ACHIEVE INTELLIGENT ROBOTIC PROCESS AUTOMATION WITH INFOSYS

An Infosys AI and Automation Service offering to unlock greater benefits through strategic RPA implementations

As robotic process automation (RPA) gains greater prominence in enabling companies to achieve digital transformation, organizations are racing to implement tools, develop use-cases and conduct pilot projects. With nearly 20 RPA tools available in today's marketplace, there is a rush to hasten digital journeys and realize value quickly.

However, RPA is more than just another digital solution. Beyond mere automation, RPA has the potential to revamp an organization's entire process landscape. The challenges, though, lie in:

- Implementations being driven by enthusiasm rather than knowledge. Without the right understanding of its benefits, RPA can only offer limited value

- Low organization-wide support and evangelization of the power of RPA leading to limited buy-in

- Lack of a strategic vision that considers high-level cognitive RPA fueled by niche skills in areas of machine learning, artificial intelligence, chatbots, etc., of which most organizations have limited knowledge

- High dependence on external vendors due to lack on in-house knowledge about the right tools and resources, leading to steep and unplanned investments

Thus, the power of RPA can be unlocked only when its implementation is properly planned to suit the goals of the enterprise rather than solve daily challenges.

Infosys RPA solution

Infosys has designed a product-agnostic managed service model that accelerates the implementation of RPA and AI-based automation for enterprises. Developed by the Infosys AI and Automation Service, the model identifies existing business problems and IT landscape challenges, leveraging Infosys core technology expertise to plan ahead. Here is how Infosys helps you achieve intelligent automation:

- **Select the right use-case** – Instead of focusing on pain-points, Infosys helps clients understand how RPA can enhance value. Each use-case is identified based on the client's business need. This allows clients to re-engineer processes instead of relying solely on automation and provides additional capabilities by using a combination of AI levers to achieve seamless process excellence

- **Choose the right tools** – While RPA tools are important, choosing the right tool calls for a strategic and enterprise-level view. Infosys looks at RPA as more than a mere bolt-on solution for the technical landscape. Instead, we focus on how to use RPA to gain maximum benefits. Our tool selection process considers existing processes, organizational goals and success drivers to ensure the right tool choice

- **Plan ahead for seamless governance** – In the race to deploy RPA and sustain one's competitive edge, most organizations tend to miss the fact that a 'digital workforce' is a gestalt of numerous software programs that undergo the same build cycle. Thus, adequate preparation, strong program governance and change management principles are critical to RPA success. Infosys' end-to-end implementation processes provide a phased approach, thereby ensuring all pre-requisites are in place before RPA deployment begins

- **Choose the right pilot for quick wins** – Rather than initiating RPA with a large and complex process, Infosys recommends starting small and winning fast. In this way, organizations can create well-defined proofs-of-concept, realize value quickly and accelerate user adoption. RPA journeys that begin with strong support through successful deployments lead to greater adoption across the enterprise

Why choose Infosys?

With proven use-cases, packaged solutions and pre-built components that have been deployed successfully for clients across the globe, Infosys possesses a complete suite of differentiators to streamline your enterprise's automation journey. These include:

- **A dedicated service line for AI and automation** with an in-house enterprise AI platform and strong expertise in managing and implementing third-party AI and automation products

- **Scale and depth of expertise** from over 35 years of industry experience in handling maintenance, support and development projects, reusable artifacts, and prebuilt components along with a mature training academy and learning culture

- **Strong alliances with AI and RPA product partners** that empower us to implement RPA solutions across any vertical through high-end platforms and a host of tools such as Automation Anywhere, UiPath, Blue Prism, WorkFusion, and Pega

- **Pre-built adapters for over 50 applications** that integrate with technologies like SQL, SQL Express, Siebel 7.7+, Remedy 6+, Clarity, SAP NetWeaver, mainframes, Pega, SharePoint, MS Office, SFDC (!8+), etc.

- **Ability to leverage cutting-edge technologies** with RPA such as natural language processing (NLP), optical character recognition (OCR), machine learning, and chatbots

- **Flexible service offerings** that are tailored to suit your organization's maturity and preference through:
  - Certified domain and technical consultants, agile development and an Infosys patented evaluation framework that identifies high-gain automation processes
  - Dedicated development consultants and support personnel who ensure that unique requirements and continuity are met
  - Optimal service delivery through a shared services model that processes exceptions, handles increases in volumes, ensures SLA management, conducts back-office checks and audits, etc.

Successfully scale RPA with Infosys

Infosys helps organizations successfully scale RPA programs by combining rich industry experience to enhance value across domains, processes and technologies through our unified framework.
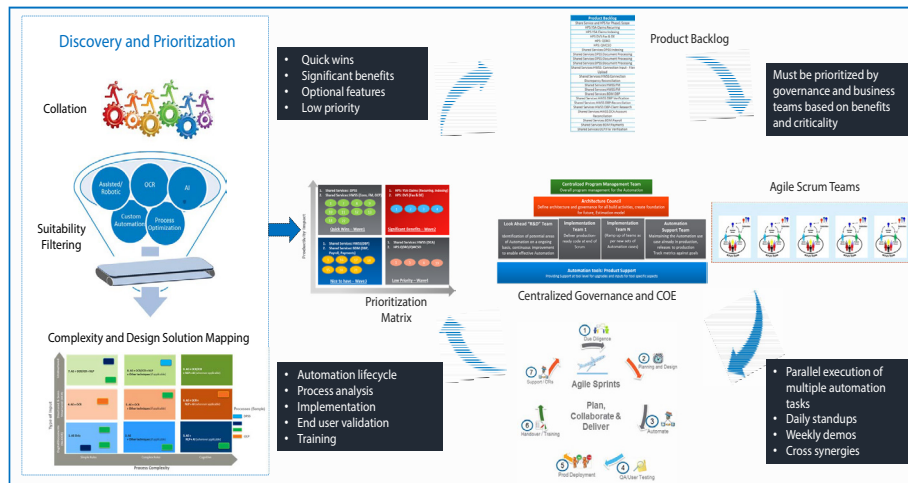
Suggested Model for Accelerated RPA Implementation

Benefits

By enabling a digital workforce, RPA delivers several benefits to enterprises such as:

- **Cost savings** through robotic FTEs that cost a third of off-shored FTEs and can work 24/7 without error
- **On-demand scalability** as robots operate in a virtualized environment across any department
- **Strict security and controls** through a secure and audited robotic automation platform that is managed within an IT corridor of governance
- **Process flexibility** driven by the automation of numerous small to medium clerical procedures
- **Continuous process improvements** without any added cost of integration and process re-design
- **Improved service quality** through greater accuracy and reliability of virtual FTEs

Success stories

### 100% process automation helps CPG company reduce cost and boost performance

A US-based CPG company wanted to improve efficiency by reducing labor-intensive activities in their supply chain and financial and accounting processes. Infosys defined an RPA framework and identified over 30 key opportunities for automation. By deploying over 25 bots and enabling 100% automation across order receipt, appointment scheduling, and collection and claims management, Infosys helped the client improve accuracy, availability and efficiency while slashing costs.

Task-bots help CPG giant achieve zero-touch trade promotion processes

A global CPG major was struggling with low business development productivity owing to lengthy trade promotion activities arising from manual back-end work. Infosys leveraged the 'Automation Anywhere' task-bot to automate all the rule-based steps within the trade promotion process. This touch less automation reduced manual effort, helping the client save US $0.83 million in cost and increase the operations window from 9 to 20 hours.

A leading US bank tackles rising operational costs with automation

Offering a wide range of retail and commercial banking products and services, the client was one of the top 15 leading banks in the US. They were witnessing a rapid rise in the number of loan requests leading to increased operational costs and wanted to automate processes so as to free the bandwidth of their operatives from repetitive tasks. Infosys provided end-to-end automation, from use case identification and elaboration to development using BluePrism, and testing. We further facilitated the monitoring of robots and providing the requisite support structure for handling enhancements, upgrades and more. This resulted in cost of operations being brought down by nearly 60%, reduction in effort to execute business process by 50%-60% and quicker turnaround in meeting regulatory and compliance deadlines.
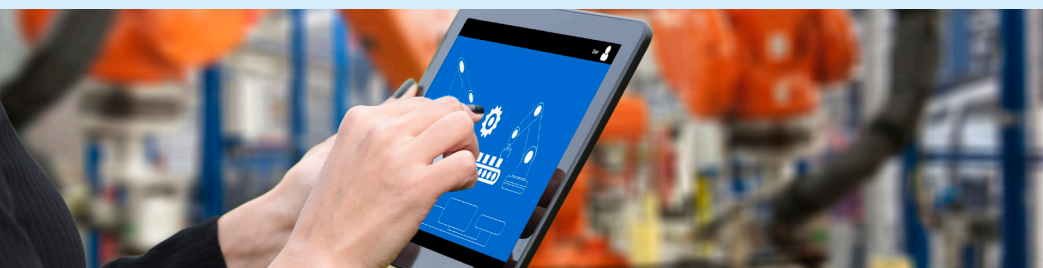
Discover how to navigate your next with strategic RPA. Connect with us at aiautomation@infosys.com to know more.

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