

Robotic Process Automation

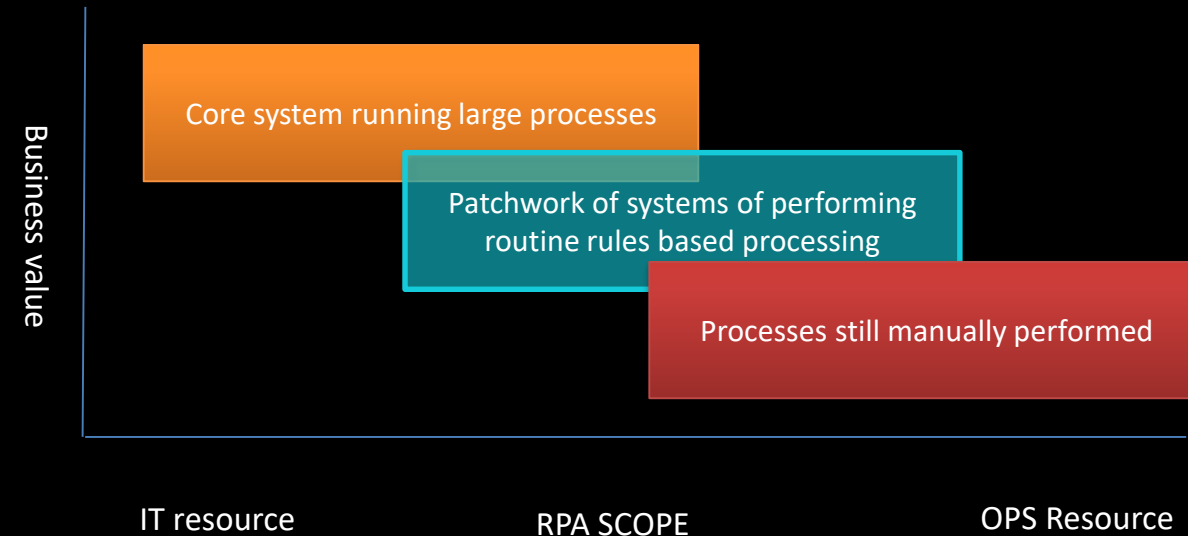
Agenda

- ❑ RPA Scope – Uses of RPA ,Key highlights
- ❑ Key Learning ,Design consideration
- ❑ RPA Supply Chain from hype to reality
- ❑ Challenges
- ❑ Support

Scope of RPA

RPA helps create digital workforces at enterprise scale

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- ❑ Typical usage of RPA
 - Data entry
 - Rule based decision making
 - On request process initiation
 - Automated preparation of consolidated report
 - Information validation
 - Virtual system integration in low scale
 - Application migration (can be used during migration or upgrade project)



Key Highlights

70 SOPs under SC identified for automation opportunity.

SOPs are due for October go-live .

Key Learning



- Evaluates native automation option before deciding on RPA opportunity.
- Should follow process compliance.
- It should be scalable and have lower TCO

Design consideration



- Simplification of process
- User authentication check
- Exception handling – data validation before execution of steps.
- Acknowledgement and system logs comm. to user.
- Process validation
- No firefighter activity

Sample Automation Agent



- On Request Flagging of shipment cost for Service PO creation

Currently : Tedious and involves manual work for identifying Shipment cost and post one by one

With this process: User will just send a mail to automation Bot with shipment numbers . Post then Bot will flag shipment cost of those respective shipment to participate in service PO batch job.

- Exception handling and end to end system logs are captured and shared with requester for the visibility.

RPA in supply chain from hype to reality

North America

- ZREC
- Contract Monitoring

LATAM

- Inbound Monitoring
- Appointments Automation
- Transport Plan

Europe

- OTM Password Reset
- OTM User Creation
- OTM User Update

AAR

- Manual Shipment Creation for Turkey
- Shipment Cost – External Id
- Shipment Checker process for South Africa

- Time to market: 4 weeks
- Uses existing applications
- No infrastructure changes needed
- No physical BOT
- Virtual employee
- SME sign off to ensure right processes automated

☐ Deployed cases

- 10 use cases deployed as on date
- 6 planned for deployment in December

☐ Value Creation

- 100+ hours of weekly savings
- Resources freed to focus on activities of business value

☐ Avoidance of SRs

- User Creation and update processes avoid the creation of SR

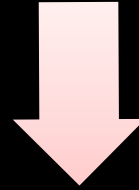
☐ Scalability

- Contract Monitoring deployed for AAR, Sirius and Cordillera
- Shipment Checker in SA scalable to multiple Warehouses

☐ Service Improvement

- SLAs reduced from 3 days to **30 minutes**

Challenges



Under TCOE control

- complex local business requirement. Understanding context was a challenge.
- Planning of scenarios based on business required.

Outside TCOE control

- Design changes during test for SF. SF design changes during test phase.
- Use of Fix track for project, challenges in Recreation of test data and retest effort.

Support

AD support

- Build + Unit Test

Change Management

- TTT material preparation - allowed AD team to focus on build
- solution walkthrough in system with CM team in Brazil

UAT

- HPQC preparation (hours spent) & loading of scripts; reusability of PT scripts for UAT - saving of effort;; reloading

scripts

- efforts (hours)

UAT support

- Test data creation

RT support

- KT to RT team and execution support

Thank you!!