

Case Studies in RPA

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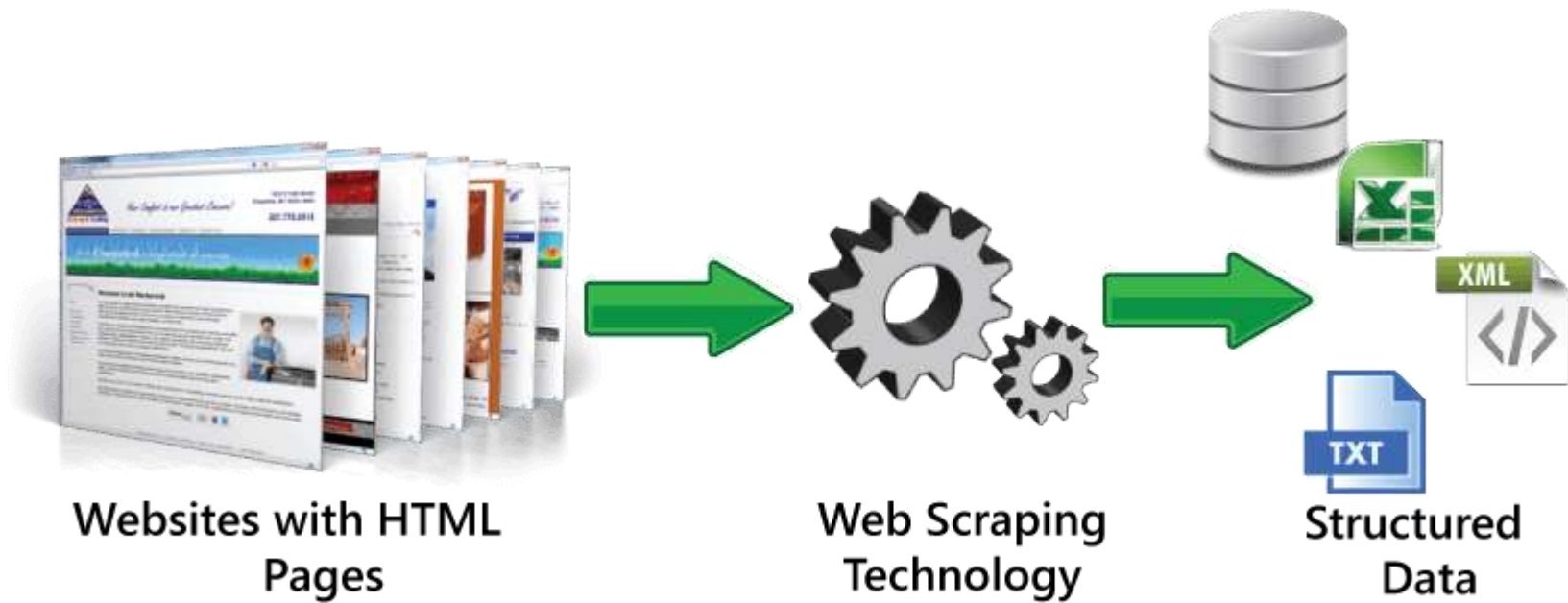
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1 – Web Site Scraping

- RPA software is the perfect choice to put them into implementation for these specific use-cases as the data that needs to be collected or scraped off the websites are already known – for example, stock trading websites, futures trading websites, commodities trading websites, news and media sites (based on keywords).
- These websites can comfortably be scraped for the specific information of interest, summarize them and later can be presented to the required stakeholders for a call on what to do next with this information.



- **Advantages of web scraping with Robotic Process Automation**
- Lesser errors and cost
- Customized scraping
- Faster setup
- Gathers social media data
- Automates batch download tasks
- No need to maintain a team for scraping
- Easy and faster setup

2 – Customer Order Processing

- Orders placed on many of the e-commerce websites may then have to be placed on the actual repositories for the actual dispatch and also to maintain the inventory recordings different than the customer-facing orders. Such data entry processes can be handed over to the RPA solutions as the whole process of order placement will be automated from end to end. This can be maintained better than having any manual errors that could be caused out of misunderstandings.

- **Advantages of customer order processing with Robotic Process Automation**
- Improved customer experience
- Eliminates manual entry time
- Improves data control
- Reduces costs
- High flexibility
- Improved ROI

3 – Incoming Customer E-mail Query Processing

- If you are a support Organization that needs to answer to those thousands of emails that get bombarded at your inboxes for responses, you could definitely get away from that situation and have RPA look after them for you. Common issues or emails can be segregated to groups and responses to such emails can be given by the RPA solution whereas the critical ones which are not ascertained into a group can be handled by the respective personnel.

- **Advantages of automating email query processing:**
- Increases scale and scope of email campaigns
- Boosts ROI on staff costs
- Empowers your team to get better results
- Increases average order value
- Improves customer lifetime value
- Gives space for strategic thinking

4 – Transferring Data from one system to another

- Irrespective of the causes why Organizations do not spend enough time to manage their data for backups or restorations, these processes can be fully automated with the RPA solutions by providing them with the required credentials, source and destination details for the whole task to be automated. Monitoring the whole process can also be handled by the RPA solution, the human task can be generated if there is a requirement for human intervention.

- **Benefits of Automating data transfers between the systems**
- Saves administration hours
- Reduces the possibility of human errors
- Eliminates delays and bottlenecks due to manual process
- Streamlines the data transfer process and help in conserving the resources
- Level up's transparency and control with automated reporting.

5 – Call center operations

- Call centres to any type of organization would like to have all the information about a customer on a single screen instead of looking into different applications to gain access about various kinds of details. RPA can pitch in well to do the website scraping and get all the intended information to a single place and do the required manipulation (if any) for the call center executive, giving them the only one view with all the required details.

- **Advantages of RPA implementation:**
- Shorter average call duration
- Reduces the errors to a maximum extent
- Improved communication
- Optimal use of resources
- Automated responses and triggers.

6 – Payroll Processing

- Payroll processing is one such an example that needs manual intervention month after month, every year. RPA system can be used instead to extract the details that are required from hand-written timesheets and calculate the pay from their stipulated CTC's and pay them as well (by making the necessary bank transactions as well).

Advantages of Payroll automation:

- Generates accurate payslips
- Payroll calculation and deductions at a faster rate
- Generate accurate payslips
- Calculate expenses, bonuses, holiday pay, etc, with minimum efforts
- Reduces the burden of compliance
- Eliminates the need to understand complex tax legislation
- Stores and organizes the data related to payslips and annual reports in an easily accessible and secure way.

7 – Forms Processing

- Many of the Organization have to process forms for any initial process to trigger in their system and which also forms the paper-based proof that can be saved for further use in investigations. Processes as like these can be automated such that the forms can be read by a RPA solution and then the manual data entry to the applications where these forms are processed, can be done by the RPA solution.

- **Advantages of Forms Automation:**
- Reduced costs
- Improved productivity
- Fast Processing
- Remote access
- Reduced paper cost and storage
- Checklist Automation
- Enhanced auditing

8 – Client profile updates

- Organizations as like Facebook and the like might have to face such issues, where the client-base is spread across all the geographies and also frequent calls to the back-end databases can also cause issues in the whole application processing. Such requests are then taken control by RPA based solutions which can process these requests in batches instead of one after the other, as and when they are received to stipulate the load on the back-end systems and also to ensure better performance to the whole application.

9 – Generating Premium renewals

- Insurance-based organizations have to provide with the insured the premium renewal receipts when the premium renewals are paid online or offline. Generating these premium renewals for every premium paid for each insurance policy can be handed over to a RPA solution which can do this activity 24 x 7 and without even any manual intervention during the process.

10 – Claims Processing

- Many of the Insurance companies have to process claims that are raised against insured members for any initial process to trigger claims processing in their system and which also forms the paper-based proof that can be saved for further use in investigations. Processes as like these can be automated such that the forms can be read by a RPA solution and then the manual data entry to the applications where these claims are processed, can be done by the RPA solution.

11 – Account Reconciliation

- Requests as like statement reconciliation is a very regular and a common request that an individual or an organization might have in the Banking space or the Insurance space. These kinds of requests are well handled by the RPA software robots, once when they are given all that they require to comfortably replace the human beings who would have to do these jobs. With this option, the replaced human beings can get into something pressing in the organizations that they work and can prove to be more worthy than just doing the same old monotonous jobs.

- **Advantages of Automating Account Reconciliation process**
- Reduce duplicate payments
- Improve efficiency
- Saves time in manually verifying your bank statements.
- Enhance the speed of the processes.
- Provides enough time for the finance team to concentrate on key account payable tasks

12 – Credit card applications:

- Banks can appoint RPA software robots to take up the complete responsibility of the initiating a credit card application, to gather all the required documents from the individuals, make the necessary credit checks, background checks on itself, decision making whether or not an individual is eligible for a credit card based on the details that are provided in the step earlier, issue a new card if they are eligible and on successful delivery of the card the case can be closed. The whole process is so systematic that this can be easily handed to the RPA software robots comfortably.

- **Advantages of Automating Credit Card Applications**
- Improves employee productivity
- Anywhere Anytime access to online documents.
- Availability of efficient methods to crosscheck operational metrics for process excellence.
- Reduce turnaround time
- high customer satisfaction

13 – Patient registration:

- Hospitals surface a huge number of patients coming on a daily basis to get their health issues resolved, but having those patient registrations in manual log books or handing them out manual tokens will cause a lot of confusion when the same patient keeps coming for various other health issues. Hospitals can't waste their resources on keeping track of these details on a manual basis for a long time, hence such patient registrations can be done by the RPA software robots which have all the information required for them to guide the patients who turn up at the Hospitals for their treatment. There is always a possibility that these software robots be monitored for ensuring the process being followed in the right manner.

- **Advantages of Automation in Patient Registration**
- Reduce errors in registrations
- Labour savings
- Improved consistency and quality
- Enhanced throughput

14 – Shipping notifications:

- e-Commerce websites and Logistics companies can reap loads of benefits from the RPA software robots as these kinds of activities can be fully automated without the intervention of any human being at all. Since these details can be fetched from the provider databases and the shipments can be tracked for delivery over GPS, this can comfortably be automated.

- **Advantages of Automating Shipping Notifications**
- Reduce labour cost
- Allows streamlining of multiple tasks into one process.
- Increased accuracy
- Avoids dimensional weight surcharges

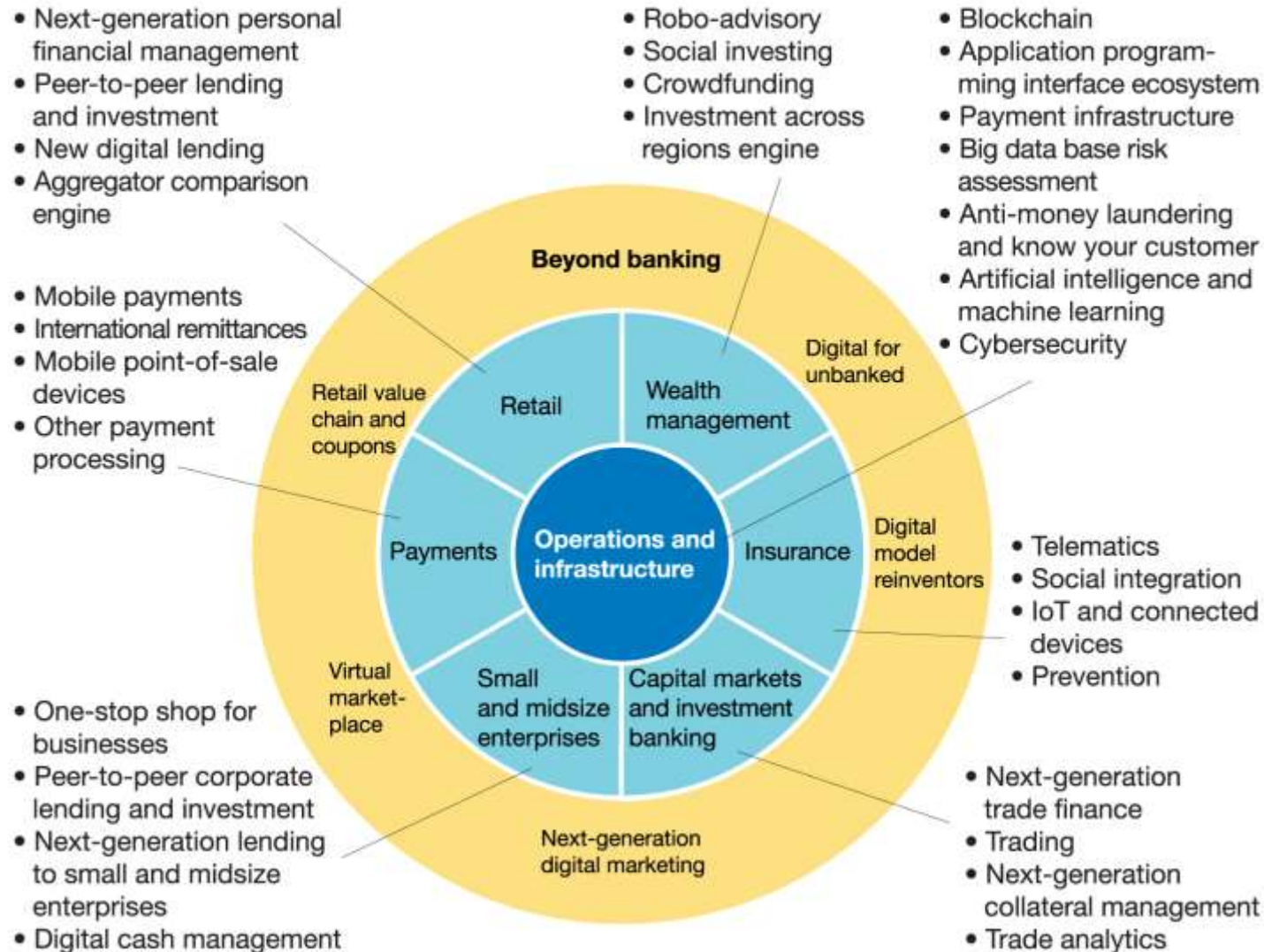
15 – System access and setup:

- Individuals joining new into Organizations would require their office setup again without human intervention as based on the roles that these individuals join into the Organization, the resources that they are supposed to be receiving do not change and the process of distribution and the necessary setups can be fully automated without the involvement of any human being. Monitoring is also not required as this is the best forms of fuller automation without a bit being missed.

- **Advantages of automating System access and setup**
- Accuracy
- Efficiency
- Scalability
- Convenience

We see more than 30 areas emerging as new norms in banking.

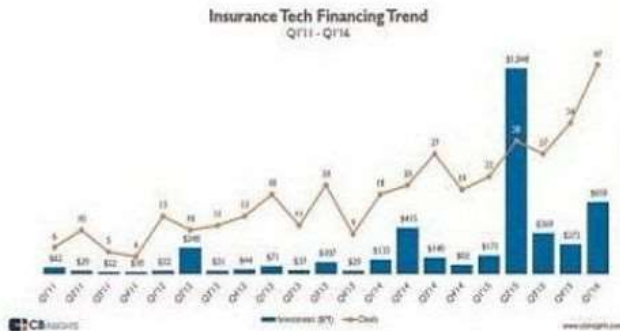
Key fintech trends



InsurTech

What is InsurTech

- Insurance industry is undergoing a profound change where any advances in technology are incorporated in the insurance sector.
- In recent years, many insurance companies are building up their technology landscape and evolving their business strategies due to the rise in InsurTech start-ups.
- From the graph below, we are able to see an the trend of increasing deals and investment funds in InsurTech.



Applications



Source: Startupbootcamp, what is an Insurtech startup? [Infographic]

RegTech



The diagram is a circular infographic with a white center containing the text 'RegTech'. Surrounding this center are four interlocking segments, each with a number and a title. The segments alternate between dark grey and teal colors. Each segment is connected to an external text block by a thin black line. The segments and their descriptions are: 01 Agility (dark grey), 02 Speed (teal), 03 Analytics (dark grey), and 04 Integration (teal).

01
Agility

Clutered and Interwired data sets can be de-coupled and organized through ETL (Extract, Transfer, Load) technologies

02
Speed

Reports can be configured and generated quickly

03
Analytics

A recent Deloitte report quoted biologist Edward Wilson "We are drowning in information, while starving for wisdom". RegTech uses analytics tools to intelligently mine existing "Big Data" data sets and unlock their true potential e.g. using the same data for multiple purposes.

04
Integration

It offers short timeframes to get solution up and running

ML links

- <https://elitedatascience.com/machine-learning-projects-for-beginners>
- <https://playground.tensorflow.org/#activation=tanh&batchSize=10&dataset=circle®Dataset=reg-plane&learningRate=0.03®ularizationRate=0&noise=0&networkShape=4,2&seed=0.41674&showTestData=false&discretize=false&percTrainData=50&x=true&y=true&xTimesY=false&xSquared=false&ySquared=true&cosX=false&sinX=false&cosY=false&sinY=false&collectStats=false&problem=classification&initZero=false&hideText=false>

- <https://www.edureka.co/blog/rpa-projects>
- <https://quickdraw.withgoogle.com/>

Thank You