

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



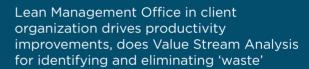
RISK & COMPLIANCE

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



AUTOMATION L

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



LEAN

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 he at map







3 LEVER BPM FRAMEWORK

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





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