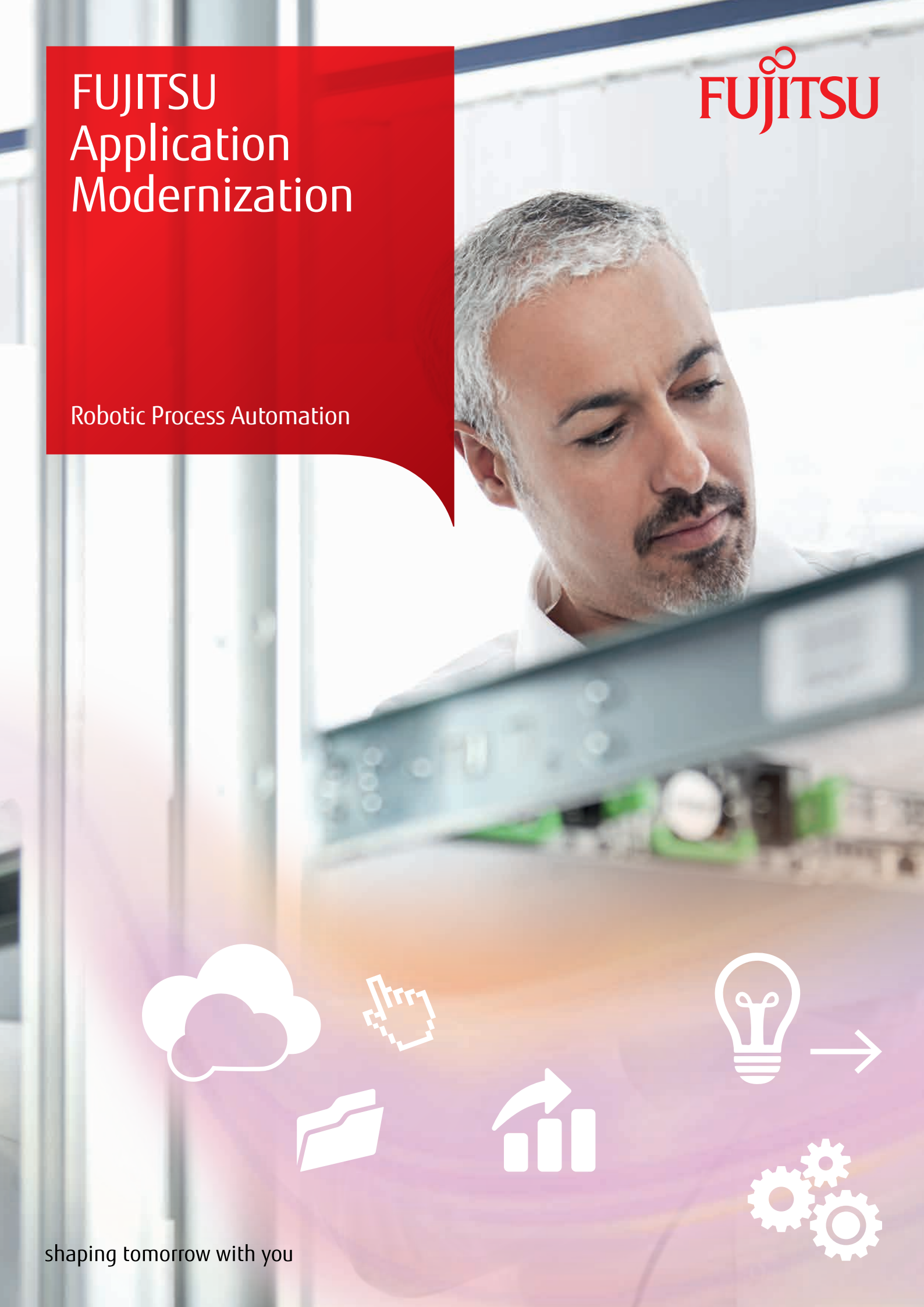
# FUJITSU Application Modernization

## Robotic Process Automation



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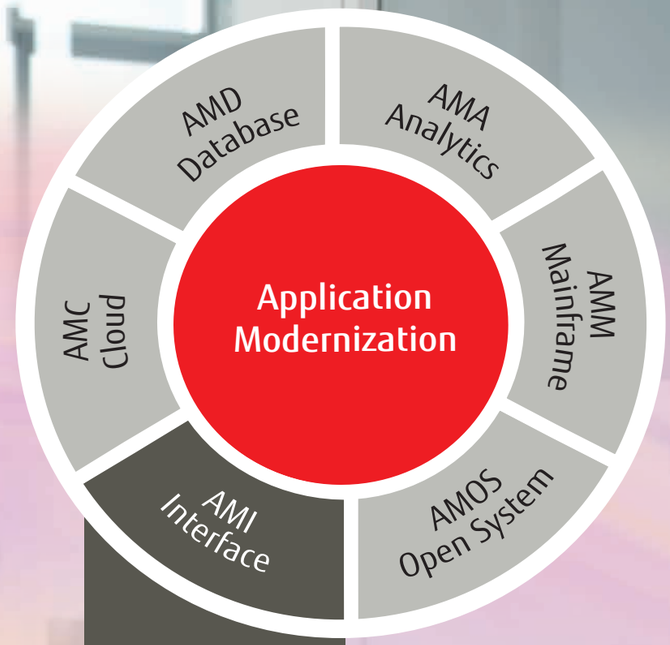


**AMI - Interface:**

A service to enable any application to be fully integrated with any other applications and front ended on mobile, tablet and web. Now includes Robotic Process Automation.

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# Fujitsu Application Modernization

Fujitsu is a leading provider of customer-focused information technology solutions for the global marketplace.

Fujitsu's Global Application Modernization Services enable organizations to leverage the years of investment they have made in their application assets, deliver more from IT budgets and reduce the risk of implementing new technologies.

### What Tools and Services are Available?

Our experience shows that no two customer application environments are the same. Which means when developing a modernization strategy a wide variety of service capabilities and automated tools needs to be available if the modernization is going to be successful.

At Fujitsu we realize that it's just not possible for one company to develop all the tools and services for every modernization scenario. However, by careful selection of best-of-breed partners and investment in the development of the right services and tooling, Fujitsu can cover almost every requirement we come across. We now have over 200 automation tools and services available in our kit bag, and this is increasing all the time.

### Robotic Process Automation

This brochure covers the Robotic Process Automation service (RPA). The RPA service is just one of the capabilities available in our Application Modernization Integration suite. Fujitsu RPA is an as-a-service automation platform. It uses software to replicate the interactions of people and technology to automate a wide range of operational and support processes quickly, cost effectively and reliably.

Deployed non-disruptively, it requires no replacement of systems, deployment of agents, software development or system integration. In short, it is automation without compromises.

# Automating the way your staff work

Across the world, many millions of hours of staff utilization in service and support operations are being consumed with activities which could and should be better delivered by automation. Automated systems can free staff to do the actions that really need their input, can improve speed and consistency and significantly reduce costs. But most automation solutions come with challenges which have meant that until now, much of the potential has not been realized.

That is because most approaches require replacement of existing tools, and/or process redesign; will require system integration and extensive customization; and need staff to be involved in complex change programs as automation solutions are implemented.

Our belief is that deploying automation should be easy. That is why our technology focuses on automating the way your staff work today. It's not a replacement for the tools or systems you use, it's an automation platform designed to fit in to your processes and systems in place of manual activity, here and now. No process re-engineering, no tools replacement, no integration, no coding and no big change programs.

We've made our solution simple to implement, quick to demonstrate value, and flexible enough to work in any environment.

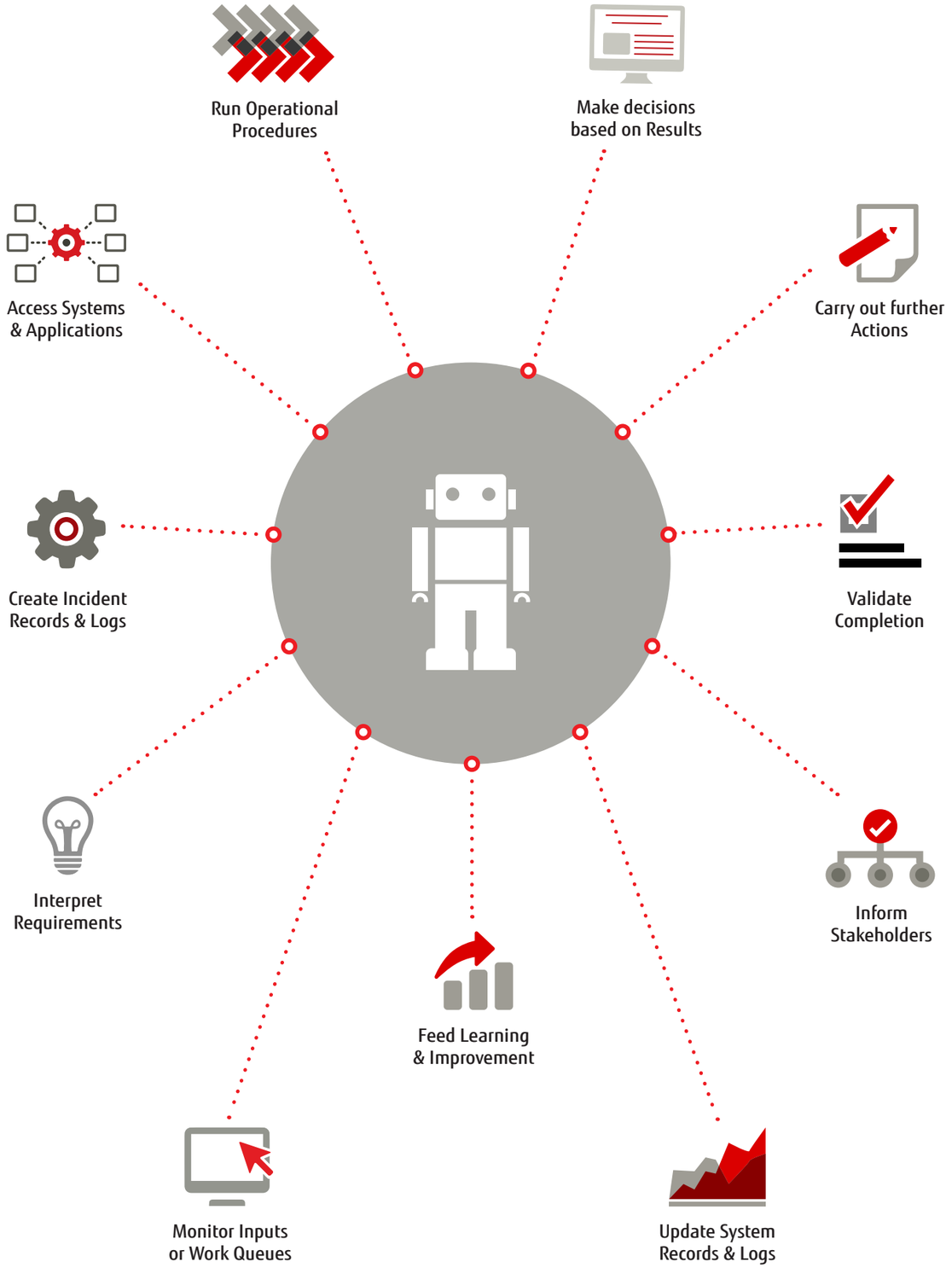
# What is Robotic Process Automation?

Consider the activity undertaken by support and administrative staff across any organization or business - typically much of their activity will be following structured processes to deliver an outcome based on a given input – a request, a triggering event, an incident, a problem or a change.

In order to respond to that input, they will typically interact with multiple tools and business systems, from email and simple spreadsheets to highly customized bespoke management tools, through to the applications, databases, networks and systems used both within their own organization, and those of their customers, partners and suppliers.

Our automation platform takes the support and business processes and the system and tools interactions typically performed by humans, turns them into automation procedures and delivers them using virtual workers who emulate human staff. The virtual workers are "trained" how to use the systems and applications, procedures are replicated in process workflows, and the virtual workforce will execute them on demand or against a predefined schedule.

Virtual workers work 24/7. They don't make mistakes. They don't deviate from the defined process. They never have a bad day. They work at machine speeds. And, at busy times, in an instant more of them can be called upon to step in and take up the load. They are simple to deploy, easy to manage and deliver rapid and lasting value.



# How the System Works?

## Components

The automation platform works by using a series of components, like building blocks, which are then connected to form an automation procedure. Application Object components are used to navigate systems and applications – effectively, creating an Application Object is like "teaching" the virtual worker how to use existing systems and applications, to navigate through screens, fields and menus, to read displayed information, and to write data, populate fields and click buttons. Once created, a component can be reused across many different procedures.


An Automation Workflow

## Processes

Automation procedures are then created by linking components into a workflow, incorporating choices, decisions, calculations and parameters or data items, which define how to complete a process. Procedures can be built for an end to end process, or as a series of smaller tasks which then have the potential to be linked into a complex business workflow covering a multitude of activities.


A Self-service Portal

## A Virtual Workforce

Once published as live automations, procedures are passed by the automation engine to virtual workers for execution. This can be at pre-defined times, or triggered by an inbound event such as an email, an alert, or a connection to an external system or application. They can also be initiated via the customizable portal as shown in the example, or from an existing portal, other system or work queue. The portal is configured as a service catalog to allow users to initiate common tasks by simply selecting the appropriate action and, if required, completing web forms to provide parameters required by the process.

# Example Use Cases

Using the principles of Robotic Process Automation to create a virtual workforce, a wide and diverse range of use cases exist where value can be delivered through the platform. Essentially, any process which can be completed through human interaction with technology and a structured decision making process has the potential to be improved through automation. Both internal and external applications and systems, from Mainframe to Web, Thin Client to Local, can form part of a process. Where tasks and actions have, to some extent, already been automated, the software acts as an "enabling technology" to link these tasks into an end to end workflow.

This section is not intended as an exhaustive catalog of capability, but serves to highlight some typical and common use cases for the technology. The Fujitsu Application Modernization team will be delighted to support the assessment and validation of specific requirements against both functional and business case criteria.



### Customer Services, Contact Center and Support Desk

The RPA can be used to automate many of the common tasks in a service or support desk. These tasks can be initiated directly by a User through a Request Management System or Web Portal, via email or SMS, or triggered by a Service Desk Agent. All tasks can be recorded in a customer's ticketing or CRM system, replicating the actions of a Customer Service or Service Desk Agent. Typical tasks include:

- **Customer Management** - New account creation, change of details, updating of records in CRM systems
- **Service Catalog** - Presenting an online service desk catalog, using either the portal or existing web application, common service interventions can be fully managed and executed online
- **Access Management** - Validating identity, unlocking accounts, resetting password credentials across enterprise and bespoke applications of all types
- **User Administration** - New account creation, starters and leavers processes across multiple systems and applications
- **Change Management** - Recording change requirements, following approval workflows, executing changes across systems
- **Request Management** - Managing and executing user requests using customer bespoke processes
- **Incident Management** - Managing the raising of incidents, creation of tickets or case records, and end to end resolution of common issues or escalation to an appropriate human resolver
- **Problem Management** - Managing the escalation of incidents, feeding problem queues, alerting resolver groups, initiating major incident procedures
- **Progress Chasing** - Managing requests for update, progress reporting and removal of human effort from users looking to understand the status of their request or requirement
- **Billing and Account Queries** - Resolving queries on customer or user accounts including technical and administrative help such as billing
- **Updating or Closing Existing Cases** - Intercepting updates, and feeding changes into ticketing or case management systems including information updates and or cancellation or closure of open cases
- **Synchronizing Systems of Record** - Updating internal and external systems or record simultaneously between different tools, across organization and company boundaries and internal and external parties

## Connecting Process Islands

It is not uncommon for business processes to span multiple teams or departments within an organization or beyond. In some cases key tasks within those processes may have been automated using other methods. The RPA can be used to connect these process "islands" into a fully automated end-to-end workflow.

- **Automating Process hand-offs** - Typical approaches to handing work between functions and people can be inefficient, time consuming and error prone. Virtual Workers can link both automated and manual tasks into an end-to-end workflow
- **External Interfaces** - Often the limitations of automation sit around the tools and applications that an organization owns. The RPA can be used to drive actions in external systems – supplier, partner or customer – with a non-disruptive integration
- **Connecting Islands of Automation** - Most organizations already use some form of automation – be it scripts or tools – but often these fulfill just part of a workflow. Our RPA software can manage the triggering and interaction between other automations and combinations of tools and scripts
- **Script Management** - By migrating existing "tactical automation" – scripts and macro routines – into a workflow, the solution provides instant security, version control, auditability and consistency
- **Automated Assistance** - Not every process can be delivered in a fully automated, hands-off fashion, but that doesn't mean the virtual workforce cannot help. Allowing the automation to manage the "grunt work" while referring to humans for key decisions or approvals at key points in a process
- **Automation Beachhead** - Exploiting the ease and speed of automation of "as-is" processes through robotics is a great opportunity to validate the suitability of activities for more transformational change, and allows real-world testing and proving of feasibility as well as associated business cases
- **Other People's Systems** - It's not easy – and often impossible – to automate actions in systems that don't belong to you. Because the RPA can use a human user interface, it can be deployed to automate actions, updates and activity in applications and systems belonging to suppliers, partners, customers and/or competitors

## Back Office Administration and Reporting

The Fujitsu RPA can be deployed across any rules-based manual process where humans are interacting with applications and systems. Examples include:

- **Business Service Centre** - Processes for Internal user or customer support desks for customer support, technical support and help desk activity
- **Human Resources** - Automation of activities such as payroll and absence management, starter and leaver processes, and employee data management
- **Finance & Accounting** - Automation of accounts payable, accounts receivable, order management, invoicing, collections and reporting processes
- **Procurement** - Request management, approval and sign-off, supplier management, invoice reconciliation and asset management processes
- **Supply Chain** - Including automation of demand management, supplier and supply management, management of transportation and inventory processes
- **Customer Experience Management** - Processes including customer support, technical support, billing and account management and customer loyalty programs
- **Reporting** - Processes for the generation of regular reports, which require data extraction from multiple sources and manipulation into a report output

## Digital and Online Initiatives

Using a web based portal or digital form linked to the robotic automation of existing applications and processes to provide a very rapid digitization of offerings and solutions. Examples include;

- **Online Service Catalog** - Allowing customer to self-serve any automated processes with the custom web based portal. Present offerings as a service catalog, offer as a standalone service or link to an existing web presence, and drive automated process execution via existing systems
- **Consumer Channel Shift** - Replacing high volume consumer phone, email and mail based requests with real time automated execution via an online presence to reduce cost and improve customer experience
- **Service Digitization** - With government and corporate initiatives demanding on-line access, avoid the need to redevelop or replace applications by linking web portal interaction to legacy back-end systems and processes
- **Secure Access to Applications** - With inbuilt role-based access at an individual, department or organization level, offer users the ability to interact with business applications or processes without being exposed to the complexities of those applications or requiring individual application user accounts

## Technology and Delivery Models

Fujitsu and our PRA partner, Thoughtonomy™, have created a unique, integrated and highly flexible automation platform.

The solution is delivered as a service from a scalable and secure hosted cloud based environment to over 140 countries from 17 locations worldwide. For specific requirements the platform can optionally be deployed onto a dedicated on-premise architecture

## Commercial Models

Fujitsu can offer a variety of innovative commercial models to ensure a complete fit to business requirements. These include:

- **Virtual Workers as a Service -** Provision of a defined number of virtual workers
- **Virtual Workforce as a Service** - A scalable on-demand virtual workforce with capacity available on a ramp-up or dynamic basis
- **Work as a Service -** An activity based commercial model related to volume of automated executions completed

## Self-service Automation Platform

Building and creating automation components and workflows is the virtual equivalent of educating a new employee. Following standard procedures, automation components are created, linked within a process, and then tested before live release.

The platform has been designed to make it as easy as possible to create automation processes without the need for development skills, so this can be completed by your own teams, or by process subject matter experts. Our aim is to help our clients to become self-sufficient, and full training and accreditation as well as ongoing support is offered to ensure they can be as effective as possible, as quickly as possible.

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