



# 3 LEVER BPM THE **RIGHT FRAMEWORK** FOR RIGHT ROBOTS

## ***THE BIG AUTOMATION PLUNGES***

*The industry has managed to get a graveyard of failed automation implementations*

A **trade management process** was automated to improve **STP rate from 85% to 95%**, with assumption of two-third reduction in effort.

**STP rate reached 93% but the balance 7% trade contributed to 80% of manual effort.**

▶▶ ***Project does not even pay for RPA license costs.***

**Fee set-up** as part of an **accounts receivable** of a prime broker process was automated. Incomplete scenario definition led to wrong invoicing to its clients (Hedge Funds). In the volatile world of Hedge Funds, **two Hedge Funds had gone out of business by the time the error was detected and rectified.**

▶▶ ***Prime Broker suffered a \$2M loss.***

# #REASONS FOR AUTOMATION PLUNGES: PROCESS VIEWS AND NOT PROCESS VIEW

Teams working in silos leads to limited and restricted view of automation that can result into failed automation initiatives



## RISK & COMPLIANCE

Client engaged to create Business Process Maps for Control definition toward meeting 3 Lines of Defense and Regulatory Compliance objectives



## AUTOMATION

Activity based models for 'as is' and 'to be' process maps to identify savings from steps eliminated through RPA



## LEAN

Lean Management Office in client organization drives productivity improvements, does Value Stream Analysis for identifying and eliminating 'waste'

## 3 LEVER BPM GOES OVER SILOS TO CREATE AN ENTERPRISE VIEW



# WHAT IT WILL DO?

## 3 LEVER BPM



### RISK & COMPLIANCE

**Risk identification and control definition**

Identifying, recording, and assessing potential risks and related controls



### LEAN

**Value Stream Analysis**

Lean review for analyzing the current state and designing a future state for the series of events that take a product or service from its beginning through to the customer



### AUTOMATION

**Identification of automation opportunities and prioritization of the heat map**



### Talented Pool

**2,300+** Lean Design SMEs



### Innovation

**280+** Industry Blueprints



### Tool Kit

**Gold** Standard Tools

## 3 LEVER BPM FRAMEWORK

LEVERS	WHAT	HOW	OUTPUTS
<b>VALUE STREAM ANALYSIS</b>	Documentation of e2e process/information flows and thereby identification of roadblocks/non-value added steps impacting overall process efficiency	<p>Historical data collection &amp; analysis</p> <p>Mapping and Process analysis</p> <p>Day in the Life Analysis</p>	<p>'Outside-In' Customer Journey map</p> <p>L1-L4 Process Flows</p> <p>Value stream map identifying NVAs &amp; impact</p>
<b>RISK ASSESSMENT &amp; CONTROL DEFINITION</b>	Identifying, recording and assessing potential risks and related current controls & their effectiveness	<p>Interviews, workshops, and playbacks with SMEs in the value zone</p> <p>Job shadowing SMEs</p>	<p>Process-wise risk score</p> <p>Controls effectiveness measurement</p> <p>Recommendations on new/improved controls to lower down risk scores</p>
<b>AUTOMATION</b>	Automation assessment, identification of automation opportunities, development of prioritization heat map & implementation plan	Activity-based modelling	<p>Identified automation opportunities &amp; impact</p> <p>Opportunities prioritization matrix road map</p>



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