

Future-Proofing European Financial Services with Intelligent Process Automation

Webinar: December 10, 2020. 16.00 CET



Bogdan Alangiu
UiPath
Channel Manager



Hiren Kotak
R Systems
Practice Head - Automation



Cosmin Tudor
R Systems
Digital Practice Lead

UiPath Platform Tour

Become a fully
automated enterprise
with the UiPath Platform



**2020 made
everyone rethink
their processes and
organization for
business agility**

Software automation

is a strategy in the spotlight

“COVID-19 just made automation a boardroom imperative.”

“The time to take a long view of automation is now.”

[Forrester, May 2020: The COVID-19 Crisis Will Accelerate Enterprise Automation Plans](#)



All these manual processes just gradually sort of take over your world, so to speak, and you spend more and more time on the processes and less and less time on making sure your NAV is complete and accurate

Jon Hugill

Group Information Systems Head at Maitland Group

...We were looking for a solution that will allow us to precisely perform repeated services for our customers. We wanted to increase the efficiency of work and thus improve service quality. We wanted to save time for more personalized customer service.

Szymon Mitoraj

Chief Digital Officer, PZU SA

Our RPA pilot program was one small step for RPA, but one giant leap for Swiss Re.

José Ordinas Lewis

Head Robotic Automation Center

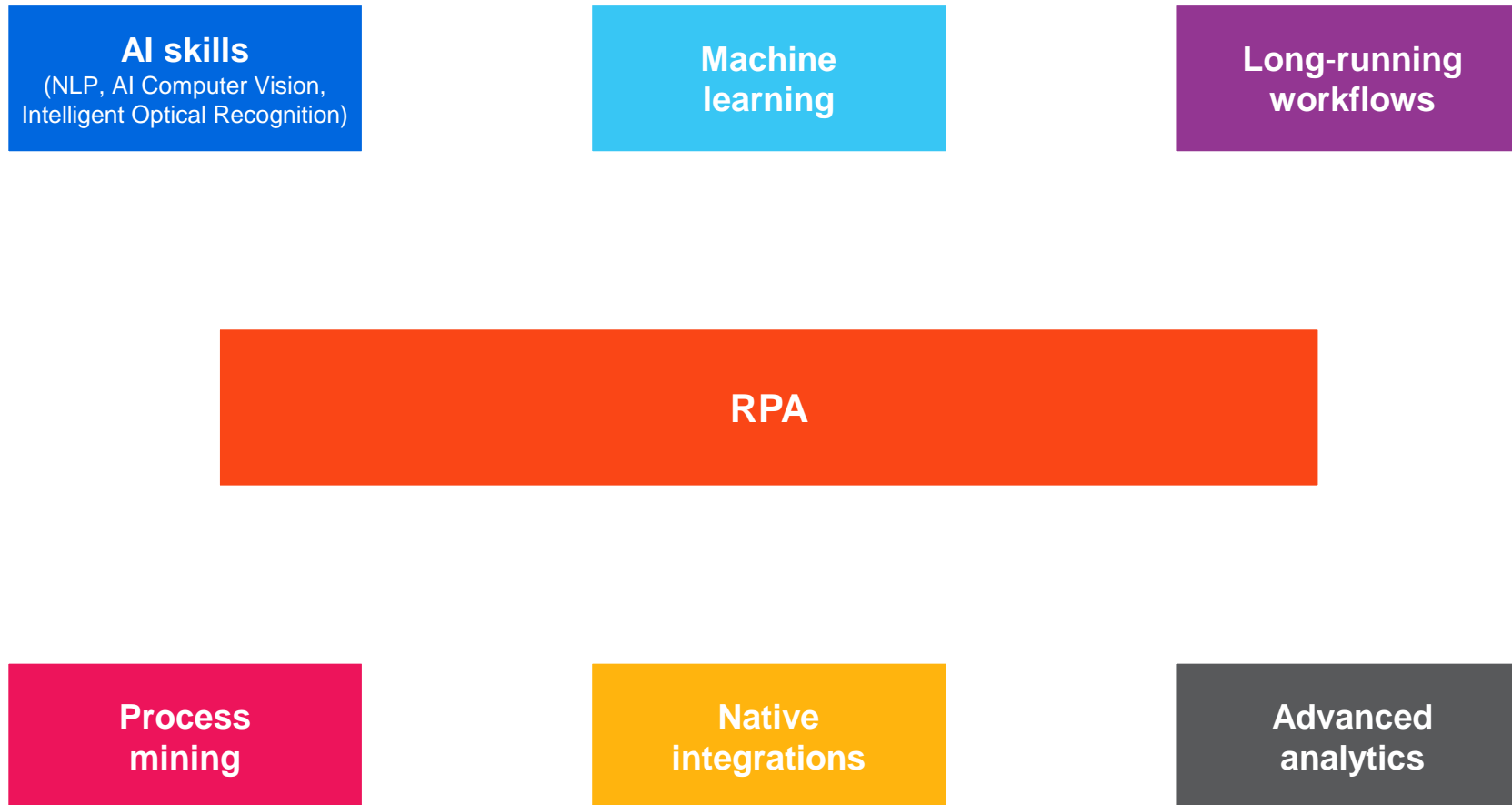
We've entered areas where we wouldn't have entered if we didn't have Robots, like closing online sales. It used to take one, one and a half days. Now it takes four hours or less.

Wojciech Szremski

eurobank Process Automation and Process Optimization Director

The modern enterprise is a **fully automated enterprise**

A fully automated enterprise successfully leverages automation and AI to streamline work across existing systems. It richly interweaves automation into its processes and operations. And it puts automation tools into the hands of both ordinary people and RPA professionals.



Let automation power your digital transformation

Become a resilient, efficient, thriving modern organization

Automation is a
top strategic technology

RPA Developer is
#2 fastest growing job
on LinkedIn

By 2024, orgs
will reduce cost by 30%
through automation

Digital Agenda

Reboot Work

Productivity – Capacity – Competitiveness

Accelerate growth &
operational efficiencies

93% say
automation kickstarts DT

Employee experience

Removes repetitive, mundane
work; retains top talent

Customer experience

Customer
satisfaction

Operational resilience
& risk mitigation

Minimizes risk. Ensures compliance
and operational resilience



Measure & Govern



Discover



Build



Manage



Run



Engage

Expedite automation time-to-value and ongoing ROI across the entire lifecycle



Measure & Govern

Measure and govern automation programs to align with business outcomes



Discover

Discover automation opportunities powered by AI and your people



Build

Build automations quickly, from the simple to the advanced



Manage

Manage, deploy, and optimize automation at enterprise scale



Run

Run automations through robots that work with your applications and data



Engage

Engage people and robots as one team for seamless process collaboration

[Automation Hub](#)

[Task Capture](#)

[Process Mining](#)

[Task Mining](#) In Preview

[Studio Family](#)

[Document Understanding](#)

[Marketplace and Integrations](#)

[Orchestrator](#)

[Test Manager](#)

[AI Fabric](#)

[Data Service](#) New

[Insights](#)

[Attended Robots](#)

[Unattended Robots](#)

[Test Robots](#)

[Apps](#) New

[Assistant](#)

[Action Center](#)

[Chatbots](#) New

UiPath Cloud



AUTOMATION CLOUD



PUBLIC CLOUD



HYBRID



ON-PREMISES

UiPath Cloud

With UiPath, the benefits of the platform are available whether you choose SaaS in the Automation Cloud™, IaaS/PaaS in the public cloud, hybrid—or even on-prem. Consistent UX and API's give you options if your needs change later.



| | |
|-----------------------|----------------------|
| <p>Accelerate ROI</p> | <p>Start Quickly</p> |
| <p>Scale Easily</p> | <p>Stay Secure</p> |

Public cloud options

100s of integrations with leading vendors

Today's tour:

How the UiPath automation platform drives **business value**

1
**Discover and manage
every automation
opportunity**
with full transparency
and control

2
**Enable automation
enterprise-wide**
by empowering
everyone to automate

3
**Automate more
(and more advanced)
processes**
with drag-and-drop AI

4
**Demonstrate the
value and the ROI**
of your automations

WWW.RSYSTEMS.COM/RPA

R Systems Inc.

#YOURDIGITALTRANSFORMATIONPARTNER

ON DEMAND WEBINAR

Intelligent Process Automation

Future-Proofing **Financial Services**, with **IPA**

Hiren Kotak

Global Head of Intelligent Business Process Automation

DEC. 10, 2020

R Systems by the NUMBERS

16+ DELIVERY CENTERS
Worldwide

\$114+ MILLION REVENUE
FY 2019

26+ YEARS OF EXPERTISE
Delivering Value

2700+ GLOBAL WORKFORCE IN
25+ Global Offices

1000+ GLOBAL CLIENTS IN
Finance, Technology, Healthcare, Manufacturing, Retail & Telecom

01% ANNUAL PROFITS PLEDGED TO CHARITY



Headquarters

- **USA - El Dorado Hills, CA**
- APAC - Singapore

Centre of Excellence (R-Digital)

- Chicago, USA

Sales & Support Offices

- USA (Chicago & Silicon Valley)
- U.K. (London)
- China (Shanghai)
- Canada (Vancouver & Toronto)

Development / Service Locations

- India (Noida & Chennai)
- USA (California)
- Poland (Warsaw & Bialystok)
- Romania (Bucharest & Galati)
- Moldova (Chisinau)
- Singapore
- Thailand



Hiren Kotak

Practice Head – Intelligent Business Process Automation,
R Systems

Hiren.Kotak@rsystems.com | (804) 292-4166



- **Experience** of **20+ years** via information-based strategy, and structured execution in IT & Business Ops across Americas, Europe & APAC
- **Established** enterprise-wide federated **Intelligent Process Automation COE** for a large healthcare and life science company
- **Managed** an intelligent automation program for a **Top-10 Bank in the US**, as Head of the RPA COE
- **Led** large scale digital transformations for **The Fortune 500** across Finance, Retail, Healthcare, Life Sciences, Media, Technology, Energy & Telecom

Automation – Where's It Going



53%

Of **Global 2000**
Operations Leaders
Planning Significant
RPA Investments

SOURCE: HFS

80%

Of **Global Finance**
Leaders Have Already
Implemented Or Planning
To **Implement RPA**

SOURCE: GARTNER

42%

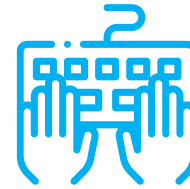
Of **Finance Activities**
Can Be Automated
Fully, With The Help
Of **RPA**

SOURCE: MCKINSEY

The Common Problem

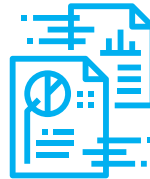


Regulatory Compliance
equates to **11%** of costs



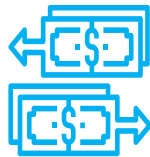
Inaccuracy Caused
from **manual** data entry

Disparate Systems and
Data formats handling



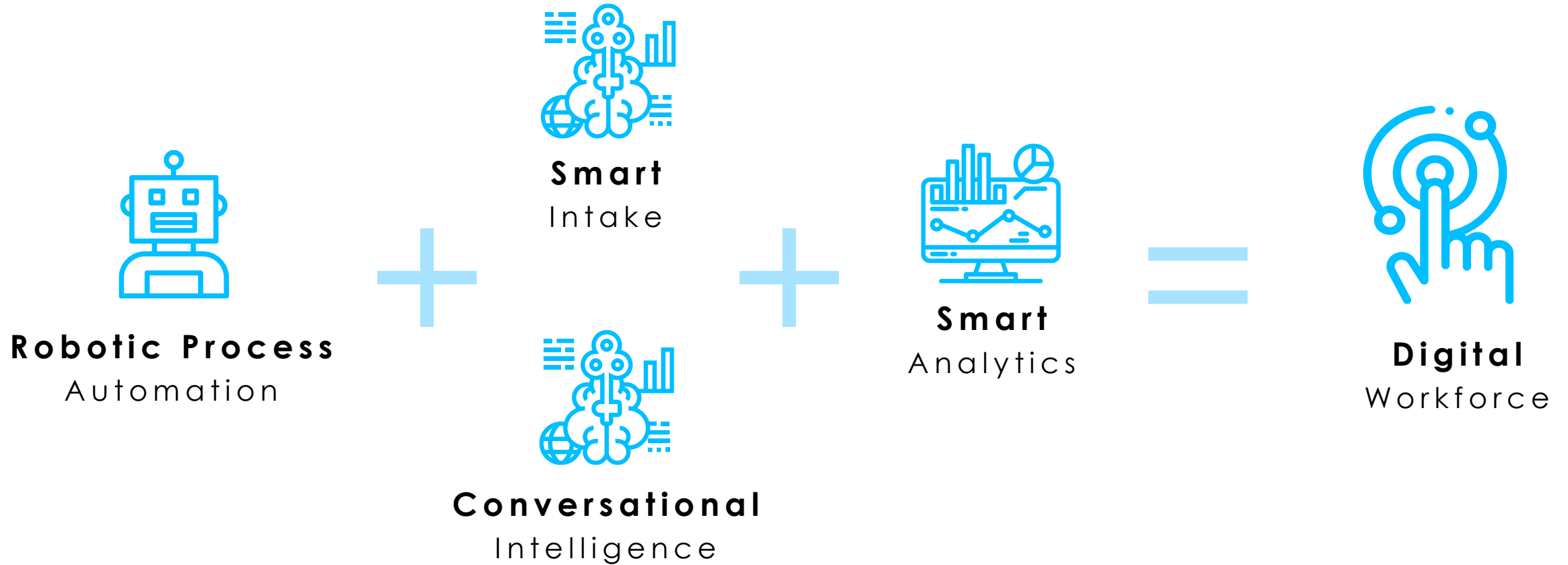
Repetitive Processes
like **MIS** reporting

Transaction Volume
unanticipated **spikes**

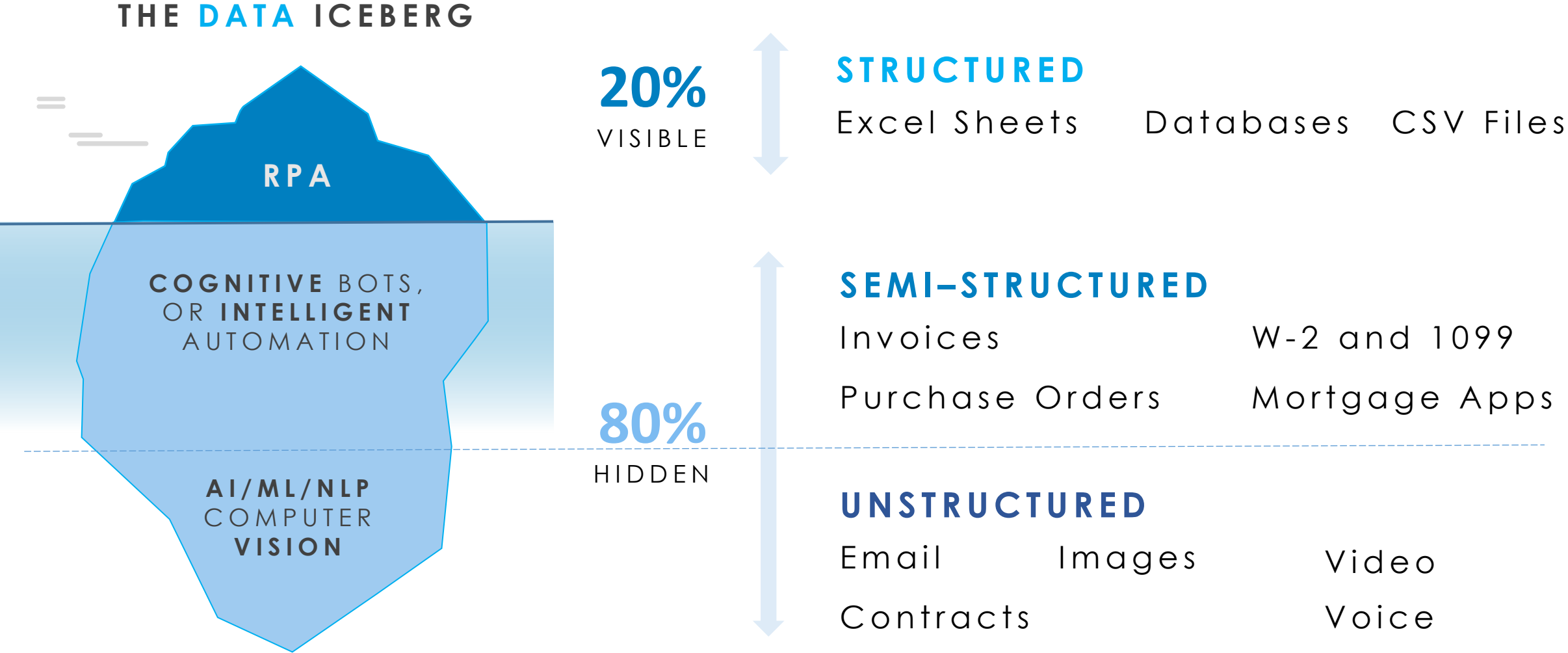


Human Labor
Issues like **sickness**
and vacations

Digital Workforce Is the Future!

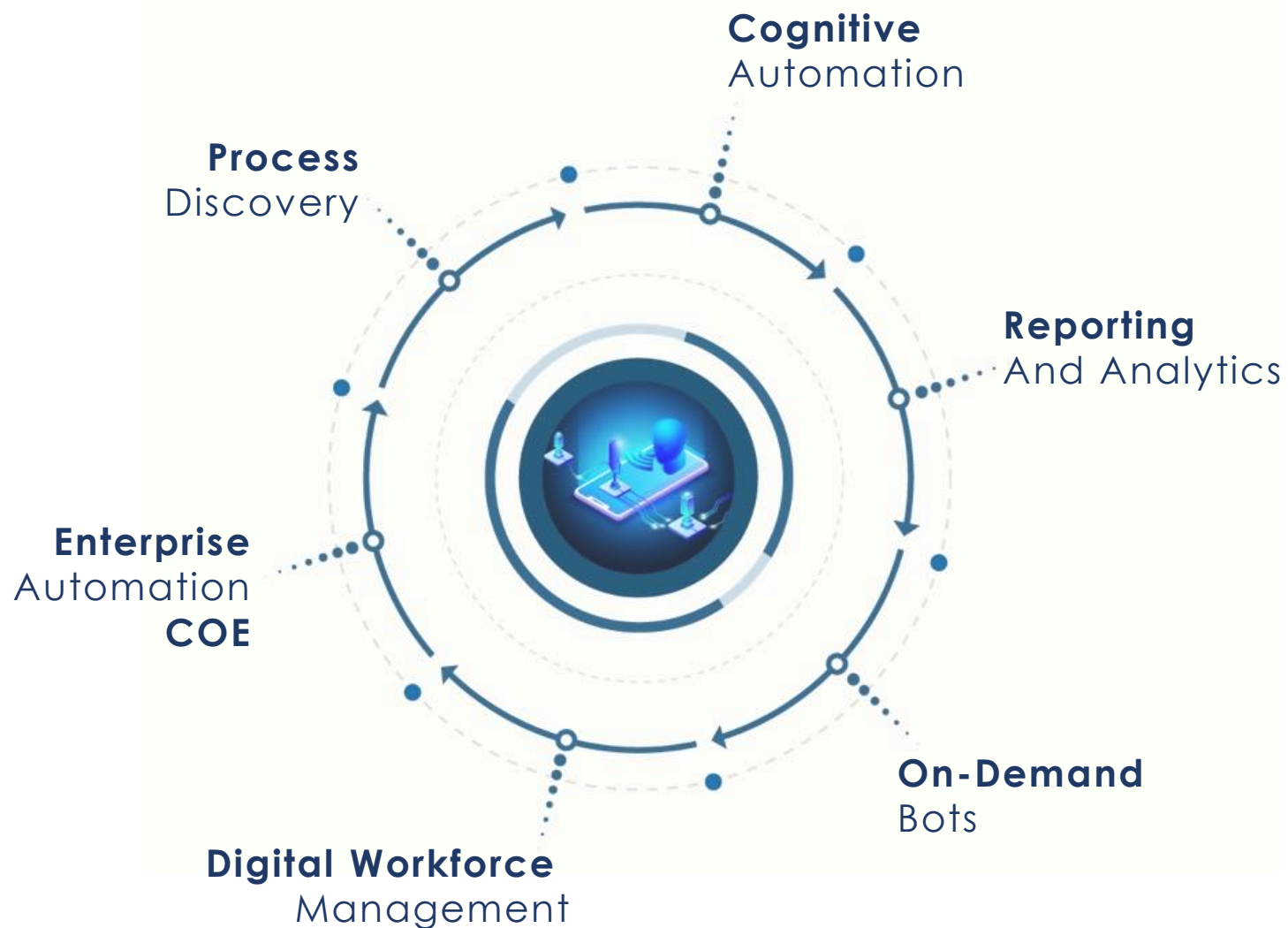


Smart Intake is The Key!



R Systems **Automation** Suite

STRATEGY | PROCESS DISCOVERY | DEVELOPMENT | DIGITAL OPS



RESOURCES

- Certified Resources
- RPA Champions
- Solution Architects
- Automation Experts
- SMEs/Domain Masters

- Automation Consulting
- Continuous Improvement
- Well-managed Resource Pool
- Full spectrum services
- Proven Best Practices

COE SETUP

Key Challenges Resolved



People

- All Required Skills
- Onshore-Offshore Model
- Large FTE Footprint
- Productivity Boosters



Process

- Robust Automation Strategy
- Structured Execution
- Seamless Operating Model
- Error-free Automation
- Agile Approach with High ROI



Technology

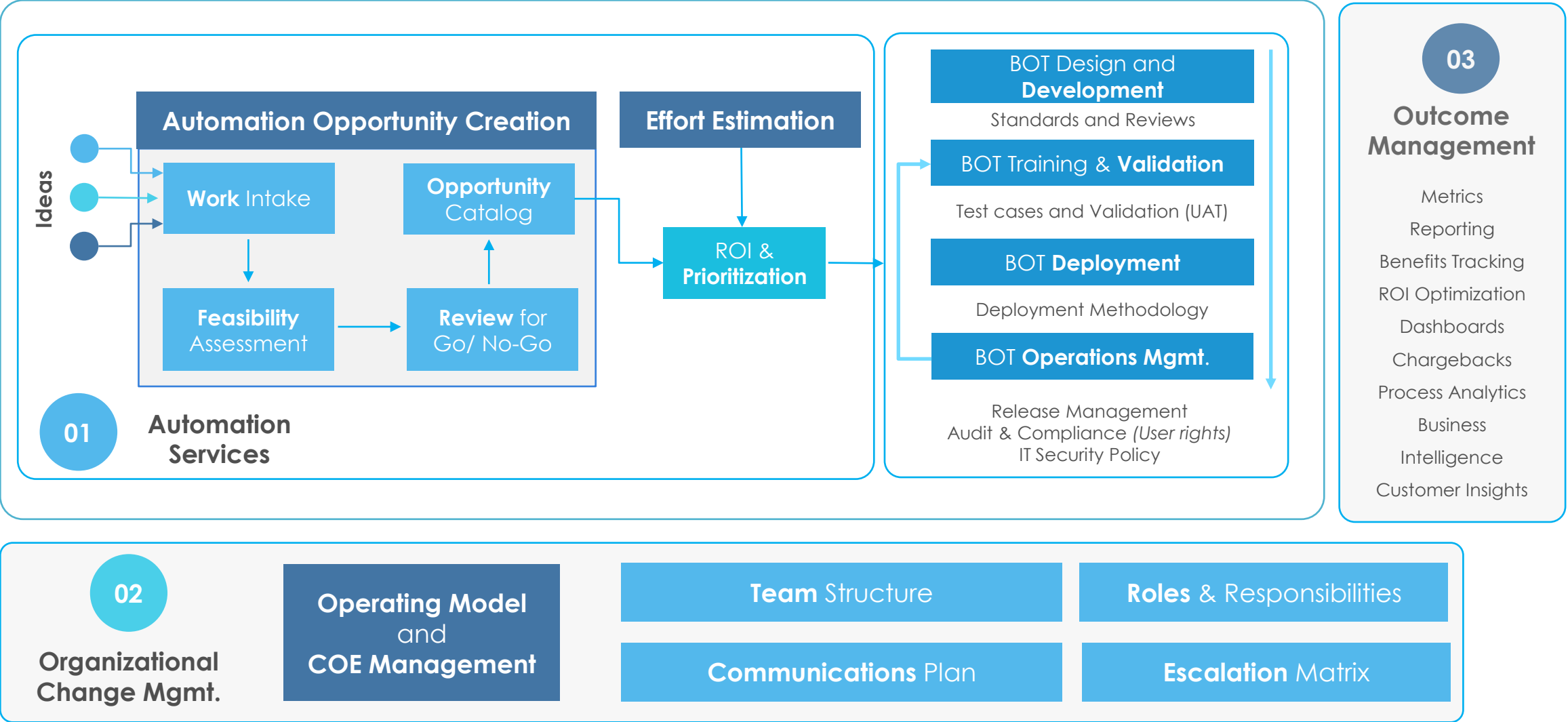
- Complete Suite of Tools
- Complex Integrations



Enterprise level Scaling

- Factory Model
- Democratization
- Hyper-automation

Implementation Methodology



Cosmin Tudor

Director – Digital Practice&Cloud, R Systems Computaris
cosmin.tudor@computaris.com



- **Experience** of **20+ years** of experience in the IT industry, Cosmin has been involved in Cloud transformation engagements for top customers across industries like BFSI, retail, healthcare, and telecom.
- **Developed** full-stack frameworks for **digital transformation** for large organizations in Europe.
- **Led** important public and private cloud projects in CEE.

Document processing the core of IA



There is no company which does not deal with documents



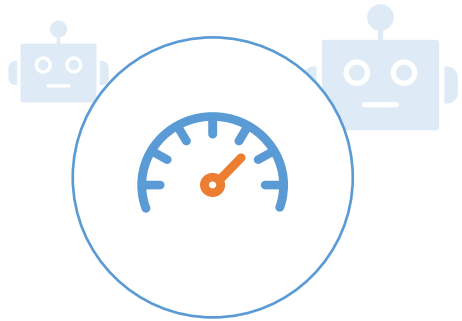
Any process involves repetitive document process



Freeing up data trapped in documents



Why would you automate document processing?



35%

Cost reduction
compared to manual
document processing



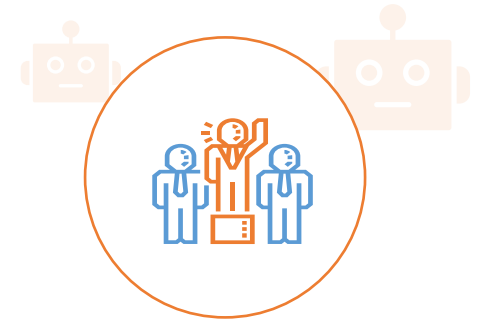
52%

Decrease in errors that
mitigates the risk of
rework and related
losses



17%

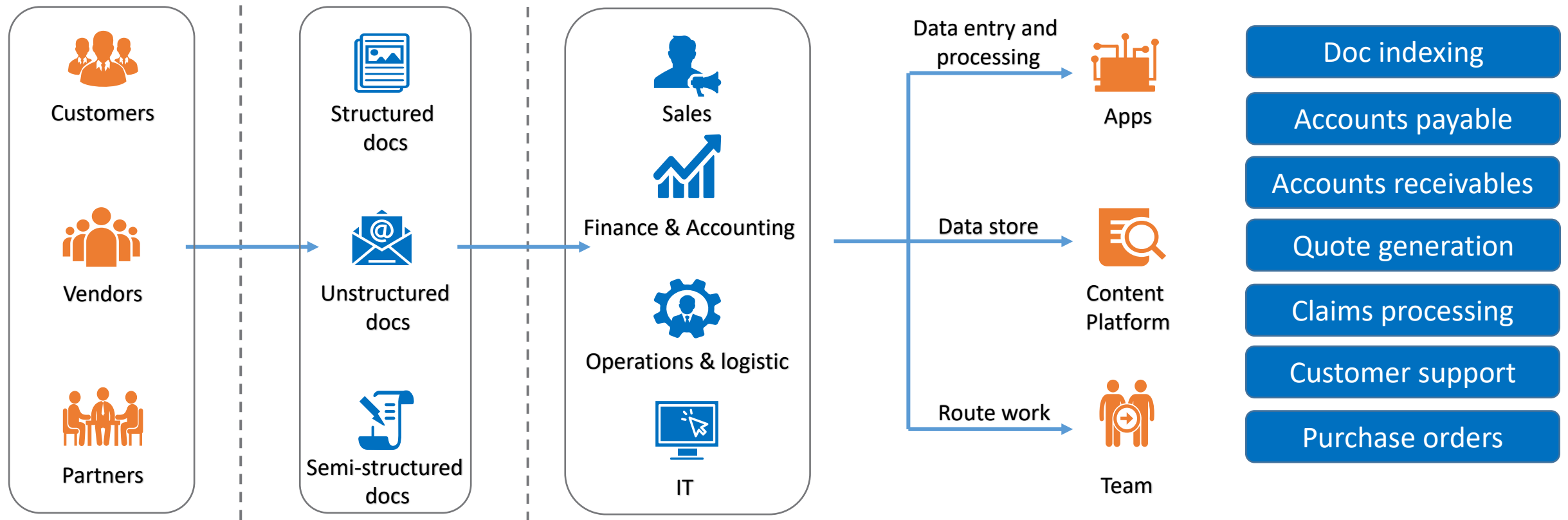
Reduction in time
employees spend on
document processing



40%

Increase in employee
productivity or customer
satisfaction

Document processing



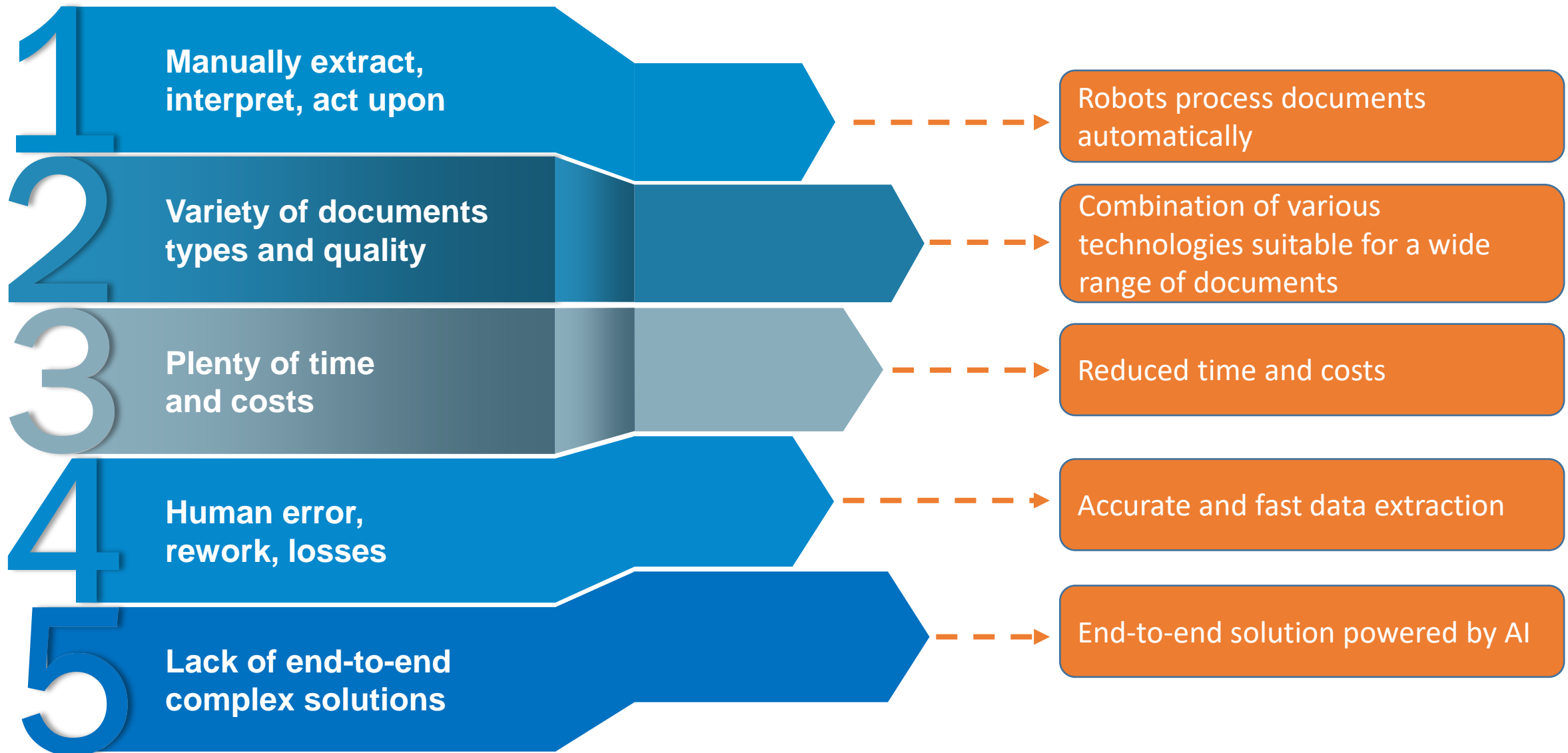
Doc processing is the core need of most processes

Document processing can be a challenge

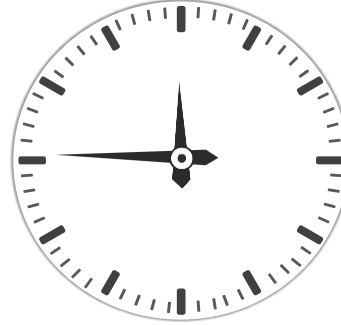
- 1 Manually extract, interpret, act upon
- 2 Variety of documents types and quality
- 3 Plenty of time and costs
- 4 Human error, rework, losses
- 5 Lack of end-to-end complex solutions



Document processing can be a **solution**



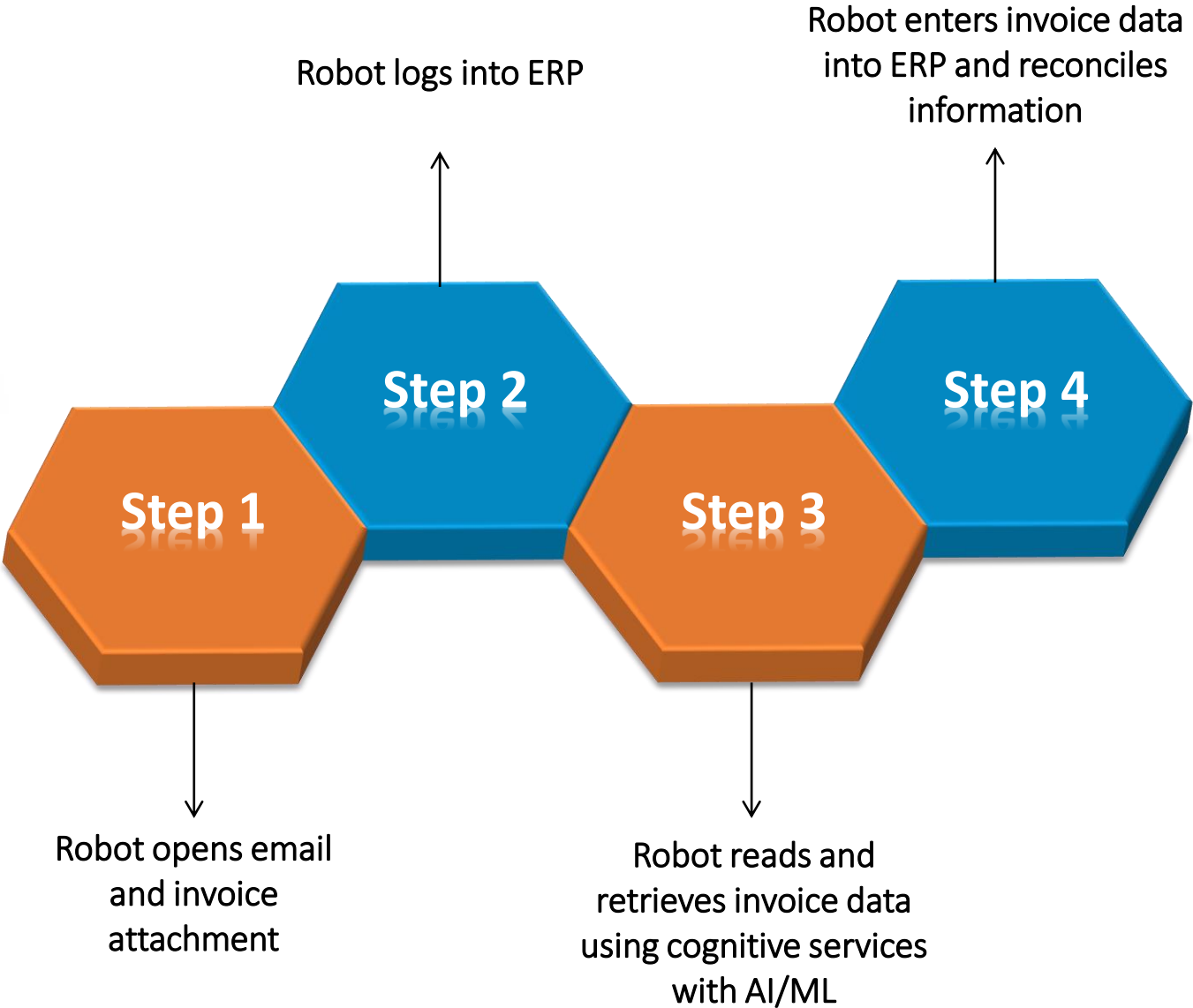
Document processing simple scenario



- 2 minutes per each email
- 50 times per day
- Transforming information from one System to another company



Document processing simple scenario



INVOICE

Invoice Number

INV-0012

Invoice Date

13/7/2020

Billing Information

Company

ABC Company

Name

Richard Glenn

Address

4275 Crummit Lane, Happy Village
New York, NY, 281502

Email

john@example.com

Shipping Information

Name

Richard Glenn

Address

4275 Crummit Lane, Happy Village
New York, NY, 281502

Products

| Description | Quantity | Unit Price |
|----------------------------------------------|----------|------------|
| Cotton Male T-shirt T-Shirt, M \$84.00 | 2 | \$42.00 |
| | Subtotal | \$84.00 |
| | Shipping | \$52.00 |
| | Tax | \$0.00 |
| | Total | \$136.00 |

Additional Notes

No additional notes

TERMS AND CONDITIONS

1. The Seller shall not be liable to the Buyer directly or indirectly for any loss or damage suffered by the Buyer.

2. The Seller warrants the product for one (1) year from the date of shipment.

3. Any purchase order received by the seller will be interpreted as accepting this offer and the sale offer in writing. The buyer may purchase the product in this offer only under the Terms and Conditions of the Seller included in this offer.



CLIENT SUCCESS STORIES

Automated Bank Reconciliation



Our Client

Government undertaking Non-Banking Financial Institution engaged in financial assistance for setting up projects in the area of renewable energy and energy conservation.

Business Challenge

Manual books reconciliation against multiple banks taking 2-3 days resulting in backlogs and errors leading to rework.

Solution Approach

Development of automated robots (bots) to automate reconciliation process.

- Bots download bank statement from multiple banks
- Using cognitive capabilities, information can be read from Excel and even scanned PDFs
- Bots login to Microsoft Dynamic AX, fetch the transactions and reconcile them with the downloaded/extracted bank statements
- Confirmation report is sent out to concerned users

Benefits

Reconciliation & processing time
reduced from 72hrs to 30min

Achieved 100% **accuracy**
in reconciliation

Streamlined Mortgage Banking Operations



Our Client

Leading mortgage servicing providers in the United States.

Business Challenge

Time-consuming, error-prone and costly to maintain manual mortgage processes (document ordering, data entry and validation)

Unnecessary delays and operational expenses with collecting, tracking and entering loan details into discrete systems

Solution Approach

Development & deployment of cognitive RPA bot into the client's existing IT infrastructure & applications to automate rules-based, repetitive aspects of banking process:

- Flood certification orders
- Address verification process
- Mortgage quality assurance process

Benefits

60% increase in loan
processing capacity

50% potential annual
savings

100% **accuracy** level

Fast & Accurate Mortgage Appraisal Processing



Our Client and business challenge

Leading global bank required to deploy a dedicated team to ensure complete adherence to the constantly changing policies introduced by the federal government. It resulted in additional expenditure, time-consuming and error prone processes.

Solution Approach

Comprehensive analysis of the client's existing process

Deployment of cognitive RPA bot to automate the complex and repetitive Mortgage Appraisal processes:

- the scalable RPA bot collates appraisal fees, requests appraisals, and enters the details into the updated appraisal rules (GAAR) worksheet.
- the bot was trained to send follow-up reminders and second appraisal requests while adhering to the latest federal mortgage policies.

Benefits

70% improvement in
mortgage cycle time

80% increase in
overall **productivity**

100% **accuracy** level

Leading Financial Services Provider



Our Client

Leading bankruptcy servicing solutions company in the lending and servicing industries.

Business Challenge

Inefficient manual effort and long time spent with checking historic details of loan portfolio, without any storage mechanism in place (search loan servicing website for historic loan data)

Solution Approach

Automation of the data extraction, validation and storage process:

- Workflow assessment
- Assessment of the loan service website (Citrix) and identification of the search parameter, result & folder (where downloaded files are being saved)
- Criteria definition for bot to download the company's report & raise service request if report is not available
- Design of the automated future state workflows, calculation of the turn around time, identification of bottlenecks, testing and solution deployment

Benefits

100% accuracy in extracting the data/report from Citrix to local environment

90% reduction in the **turn-around time**

Financial Services Use Cases



- KYCC
- Deposit Operations
- Loan & Line-of-credit Processing for New Business & Renewals
- Small Business Loan Administration
- Payment Processing and Merchant Services
- Loan Servicing
- Collateral Management
- Treasury and Cash Management

- Account Onboarding
- Equities Research
- Escrow Account Management
- Estate Administration
- Portfolio Setup and Reporting for Bundled and Unbundled Clients
- Trader/Transaction Operations & Support
- Trade Review and Settlement
- Compliance and Risk Management
- Reporting and Analysis
- Retirement Services Mutual Funds
- Real Estate investment trust (REIT)
- Accounting, Taxation and Financial Reporting
- Client Services and Retention
- Account Closing



Customer Service

- Chatbot/Virtual Assistant
- Customer Relationship Management
- Cheque Processing
- Balance Request & Status Updates
- Changes Alerts

Personal Banking

- Account Origination
- Account Closure
- Activation/De-activation

Audit, Risk & Compliance

- AML & Fraud Check
- Data Quality
- Internal Controls Testing
- Risk Reporting
- KYC

F&A

- General Ledger, AP, AR, Recon, Report Generation

Credit Card

- Processing
- Settlement
- Card Dispute Mgmt. (Lost/Stolen, Fraud etc.)

Loan & Mortgage

- Underwriting & Processing
- Processing
- Account Updates
- Fulfilment & Settlement



Objectives:

01. Focused, informative sessions on Automation trends & benefits
02. High-level discussions on the CoE, operating models & opportunity identification
03. Customized Automation strategy & approach



Agenda:

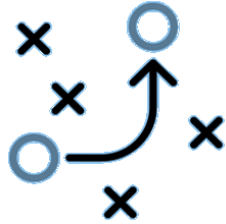
PART 01: Knowledge Sharing Best Practices

- Introduction to Automation
- Organizational Models & Funding
- Role of COE & Automation Champion

PART 02: Client-Specific Discussion: Strategy & Planning

- Opportunity Identification & Prioritization
- Operating Models & Best Practices
- Demonstrations of potential Use Cases
- Initial Automation Plan and Next Steps

Why **R Systems**?



NIMBLE

Agile and Flexible
Engagement Model



COST EFFICIENT

Delivery Centers in
NA, APAC, EU



FAST & LEAN

Simplified Delivery
Accelerators





RPA@RSYSTEMS.COM





THANK YOU

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