

# RPA **SUCCESS** STORIES



# DIGITAL TRANSFORMATION WHILE DELIVERING COST REDUCTION FOR A LEADING UK BANK

## PRE - RPA



Lower CSAT due to disparate systems leading to lack of consolidated view of customer/operations



Lack of scalability and significant cost of operations incurred due to repetitive transactional tasks



High TAT and error-prone operations due to significant amount of paperwork

## SOLUTION DELIVERED

### PROCESS ARCHITECTURE

**SSU (Shared Service Unit)**  
Transition | Consolidation | Rightshoring  
**3 Lever BPM**  
Risk & Compliance | Waste elimination | Process engineering

### TECHNOLOGY ARCHITECTURE

**Autonomics**  
Automation roadmap RPA Machine Learning / AI  
**Orchestration**  
Multichannel integration digitizing workflows  
straight-through processing

## POST RPA



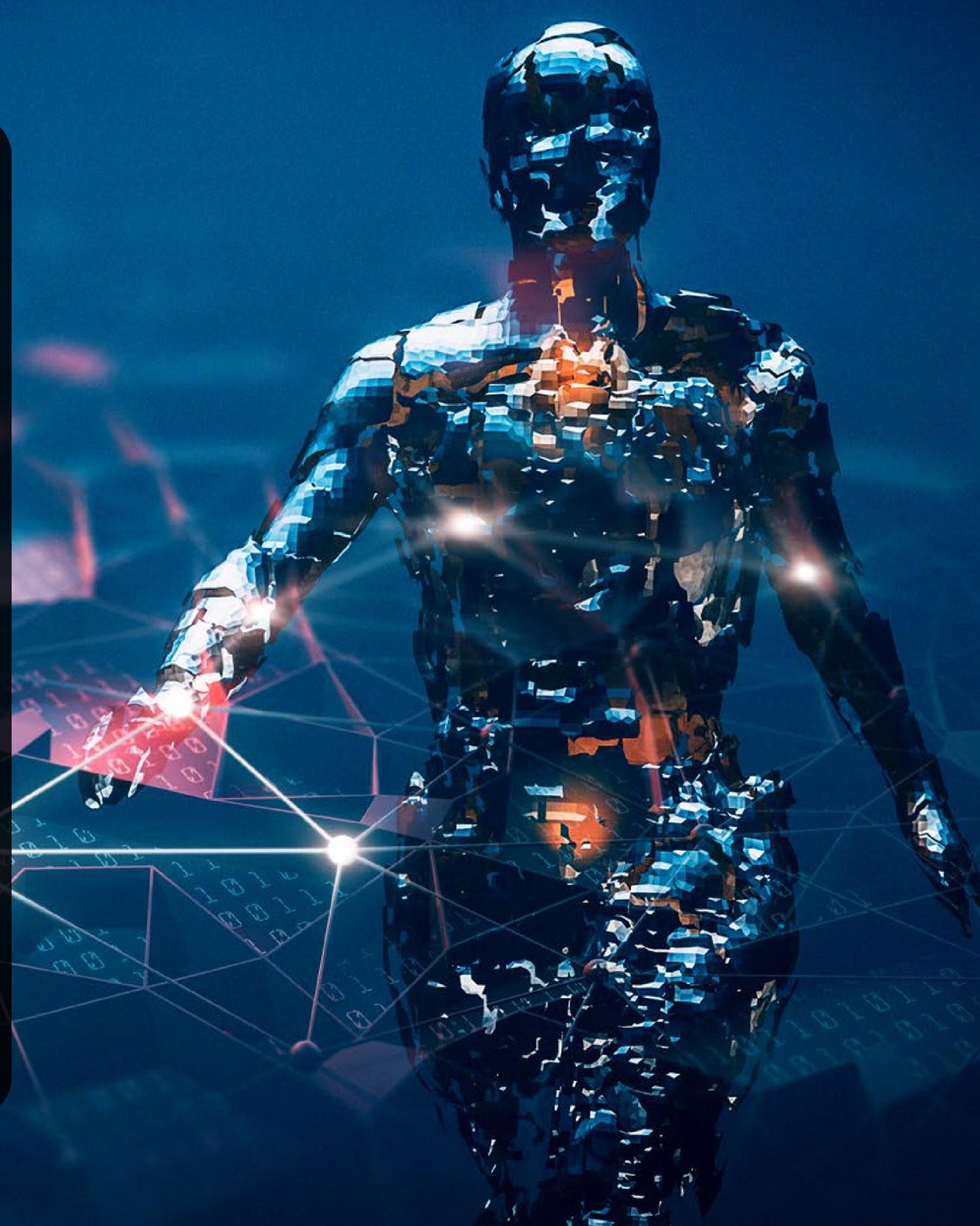
Top five in CSAT (UK FS)  
360° customer view



75% customers digitally active  
61% transactions via mobile/tablet  
RPA benefits worth GBP ~2 Mn in FY17



100% paperless operations  
TAT reduced from 96 hrs to <24 hrs  
BPM benefits worth GBP ~35 Mn



# RPA FOR ENABLING DIGITIZED PROCUREMENT FOR A LEADING OIL & GAS MAJOR IN APAC

## PRE - RPA



Inefficient and expensive eRFx processes hampered business relationship with vendor partner

## LEAN AND RPA AS COMPLEMENTARY LEVERS

### Lean

Lean recommendations for process streamlining and standardization

### RPA

RPA recommendations for reducing processing time of activities and lesser dependency on manual effort

## POST RPA



**100%** Automated eRFx procurement processes



**80%** POs below threshold value were straight-through processing



**90%** FTE optimization by reducing cycle time per RFx from ~120 minutes to less than 10 minutes



# RPA INCUBATOR IN FAO FOR A UK-BASED SOFT DRINKS MANUFACTURER

## PRE - RPA



Poor cash flow management leading to emergency processing of unpaid invoices and inaccurate forecasting of cash requirements and unpaid invoices.



Reactive statement reconciliation due to the manual and time-consuming nature of the task and bandwidth in availability

## SOLUTION DELIVERED

### RPA

RPA for invoice reconciliation

## POST RPA



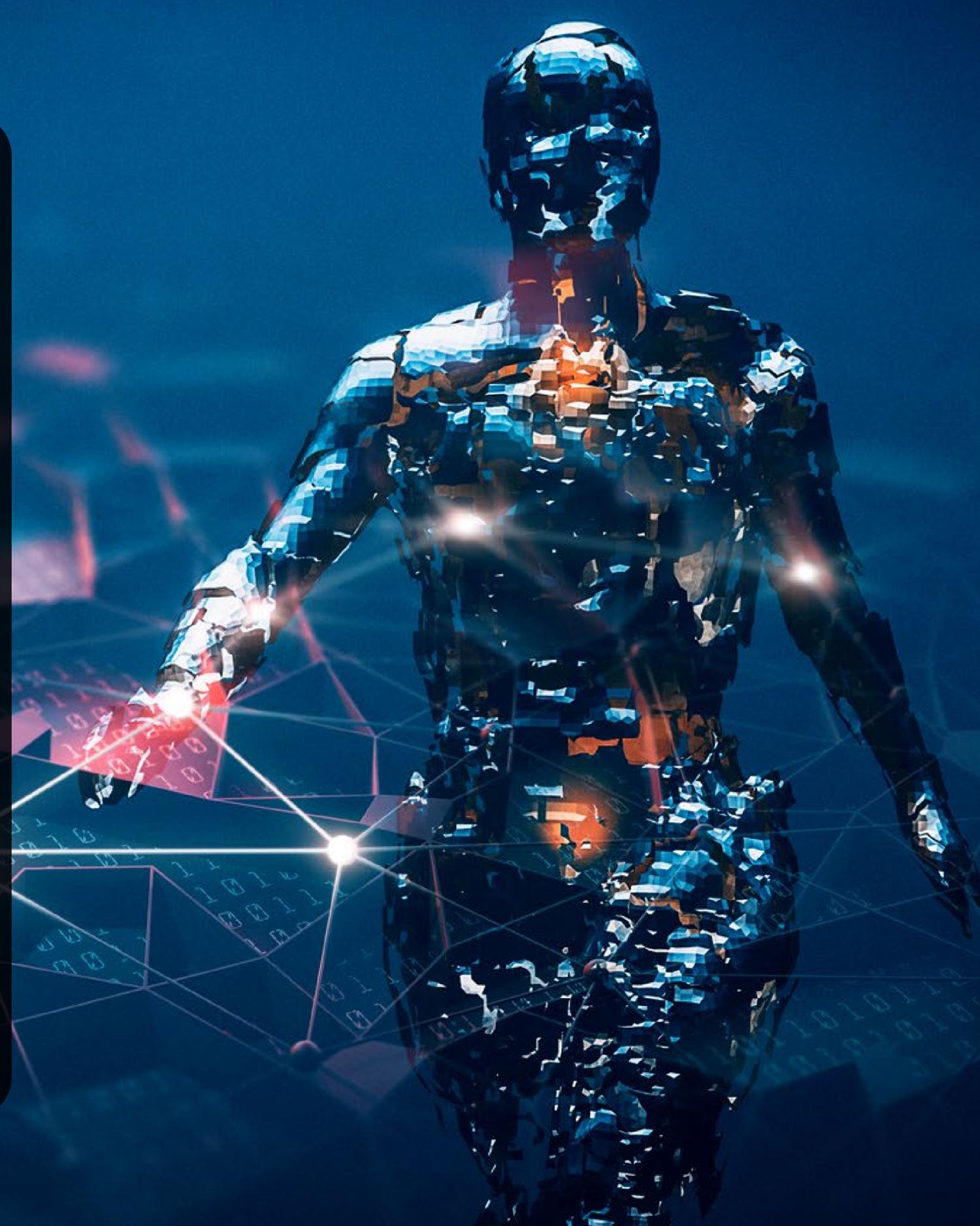
Better budgeting due to higher visibility into cash flow and financials



Improved customer experience due to shift from reactive to proactive invoice reconciliation



85% decrease in cycle time for invoice reconciliation processes



# ENTERPRISE-WIDE RPA IMPLEMENTATION FOR ACCOUNT LINKING FOR A US-BASED ASSET MANAGER

## RPA AND AI



Legacy system could not be upgraded using traditional processes for enterprise-wide technology adoption



Cost of serving per client was going up



Human limitations and errors causing delays in processes

## SOLUTION DELIVERED

### RPA & AI

#### COMBINING POWER OF RPA AND AI

Adopting RPA and AI for automating legacy systems

## POST RPA



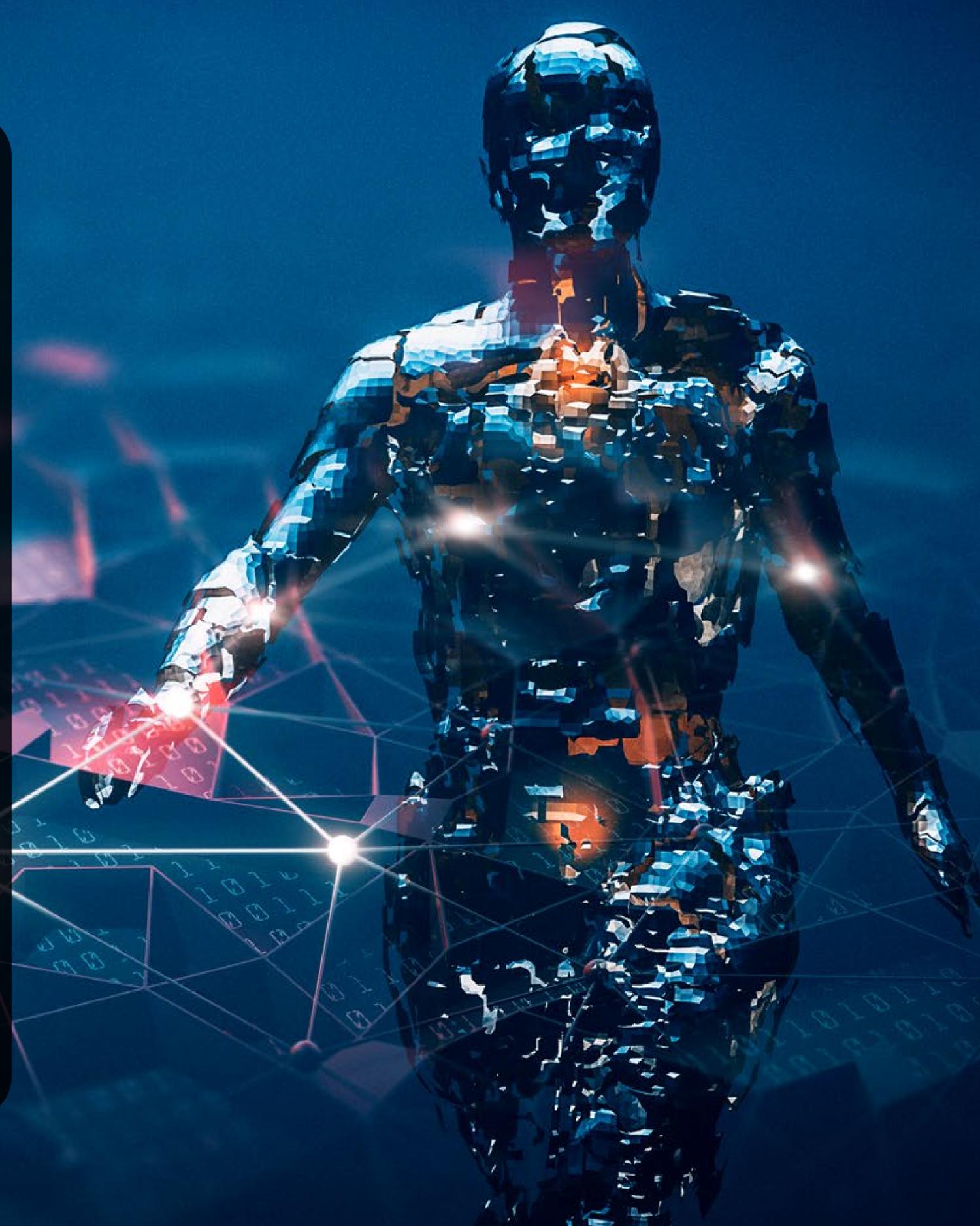
RPA successful integrated with client's legacy and mainframe systems which increase the scale of automation within enterprise



**75%** increase in the processing speed of the account-listing process



**53%** reduction in FTEs





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