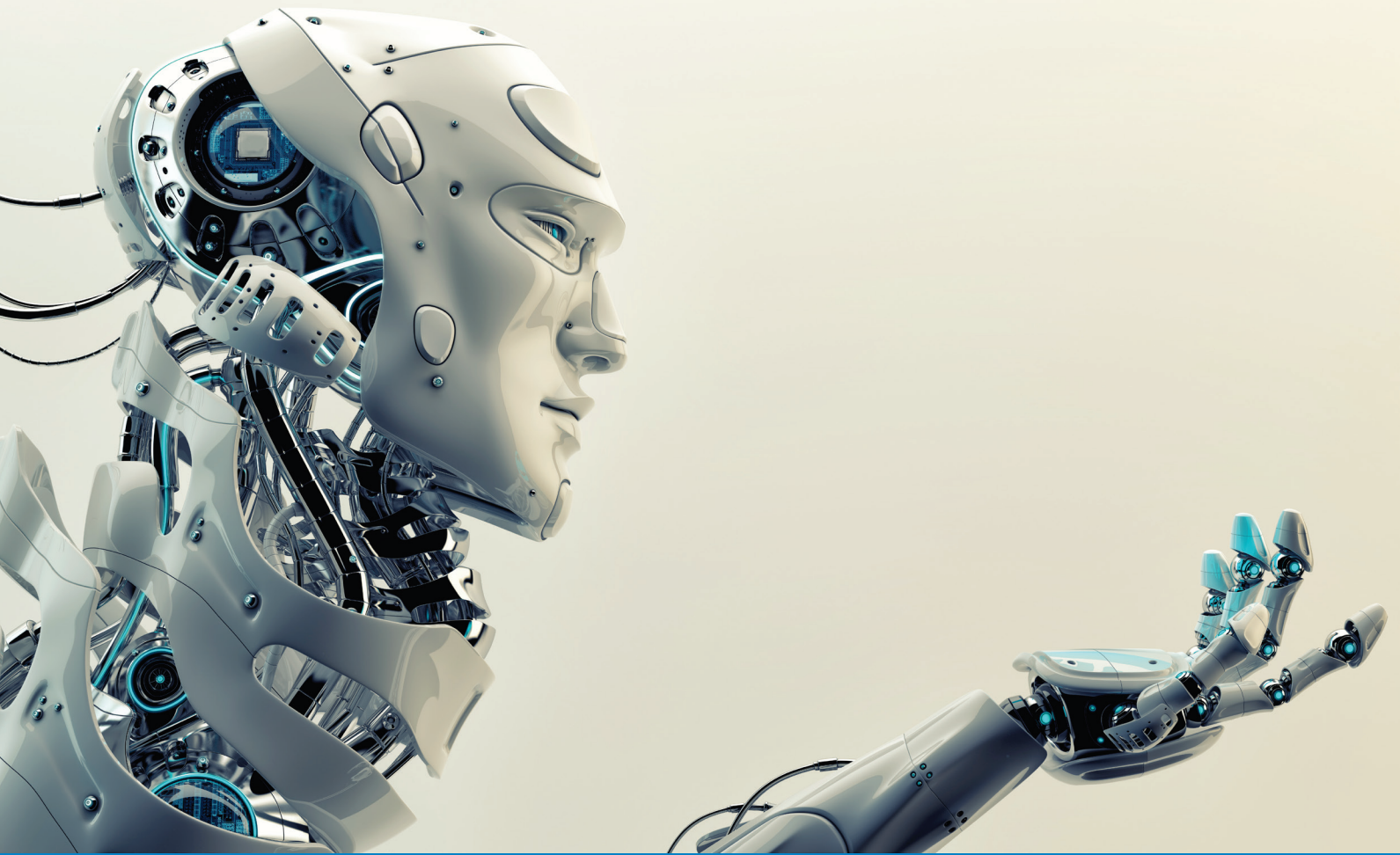




ROBOTIC PROCESS AUTOMATION (RPA)

NOW IS THE TIME TO BE
FUTURE READY

Infosys[®]



INFOSYS ROBOTIC PROCESS AUTOMATION (INFOSYS RPA)

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.

THE ROAD AHEAD

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.



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.



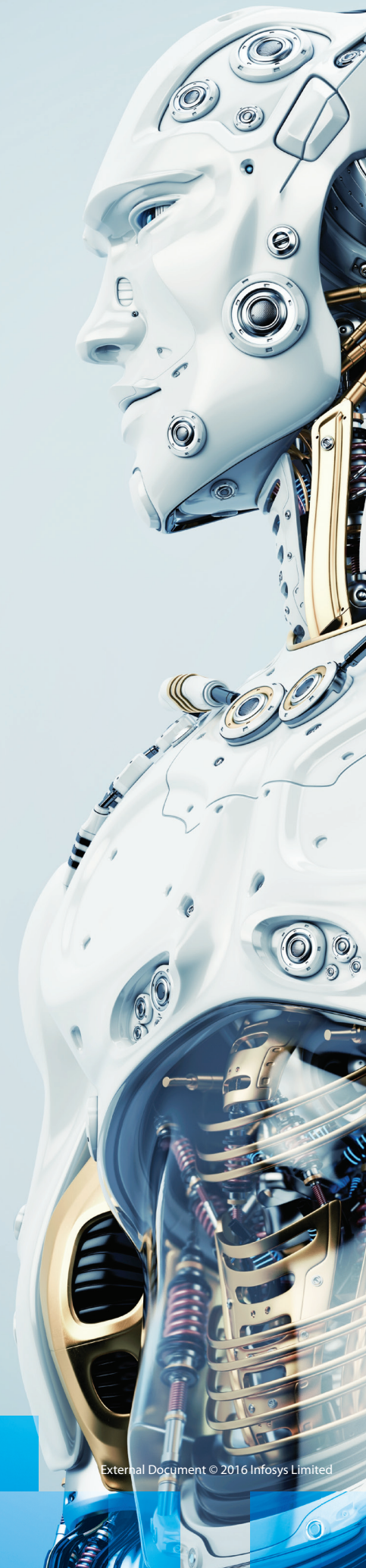
GREATER PERFORMANCE AND QUALITY

Robots work consistently and tirelessly, and ensure greater accuracy resulting in high quality output.



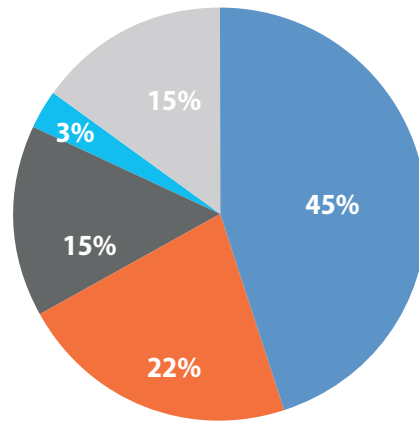
LOWER COST

To replace a full-time employee with a software (RPA) can bring about 25-50% cost savings.



THE SCOPE

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.



- Data Capture Extraction Entry
- Recon & Analysis / Reporting
- Help desk
- Compliance
- 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

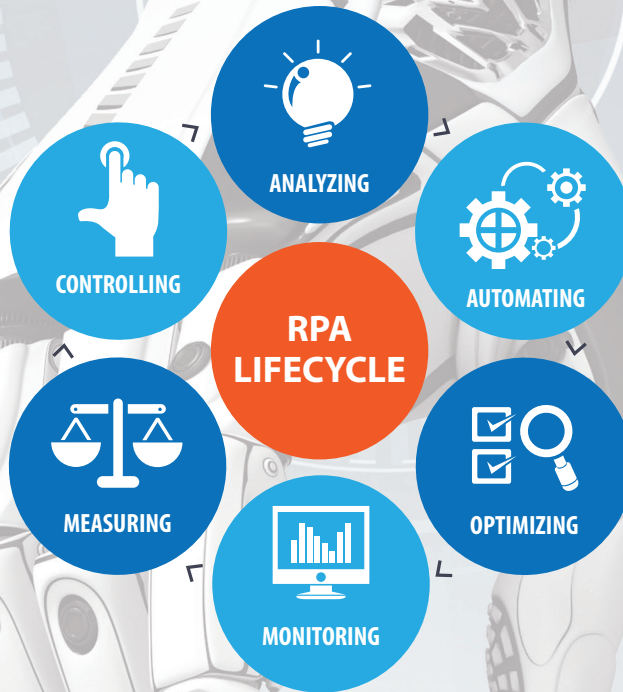
Analyse and monitor Robot Health

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.

A leading hi-tech company



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.

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.

A CPG major



An aircraft equipment manufacturer



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.

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.

A telco manufacturer





For more information, contact infosysbpo@infosys.com



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