"If you can teach it, you can automate it"

Robotic Process Automation

Toni Korhonen

Senior Solution Architect, Fujitsu

Agenda

- Software robotics, RPA
- RPA usecases
- Fujitsu RPA technology
- RPA journey

Software Robotics

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Rule-based and structured
- User interface centric
- Blue Prism, UI Path

Robotic Process Automation

Cognitive, unstructured, patterned
- Inbound communications
- Celaton

Industry Specialists
- Financial: Workfusion
- Services automation: Thoughtonomy

Bots
- Twitter, Facebook M, Skype

Personal Virtual Assistants
- Cortana, Google Now, Amazon Echo, Siri

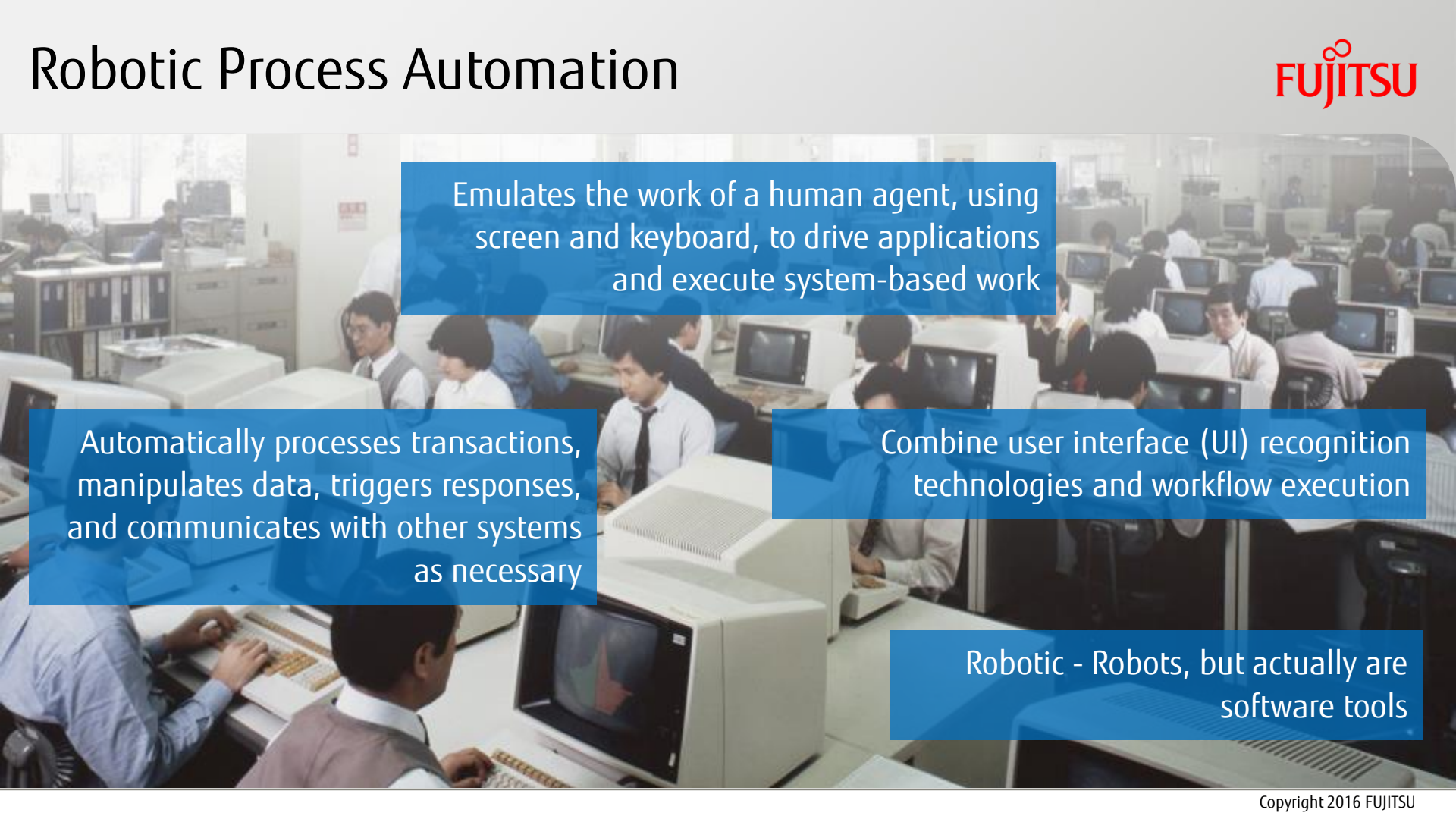**Analysis & Content generation**
- Nuance, Quill

Artificial Intelligence
Cognitive, unstructured, free form,
- Fujitsu Zinrai, IBM Watson

Robotic Process Automation

Emulates the work of a human agent, using screen and keyboard, to drive applications and execute system-based work

Automatically processes transactions, manipulates data, triggers responses, and communicates with other systems as necessary

Combine user interface (UI) recognition technologies and workflow execution

Robotic - Robots, but actually are software tools

Robotic Process Automation

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- **Non-disruptive automation**
  - Works alongside by using rather than replacing existing systems
- **Removes repetitive, mundane, low value or very manual tasks if they have**
  - Structured workflow
  - Clear decision parameters/logic (if x then y, otherwise z)
  - Requirement for effort removal, high degree of consistency, 24/7 operations, removal of human error

- **Delivering consistent and efficient process operation**
- **Only requires standard systems access – No expensive integrations**
- **Simple visual design and build**
  - No programming skills
    - Reduced cost of setup – Shorter time to production
  - If you could teach someone else to do it, you can likely automate it

Key themes why to automate

BENEFITS FROM RPA

Decreased costs
Potential to reduce the cost of an FTE deployed to complete a task or process by up to two thirds of the human cost today

Improved efficiency
True 24x7 potential. Robots don't require paid time off and can be fully utilized to operate around the clock.

No need for IT system change
Improving without radically transforming. Benefits are possible without modernizing the systems of record from what they are today.

Reduced errors
Robots eliminate human interventions that can create unintended errors or delays.

Scalability and flexibility
Just deploy or re-assign more robots for a given process where more volume is needed.

Employee satisfaction
Robotic automation removes many of the mundane and unsatisfying tasks we currently ask our human teams to perform each day.

Data for process improvement
Undiscovered bottlenecks can be identified using data from robotic process performance and further optimize the process.

Customer satisfaction
With reduced errors, improved efficiency and more accurate information the ability to serve the customer increases.

Use Cases

Business Optimisation

Back Office & Clerical
e.g. Administration & Reporting

Front Office
e.g. Customer Support & Service Desk

End to End
i.e. Connecting Process Islands

IT Optimisation

IT Support
e.g. Service Desk, System Administration

Data Migration
e.g. Legacy System Integration / Transition / M&A

Strategic Change

Service Digitisation
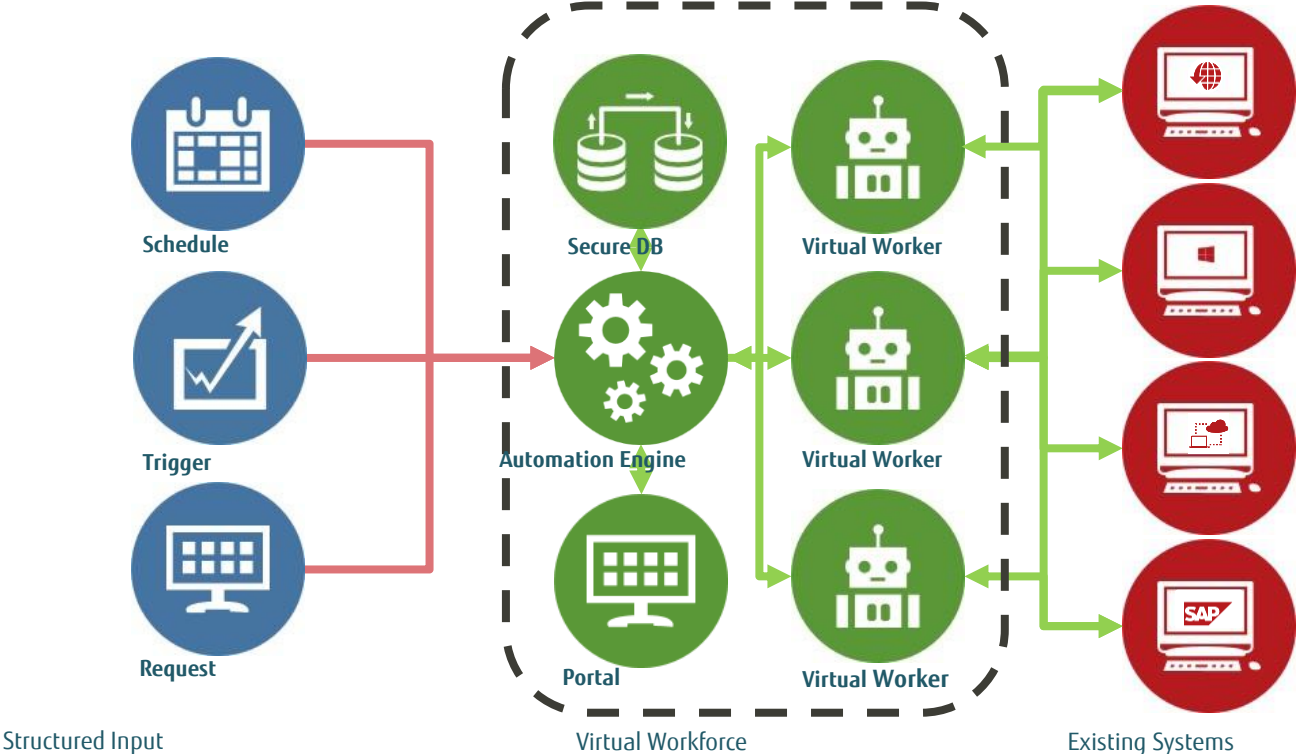**i.e. Self Service & Channel Shift**

Fujitsu RPA technology

Thoughtonomy / BluePrism

- Thoughtonomy as technology provider for Fujitsu RPA.
- Thoughtonomy solution is built on top of market leading Blue Prism RPA engine.
- Thoughtonomy extends the Blue Prism technology by adding enterprise features like automatic scaling and self-service portal.

thoughtonomy™
your virtual workforce

- Thoughtonomy Virtual Workers interact with both local and remote applications in the same way humans do, following a prescribed process to reach an outcome.
- The configuration of an automation requires no development experience
- Virtual Workers use the existing GUI, no changes to downstream applications
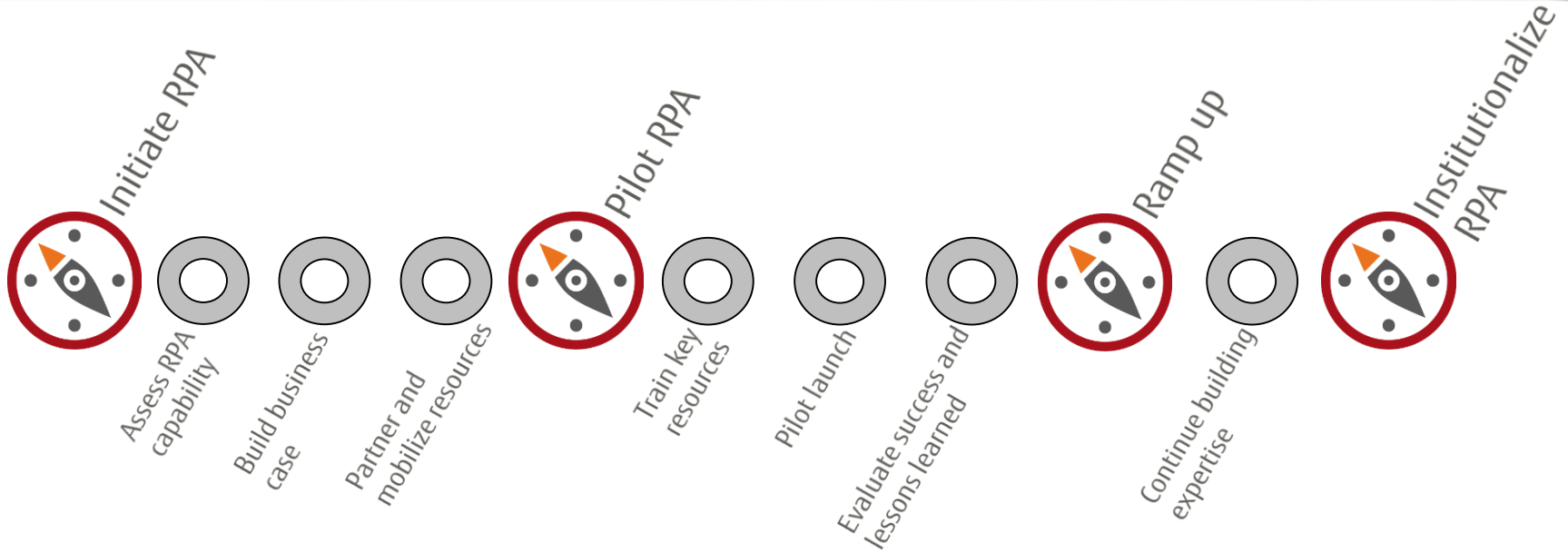
How It Works

Schedule

Trigger

Request

Secure DB

Automation Engine

Portal

Virtual Worker

Virtual Worker

Virtual Worker

Structured Input

Virtual Workforce

Existing Systems

RPA journey

RPA journey

Initiate RPA

Assess RPA capability

Build business case

Partner and mobilize resources

Pilot RPA

Train key resources

Pilot launch

Evaluate success and lessons learned

Ramp up

Continue building expertise

Institutionalize RPA

RPA is Not a Project. RPA is a journey

Considering RPA a project is never going achieve much ROI on long term. RPA is a journey, it is the institutionalization of a virtual workforce in the organization.
RPA perception within a company should move rapidly from a tactical tool meant to achieve short term benefits to a strategical tool embedded deeply in the company's Enterprise capability.
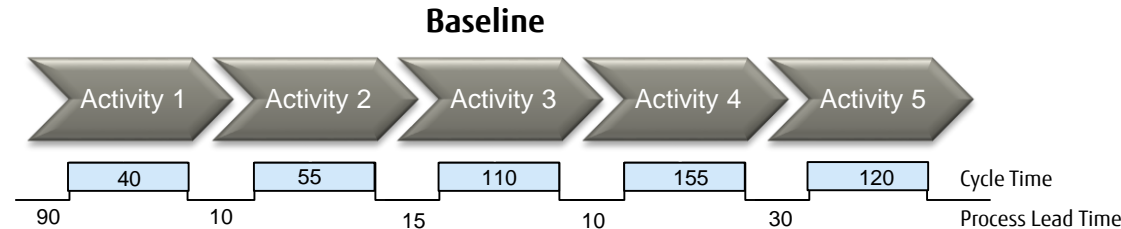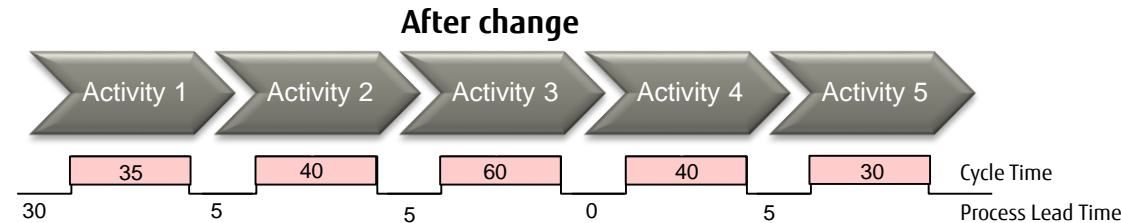
Measurements and ROI

Metrics:

- Automation savings 61% on item processing time

- Average 120 items per day.

Outcome:

- Human work saved 25,4 hours per day

- One robot utilized 8,3 hours per day.

- Automated process run overnight.

- Weekends and daytime fully available for other processes

- Process digitalization benefit achieved

- ROI achieved in 8 months

Baseline

| Activity 1 | Activity 2 | Activity 3 | Activity 4 | Activity 5 |

| 40 | 55 | 110 | 155 | 120 | Cycle Time |

| 90 | 10 | 15 | 10 | 30 | Process Lead Time |

Process cycle time: 480 seconds + lead time 155 seconds = 635 s.

After change

| Activity 1 | Activity 2 | Activity 3 | Activity 4 | Activity 5 |

| 35 | 40 | 60 | 40 | 30 | Cycle Time |

| 30 | 5 | 5 | 0 | 5 | Process Lead Time |

Automated process cycle: 205 seconds + lead time 45 seconds = 250 s.
-> **61% savings** in time.

Benefits of Fujitsu RPA

- On-premise or cloud based solution

- Managed service capability

- Certified specialists to help in automation

- Process consultancy expertise

- Non disruptive solution

- No replacement of systems required

- No software development or system integration

- Improves speed and consistency

- Significantly reduces costs

- Frees staff to do the things that really need them

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shaping tomorrow with you