# **VIEW POINT**



# BOT SUPPORT AND SUSTAINABILITY (BOSS)

### Abstract

Analysts have found that about 30-50% of RPA projects fail to meet their ROI expectations. One of the major reasons for such failures is the need for unplanned maintenance activities that throw the production bots into a rut, creating enormous maintenance costs. Such break-fix cycles affect the larger objectives RPA projects are meant to address. How can you overcome such incapacitating failures? One way is achieving the ability to predict the support and maintenance requirements of the deployment and automate it at scale.



### Bots wreck too, after all

Robotic process automation (RPA) has afforded us the immense potential to automate the mundane and mediocre tasks that humans have been doing for years. It has managed to bring so much efficiency to the repetitive business process steps people used to perform. RPA enables organizations to achieve the following key benefits:

- Cost effectiveness of 25-50%
- High accuracy and improved reliability
- Consistent delivery of quality
- Ability to implement advanced analytics
- Productivity improvement
- Improvement in process speed
- 24x7 availability of services

Such tremendous advantages make RPA very attractive to many organizations.\*

They want to implement RPA and take advantage of these benefits. However, you may come across events that cause the bots to malfunction or fail entirely. It is important to be aware of such events. RPA tends to fail in two scenarios:

- The process being automated is not as amenable to robotics as initially designed
- The ecosystem in which the automation is run is much more dynamic than previously estimated

Both the above points (initial design and dynamic ecosystem) are almost never 100% covered in the initial rollout. Maintenance activities, if not planned properly, result in break-fix rounds that may pull bots from production, causing huge costs of maintenance reducing the ROI expectations. These cycles may inhibit the business objectives of RPA, such as enhanced efficiency, reduced costs, and improved process quality.



### The nuts and bolts of bot support

Support and maintenance can be effectively measured by increase in customer experience, through the following three aspects:

- Become proactive and predictive •
- **Build resiliency** •
- Improve efficiency and compliance

In order to manage support and maintenance of large RPA projects for multiple clients, service providers need a generic support and maintenance platform that can be tweaked for specific scenarios. Moreover, having properly trained level 1 support professionals is key for every service organization. This helps clients

save on service delivery time and costs. In addition, it helps allocate the Level 2 support to handle even more critical issues.

As shown below, a support and maintenance center of excellence to be considered "at scale", it needs to consider several key aspects.



Building reusable utilities





### Integrated Support & Maintenance Service Offerings

Infosys BPM's integrated service offerings are listed below, across ticket logging, management, and servicing.



### Ticket Logging - EAGLE, the Monitoring Tool With an Edge

Infosys BPM's proactive and predictive monitoring tool is known as "EAGLE", which integrates perfectly with the service desk to ensure proper and prompt closure of any alerts. Configuring EAGLE is easy, and it performs monitoring round the clock and generates alerts. It helps Infosys BPM in reducing the costs of support and maintenance, in addition to improving the adherence to SLA. EAGLE helped the level 1 support team to service over 90% of the service alerts. The major benefits of EAGLE monitoring tool are as follows.



Easy configurability	Reduced customer complaints	Responsiveness	Enhanced efficiency	Instant reporting	24-hour availability
Ready to configure to fit any monitoring needs	Proactive fixing of issues	Sending periodic reports without human intervention	Reduced manual monitoring effort	Complete reporting of configured categories	BOT running based on scheduled frequency
Easy switching on/ off of monitoring activities			Auto-creation of JIRA tickets for critical observations	Clear categorization of monitoring areas	
Configure one mailbox to send customized reports	Informing customers of the plan of action to fix issues	Monitoring & reporting round-the- clock	Auto alerts to configured users	Support team able to address the issues on time	Auto creation of tickets on JIRA for critical issues



### Ticket Management - Infosys Intelligent Automation

As shown in the infographic, the ticket management uses Infosys Intelligent Automation (IIA) platform with key benefits such as:



It helps reduce manual efforts through automation and improves the turnaround time.



### Ticket Servicing - Automation Nerve Centre

Automation Nerve Centre provides a 360-degree visual dashboard of the automation landscape. The key features are enumerated below.

#### RPA Infra Monitoring

- Application server health monitoring
  (Normal/Warning/Critical)
- Memory/ CPU/ Hard disk space utilization monitoring for configured servers
- Component wise monitoring: Monitors RPA components installed in the Server
- Drill down feature to view the details account wise

# Bot and Agent Status 04

- Reports the number of Bots and Agents Planned vs Actual.
- Displays the summary of active VS processing VS idle VS struck BOTs account wise
- Displays summary of bots which haven't received load
- Drill down reports will provide the bot summary sub-domain wise



Measuring the performance of a

bot is critical to understand what

is / is not working, and how you

can best serve your customers to

achieve business goals

## 02 Incident Monitoring

- Displays number of open/ unacknowledged tickets
- Displays open P1 tickets along with SLA
- Displays tickets nearing and cross First Time Response SLA
- Displays tickets nearing and cross
  Resolution SLA

#### Bot Run / Load Statistics

- Display the summary of BOTs and transactions account wise
- Display summary of business transactions (in queue for processing VS in processing VS Processed
- Drilldown feature to view the transaction status use case wise for an account

### Conclusion

Infosys BPM started in support and maintenance area as a ticket-based service. As the portfolio expanded, it was imperative to be more proactive in issue resolution. This prompted the team to analyze and fix the root causes of reported issues. As a natural result of this, we have enriched service ticket value chain (Ticket Logging > Ticket Management > Ticket Servicing) by developing technical solutions across the value chain which are tightly integrated with the underlying ITSM ticketing tool.

This is the journey from being reactive to being proactive and predictive.



\*For organizations on the digital transformation journey, agility is key in responding to a rapidly changing technology and business landscape. Now more than ever, it is crucial to deliver and exceed on organizational expectations with a robust digital mindset backed by innovation. Enabling businesses to sense, learn, respond, and evolve like a living organism, will be imperative for business excellence going forward. A comprehensive, yet modular suite of services is doing exactly that. Equipping organizations with intuitive decision-making automatically at scale, actionable insights based on real-time solutions, anytime/ anywhere experience, and in-depth data visibility across functions leading to hyper-productivity, Live Enterprise is building connected organizations that are innovating collaboratively for the future.

### Authors



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Gopal is a Technology, Process Excellence and Transformation professional with around 27 years of experience. He has been part of Technology Solutions Group for more than 6 years now. He is responsible for leading the team towards realization of the vision Augment Business Value with "Digital Solutions" in Business Processes through Humanware, cocreating superior stakeholder experience and enhancing business through institutionalizing the Automation Operating Model with Digital solution on every floor.



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Laxmi has over 25 years of extensive experience in IT system design and deployment at Infosys. Her current role involves – defining and establishing systems for support/maintenance and optimizing through a shared services model. Her focus is on cost optimization and productivity improvements across large deployments. Her work experience includes management of large IT teams, software engineering process enablement, program/project implementation to enable mergers of other IT systems to be seamless.



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