

# We speak RPA

R Systems Guide to RPA Services



2021





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# INTRODUCTION

## Implementing RPA effectively: the three core challenges

The groundswell of Robotic Process Automation implementations continues to grow throughout the world, and for good reasons: massive productivity gains, reduced risk, reduced costs, happier employees, and significant improvements in data quality, regulatory compliance, and customer service – to name just a few.

Yes, RPA deftly handles laborious, critical tasks at scale with speed and accuracy, but are its full capabilities being realized?

The fact is, many organizations are finding it difficult to truly reap the many rewards of RPA. They're not taking full advantage of the many efficiencies RPA provides because of three core implementation challenges: **lack of internal expertise**, **lack of process mining**, and **lack of bot monitoring and maintenance**.

### 1. Lack of internal expertise

The demand for RPA implementation is quickly outpacing the availability of experienced RPA professionals. This hinders an organization's ability to embrace best practices and evolving industry standards. As an RPA program matures within an organization, democratizing it needs to be complemented with external talent to bring a fresh perspective, challenge the status quo, and leverage its full potential.



# INTRODUCTION (con't)

## Implementing RPA effectively: the three core challenges

### 2. Lack of process mining

After the first year of an RPA program, the quick wins become harder to identify. As a result, there's a temptation to automate an existing process right away, without fully mapping it first. Process mining – the capturing, analyzing and modeling of a process – enables x-ray vision into an organization, where inefficiencies can be removed and processes optimized before automation.

### 3. Lack of bot monitoring and maintenance

To take advantage of automation as quickly as possible, organizations are putting pressure on engineering teams to get as many bots into production as possible. As one bot goes live, the team moves onto the next bot to produce. The problem is that bots in production often require ongoing monitoring and maintenance even when they do go live.

R Systems helps meet all these challenges, and more. We are experts in RPA for the enterprise.

For more than four years, we've been working with enterprises around the world to strategize, formulate and implement a wide range of RPA solutions. Our expertise in AI and automation technologies will help you harness the full potential of RPA for your organization.

## Industries served



Banking & Financial Services



Healthcare & Life Sciences



Insurance



Manufacturing



Retail & E-Commerce



Public Sector



Technology



# WHY R SYSTEMS?

## Our engineers have proven RPA expertise

### Driving business performance through engineering expertise

R Systems' engineers undertake our own RPA implementation and integration processes. These include a set of selection criteria of RPA technologies to implement, in addition to RPA governance, management, monitoring, and reporting procedures.

We first look at the business or operational challenges an RPA implementation will help solve for your organization. Is it meeting a need to increase work capacity? Is it a meeting a need to enhance an organization's capability in a certain discipline?

Our ultimate goal is to enable you to realize the full potential of RPA technology, always from the perspective of driving business performance.

### Our RPA Practice Offerings

#### Advisory

During this initial stage, we examine the business case for RPA, looking at the potential ROI of an implementation. We then establish an operating model and governance criteria and help to set up an RPA Center of Excellence for your organization. From there, we develop a bot development life cycle framework including tools and accelerators.

Our goal is to lay the foundation for the democratization of the technology, enabling end-users to work with it more easily, with the potential to develop their own no-code apps.



# WHY R SYSTEMS? (con't)

## Our engineers have proven RPA expertise

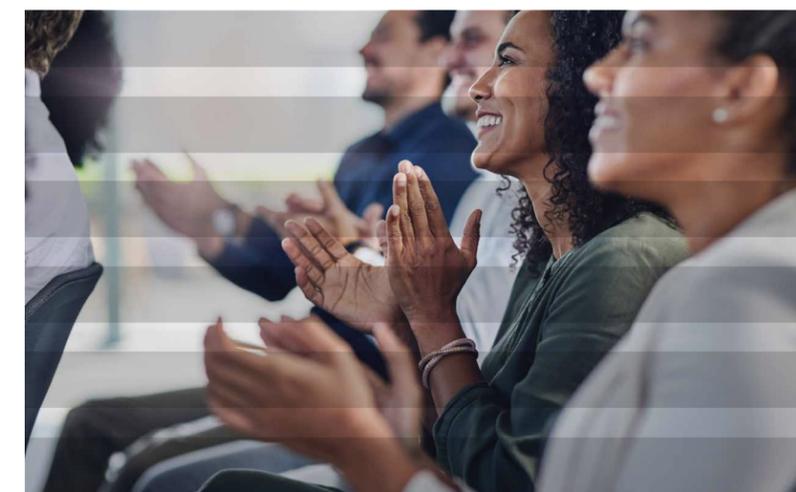
### Implementation

In this phase, we determine the best ways to realize the full potential of RPA for your organization. We conduct a data utilization maturity assessment to determine your organization's ability to utilize data and information. In addition, we undertake a process discovery to prioritize and identify opportunities for how tasks are undertaken.

From there, we undertake an Agile software development method, establishing an automation architecture with a reusable component library framework. We also provide a number of automation training assets, including a playbook, best practices and checklists.

### Digital Operations

Once the solution is implemented, we then provide ongoing production support and maintenance services. These include process analytics, smart dashboards, knowledge hubs, and benefits tracking and reporting. Bots are monitored and optimized as required. We also provide role- and outcome-based training to help ensure continuous improvement of the solution.



# WHERE DO WE MAKE A DIFFERENCE?

## With experience comes efficiency

We have in-depth knowledge and experience in RPA technologies. As a result, we work smarter, faster, and more cost-effectively.

We assign senior engineering talent to every engagement we undertake. These are seasoned technology professionals who can get to the heart of a solution, right away. Our bench strength is deep – a large, all-star team who bring real insight, expertise, and agility to every aspect of every RPA engagement.

At the same time, we believe in providing our talent pool with many ways to grow professionally. It's one of the reasons our retention rate remains among the highest in the industry... and why we have become a trusted partner for organizations of all sizes in all sectors worldwide.



# WHERE DO WE MAKE A DIFFERENCE? (con't)

## 5 reasons to work with us

### GLOBAL

**R Systems** has locations in every major market in the world, with 26 offices, 16 global delivery centers, and 3,000 employees across North America, the UK, Europe, and Asia Pacific. With hundreds of certified resources in digital and automation technologies worldwide, we provide 24/7 services year-round.



### EXPERIENCE

Our team of RPA experts bring practical, hands-on knowledge of multiple industries, resulting in smarter, faster work that helps increase your ROI significantly. Our software engineers are also experts in digital technologies and can solve that challenges that may arise due to and RPA limitations.

### FLEXIBILITY

**R Systems** is small enough to be nimble, but large enough to provide enterprise-level engagement. We adapt to our clients' needs, but never at the expense of timelines, scopes of work, or quality of service. Our engagements include project management, tools and accelerators, frameworks and best practices – and definitely no surprises.

### CONSULTATIVE

We take a true consultative approach with our clients. We take the time to understand core business problems, not just technical challenges. We are generous in sharing our knowledge of RPA. And we are pragmatic, bringing the right talent to every engagement who provide workable ways to implement and deploy a solution.

### PROACTIVE

We examine your requirements and devise improvement scenarios for realistic, workable end-to-end solutions. Our bench strength is deep – a large, all-star team who bring real insight, expertise, and agility to every aspect of the engagement.



# HOW DO WE WORK?

## Our strategic approach and implementation framework

### Initialize • Industrialize • Institutionalize

#### The Three Steps to Automation Maturity

Achieving digital transformation starts with fully coordinating your organization's people, processes and technologies. Taking this three-step approach, we'll help you to ascertain, adapt and enhance your capabilities as you progress down the path to automation maturity.

01

#### INITIALIZE

##### Set-up Automation Incubation Center

We help you set up and operationalize a core team, then define standard processes, governance, frameworks, methodologies, assessment criteria and metrics.

02

#### INDUSTRIALIZE

##### Scale the Program with a Center of Excellence

We drive automation across any line of business, starting with establishing an "Automation Factory" to train and enable an operations team to monitor and manage the automations. From there, we expand robotics efficiencies to include cognitive capabilities, including speech and chat bots and document understanding.

03

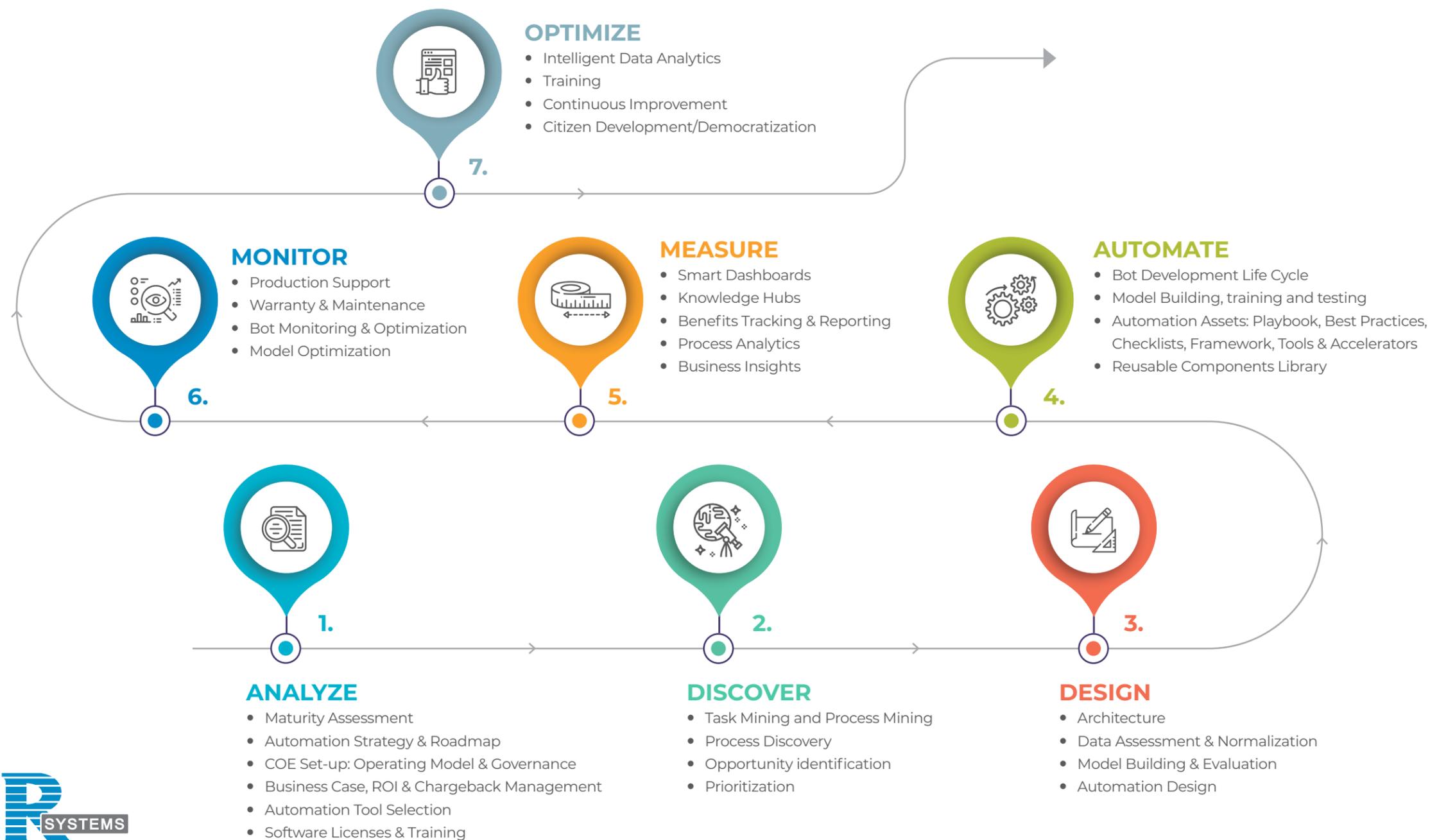
#### INSTITUTIONALIZE

##### Making Automation a Way of Life through Democratization

To reach full automation maturity, we'll help drive automation across enterprise, continually expanding your capabilities. These include predictive modelling, enabling virtual workforces, and identifying automation champions within your organization. The goal is to drive continual improvement through ongoing automation extensions and innovations.

# HOW DO WE WORK? (con't)

## Our Implementation Framework

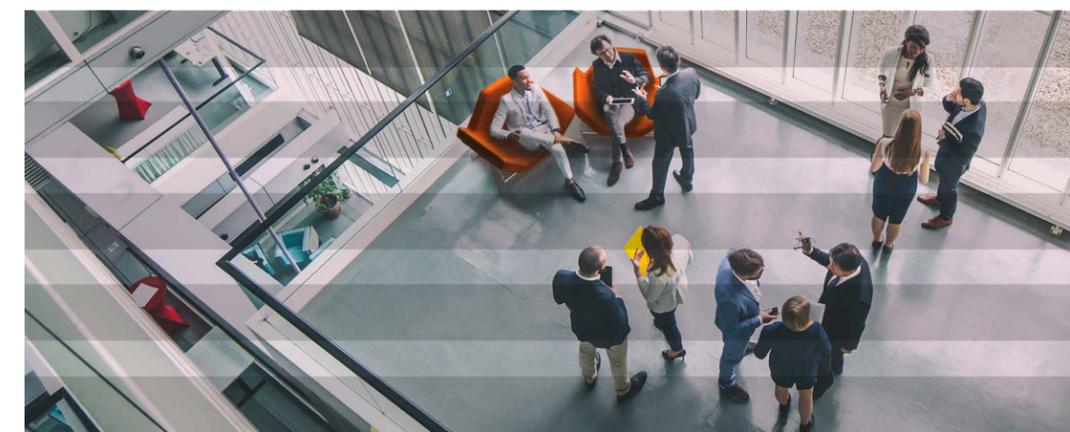
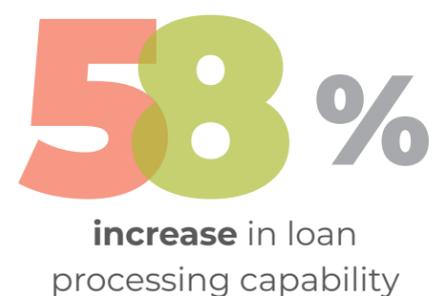


# OUR SUCCESSES

## Financial Services

This global financial services provider wanted an advanced solution to digitize its mortgage and loan operations. Receiving hundreds of mortgage and loan requests in different formats every day, its staff spent too much time collecting old data, calling customers, messaging latest interest rates, and emailing eligibility criteria and loan offers based on the latest government criteria. R Systems' RPA experts developed a cognitive RPA bot to reduce manual efforts.

### Results:



# OUR SUCCESSES (con't)

## Manufacturing

This provider of advanced tech-powered oil and mechanical seals was looking for an advanced solution to digitize its sales order operations. With a wide range of customers, it was receiving hundreds of sale order requests in more than 100 different PDF formats, each of which took 25 to 30 minutes to process manually. R Systems' AI team deployed a digital workforce to collect, process and track sales orders, automatically validating and importing data into ERP systems.

### Results:

Processing time reduced from

**25 to 3**  
minutes

Near

**100%**  
accuracy level

**80%**

increase in overall productivity



# OUR SUCCESSES (con't)

## Healthcare

With multiple patient invoices coming from different hospitals and insurance companies, this leading healthcare services provider wanted to find a way to reduce the manual inputs required to handle them all. Using AnaWork, R Systems helped automate the entire billing process, enabling the team to receive, validate and post multiple invoices within just a few minutes. Now, they get a real-time view of payments and can accurately predict the flow of transactions.

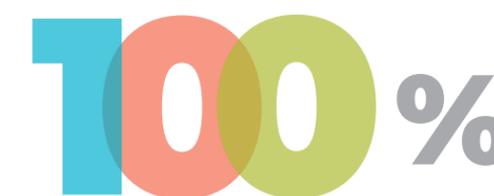
### Results:



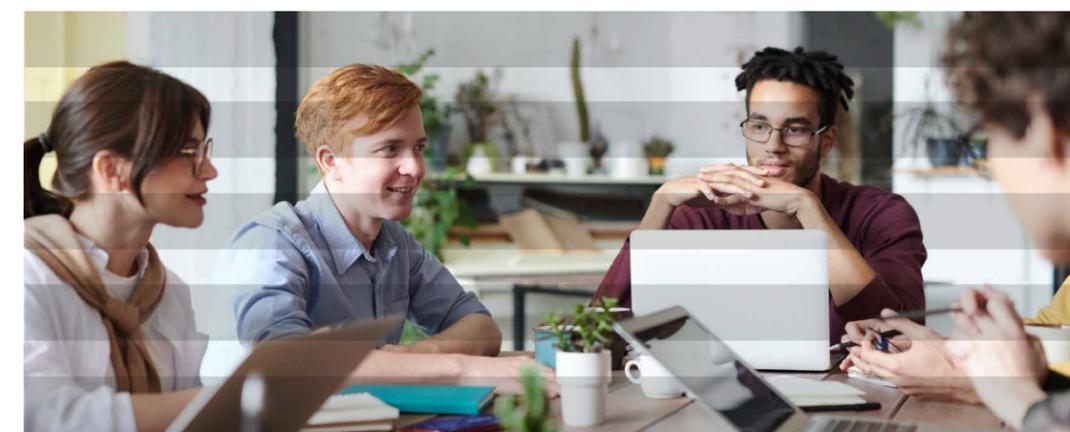
**reduction** in processing time



**reduction** in costs



**accuracy** in payment posting



# WHO ARE WE?

## Our People

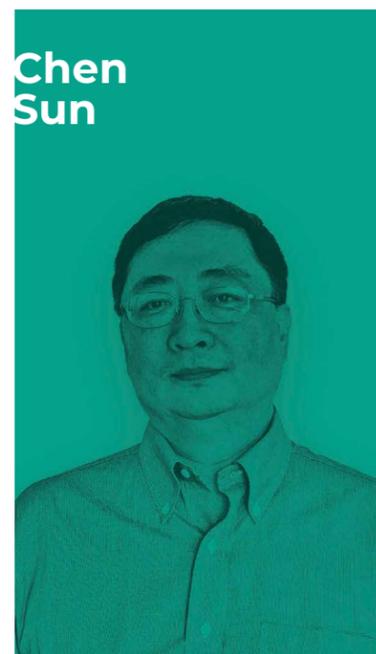
**Hiren  
Kotak**



**VP and Global Head – Intelligent Automation Practice**  
**Industry Experience:** 20+ years

A results-driven leader with a proven track record of delivering results in information-based strategy, Hiren has successfully led large-scale business transformation, customer satisfaction, and cost efficiency initiatives for the Fortune 500. Sector experience includes Financial Services, Energy, Retail, Healthcare/Life Science, Telecom & Technology throughout the world. Hiren sits on the Advisory Board of the AI Forum.

**Chen  
Sun**



**Director – Intelligent Automation Advisory**  
**Industry Experience:** 20+ years

A seasoned technology leader, Chen has successfully led large-scale transformation and automation initiatives for Fortune 500 companies across Financial Services, Manufacturing, Healthcare and Life Sciences in the Americas, Europe, Asia and Australia. Among his many accomplishments, he has led business transformation & intelligent automation projects that resulted in as much as a 90% reduction in process cycle times.

**Hemanth  
Shetty**



**AVP – Intelligent Automation Practice**  
**Industry Experience:** 20 years

With a focus on BFSI, Telecom, Manufacturing and Technology companies, Hemanth is a certified Lean Six Sigma Black Belt, and has significant experience in driving end-to-end digital transformation and intelligent automation projects. Over his career, his responsibilities have comprised technology, operations, and customer support functions for major global organizations.

# WHO ARE WE? (con't)

## Our People

Anant  
Sharma



**Product Development**  
**Industry Experience:** 25+ years

Anant works in Healthcare, Manufacturing, BFSI, Telecom, and is responsible for product development and the end-to-end product life cycle. He has successfully managed several offshore product development centers, has established centres of excellence across multiple geographies, and leads teams in creating various automation solutions using IPA (RPA, AI/ML, NLP).

Cosmin  
Tudor



**Director – Digital Practice & Cloud**  
**Industry Experience:** 20+ years

With more than 20 years of experience in the IT industry, Cosmin has been involved in Cloud transformation engagements for top customers across industries like BFSI, retail, healthcare, and telecom. He has developed full-stack frameworks for digital transformation in large organizations in Europe and has led important public and private cloud projects in CEE.

Megha  
Gupta



**Software Developer**  
**Industry Experience:** 3 years

Megha has worked on major AI and ML solutions using conversational AI and Natural Language Processing. Her responsibilities include actively participating in all phases of the software development lifecycle, from gathering requirements to successful deployment of the solution.

# WHAT WE BELIEVE



Technology is not just hardware and software. It's a language. It enables companies to reinvent themselves in original, meaningful, and valuable ways.

**R Systems** speaks Technology. We understand it, deeply. We are fluent. But we also speak today's language of Business, with equal fluency.

We translate business goals into coherent technology solutions that speak clearly to your customers, business partners and employees.

In other words, we speak the language of Technology and Business, combined.

**We speak Digital.**



**Contact Us Today**

## **Book a free RPA Health Check with us**

Let us help you strategize and implement an effective RPA solution for your organization. To book your complimentary, obligation-**free RPA Health Check with R Systems**, contact:

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