ROBOTIC PROCESS AUTOMATION (RPA) IN LOGISTICS
Productivity | Cost Savings | Experience
Robotic Process Automation (RPA) is a promising new development in business automation that offers a potential ROI of 30-200% — in the first year." - McKinsey*

Robotic Process Automation (RPA) - Benefits

**Process Automation**
- Higher agility
- Enriched customer experiences
- Improved business operations

**Savings & Productivity**
- ~65% cost savings & productivity gains
- ~50% reduction in resource costs

**Accuracy & Reliability**
- Elimination of human errors
- Quality assurance

**Rapid Scalability**
- Ease of scalability and rapid deployment

Robotic Process Automation (RPA) - Adoption Process

- Process documentation is available in detail, rules-based transactions
- High volumes of repetitive computer-based processes
- Low levels of exception processing
- Repetitive keyword and mouse tasks, multiple sources of data input, extraction, and re-formatting
- An operating environment that is unlikely to change
- Manual data entry between multiple nonintegrated systems

RPA – MATURITY STAGES

**Acting**

- **Stage 1: Basic Digitization**
  - Function:
    - Populate tables
    - Quality and testing
    - Desktop consolidation
  - Knowledge & Rules Requirement:
    - Static rules set
  - Relevant Technology:
    - Screen scraping
    - Document workflow
    - Task scheduler
    - Sophisticated macros
  - Relevant Technology:
    - Natural language processing
    - Content analytics
    - Process automation
    - Enterprise Search

- **Stage 2: Enhanced Digitization**
  - Function:
    - Analyse unstructured data
    - Sentence segmentation
    - Speech tagging
    - Named entity extraction
  - Knowledge & Rules Requirement:
    - Static rules sets
    - Knowledge isolated to context
  - Relevant Technology:
    - Sentence segmentation
    - Speech tagging
    - Named entity extraction

- **Stage 3: Cognitive Orchestration**
  - Function:
    - Understand customers
    - Query rules engines
    - Complete transactions
  - Knowledge & Rules Requirement:
    - Extensive knowledge
    - Needs continual data feed
    - Dynamic rules capability
  - Relevant Technology:
    - Cognitive computing
    - Data mining
    - Platform recognition

**WHY HCL?**

- **Scale**
  - 1000+ trained professionals
  - 700+ BOTS implemented
  - 500+ process blueprint with logistic automation roadmap
  - DRYiCE Automation & Orchestration Suite deployed across 150+ customers

**Partnerships**

- DRYiCE
- amazon alexa
- Automation Anywhere
- WorkFusion
- UiPath
- blueprism
- IBM Watson

**Recognitions**

- **Leader**
  - Robotics Automation Services 2017
  - ZINNOV ZONES
- **Major Contender**
  - Business process service delivery automation solutions
  - EVEREST GROUP
- **Winner**
  - Best innovation in RPA
  - ALCONICS AWARDS AI SUMMIT 2017
<table>
<thead>
<tr>
<th>CUSTOMER</th>
<th>CHALLENGES</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A leading European retailer</td>
<td>Human errors and delays in ‘Goods Receipt Note’ - GRN process</td>
<td>HCL implemented RPA in Warehouse Operations to automate the GRN process</td>
</tr>
<tr>
<td>A major oil &amp; gas retailer</td>
<td>Inefficiency and delays in processing an order</td>
<td>HCL implemented RPA to automate the procurement and inventory management</td>
</tr>
<tr>
<td>A global retail banker</td>
<td>Manual errors and delays in customer onboarding process</td>
<td>HCL implemented RPA to automate the customer onboarding process</td>
</tr>
</tbody>
</table>

**SUCCESS STORIES**

- **BENEFITS**
  - **28%** reduction in GRN processing time
  - **38%** reduction in time for receiving goods in store

- **BENEFITS**
  - **40-80%** reduction in AHT for PR – PO generation
  - **31%** reduction in resource count

- **BENEFITS**
  - **60%** reduction in employee dependency
  - **80%** reduction in AHT per transaction

To know more or to schedule a meeting with our subject matter expert (SME) send an email to ci@hcl.com

Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 120,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 32 countries. How can I help you?