

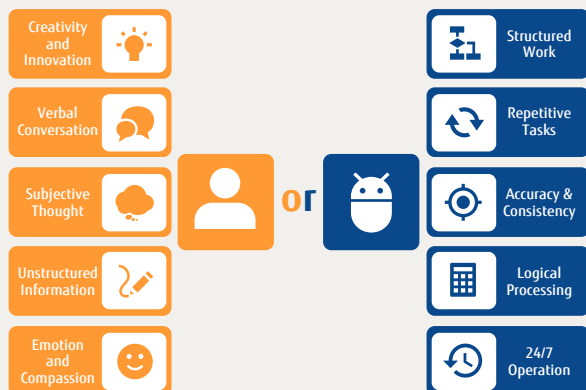
# Robotic Process Automation (RPA)

Smart Workplace Solution

FUJITSU

## Why RPA?

Without employee fatigue, mistakes or judgement calls, decisions can still be made consistently and correctly. RPA is aimed at automating business processes. Using RPA, a company can configure software, or a "robot," to capture and interpret applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems.



### Result

A company can crunch large amounts of data quickly and effortlessly and makes information can be processed 24/7/365. This leads to more ROI due to processing cost reduction, and to more CSAT (Customer Satisfaction Score) as a result of service improvement.



## Why Fujitsu?



Fujitsu has rich experience and a consultative approach to automation.



Improve your employee satisfaction by reducing volumes of mundane work.



Use intelligence automation to assist human work and enhance decision-making.



Provide strong support by our local & regional teams.

## Non-Intrusive AI Worker for Rule-based and Repetitive Tasks

### RPA PRODUCT FEATURES & BENEFITS

#### ■ PRODUCT FEATURES:



Robotic process automation (RPA) tools perform "if, then, else" statements on structured data, typically using a combination of user interface (UI) interactions, or by connecting to APIs to drive client servers, mainframes or HTML code. An RPA tool operates by mapping a process in the RPA tool language for the software "robot" to follow, with runtime allocated to execute the script by a control dashboard

#### ROBOTIC PROCESS AUTOMATION WILL...



Revolutionise 64% of management business and financial tasks by 2020.



Free up 30% of your workforce within 12 months.



Have an estimated economic impact of \$5-7 trillion by 2025.

## Applied Use Cases

### Use Cases

#### Insurance

- Client profile updates
- Generating renewal premiums
- Claims processing
- Underwriting processes

#### Healthcare

- Patient registration
- Provider credential verification
- Member eligibility and billing

#### Human Resources

- W4 management
- Benefits administration
- Onboarding
- Compliance reporting

#### Financial Services

- Requests for overdraft protection
- Exception processing (overrides for high-value customers or low-risk transactions)
- Statement reconciliation
- Credit card applications

#### Miscellaneous

- Change of address processing (can be on multiple systems)
- Fraudulent account closing
- Customer complaints processing
- Data cleansing
- Straight-through processing of customer orders

#### Sales - Creating and delivering invoices

- This is a case of data replication. Same sales data needs to exist in both CRM and accounting systems. Instead of manual data replication, bots can update accounting records, prepare and deliver invoices from the right email accounts.

#### HR - Payroll automation

- Payroll function requires repetitive processing of payroll taking into myriad regulations and company rules. While modern payroll software provides a good solution for this process, some companies rely too much on legacy systems to be able to make the switch to a modern payroll software. They can rely on bots to increase automation in the payroll management process. A case study claims to have achieved 85% faster payroll processing with no manual errors. Implementation took 7 weeks and reduced manual effort to 25%.

#### Procurement - Updating vendor records

- Vendor master file is important to keep up-to-date to ensure that different departments or units can coordinate their spending. Updating such files with bots can relieve procurement professionals from simple tasks to focus on managing vendor relationships.

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