ROBOTIC PROCESS AUTOMATION (RPA)

NOW IS THE TIME TO BE FUTURE READY

Infosys
Advances in software and artificial intelligence paved way for Robotic Process Automation (RPA), which has the capability to reimagine the business process management landscape. Infosys RPA is an ideal blend of automation and artificial intelligence. The result of thousands of hours of learning and testing, Infosys RPA has been shaped to perfection in varied and complex client environments. Thus equipped for the future, Infosys RPA helps to make your business future ready.
A surge on productivity, accuracy and profit. In a nutshell, that is what Infosys Robotic Process Automation (RPA) promises. Designed to reduce or eliminate the need to have people to perform high-volume, high-value tasks, RPA can bring agility across functions and industries. Naturally, next level of operational excellence is what lies ahead for your business.

**THE ROAD AHEAD**

**HIGHER EFFICIENCY**
RPA brings reduced cycle time and enhanced productivity to the table, thanks to its ability to work 24/7.

**ADVANCED ANALYTICS**
With RPA making gathering and organizing data easier, you can predict future outcomes and optimize processes.

**GREATER PERFORMANCE AND QUALITY**
Robots work consistently and tirelessly, and ensure greater accuracy resulting in high quality output.

**LOWER COST**
To replace a full-time employee with a software (RPA) can bring about 25-50% cost savings.
Infosys RPA can be applied to every function and job across the business process management (BPM) sector. The rule-based and knowledge-based tasks that form a large chunk of BPM jobs in human resources, finance and accounting, procurement, supply chain, customer experience management, and legal processes can be automated using Infosys RPA.

**THE SCOPE**

- 45% Data Capture Extraction Entry
- 22% Recon & Analysis / Reporting
- 15% Help desk
- 15% Compliance
- 3% Others

**RULE-BASED AUTOMATION**

- Machine executes **repeatable tasks** that require no human expertise or intervention
- Operates enterprise applications through existing user interfaces based on pre-defined inputs

**KNOWLEDGE-BASED AUTOMATION**

- Machine executes tasks that require **human expertise or human judgment**
- Uses advances in **cognitive computing, artificial intelligence, deep learning, big data, and natural user interfaces** combined with unprecedented computing power and connectivity

**THE SOLUTION COMPONENTS**

Infosys RPA solutions are based on state of the art in-house solutions and third party solutions

- **Infosys Information Platform** – Big data, analytics and cognitive computing platform
- **Infosys Automation Platform** – Help desk and query resolution Platform
- **Smart User Environment** – Application/Information aggregation and 360 degree data view
- **AVTAR** – Data mechanization and workflow
- **Data Extraction and Enrichment Solution**
- **Reporting Insights and automation** – Reporting and reconciliation automation
- **Desktop Analytics & Monitoring**
- **Third party Automation Platforms** – Leading third party automation providers
The RPA lifecycle

**AUTOMATION**
- **Deterministic**
  Secure automation of business processes across heterogeneous technologies
- **Intelligent**
  User activity intelligence and robotic self help
- **Cognitive**
  Adaptive learning, speech recognition, natural language processing, pattern identification algorithm

**CONTROLS**
- **Robot health manager**
  Analyse and monitor Robot Health
- **Robot performance manager**
  Decision insights to improve process outcomes
- **Robot control tower**
  Manage RPA enabled processes
THE CASE FOR RPA

RPA has become a force to reckon with, thanks to the impressive results it has delivered for large clients across industries. Here’s a cross section of clients who have seen exponential productivity and increased profit by putting RPA to work.

**The challenge**
The complex order management process contained 30+ applications and required toggling over 12 screens for a process.

**The solution**
Infosys RPA platform – Automatic Transaction Processing. We automated search and workflow in various applications and information aggregation from disparate applications.

**The benefits**
The company attained 95% First Touch Resolution and saw 25% reduction in overall order completion cycle time. As a result, it saved over 90,000USD in annual savings.

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**A leading hi-tech company**

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**The challenge**
Complex data transformation and reporting operations for sales orders were posing serious challenges for a CPG major.

**The solution**
Infosys RPA platform – Reporting and Reconciliation. We automated extraction, validation and data entry of orders to SAP ERP, data transformation of varied file formats, and generation and distribution of reports.

**The benefits**
The company saw improved accuracy, 20% dip in turnaround time, 20-25% productivity benefits in sales order processes and 25-30% productivity benefits in reporting service operations.

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**A CPG major**

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The challenge
A leading aircraft equipment manufacturer was lagging behind due to inefficient order management processes.

The solution
Infosys RPA platform – Smart Environment. We automated search and data aggregation from various web applications and customer portals, and workflow interface with creation of tasks for tracking downloaded POs.

The benefits
The company clocked 75% decrease in average handling time (AHT), attained improvement in adherence metrics for customer PO acknowledgement and response, and saved 850+ man hours of effort per day on operations floor.

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The challenge
The company had to increase the efficiency of its IT operational support services for systems that process over 5 million orders a year.

The solution
Infosys Automation. We automated incident management by creating a workforce of intelligent robots who learn and resolve incidents and AI capabilities with self-learning and self-healing.

The benefits
Savings to the tune of 1.3 million USD, 48% reduction in mean time to repair (MTTR), and 30% of tickets resolved by virtual engineers.