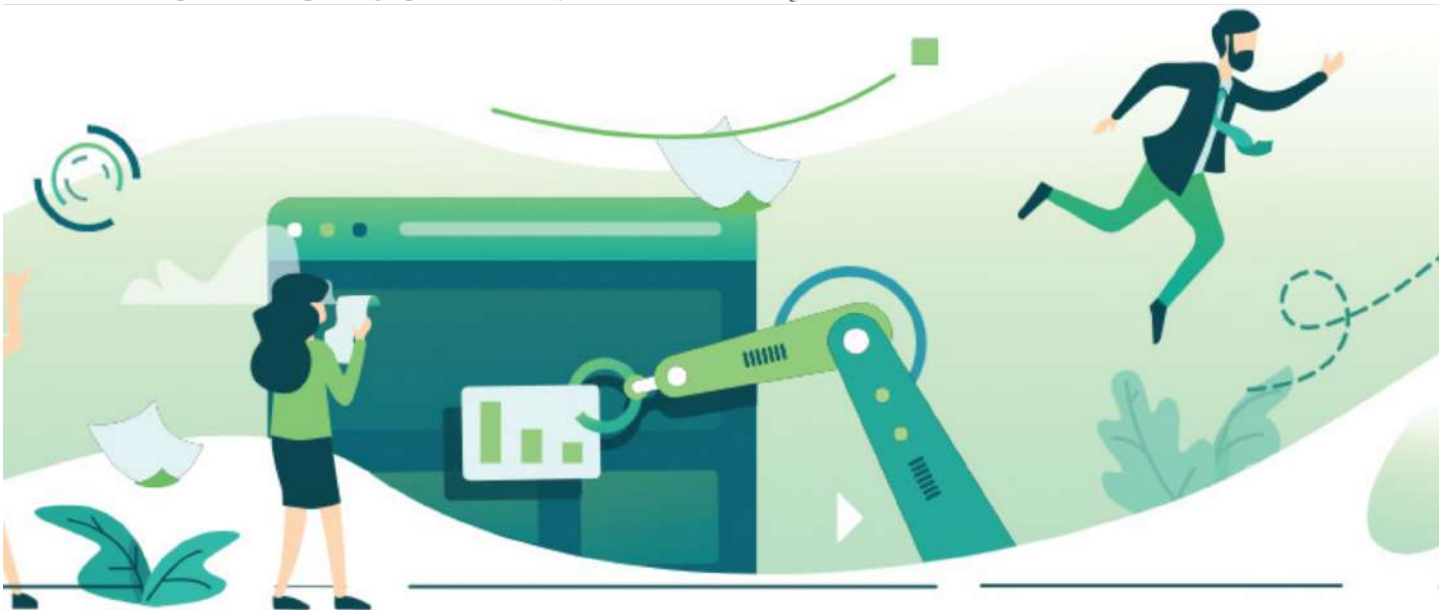
Sharp CIOs see the digital disruption adoption rate soaring, not just in the U.S. but globally. We recently visited a manufacturer in Mexico that is aggressively working on outpacing many of its competitors in using operational and information technologies. Why? Powerful forces are disrupting every market: higher customer expectations, more nimble competitors, emerging new opportunities, not to mention pressure on profitability. A variety of digital technologies are contributing to this disruption: 3-D printing, predictive analytics, machine

learning, blockchain, AI, sensors, and algorithmic modeling, among others.

Less clear, however, is the way forward in responding to these forces. Unfortunately, some CIOs get hung up on the technologies — the "things" that are expected to empower a digital transformation. But in my experience, the CIOs who earn buy-in from their colleagues present digital transformation not as a thing but as a way of doing things.

For example, a global food processor wasn't satisfied with their current yields. The frequency of reworking products was adding cost. Production yield levels had flat lined. Manual QA processes weren't reliable. Profitability was sagging. But the company is turning things around and their approach illustrates a productive path forward in undergoing a digital transformation.

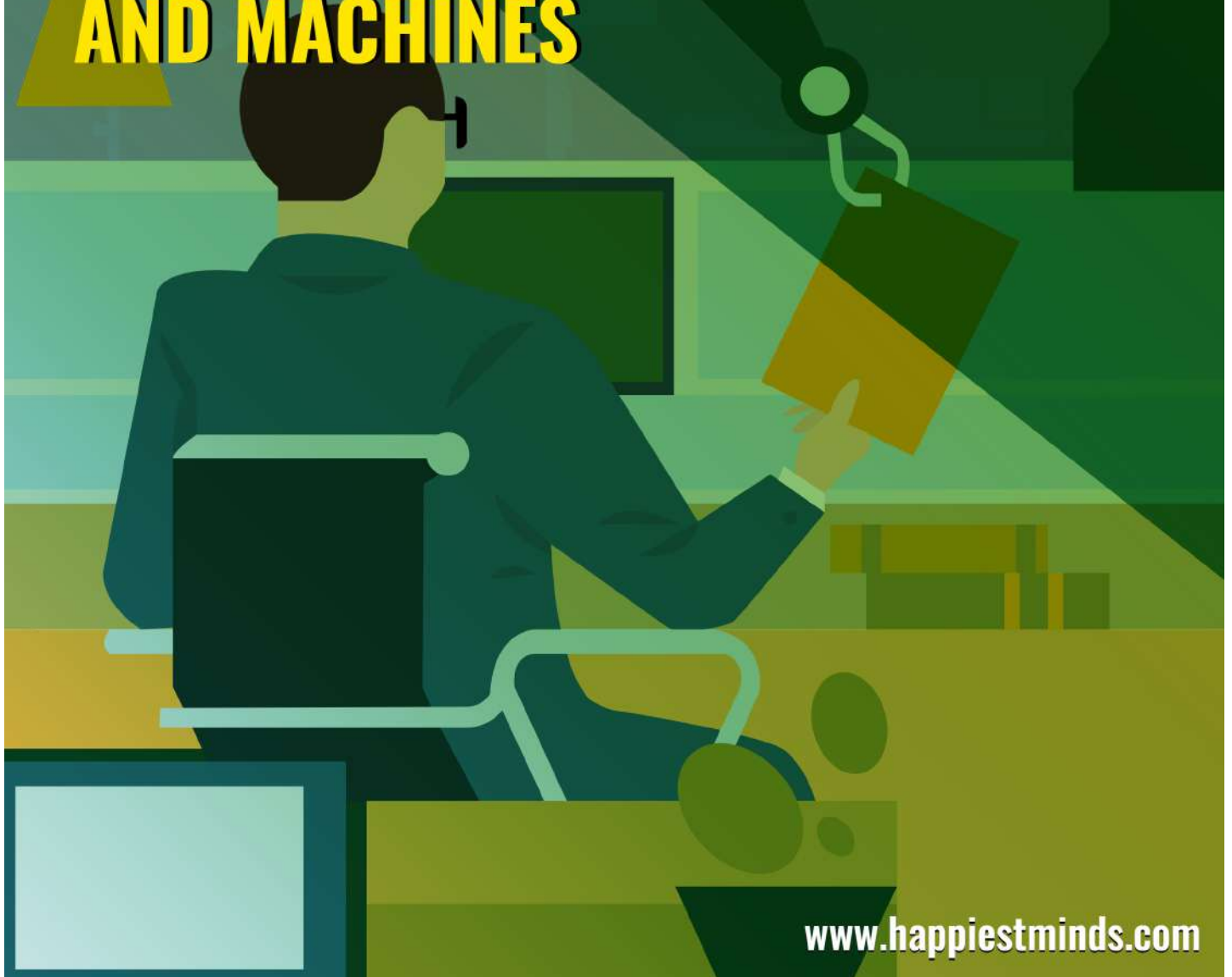
The CEO there understood that digital transformation isn't just about technology, it's about more profitable customer outcomes and relationships. The head of manufacturing saw that new technologies could enable operations to be more predictive and less reactive. The CFO was relieved to find that transformation didn't require huge capital outlays and could even convert the latent value in its existing manufacturing infrastructure to generate even greater ROI.







# INTELLIGENT PROCESS AUTOMATION **POWERING THE RELATIONSHIP BETWEEN HUMANS AND MACHINES**



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As we engage this company and other leaders we've found a transformation anchored to six specific principles can be valuable in creating alignment and actually driving results. The process doesn't have to be long; in fact, it shouldn't. A digital transformation isn't a boil-the-ocean exercise. Rather it's a series of integrated, incremental improvements, each of which contribute to greater profitability and competitiveness.

### Here are the six principles of a successful digital transformation:

1. Set measurable objectives. Pick a couple of opportunities to test proof of value. Be able to describe pilot projects in a few bullets. You'll want to test more than one hypothesis and avoid falling in love with one pet project.

For example, one of the food processor's objectives was consistently storing and handling raw materials within precise temperature variances. Everyone understood the risks of operating outside those variances.

2. Validate hypotheses with data. For example, if one potential project is to improve the performance of a line that relies on a machine that is experiencing unplanned downtime, collect data over a fixed period of time — your manufacturing load, staff load, labor, raw material load, planned orders, all of the key metrics that you gather today specifically to that work cell or that line.

The food processor collected real-time data on equipment performance to validate the value of preventive maintenance.

3. Build a financial business case. Is there a dollar value that makes sense in investing in fixing or replacing that machine? If the data shows that downtime costs thousands with each occurrence, and puts customer relationships at risk, the business case is there. Also, explore ways of minimizing capital investments. One helpful rule of thumb is that digital transformation investments should break even in the same year and generate significant ROI within 18 months.

Adding sensors to current equipment, the food processor concluded, could be done at a fraction of the cost of new capital expenditures.

4. Engage to create executive alignment. The traditional lecture-style monthly meetings and status reports don't work in driving digital transformation. Instead, create an advisory board as a forum for education and foster a roll-up-the-sleeves attitude about possibilities and approaches where everyone is engaged as a team.

Senior management at the food processor were aligned about the value of making real-time shop floor decisions. They met at the intersection of operational technology (OT) and information technology (IT) and worked together on implementing solutions and ensuring that



employees on the shop floor adopted new processes.

5. Only execution and results really matter. Take on pilot projects with a strong business case and zero in on the barriers to execution. Perhaps your data repository lacks the capacity for relevant real-time information or your sensor data is inadequate. Addressing those interim issues will help ensure that you create the value you're looking for and keep the energy up during the digital transformation.

Consistency of product quality was a critical success factor for the food processor. By collecting real-time data at key points across the production process — ovens, broilers, conveyors, etc. — and doing preventive maintenance, the food processor validated the ROI of having earlier awareness of potential production problems.

6. Look outside your own organization. Look to leaders from outside your industry. Often what you thought was merely a distant possibility is actually standard operating procedure in another industry. Your team will start to get excited when they see the success of others on similar digital transformation journeys and have a deeper appreciation of the importance of their efforts.

In working with the food processor, we introduced him to initiatives undertaken by other process and discrete manufacturers so that the company could approach their own digital transformation with greater confidence.

For most CIOs digital transformation represents the "new normal" to positively impact the balance sheet. Having that kind of impact is certainly a challenge, but the results will have any CIO sleeping better at night. **CR**



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-Shardul Sheth, **Founder/ Director, AgroStar (Ulink AgriTech Pvt Ltd)**



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## Lakson Technology: Enhancing Decision-making Process through RPA

**G**lobally, the adoption of RPA has gained traction and RPA has disrupted the business processes by intelligent automation of mundane rules based processes. RPA capabilities to automate the processes without disrupting the existing applications help enterprises reduce the operational costs. "RPA is widely accepted particularly in automating the payroll, customer service, finance and accounting operations to eliminate the human intervention. However, Indian enterprises are lagging behind the western world in robotic process automation and are heavily depending on overseas solution providers for RPA solutions. RPA, being an emerging technology in India, is considered to be expensive to adopt by many small and medium range enterprises," says Sundar Lakshmanan, CEO.

In a bid to facilitate the adoption of RPA by Indian enterprises, Lakson Technology, a Chennai based company provides cost-effective RPA solutions for frictionless automation of business processes to various industries including IT, banking, finance, retail, healthcare, utilities, telecom, etc. Lakson Technology helps enterprises augment, replace or digitize the manual processes using RPA without disturbing underlying system structure. "Our team of experts integrate a virtual workforce to manage all operations handled by humans. We provide robotic process automation solutions coupled with artificial intelligence, machine learning and cloud computing to enhance the decision-making and automate the execution of repetitive and rule based processes," informs Sundar.



Sundar Lakshmanan,  
CEO

### Simplifying the Account Payable Process

In spite of the technological advancements, accounts payable process remains a challenge for enterprises. "Invoicing in account payable process is a long and time-consuming process starting from

the invoicing party to the accounts department at the payable party. We have showcased our RPA solutions to our existing clients and they are very keen to implement RPA to automate and centralize the accounts payable process," says Sundar. Lakson technology offers automated invoice processing solutions by integrating all inbound invoice channels to complete the invoicing process with reduced manpower and man-hours at lower costs. The company assists its clients in scanning invoices, invoice reading, workflow-driven accounting, ERP integration and audit-proof archiving.

### Minimizing Human Intervention with Virtual Workforce

Lakson Technology exploits artificial intelligence in the form of cognitive data processing for the simulation of human intellect through learning, reasoning, and self-correction to provide intelligent RPA solutions by deploying virtual workforce when the information is provided through natural language interaction. The virtual workforce deployed by the company can work across various platforms and user interfaces by taking appropriate decisions to trigger the actions to be performed. Virtual workforce has the ability to learn from interactions with human workers in order to improve efficiency of the enterprise operations by minimizing the human intervention, thereby reducing the expenses of the enterprises. The company provides a window into the management of this virtual workforce, enabling users to build, test and deploy automations and monitor the virtual workforce. **CR**

**We provide robotic process automation solutions coupled with artificial intelligence, machine learning and cloud computing to enhance the decision-making and automate the execution of repetitive and rule based processes**



# RPA: THE NEXT GAME CHANGER IN THE MANUFACTURING INDUSTRY

By Makarand Sawant, Senior General Manager - IT at Deepak Fertilisers and Petrochemicals Corp. Ltd.



**R**obotic Process Automation (RPA) is transforming the way organizations across different industries do business. It allows organizations to automate certain types of work processes to reduce the time spent on costly manual tasks and increase efforts to deliver mission critical work. RPA is helping organizations do more with less: helping them automatically process and store data without having to perform manual data entry, generate financial reports without spending considerable amounts of time in Excel, and execute customer outreach campaigns without spending hours in a customer

relationship management program. These types of optimizations have been made a reality through RPA.

More broadly, RPA is a critical innovation within Industry 4.0, or the fourth industrial revolution that blurs the line between the digital and the physical. RPA can help enable manufacturers to improve productivity, meet customers' expectations and consistently drive product innovation while lowering costs.

One of the main differentiators of RPA from other solutions is that it performs tasks that do not require deep cognitive capabilities. RPA is the automation of a process, but the software is not improved or changed based on the

inputs or its results. This is different from machine learning or artificial intelligence (AI) software, which can learn and improve based on the continuous evaluation of its inputs and results. Instead, RPA software simply performs the same task(s) repeatedly based on business requirements.

### BENEFITS OF RPA

- Error-free, consistent results
- Employees can be utilized for higher-value work
- Increased job satisfaction (not spending time doing repetitive, low-value work)
- Faster, more predictable delivery timing
- Documented trail of work performed
- Identification of anomalies or other red flags
- RPA provides several major benefits. The most immediate impact from RPA is that routine tasks are performed in an error-free, consistent manner. RPA also provides an audit trail of work performed, which can be valuable when the output of a process produces an unexpected result. In addition, RPA solutions can be configured to identify anomalies or red flags that may not be identifiable by an employee.

The long-term advantages are also valuable. Perhaps the most important benefit is increased job satisfaction. Employees dislike the most is the tasks usually include manual work that could be handled by an RPA solution. Increased job satisfaction results in a better work environment and more productive employees. Moreover, the results of the newly automated processes become better and the cost savings can be recognized.

The most common method of RPA implementation is via individual bots or single programs that perform tasks automatically. The bot can be accessed through a

desktop or web-based application. Alternatively, organizations can implement a server that controls a set of bots within a department or across the organization. The server-based approach is a more robust system that is typically employed when there are a larger number of bots throughout an organization that need to be managed centrally, whereas the individual bot method is appropriate when only a few bots are used.

**Below are the key steps for determining whether an RPA solution is appropriate:**

- Identify where most time and effort is being expended on manual tasks
- Identify bottlenecks of key processes—specifically identifying manual tasks
- Implement a pilot program to tackle a high-value discrete task that can have immediate value

A manufacturing industry that wants to unlock the full potential of its productivity, management and administration, should probably consider using the RPA in its every functional area

RPA will play an increasingly important role in manufacturers' shift into Industry 4.0. It offers organizations an exciting new way to

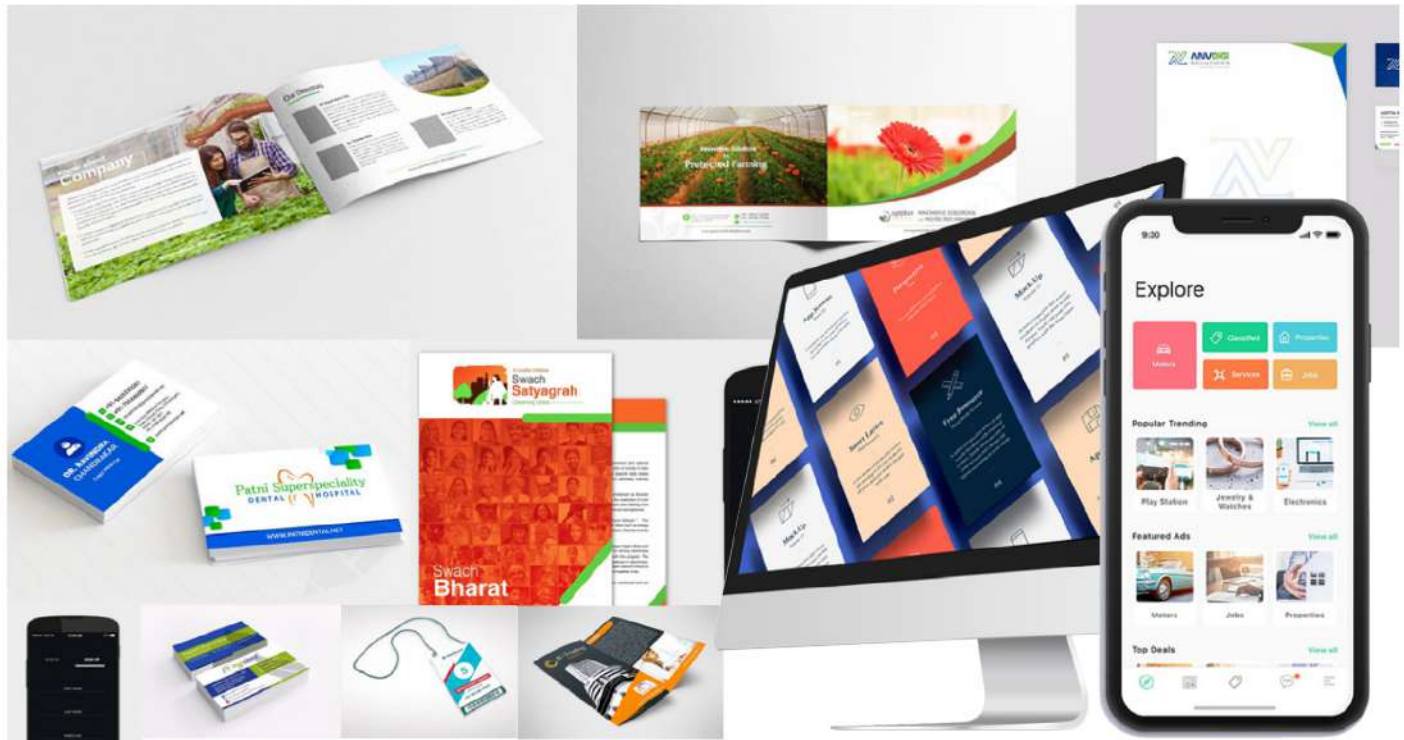
improve their operations while also improving employee job satisfaction. RPA solutions have become a widely adopted strategy for enhancing various parts of organizations' operations by allowing employees to focus their time and efforts on more high-value and meaningful work. It has helped organizations do significantly more with less while reducing errors, increasing workforce job satisfaction, and better ensuring that deadlines are met. These benefits have been possible with relatively small capital investments and IT resources. While RPA is not applicable to all types of work, it is a good option for reducing hours spent on routine, manual tasks.

Manufacturing Automation has attracted recent innovations in factories in various sectors. Significantly, the manufacturing sector is experiencing error-free and streamlined procedures without completing full performance to give the best productivity using RPA. Wrong replication processes dramatically increase the risky productivity of manufacturing companies and the smart leaders of these companies embrace the Robotics Process Automation to increase their output and good productivity. Manufacturing companies are changing their production unit from human resources to physical industry robots for their products to assemble, checking the quality and packing it. Though these robots help to repair the assembly line, the manufacturing companies are still struggling to manage their operational processes and back-office work. Robotic Process Automation is the next game changer in the Manufacturing industry. A manufacturing industry that wants to unlock the full potential of its productivity, management and administration, should probably consider using the RPA in its every functional area. **CR**



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## Probotiq Solutions: Optimizing Business Processes with Intelligent Automation Solutions

**R**obotic Process Automation and Digital Transformation are changing the worldview by providing automation solutions to every industry for optimizing the business processes with more accuracy and less human intervention. Increasing demand to streamline business processes in SMEs with limited human and financial resources is anticipated to increase the adoption of RPA solutions. "The role of Intelligent Automation and RPA in enterprises is becoming prominent owing to its capabilities to learn and think with minimal or no human involvement and perform prescribed functions consistently," says Preetam Gupta, COO & Director, Probotiq Solutions. Several enterprises in India have started pilot based RPA projects but are still trailing in full scale implementation of enterprise level automation which requires proper domain expertise and effective training.

**We have spent an enormous amount of time in educating the clients about RPA and the areas of operation where RPA can be implemented to bring in more accuracy**

Probotiq Solutions, a Chennai based company provides RPA and Intelligent Automation solutions for feasibility analysis, actual process implementation and re-engineering by using latest technologies such as Artificial Intelligence, Machine Learning, Optical Character Recognition, Chat-

bot, NLP/NLG along with proper training for employees to increase accuracy and efficiency of processes by digitising and auditing process data. Probotiq Solutions is a subsidiary of PKF S&S led by Santhana Krishnan, a veteran who had a vision to have an automation focused company with a global reach. PKF S&S is a reputed Chartered Accountancy firm with 4 decades of experience and having multiple enterprise clients across the country.

### Demonstration with Proof of Concepts

Probotiq with its vast domain expertise in Internal Auditing, Accounting, and Finance Co-operation offers process standardisation and automation solutions to its clients demonstrated with Proof of Concepts (POC) for successful RPA implementation. "Every enterprise would first like to test the new technology before implementing it. Our team goes to the client's place to study the clients' processes and operations where our technology helps bring efficiency, and does a quick POC to demonstrate to the client our domain expertise and technology capabilities. We also have videos of in-built POCs to showcase to our clients so that they get better understanding of the technologies," informs Preetam Gupta, about the company's Proof of Concepts demonstration.

### Deployment of Intelligent Bots along with Training

Probotiq does organisation wise feasibility analysis to understand the overall process landscape and identify the potential opportunities where Intelligent Automation solutions can be deployed. Probotiq helps clients in design and building of Centre of Excellence (CoE) that will industrialize



Probotiq Team

the automation process for effective management and efficient execution. "We have spent an enormous amount of time in educating the clients about RPA and the areas of operation where RPA can be implemented to bring in more accuracy with touchless human intervention and 24/7 processing by deploying intelligent bots. We first train the client on how to run the bot and how exception reporting happens. Then we slowly help them build the Centre of Excellence and provide training on various other aspects of operations," says Preetam.

Probotiq, a company which is in the business of Intelligent Automation of Enterprise Processes has clients across India, Middle East and North America. The company is working on Vendor Invention Management System for larger and intelligent automation solutions involving various advanced technologies like AI, ML and NLP. "There is a misperception about RPA that it would replace all jobs by taking over the entire processes, which is not true. On the contrary, RPA will create exponentially large number of jobs and will help us to reach higher human capabilities," affirms Preetam. **CR**



## CXO INSIGHTS

# RPA, AI AND ALL THAT JAZZ...

By Nilesh Sahasrabudhe, VP, Head of Cognitive & RPA automation at Tieto

**I** am sure that you have already heard and read from more sources, than you would have liked to, that Robotic Process Automation and Artificial Intelligence are two of the biggest technology trends impacting businesses right now. The hype is so real that if I tell you Intelligent Automation, Autonomics and Cognitive / Service Delivery Automation are pretty much the same thing, and further combine these into a super-trend of Cognitive Robotic Process Automation, you will probably laugh it off!

Personally, this month began on a high note for me, as I stepped into my new role as Head of RPA & Cognitive Automation CoE in Tieto. Although it's just been a month, I am really enjoying the pace of change and opportunity to learn. Reflecting upon the magnitude of the hype these new technology trends bring along, I come across a cynical tweet from Mat Velloso which, I feel, provided the simplest possible explanation about the difference between Machine Learning and AI...

"If it is written in Python, it's probably Machine Learning; If it is written in PowerPoint, it's probably AI"

Alas, just when I thought that the industry has finally settled upon some common terms for indicating technology trends, somebody muddies the waters by inventing a new one. And not because it describes something fundamentally different, but just so that his/her offering or product sounds different from everyone else's. I don't foresee the dust ever settling down; and the only way forward is to learn and grow with a 'do it yourself' attitude.

## Embarking on the automation journey

Most of us realize that Automation isn't new; we (programmers) have been automating since the dawn of computerization. It unlocks the door to agility and digital transformation. However, Automation has forever had its share of controversies as it affects human processes, human work, and human relations, and adoption is always slow and full of hurdles - suspicion, reluctance, and hostility. In

the end, automation has, throughout history, proven to create more benefit and more work, even though it has led to job losses and changes in job roles and responsibilities in the short run.

Reshaping the future of work with Robots is no more just a buzzword. The technological advancements which could make it possible are coming, and potentially with greater-than-expected speed. An approach, which seamlessly integrates business and technology, is critical for orchestrating future-ready solutions.

It is imperative to consider the following characteristics when embarking on the automation journey:

### Factfulness

- What is your enterprise wide automation strategy?
- What should be the ideal percentage of automation within enterprise?
- What metrics determine whether automation is valuable?
- What is the apt strategy for re-deployment of existing resources impacted by automation?

### Mindfulness

- Where is the customer in this journey?
- What is the meaningful business problem we are solving?
- Which operating model best works in organization?
- Do you have the right people in the bus, on the right seat?

### Common sense

- What is your partner ecosystem?
- How should the pricing model be in federated environment to understand how much you are paying?
- How long you should continue with the pilot?
- What is the right balance between automation for 'Growth' and Automation for 'Efficiency'?

To summarize, there is no denying the fact that Automation has and will continue to play an imperative role in the journey towards digital transformation. #AutomateNOW CR



## SmartDocs: Bringing Efficiencies to the nth Level in BPM with Cognitive Automation and RPA



Krishna Shastry,  
Sales Director

**W**ith each consecutive year, the magnitude of transformation brought about by Robotic Process Automation (RPA) is compelling decision makers to re-imagine their business processes. RPA software vendors are attempting to be more precise with their language that is increasingly being recognized as Cognitive Automation (CA). Deloitte goes on to define CA as a subset of AI technologies that mimics human behaviour. Once reserved for only humans, RPA along with CA is delivering perpetual and judgment-based tasks which have increased the scopes where CA can be utilized for making decisions, completing tasks, meeting goals, and mostly automating specific business processes. Such attempts are being made worldwide. Pioneering such endeavour is Silicon Valley-based company, SmartDocs which is streamlining business processes while bringing in huge gains in productivity.

With one of the broadest platforms in the industry, SmartDocs offers all the three major ingredients of an expansionary business process, namely Cognitive Automation, Enterprise Content Management, and Business Process Management. This comprehensive set of a business solution built on top of this platform makes lucid and customer friendly applications for finance, procurement, HR, Sales and Production Planning. All these have helped in achieving the lowest TCO in a wide range of deployment options including SaaS, and Private Cloud.

With its Asia Operations headquartered in Hyderabad, India, SmartDocs provides a complete platform for ECM and Intelligent BPM built for Enterprise Cloud. These attempts have drastically resulted in better user experience but also a significantly reduced cost arbitrage, reduced turnaround times and Deep Integration into SAP and other key ERP software.

### SmartPayables

The established cross-industry product platform, SmartDocs' solutions are widely adopted in the manufacturing industry. One of the largest fertilizer manufacturers in India implemented an initiative to optimize their Accounts Payables process using SmartDocs platform and SmartPayables solution. With more than 500,000 invoices that are processed company-wide, automation with optimization has become the only way to go. They were able to streamline the processing while significantly reducing the Turn-Around-Time (TAT) for invoice processing.

With one of the broadest platforms in the industry, SmartDocs offers all the three major ingredients of an expansionary business process, namely Cognitive Automation, Enterprise Content Management, and Business Process Management

All such feats are accomplished through SmartDocs Platform that includes an OCR engine and Computer Vision components to make sense of unstructured data and a corpus of business rules to handle the data effectively. To be able to process invoices effectively, it is not enough to be able to read the characters on the invoice image; rather the platform should be able to use relevant back data from ERP systems like SAP effectively and apply business rules to comply with company policies for approvals and other audit controls. SmartDocs' SmartPayables is an AI-powered solution with which the business users need very little training as the UI is native to the applications that they are used to.

SmartDocs' current focus is on expanding its presence in the North American market and into EMEA both using organic teams as well as with strategic implementation partners. SmartDocs is expanding its network of partners who are trained in SmartDocs platform and business solutions. Besides, it is committed to social responsibilities while providing various opportunities to both its employees and the local areas. **CR**



CASE  
STUDY

# SmartDocs | Simplifying the Accounts Payable Process with Advanced Analytics Powered Smart Payables Solution

**A**ccounts payable process which involves managing financial activities of a company like invoice posting and payments, accounts reconciliation and vendor contract management has always been a challenging task for businesses. Automating the accounts payable process helps companies reduce the time spent on manual processing of invoices, improves the accuracy of the entire process by eliminating the duplicate data entry and increases the system visibility by optimizing the cash-flow. However, automation is not just about streamlining the processes. When integrated with analytic tools and AI, it offers strategic benefits in terms of advanced analytics about the financial data received from multiple channels to improve the efficiency of the overall process.

SmartDocs, a Silicon Valley based company with its Asia HQ and Global R&D Centre based in Hyderabad, India came forward to help businesses harness the power of automation by providing innovative automation solutions for accounts payable process with content repository system for advanced analytics. The company provides AI powered Invoice Processing System to streamline processing of invoices right from receipt to posting by using OCR technology to capture the data from the invoices. "We support our clients for both PO and non-PO based invoice processing right from invoice ingestion to the final payment. Our SmartPayables, the most comprehensive accounts payable automation solution for SAP ERP, facilitates bringing in an optimized and efficient mechanism for processing of vendor invoices. It is an enterprise grade scanning interface application that helps in digitizing huge volumes of paper-based invoices, thus helping to eliminate paper in the process. The Solution offers full visibility of the invoice processing along with advanced analytics and reports with better transparency in the process. It also enables the easy configuration of the process workflows which are triggered to process the invoice data in an optimized manner," informs Krishna Shastry, Sales Director.

## AI Powered Conversational Platforms

SmartDocs provides a bot platform to add conversational user interface to the system allowing the suppliers,

customers and employees to interact with backend systems easily. The company integrates AI powered chatbots in the accounts payable process to help customers write a query about issue instead of calling to know the information required. The company provides AI based Supplier Portal to allow better collaboration between the vendors and customers. The smart Supplier Portal acts as a self-service portal for the suppliers helping them provide their customers with order

**WE SUPPORT OUR  
CLIENTS FOR BOTH  
PO AND NON-PO  
BASED INVOICE  
PROCESSING RIGHT  
FROM INVOICE  
INGESTION TO THE  
FINAL PAYMENT**

confirmation and advance shipment notification. It also helps in converting a PO into invoice and submitting it on the portal along with the actual invoices for the vendor invoice process mechanism.

## Ensuring Efficiency through Data Archiving

SmartDocs helps enterprises improve response time and system availability and solves performance issues caused by large volumes of old transaction data by releasing the storage space in SAP. Data archive reduces size of the database, keeps it manageable in the long term and helps control the data growth of SAP applications. The company's content repository system can be installed as a cloud application as well as on-premise application. The moment it gets integrated with SAP, the data present in SAP gets archived outside the system on the content repository. Thus it helps reduce the burden on the SAP database resulting in the performance improvement of the entire system. **CR**



# CIOReviewIndia TOP 20 ROBOTIC PROCESS AUTOMATION SERVICE PROVIDERS - 2019



The adoption of RPA is growing exponentially irrespective of the business vertical owing to its capabilities to improve the business productivity by replicating the human actions. To be in tandem with latest technological advancements, many companies are implementing RPA that could help them in business transformation. However, according to a recent research report by Ernst & Young firm only 30 to 50 percent of RPA implementations are successful in improving the efficiency of the overall processes. This suggests that implementation of RPA without a clear strategy could turn out to be inefficient. Even though RPA is known to ease the business operations without disrupting the conventional processes, its deployment and maintenance involves a lot of challenges. Also, managing and monitoring of a virtual robotic workforce

is relatively a difficult task. Hence, the role of an RPA service provider has become imperative in helping companies identify the process to be automated and cut the overhead costs with valuable insights about optimization of RPA.

To help organizations find the right service provider to work with, CIOReviewIndia presents a list of "Top 20 RPA Service Providers". This compact list comprises skilled service providers with an industry rich experience, technically adept teams and a proven track record in meeting the business requirements through their services. A panel consisting of prominent CEOs, CIOs, industry analysts and CIOReviewIndia editorial team has meticulously researched and finalized the names of final 20 service providers who we firmly believe can assist businesses with strategic support and services.

| Company  | Management                             | Description  |
|--|--|--|
| <b>Capgemini</b><br>Bangalore, Karnataka<br>capgemini.com                      | Ashwin Yardi,<br>COO                   | Offers Robotic Process Automation services to the financial sector in order to provide improved efficiency   |
| <b>Codoid</b><br>Chennai, Tamil Nadu<br>codoid.com                             | Ganesh Kumar<br>Kandappan,<br>Director | RPA software robots are provided as a service to handle high volume, repeated rule-based enterprise tasks and also in documentation  |
| <b>Datamatics Global Services</b><br>Bangalore, Karnataka<br>datamatics.com    | Lalit Surajmal Kanodia,<br>Chairman    | Builds services enabling data-driven businesses to digitally transform themselves through robotics, Artificial Intelligence, cloud etc.  |
| <b>Infosys</b><br>Mysore, Karnataka<br>infosysbpm.com                          | Salil Parekh,<br>CEO                   | Offers business consulting, and automation services to the BPM Clients that benefits them in shift allowance calculation, background verification and training management etc. |
| <b>Integra Global Solutions</b><br>Coimbatore, Tamil Nadu<br>globalintegra.com | Ganesh Ranganathan,<br>Founder         | Creates robots or digital workers to automate processes that involve highly repetitive manual tasks  |
| <b>JK Technosoft</b><br>New Delhi, Delhi<br>jktech.com                         | Dr. Sanku Bose,<br>CEO                 | Provides Process Consultancy, Technology Agnostic Prototype Designing, RPA Project Management, Centre of Excellence as a Service, Managed Services and Enablement Services     |



| Company  | Management   | Description   |
|--|--|---|
| <b>Kriya Tee</b><br>Coimbatore, Tamil Nadu<br>kriyatec.com               | Baskaran KT,<br>Founder  | Facilitates RPA services that include software testing, training on their products, simulation support and helps businesses reduce operating margins with cost efficiency   |
| <b>Opteamix</b><br>Bangalore, Karnataka<br>opteamix.com                  | Tony Hadzi,<br>CEO   | Helps organizations assess automation readiness and also in implementation as well as execution process   |
| <b>OrangeMantra</b><br>Gurgaon, Haryana<br>orangemantra.com              | Vinit Choudhary,<br>Founder  | Serves businesses with RPA consulting, designing, development and implementation services   |
| <b>PureSoftware</b><br>Hyderabad, Telangana<br>puresoftware.com          | Anil Baid,<br>CSO  | Facilitates development and delivery of digital transformation services at low maintenance cost   |
| <b>Q3 technologies</b><br>Mumbai, Maharashtra<br>q3tech.com              | Anuj Mathur,<br>CEO  | Provides RPA services to different sectors that includes Healthcare, Retail, Telecom, Public sector   |
| <b>RPATech</b><br>Gurgaon, Haryana<br>rpatech.in                         | Alok Mani,<br>Founder & CEO  | Provides end-to-end consulting and sourcing with focus on Robotic Process Automation (RPA) and Artificial Intelligence (AI)   |
| <b>Sedin</b><br>Chennai, Tamil Nadu<br>sedintechnologies.com             | Dinesh Kumar,<br>CEO   | Provides end to end RPA services from Strategy, RPA COE, discovery, development, support and training   |
| <b>Softweb Solutions</b><br>Ahemdabad, Gujarat<br>softwebsolutions.com   | Ripal Vyas,<br>Founder   | Offers consulting services and helps organizations to integrate technologies like AI and ML with RPA to transform their entire business ecosystem   |
| <b>Surens Inffotek</b><br>Hyderabad, Telangana<br>surensinffotek.com     | Avinash Mishra,<br>Senior Consultant                                     | Services for automating the business process as well as the IT operations are provided that help in continuous improvement and innovation, implemetation and integration  |
| <b>SynLogics</b><br>Hyderabad, Telangana<br>synlogics.com                | Venkateshwarlu Kakkireni,<br>Founder and President                       | Identifies use cases for faster ROI and works with internal project teams to draw a RPA road map for organizations, documents baseline business processes and devises strategy for RPA  |
| <b>Tangentia</b><br>Alto Porvorim, Goa<br>tangentia.com                  | Vijay Thomas,<br>CEO   | Provides RPA COE, Bot repository services as well as Bot monitoring services that helps maintain, support and enhance business process  |
| <b>Tao Automation</b><br>Bangalore, Karnataka<br>taoautomation.com       | Jawahar Bekay,<br>Co-Founder<br>Ravi Hossur,<br>Chief Consulting Officer | Offers RPA solutions and Automation Consulting across the entire life cycle of an enterprise from assessment to implementation  |
| <b>Techvantage</b><br>Trivandrum, Kerala<br>techvantagesystems.com       | Faisel Quareshi,<br>CEO  | Delivers services across industry verticles in Machine learning and Artificial Intelligence to perform RPA to optimize their human resource deployment  |
| <b>XLNC Technologies</b><br>Mumbai, Maharashtra<br>xlnc technologies.com | Aryan Cooper,<br>Founder   | Provides intelligent automation solutions and consulting services with Bots developed across various industries including Finance, Banking, Insurance, Construction, Manufacturing, Telecom, Logistics, Healthcare, Retail etc. automation strategies |

## TAO Automation: Offering End-to-end RPA Solutions and Automation Consulting

According to a report by P&S Market Research, the global RPA market is expected to reach 8.6 billion USD by 2023, growing at a CAGR of 36.2 per cent. The growth in the RPA adoption can be attributed to its potential to significantly reduce operating costs and increase revenue with maximum productivity by intelligent automation of time consuming and repetitive processes. However, the adoption of RPA is still nascent in India owing to certain implementation challenges like organization restructuring, maintenance of RPA, cost effectiveness, requirement specific customization, seamless integration of interdependent processes, process analysis and regulatory compliance.

TAO Automation, a Bangalore based company addresses these challenges by providing RPA solutions and Automation Consulting across the entire life cycle of an enterprise from assessment to implementation along with building CoEs by doing in-depth assessment of the client's business operations. The company offers a comprehensive and cost-effective automation strategy from basic RPA to advanced cognitive and machine learning solutions to enable swift automation of critical business processes like invoice processing, account reconciliations and hiring and on-boarding in a holistic manner.



Arjun Vaznaik, CEO

"We are India's first pure-play, independent business process automation consulting and solutions company. Our automation framework consists of specialized calculators, assessment methods, productized solutions and reusable

bots to enable seamless automation of the client's processes in an outcome based approach," says Arjun Vaznaik, CEO, TAO Automation. "Moreover, these solutions combine RPA platforms, OCR, NLP and Machine Learning techniques to deliver Intelligent Automation," he adds. "TAO's

consultants bring domain and functional expertise in addition to technology to arrive at the optimal combination of technology capabilities across the spectrum of available tools that will help in creating robust architecture to address the specific automation needs of a business," says Ravi

Hossur, Chief Consulting Officer, TAO Automation.

### Hassle Free Account Reconciliation

As account reconciliation process is very time consuming and prone to high error rates leading to compliance risk in the enterprises, TAO Automation with its highly customizable and bot enabled solution AutoRecon enables ease of account reconciliations for companies by reducing the error rates and risks to marginal levels, which improves compliance significantly. AutoRecon

can be deployed for intercompany reconciliation, vendor statements and payments reconciliation, bank and customer statement reconciliation and fixed asset records reconciliation; enterprises can start experiencing the real benefits of it within four weeks of full deployment.

### Streamlining Hiring and On-boarding Processes

The conventional processes pose challenges to HR teams for candidate hiring and on-boarding process which is a key to inducting new talent into the organisation. TAO Automation empowers the HR team by streamlining and transforming the hiring process with its SCOOPS solution. TAO's Screening, Offer and On-boarding Process Solution (SCOOPS) reduces the process cycle time for faster processing and helps to meet compliance requirements by mitigating the risks.

### Automating Invoice Processing

Invoice processing, when processed manually, is mostly routine, time consuming and error prone. TAO Automation has designed a customizable and touch-less accounts payable platform, TAO TAPP for automating the invoice processing to increase the efficiency and reduce the overall processing cost.

With vast domain expertise in implementing automation solution cutting across several business verticals like Banking, Insurance, Telecom, Retail, Travel and Hospitality the company's focus is to drive higher levels of productivity for its clientele around the world through cognitive and intelligent automation by leveraging RPA, NLP, ML and AI technologies. **CR**



Ravi Hossur,  
Chief Consulting Officer





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## XLNC Technologies: One-stop-shop for Integrated RPA Solutions

**A**doption of RPA has gained traction owing to its capabilities to automate the repetitive tasks and rule based processes with improved accuracy by minimizing human intervention. The impact of Artificial Intelligence and Machine Learning on RPA is immense, cognitive technologies when integrated with RPA could extend the power of intelligent automation to automate the tasks that require human perceptual and cognitive skills, such as planning, reasoning, learning and assessing. According to a survey by HFS, however, only 13 percent of RPA adopted enterprises are leveraging the full potential of RPA to manage and automate end-to-end business processes. Majority of the companies are implementing RPA in small-scale projects and piecemeal tasks and are not finding any use case for the large-scale adoption due to lack of an integrated approach, strategy and unifying purpose for adopting automation.

### Comprehensive and Integrated Approach

XLNC Technologies proudly boasts of over two decades experience with each of their key team members in their respective fields culminating to process automation and business process improvement. The year 2018 saw XLNC amongst CIO's list of top 10 automation companies in APAC. They are amongst the market leaders assisting enterprises with an integrated strategy to implement RPA. The company provides intelligent automation solutions and consulting services with over 2500 Bots developed across various industries including Finance, Banking, Insurance, Construction, Manufacturing, Telecom, Logistics, Healthcare, Retail etc.

The company strongly believes that the foundation for a successful RPA project depends on how structured its end-to-end automation process is. Not only the end product, our standard operating procedure to imple-



Aryan Cooper, Founder

*"We help our clients identify the traditional processes that can be automated and assist them throughout the journey of automation. We collaborate with our partners to Analyze, Design and Develop Robust Automation which helps them in achieving continuous and sustained improvement. Our team of domain experts integrates RPA with existing platforms that clients have been using for a long period of time by leveraging cognitive technologies like AI and ML to harness the potential of RPA," informs Aryan Cooper, Founder.*





ment RPA projects are digitized too; right from the Discovery of Processes to be Automated to the Requirement Gathering. The company uses integrated software to capture the actual screen of users and document the process in one go, thus making automating the process faster and error free. Clients reap the benefits of a well-organized and well-planned RPA implementation.

The company does not limit itself to just automating processes. Aryan, further adds, "Taking into consideration the fact that changes are a part and parcel of any endeavour, we also provide services pertaining to change management that helps to cope efficiently with any changes required to be carried out in the automation as a result of changes in business processes and requirements. We also believe that automation goes beyond mere

bot development and deployment. And for this reason, our Automation Anywhere endorsed Centre of Excellence is aimed at countering any potential RPA failures which seeks to establish a healthy environment for the process robot, so that it can continue to thrive in the respective industry in which it has been deployed."

The company is inclined at learning & improving. While they are keen on delivering; the quality of delivery is of key importance to them. As a customary practice, a Pulse check is done with all clients to understand how they feel. Currently the company has a CSAT ranging in the 80 percent range, with Very Satisfied customers nearing 85 percent.


### Intelligent Bots to Complement Workforce

Intelligent Automation is taking corporate functions to the next level by improving employee and customer satisfaction and increasing the ROI. With experts from various domains, XLNC Technologies helps its clients in redesigning the conventional processes by analysing the requirements specific to different business verticals and develop an automation strategy to automate business processes.



**We help our clients identify the traditional processes that can be automated and assist them throughout the journey of automation**

"We have a team of domain experts from wide range of industries that collaborates with our RPA specialists in the process analysis and design to implement industry specific RPA solutions. We go to the client's site to study and streamline the processes, develop a strategy and implement the solution. We develop intelligent bots that can work collaborating with the client's workforce and learn from human activities. We also train the client on digital workforce management to enable them effectively manage the bots. We integrate bots with the analytics platforms and provide real time KPIs to monitor and optimize the performance of bots," concludes Aryan.

XLNC Technologies through its Centre of Excellence which is endorsed by Automation Anywhere provides training and globally recognised certification in RPA. The company is an authorized training partners of the Council of Six Sigma, a US based Six Sigma governing body. Blockchain technology in conjunction with RPA is the next level of technology that XLNC is working on. 

# ROBOTICS PROCESS AUTOMATION: PAST, PRESENT AND FUTURE

By Ramesh Mallaya, Head of Technology - India at DBS Bank



Ramesh Mallaya

**R**obotics has been around for over a decade but only recently its capabilities have made their way to the forefront grabbing everybody's attention. It's not so much about technological advances as it is about the development of ways of working among the adopters –organization wide collaboration and clear ownership between Ops and IT– that has brought about massive opportunities to reap.

Let me first explain the latter: early on, it was solely an Ops game toying with bots to automate business processes in pockets across the organization while IT looked askance at what it considered too lowbrow a technology to merit its attention. Traditional IT was focused on strategic platforms/solutions and big changes. Anything less seemed trivial. As a result, Ops was left to their own devices –a situation they wouldn't

complain about given the rigidity of IT – unless a bot broke, or worse, an army of errant bots brought down a production system! In time we realized that this child requires both parents in equal measure.

The former is less controversial. Sooner or later, after much experimentation, common sense prevails: to get more bang for the buck, one has to look at end-to-end processes instead of bits and pieces of work in isolation.

Now that the world is unanimous about the great potential of robotics, there are some ground rules to adhere to so as to maintain sustainable advantage. Good governance is key which begins by asking some tough questions and doing the basics well. For starters: Are we automating an inefficient process? Is there an alternative solution? Have we involved all the key stakeholders in decision-making? Does the business case stack up? Is the automation lifecycle defined? Is the proposal aligned to Business and IT roadmaps?

Some of the key governing factors would be: (1) ROI/Value, (2) Resiliency and Controls, (3) Business Process Roadmap, (4) Technology Process Roadmap, (5) Industry Best Practices and (6) Automation Invento-

ry & Lifecycle. I'm compelled to belabour the first and the last points, for good reason. Consider ROI not only in terms of cost but improved controls, better customer satisfaction. And it is paramount to have an up-to-date inventory of bots readily available across the organization to enable re-usability. More often than not, the same problem is being solved in different parts of the organization eating up valuable resources. By the same token, it is necessary to continually review this inventory and kill bots that have outlived their purpose.

Once the Governance Framework is established and widely communicated, the engine of automation will gather momentum and require scaling up, uncovering another set of challenges. One quick and easy way is to go hub-and-spoke, empowering delivery teams across the organization while maintaining discipline through a CoE.

To conclude, let us always remember that robotics is only tactical in nature and can never replace a strategic solution. Having said that, it is important to know that when coupled with complementary technologies such as artificial intelligence and machine learning, the power it could yield is boundless. **CR**





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## Success Stories



The client is a Tokyo, Japan based company which provides transfer service business of postal items home delivery, E-commerce planning and development business.

Royal Cyber implemented Chatbot Solution which is a complete e-commerce Watson powered assistant that provides One big stop solution for the user queries.

ROYAL CYBER

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