



AUTOMATION<sup>®</sup>  
**ANYWHERE**  
Go be great.

# Agenda

Industry Standards & Automation Opportunity

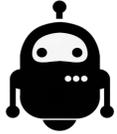
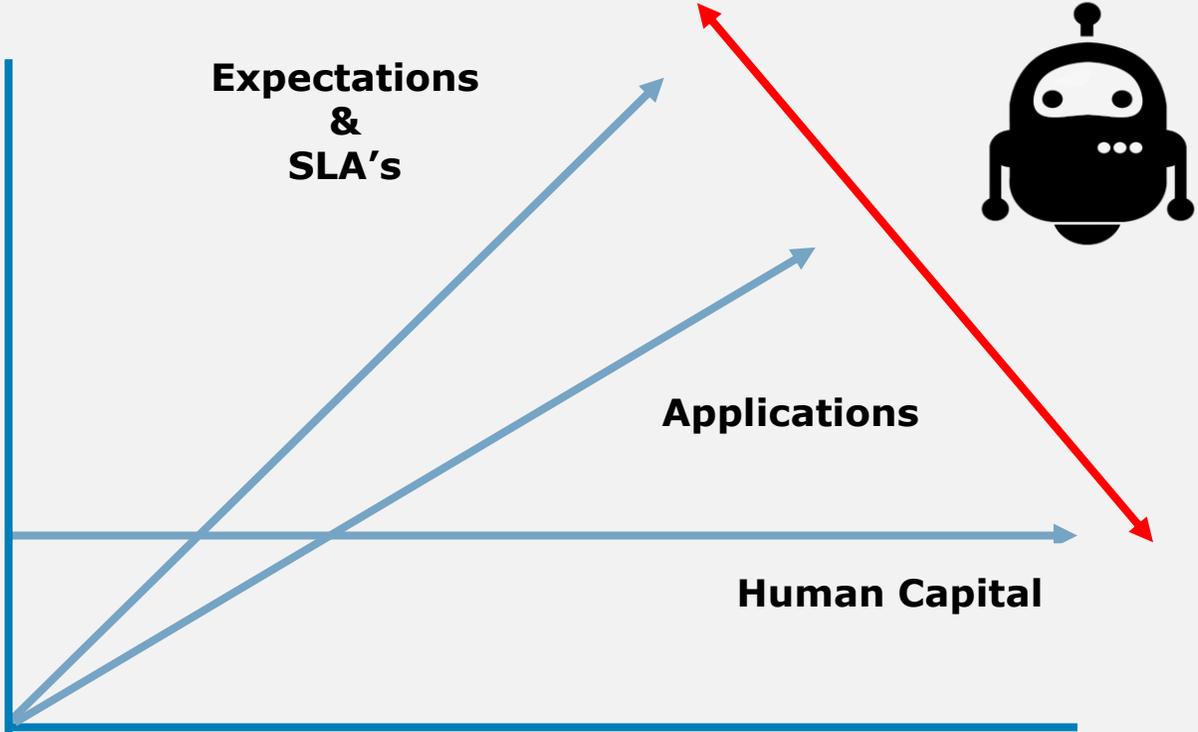
How is Robotics Process Automation Leveraged

Use Cases



# Accelerating Digital Transformation

## Transformation Disconnect



### What is RPA?

Specialized software "BOTS" that can automate high volume, repetitive, rule-based tasks in an auditable & reliable way.



### RPA Objective → Do MORE with LESS

Complete a Process Faster  
Increase Volume  
Increase Accuracy  
**\$1 → \$5**



Reallocate High Value Assets → High Value Tasks  
Customer Engagement  
Critical Decision Making  
Opportunity Creation



Market Insight: \$2B Market today expected to reach \$110B by 2024

# Digital Worker



## Fully Autonomous

Trigger on a schedule or system event

Starts a bot when a predefined file or folder event occurs, combination of keystroke is performed on the keyboard, event occurs on the selected user interface element, or when a new email message is received

Integrate data between systems

Confidential – do not distribute.

# Digital Assistant



## Human / Bot Collaboration

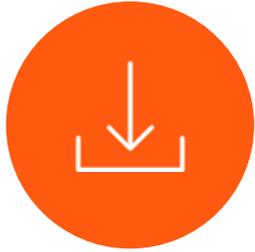
### **Embedded or AARI Interface**

Leverage human input for decision making

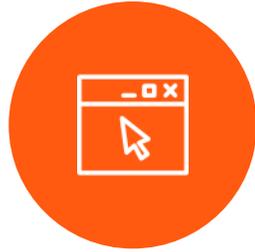
Interacts with knowledge worker to automate retrieval, confirmation, and entry of data across multiple applications

Automate exceptions and escalations

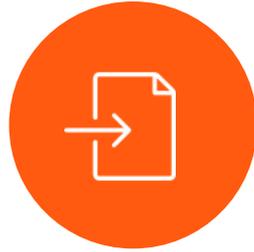
# What can RPA do?



Open email and attachments



Log into web/  
enterprise applications



Move files and folders



Copy and paste



Fill in forms



Read and write to databases



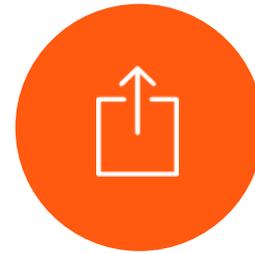
Scrape data from the web



Connect to system API



Reconcile data & make calculations



Extract structured and semi-structured data



Collect social media statistics

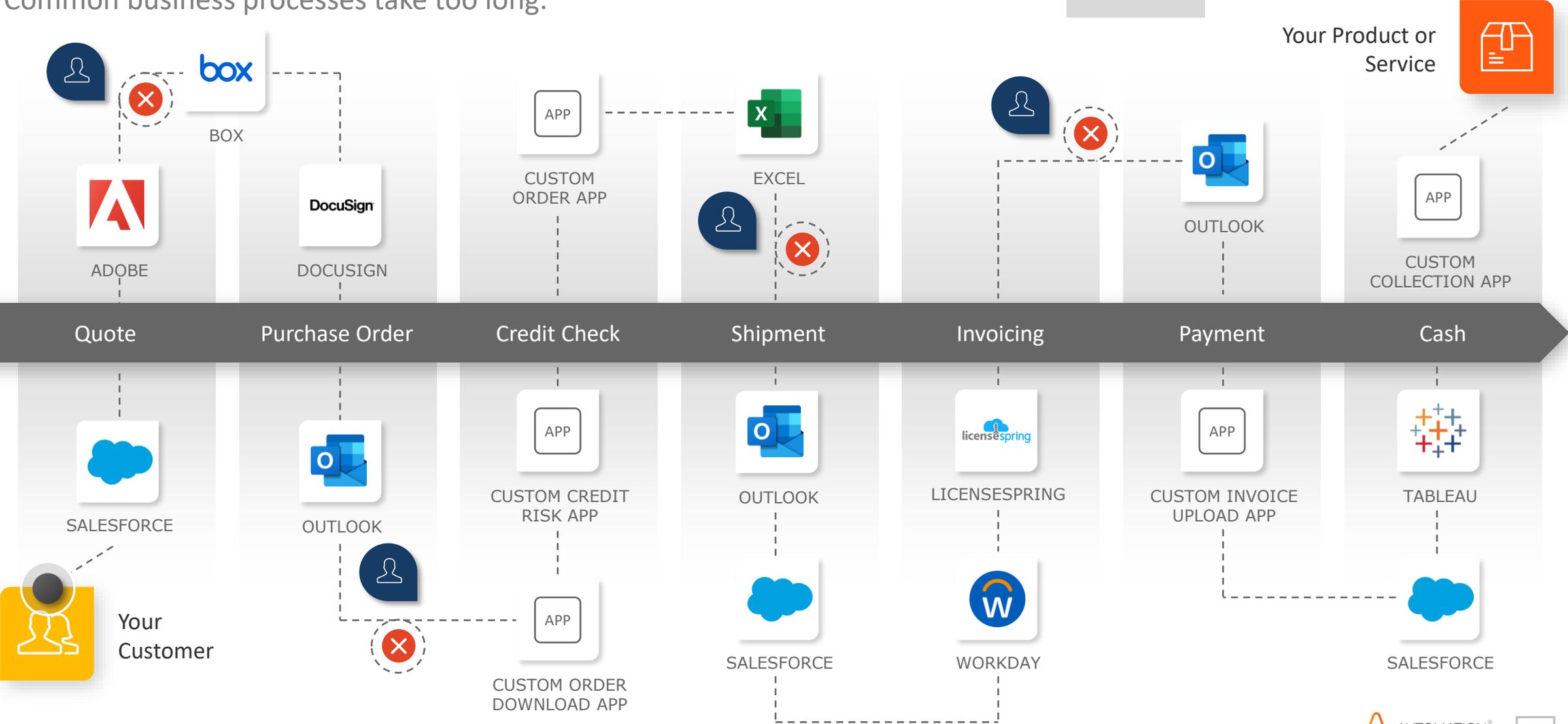


Follow "if/then" decisions/rules

# Complexity Reigns

30 DAYS

Common business processes take too long.



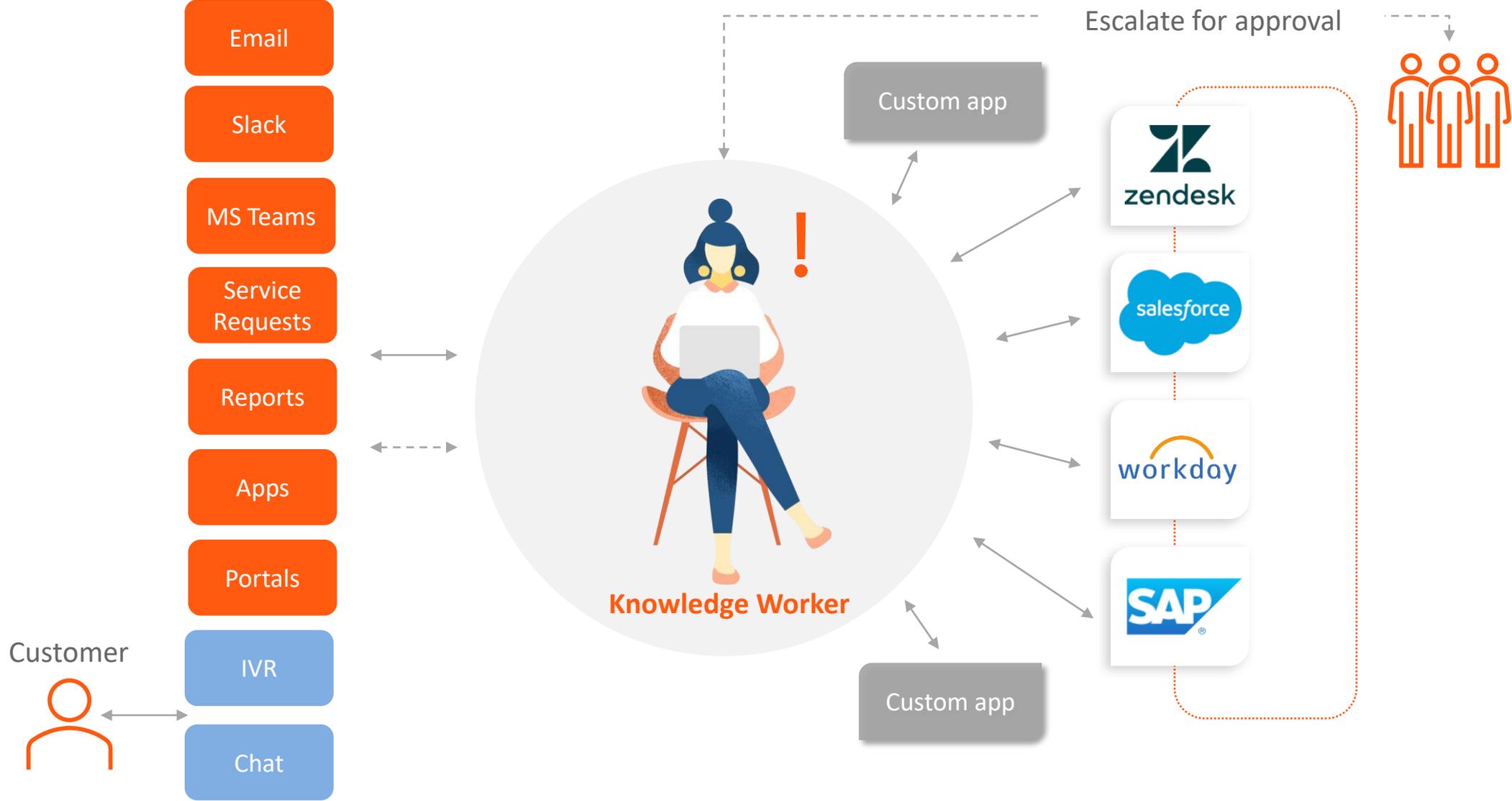
# Turn complexity into simplicity

With RPA and an intelligent digital workforce.

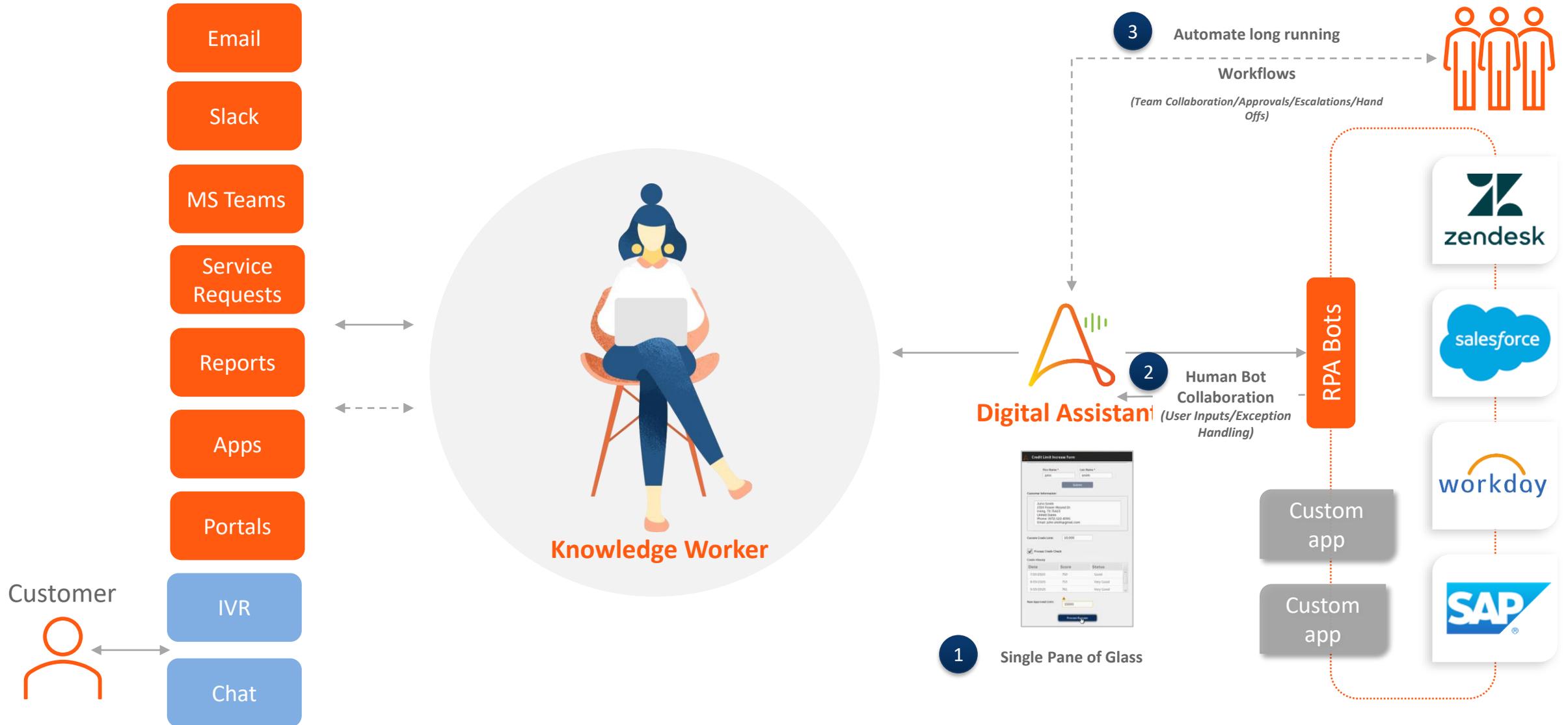
05 DAYS



# Why the User Experience is Broken



# Increase satisfaction through human bot collaboration



# Automation Use Cases in Human Resources

## Human Capital Management (HCM)



### Recruiting & Talent Management

- Job req. creation and posting
- Candidate sourcing & ranking
- Resume screening & selection
- Interview scheduling
- Recruiting status tracking
- Offer letter creation, sign-off and QA



### Performance & Development

- Performance appraisal capture
- Manager & peer assessment tracking
- Annual training management
- Annual performance status tracking and automation



### Benefit & Payroll Administration

- Payroll setup
- Billable hour process & reconciliation
- 401k setup & admin
- Open enrolment management
- Stock option admin
- FSA account admin



### Workforce Data Admin

- Employee data entry
- Time & expense management
- PTO / time-off admin
- Promotion & org. change update
- Tax form generation, reporting & filing
- Payroll audit and error checking



### Onboarding & Exiting

- Request & review background check
- IT & user accounts setup
- Employee personal data capture & entry
- Employee & job satisfaction survey
- Exit document preparation and error checking



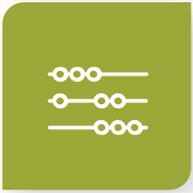
### Compliance & Reporting

- Employee Health & safety
- Statutory and compliance
- Labor audit reporting
- Employment job analysis & classification

## HR Operations / HRIS

# Automate and Transform the Enterprise

## Finance



### Finance & Accounting

- Invoice processing
- Sales order processing
- Manual reconciliations
- Manual journal entries
- Intercompany settlements
- Bank statement/cash consolidation
- Regulatory & external reporting

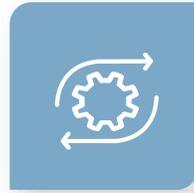
## HR



### Recruiting & Payroll Admin

- Job req creation & candidate sourcing
- Interview scheduling & recruiting status tracking
- Offer letter creation, sign-off and QA
- Employee onboarding
- Open enrollment management
- Payroll audit and error checking

## IT



### IT Operations & Maintenance

- Operations monitoring
- Application installation, testing, verification
- User initiated application and cloud provisioning
- IT helpdesk tasks
- Ticket handling
- Cybersecurity alerts and diagnostics
- Systems testing, staging and bug tracking
- Vendor master file updates

## Procurement



### Sourcing & Procurement

- Procurement planning
- Requisition management
- Quotation management
- Purchase order management
- Contract management
- Supplier qualification and onboarding
- Supplier portal updates
- Supplier communications
- Supplier risk management

## Marketing



### Marketing Operations

- Market research
- Competitive intelligence
- Campaign performance tracking & reporting
- Promotions setup & maintenance
- Create & update target market data lists
- Content updates
- SEO tracking
- Lead nurturing

## Contact Ctr



### Customer Service

- Account opening
- Customer info updates
- Account statements
- Complaint resolution
- Post-call notes & emails
- Call center support
- Virtual agents / chatbots

# Leading firm improves turnaround time for onboarding by 56%

## Challenge:

The onboarding of thousands of employees a year across U.S. and Canada was a highly complex process that required multiple validations across numerous fields in the job application and needed manual sign-offs from several people

## Solution:

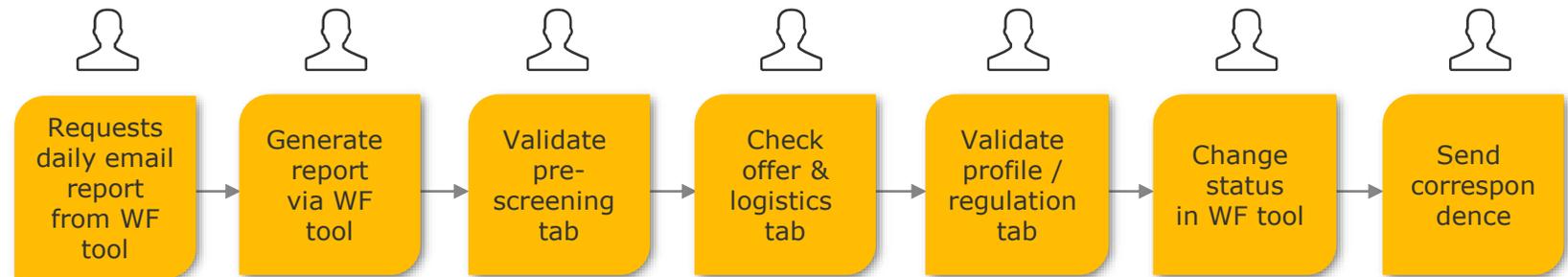
Automate onboarding process to provide a smoother recruiting experience and reduce manual steps

## Annual Impact:

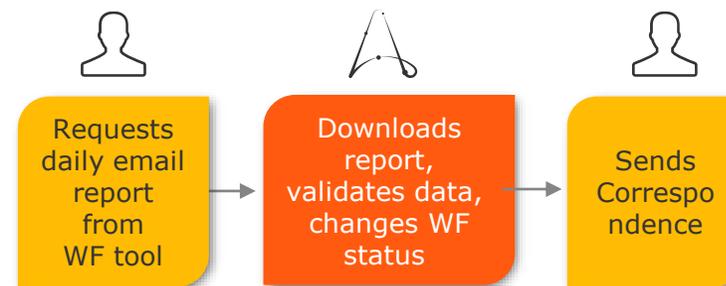
-  56% reduction in turnaround time
-  60% reduction in manual steps
-  0 errors in auto-populated fields

## Process Automated: New employee onboarding

### Legacy State: 6 minutes



### Automated State: 30 seconds



# 3.5x faster and 100% accurate background check at NGA Human Resources

## Challenge:

Lack of standardization due to multiple clients having varied HR process workflows. Unstructured and multiple human-system interactions lead to non-value-added steps.

## Solution:

Automate background verification process to reduce manual steps, standardize processes, and upskill employees for higher skilled work.

## Annual Impact:



200%  
increase  
in scale



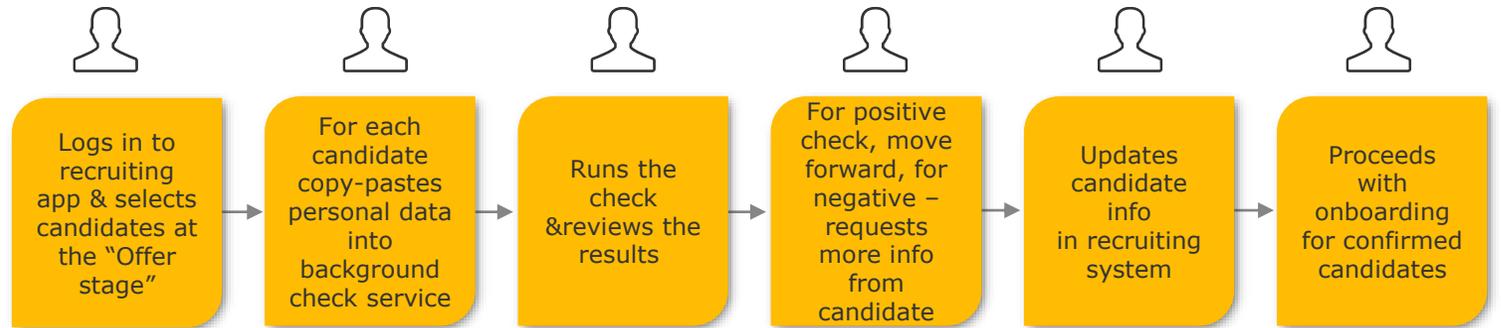
6  
FTEs  
repurposed



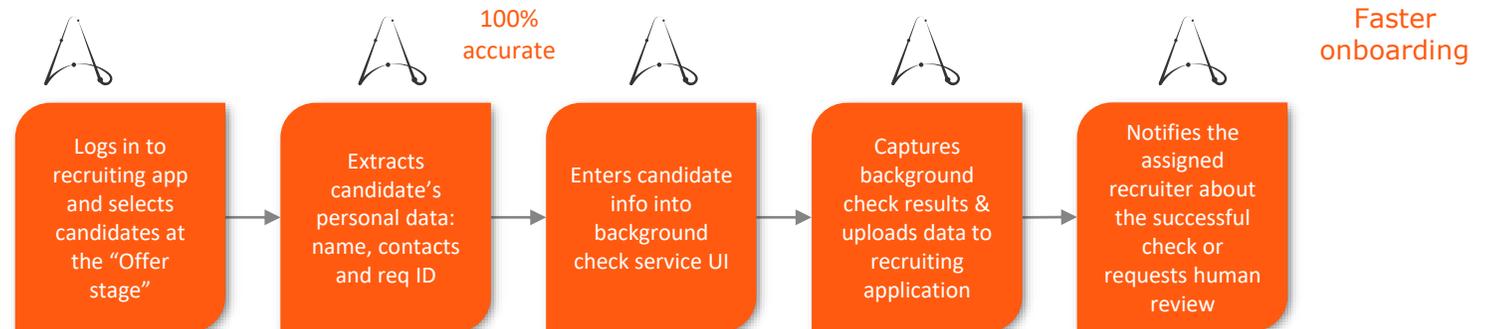
0  
re-work  
from errors

## Process Automated: Background check

Legacy State: 7 minutes



## Automated State: 2 minutes



# Automating leave of absences approvals for 43,000 employees worldwide to save \$550K annually

### Challenge:

With over 40 types of leave of absences in their global organization, it was time-consuming for HR to manage different local requirements for 43,000 employees worldwide.

### Solution:

#### Automate leave of absence process

- Trigger automation within Workday – no more switching required
- Bot automatically approves or denies leaves based on pre-defined conditions
- Employees receive approval for leave without worrying about paperwork

### Annual Impact:



Saves 1,726 hours



Saves \$550K a year



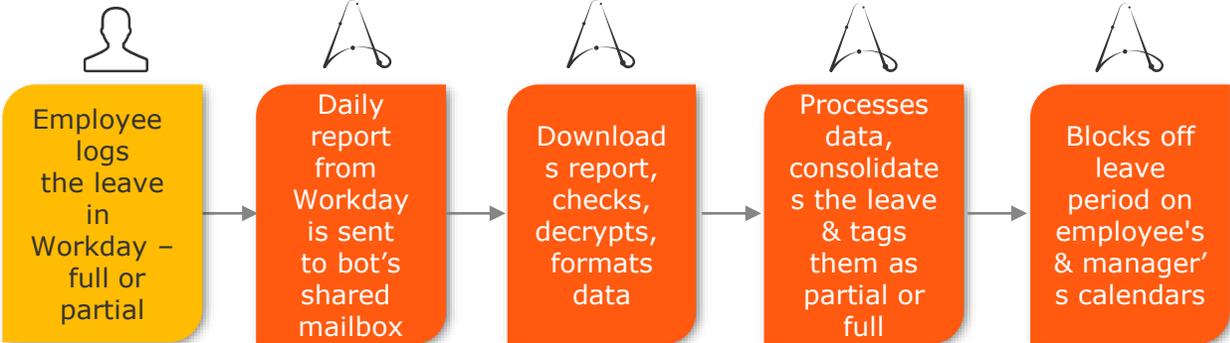
Improved resource management

### Process Automated: Leave of absences management

**Legacy State: 6-7 hours**  
(20 minutes/request x 20 requests/day)



### Automated State: under 1 minute



# Ensuring data governance and GDPR compliance

## Challenge:

An insurance company of 20,000 agents deals with heavy amounts of data, including PII data of customers, prospects and employees. Among others there is a task to remove PII data per request from all internal systems. This is a time-consuming task, which demands high accuracy.

## Solution:

RPA bots automatically find, remove PII data from the systems per request and confirm the deletion.

## Annual Process Impact:



85% more efficient



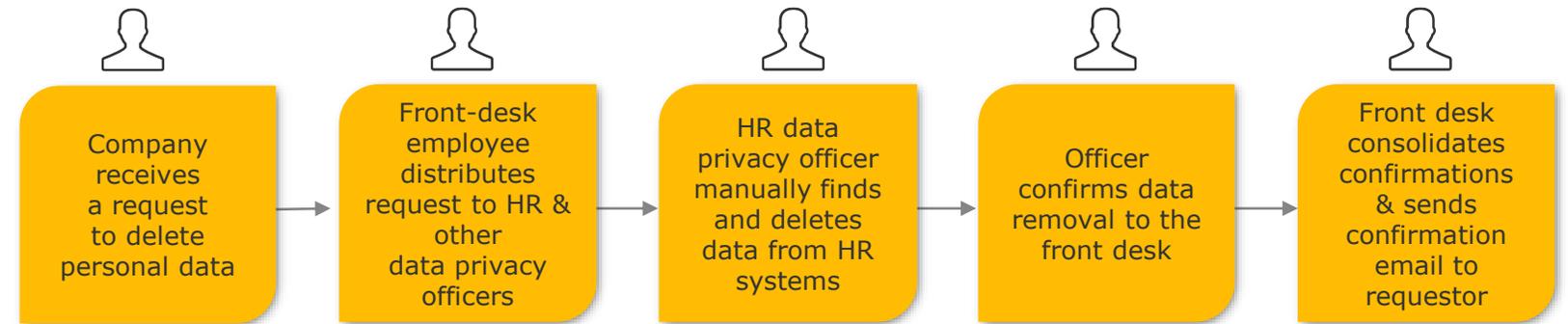
100% complete & accurate



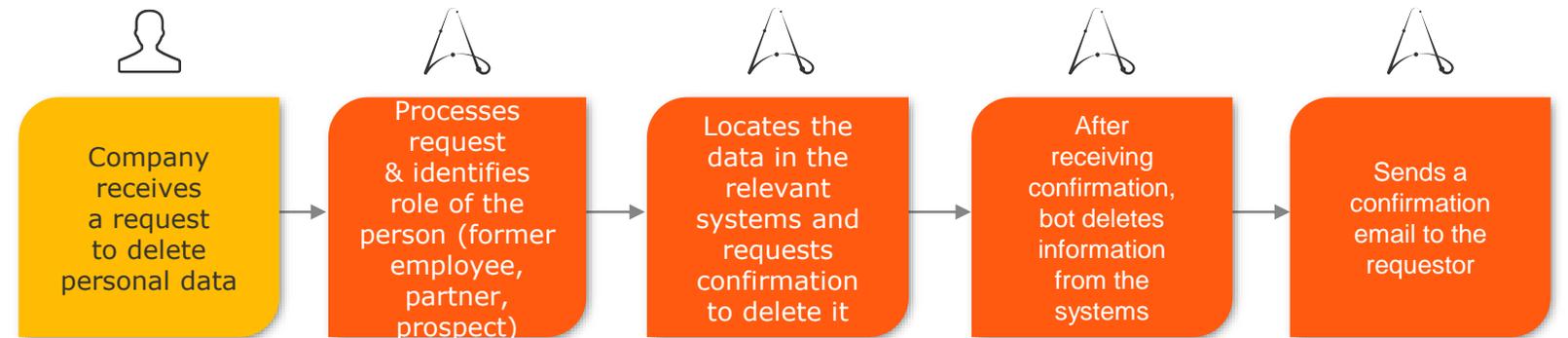
Improved employee satisfaction

## Process Automated: Employee data management

Legacy State: 15 minutes



Automated State: 45 seconds



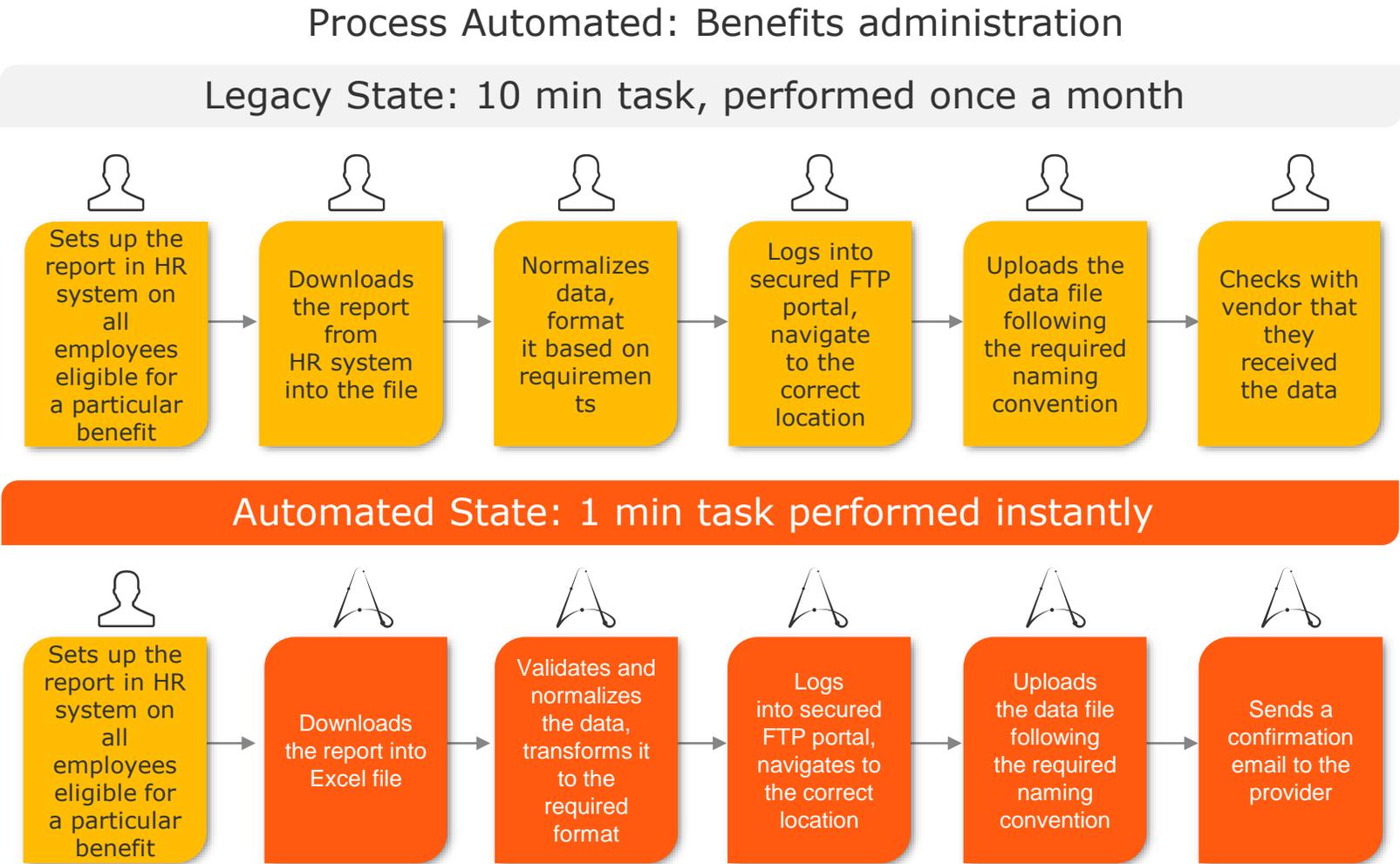
# Attracting the best talent by offering unique benefits in a cost-effective way

**Challenge:**  
Small benefit providers supporting a global tech company do not have seamless, automatic connectors to HR systems, requiring onboarding and updates to employee records to be done manually. HR must transfer data, including eligibility data, through a secure FTP site.

**Solution:**  
RPA bots securely transfer confidential PII data for fast and secure benefits' activation.

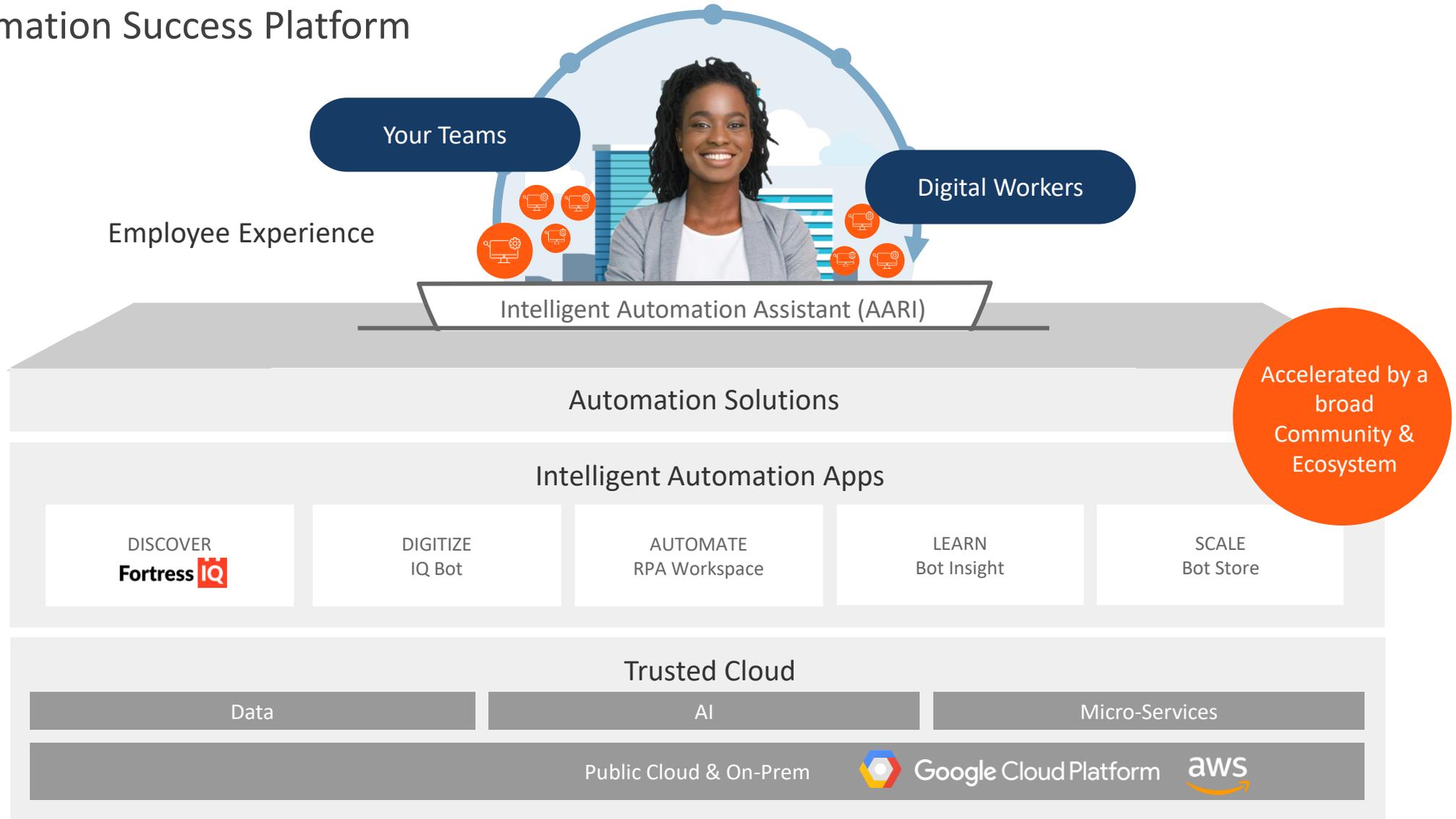
**Annual Impact:**

-  83% of process automated
-  64% of turnaround time reduced
-  100% accurate & secure



# Automation Anywhere

The Automation Success Platform



# Cloud Security Compliance



SOC 1 Type 2

SOC 2 Type 2



## Secure operations

- Certifications: Data Privacy, SOC 2, ISO 27001
- On boarding: Automated CI/CD provisioning
- Release management
- Incident Management & Support
- Business continuity
- Capacity Management

Best in cloud operations and security



ISO 27001:2013  
Information Security  
Management System



22301  
Business  
Continuity  
Management