Webinar – Automation Delivering Business Resilience at **PHILIPS**

One of the largest Automation implementations

Webinar Details

- Thank you for joining us today
- Participate and join the conversation on Twitter with **#AssistEdge #StrongerTogether**
- Session will be available on demand on EdgeVerve channel
- Please post your questions on the chat window and our panel will respond to your queries

Meet The Speakers

Dr. Lakshmanan Ramanathan

Senior Delivery Manager, Technology Solutions Group, Infosys BPM

Arvind Subramanian

SVP, Head of Accounting Operations, Philips

Shrikant Deo

Associate Director, Lead – Product Management, EdgeVerve

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Shrikant Deo

Associate Director, Lead – Product Management, EdgeVerve
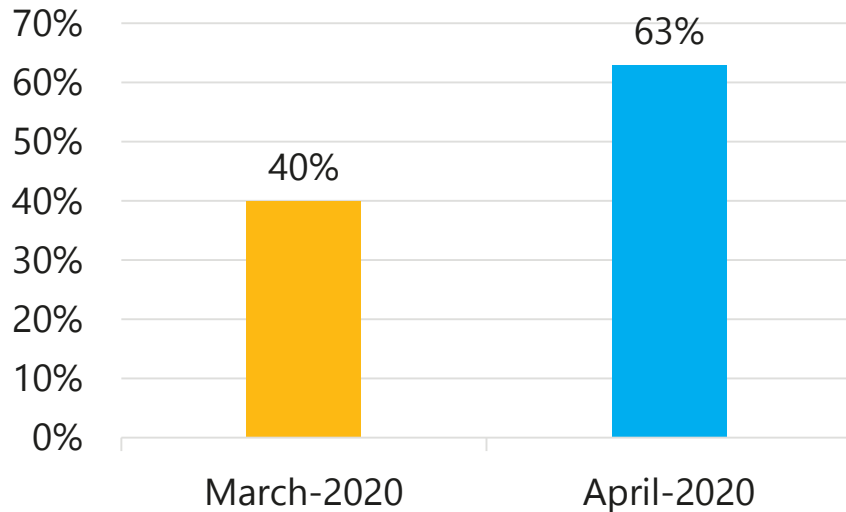
Session 1
The Need For Business Resilience

AUTOMATION

What Businesses are Experiencing...

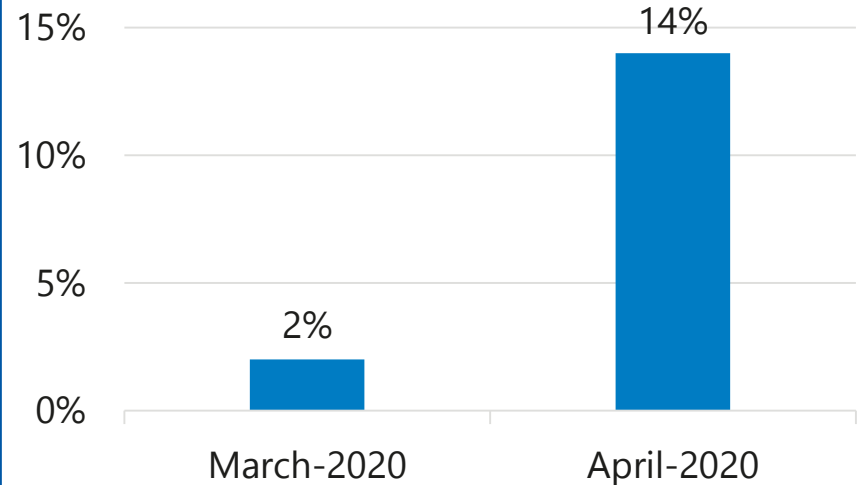**A survey commissioned by EdgeVerve with SSON interviewing over 200+ enterprises indicated that**

Business impact is now heightened with productivity Implications

Practitioners NOT hitting SLAs on time

March-2020: 40%
April-2020: 63%

Service capacity eroding at this stage

Practitioners who lost more than 50% servicing capacity

March-2020: 2%
April-2020: 14%

Automation – The Choice for Building Business Resilience

In order to maintain service levels, are you considering implementing any of the following right now?

Automation
emerged as a strong choice

Increased Automation of Processes — **56%**
Adoption of Cognitive/AI Capabilities — **24%**
Recalibration of Service Delivery Model — **44%**
Moving work back onshore — **12%**
Renegotiating SLAs — **21%**
N/A — **23%**
Others (please specify) — **5%**

0% 20% 40% 60%

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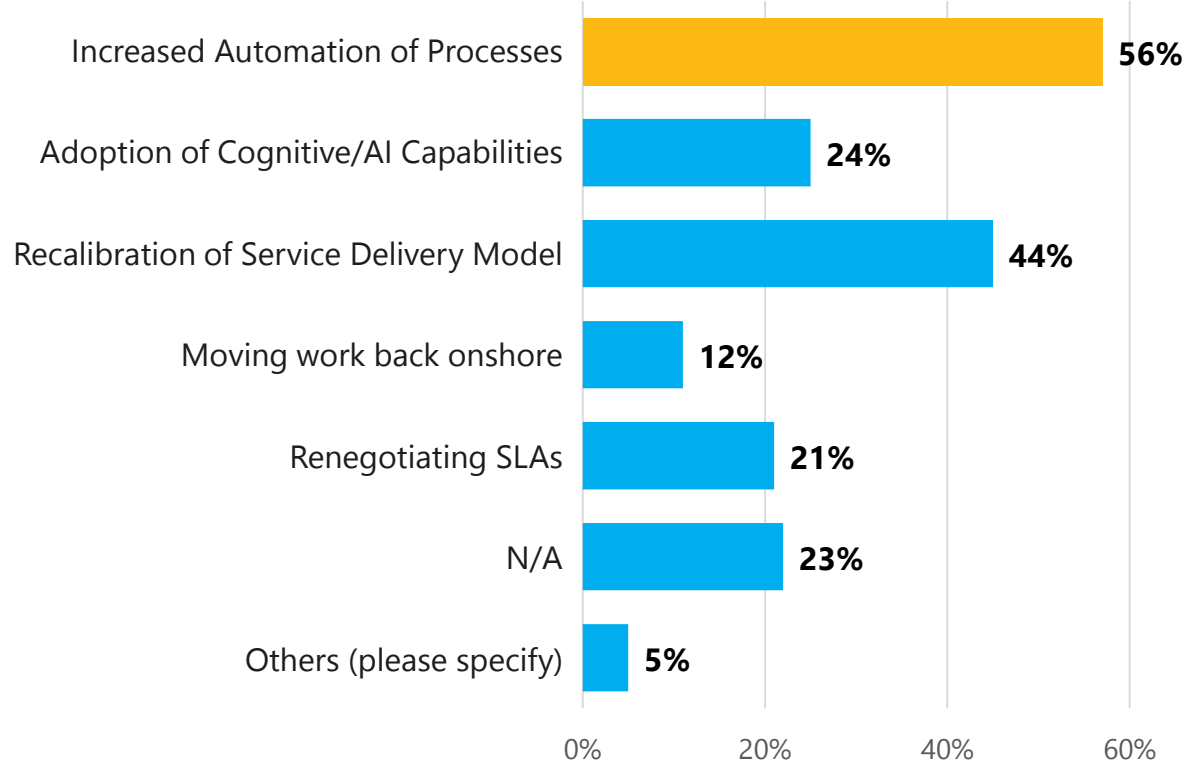
Philips Started their Automation Journey in Finance Function 3 Years Back By Investing In AssistEdge

Royal Philips is a leading health technology company focused on improving people's health and enabling better outcomes across the health continuum from healthy living and prevention, to diagnosis, treatment and home care. Generated 2019 sales of EUR 19.5 billion and employs approximately 80,000 employees with sales and services in more than 100 countries.

Background
Royal Philips selected Infosys BPM in 2007 amongst 9 global BPO vendors to acquire and operate their SSCs after an exhaustive due diligence and capability assessment process. Today, Infosys has over 1400 FTEs managing Finance and Accounting (F&A) processes and parts of the Procurement business

RPA Journey
After 10 years into mature Finance outsourcing journey, Infosys BPM, EdgeVerve and Royal Philips jointly embarked on an enterprise level RPA journey in late 2017, powered by EdgeVerve's AssistEdge RPA to reduce cost and optimize its operation across the globe.

Arvind Subramanian

SVP, Head of Accounting Operations, Philips

Session 2 Philips Case Study

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Being Resilient –
Business as Usual (and Beyond) in Unusual Times

Philips performed extreme automation in the Finance function with Infosys BPM and EdgeVerve leveraging AssistEdge RPA, and ensured the delivery of commitments to Royal Philips during these unprecedented times. With one of the largest RPA programs running in the market, involving:
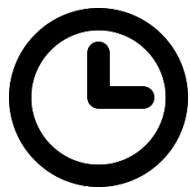
550+ AssistEdge RPA bots

Spread globally across 6 regions

On-time quarter-end closure with 100% coverage

Successfully reaped the benefits of an 'always-on' digital workforce

How did the Automation program get conceptualized in Royal Philips?

**Philips Hoshin Strategy –
1 Million Hours savings in Finance Operations over 3 years**

Centralized Location Strategy

Centralize BPM Operations. Program initiated with EdgeVerve and Infosys BPM in 2017 with an ambitious target

End-to-End Automation
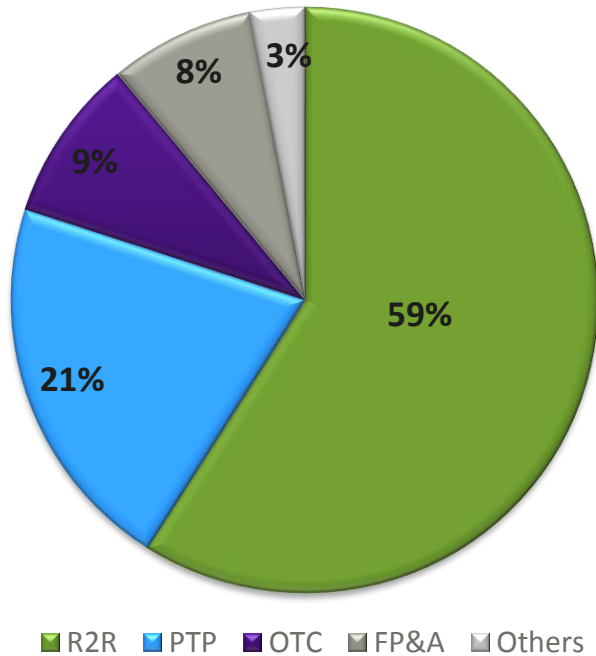
Achieve enterprise automation across Finance domain

Culture Embedment

Embedding Hoshin improvement culture within the program team

How was the Automation program executed at Royal Philips?

Savings Across domains

Pie chart legend: ■ R2R ■ PTP ■ OTC ■ FP&A ■ Others

- R2R: 59%
- PTP: 21%
- OTC: 9%
- FP&A: 8%
- Others: 3%

Long Term Investment

Strong partnership between Royal Philips, EdgeVerve (AssistEdge) and Infosys BPM to realize the Philips Hoshin Strategy

Formal Design Principles

Adopt **ESSA lens** (Eliminate, Simplify, Standardize, Automate). Leverage SAP runbook capabilities. Harmonize strategic use cases across market

Program Governance

Implementation of a structured governance program to deliver on planned objectives

Center Of Excellence

Implemented across finance function to automate P2P, O2C, R2R, FP&A. Special focus on R2R, driven with a CoE approach

High Impact Stories Delivered through Automation

Payroll Posting

Touchless automation by *standardizing* and *simplifying* process globally eliminating 15,000 person hours per annum with 72% reduction in AHT

Dunning

Automated dunning process resulting in 21% better collection (~ € 6M incremental benefits) within 3 months of implementation. *Completely automated analysis* in sync with daily cash application enabled 100% touch ratio of overdue accounts as well as elimination of 10,000 hours per annum .

Reconciliation

110 AssistEdge RPA Bots running *concurrently* managing SAP & BCS reconciliation for 400 + company codes between WD 2 and WD 4. Each transaction is completed in less than 20 mins eliminating 21,000 hrs. per annum and includes on demand scaling of Azure Infra for 2 day peak load)

Revenue Accounting

Creation of oversight bots eliminating the need for any human intervention for data sanity and cleansing. 21 AssistEdge RPA Bots created to keep a check on all data postings in SAP on a continuous basis thereby ensuring data quality. Total effort saved 78,000 hrs per annum.

Program Highlights

Challenges		
Multiple Handoffs	Complex Processes	Error-Prone Manual tasks
Ad-hoc Intervention	COVID-19 Outbreak	Multiple ERPs
Massive Scale	Process Efficiency	Early Adaptor

Achievements		
320+ FTEs Saved	~€18M Business Benefits over 5 years	On-Time Quarter End Book Close
73% Processes Standardized		640k+ Man-Hours Re-purposed
~100% Coverage for Activities	550+ AssistEdge RPA Bots	400+ Business Entities

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Dr. Lakshmanan Ramanathan

Senior Delivery Manager,

Technology Solutions Group,

Infosys BPM

Session 3
Philips
Case Study
Behind The Scenes

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Operations Re-alignment & Microbot Factory to deliver Automation @ Scale

- Strong Program Management with Change Control Board (CCB), Release Control Board (RCB)

- Humanware enablement of operation team focusing on Lean + Automation

- 100% internal re-deployment of effort optimized

- Strong support structure with 24x5 bot operations

- ISAE3402 SOC1 Type 2 certified RPA Operations – 15 IT General Controls
  - Incident Management, BOT Scheduling, Monitoring, Control
  - Access and Security Management – SOD for BOTS
  - Change Management

Seamless Ops enablement with WFH during the global lockdown. ~500 desktops shifted, 400+ laptops, 90+ softphones, and 770+ fresh internet connections set up within 10 days

100% Digital Workforce Availability during COVID-19
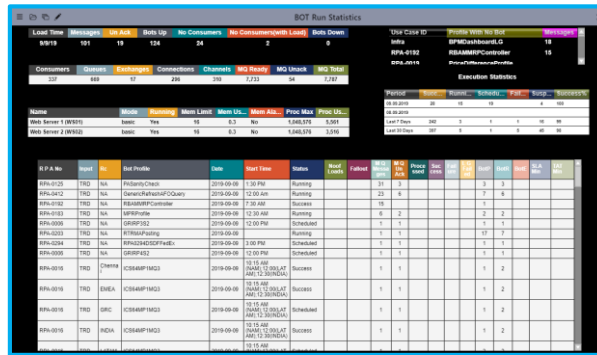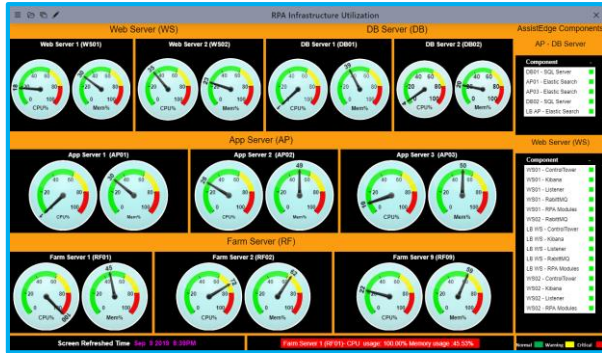
95% BOT Execution Success Rate

228 Use Cases (Lean + Automation)

118 Microbots (Reusable Component)

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Snapshot Of Robotic Operations Command Center

RPA support and monitoring team directing BOT Operations on the operations floor through controlled applications and servers, providing real time information

16 ➕ **85**

BOT REPORTS

ROBOT EXECUTION PERFORMANCE

USECASE LEVEL PERFOMANCE

230 CHECKPOINTS

143 INFRA

87 RPA PLATFORM

Continuous feeds from Azure Cloud Infrastructure, RPA Platform (incl. Elastic RabbitMQ, Kibana), are fed to Command Center

Org Change Management for Success of Enterprise RPA rollouts

Philips Sponsorship – Hoshin Target, Bandwidth Allocation (SMEs/IT)	Aspirational Target	Vision document – SME Ownership	ESSA* Model for Opportunity Identification * (Eliminate, Simplify, Standardize, Automate)

Operations Process Expertise ✚ **Stable RPA Platform**

4 Tier Governance Model with Fortnightly SteerCo with Client Sponsor	Flexible Cloud Infra – 30% Leverage on Infra	Factory based Implementation Approach	BOT Operations Command Center

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This is one of the most complex finance transformation programs in the world. Collaborative efforts led by Philips Finance leadership, supported by Infosys BPM process and technology knowledge leveraging AssistEdge Platform delivered significant business benefits

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Shrikant Deo

Associate Director, Lead – Product

Management, EdgeVerve

Session 4
Conclusion

AUTOMATION

AssistEdge Platform Capabilities that Enabled this Scale

Ease of Configuration

- SAP Certified Automation configuration through SAP Recorder
- OOB Configuration Adapters for MS Outlook, Excel, SharePoint,
- Microbot architecture for reusable components

Centralized Bot Governance & Monitoring

- Feature Rich Control Tower to remotely manage and monitor huge number of robots
- Intelligently manage SLA adherence using dynamic scaling capabilities
- Resource health check on robot start to highlight possible robot health risk

Enhanced infrastructure monitoring

- Infrastructure components health monitoring dashboard on Control Tower
- Live notifications in case machine mode is changed from production mode
- Live CPU utilization and memory usage health while creating robots or robots schedules

Enterprise Grade Security and Reliability

- Advanced Credential management and role/access control
- Automatic and on-demand retry of expired or exception transactions
- Advanced debugging capabilities such as break-points, step in-step over, argument watching, debugging speed options and activity commenting

Academy based Training and Enablement

- Training and enablement via Academy
- Customized class room and e-learning sessions
- Video learning content available for reference

Questions and Answers Session

Shrikant Deo
Associate Director, Lead – Product Management, EdgeVerve

Arvind Subramanian
SVP, Head of Accounting Operations, Philips

Dr. Lakshmanan Ramanathan
Senior Delivery Manager, Technology Solutions Group, Infosys BPM

Thank You