RPA at Capgemini BPO – Phase 1
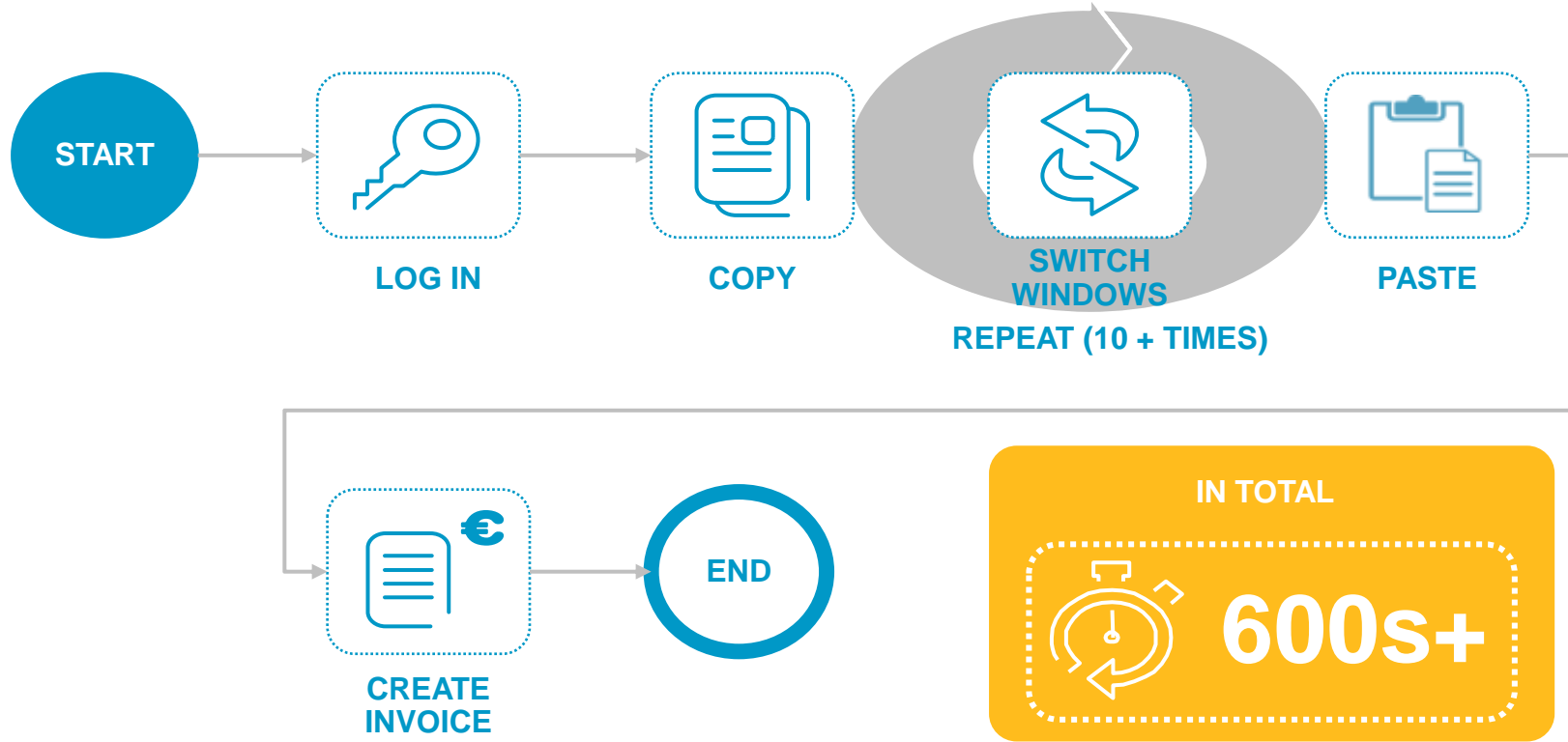
Dr. Marcus Esser
Global Lead Technology Innovation

People matter, results count.

Agenda

- An example for "Robotic Pragmatic Automation"

- Motivation – business rationale of the GUI Automation Solution

- Enterprise grade solution characteristics

- GUI Automation Risks

- Future / next steps of Capgemini's BPO Automation Programme

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An invoicing process – AS IS/manual

START → LOG IN → COPY → SWITCH WINDOWS → PASTE

REPEAT (10 + TIMES)

CREATE INVOICE → END

IN TOTAL

600s+

An invoicing process – Automated

START

START AUTOMATION

READ

PASTE (10+ times)

CREATE INVOICE

LOGGING

END

IN TOTAL

600s+

180s+

Using the GUI automation solution, 2 robotic workstations can do the work of 8 conventional / manual operators
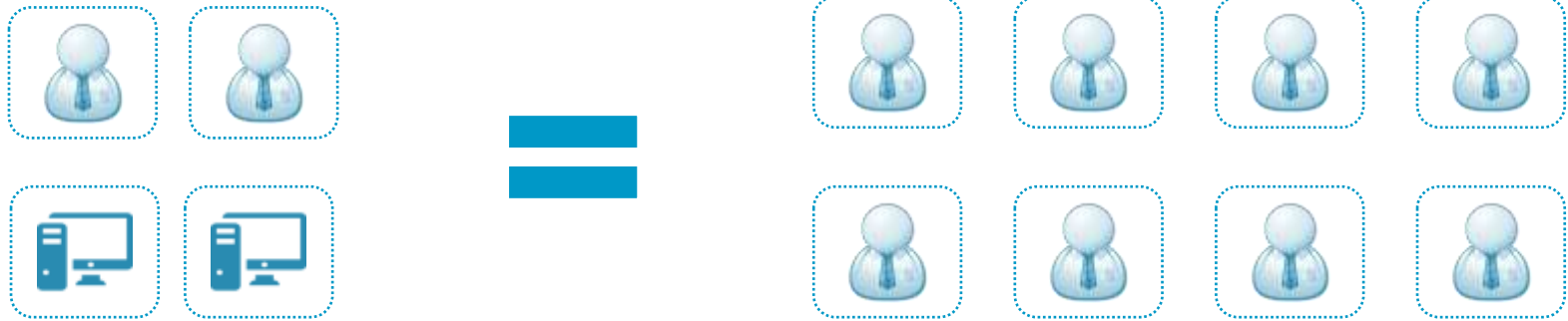
A typical GUI automation scenario (assuming single shift operation for both humans and robotic workstations):

- Assuming one or more GUI automation artifacts with an effort reduction of 75% or more
- Assuming batch mode compatibility of the GUI automation artifacts
- Assuming sufficient work item volume for automated (sub) processes to reach a 95%+ utilization of the robotic workstations

2 shift scenario: 2 robotic workstations with can do the work of 16 conventional / manual operators
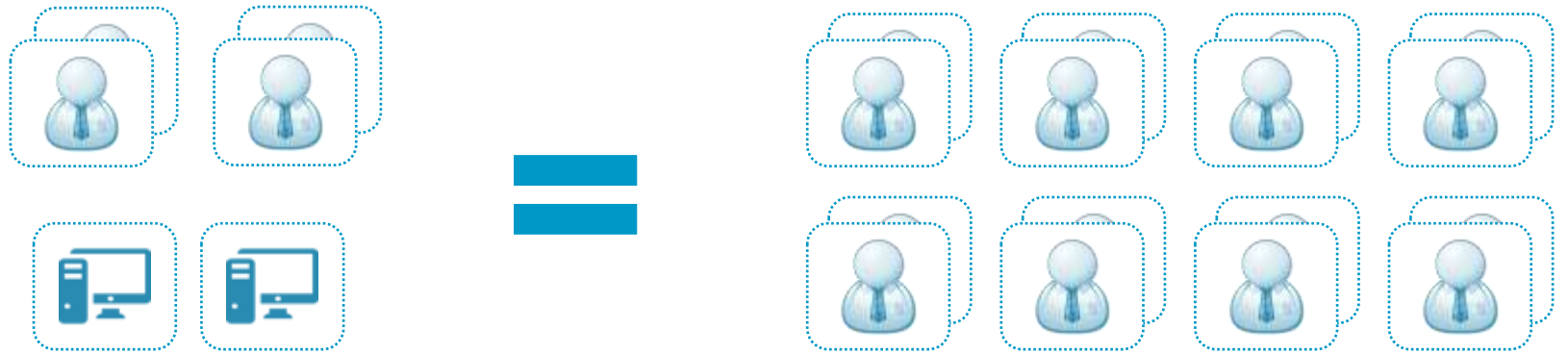
A typical GUI automation scenario (assuming dual shift operation for both humans and robotic workstations):
- Assuming one or more GUI automation artifacts with an effort reduction of 75% or more (e.g. CES invoicing case)
- Assuming batch mode compatibility of the GUI automation artifacts
- Assuming sufficient work item volume for automated (sub) processes to reach a 95%+ utilization of the robotic workstations
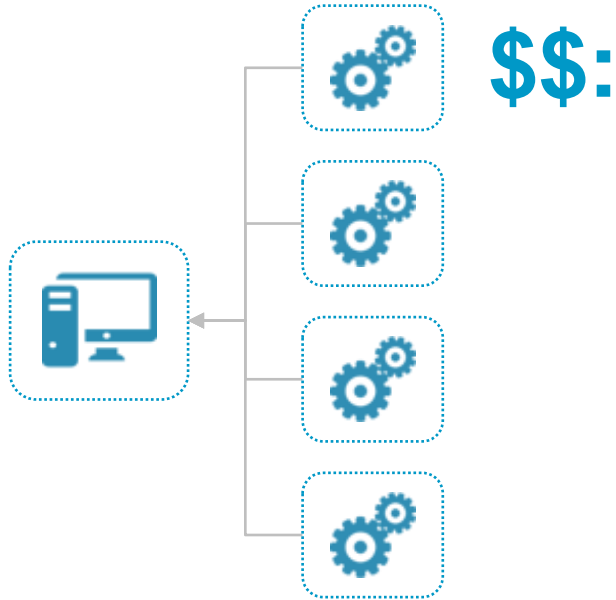
Each robotic workstation can support one or more automation artifacts, thus business (sub) processes
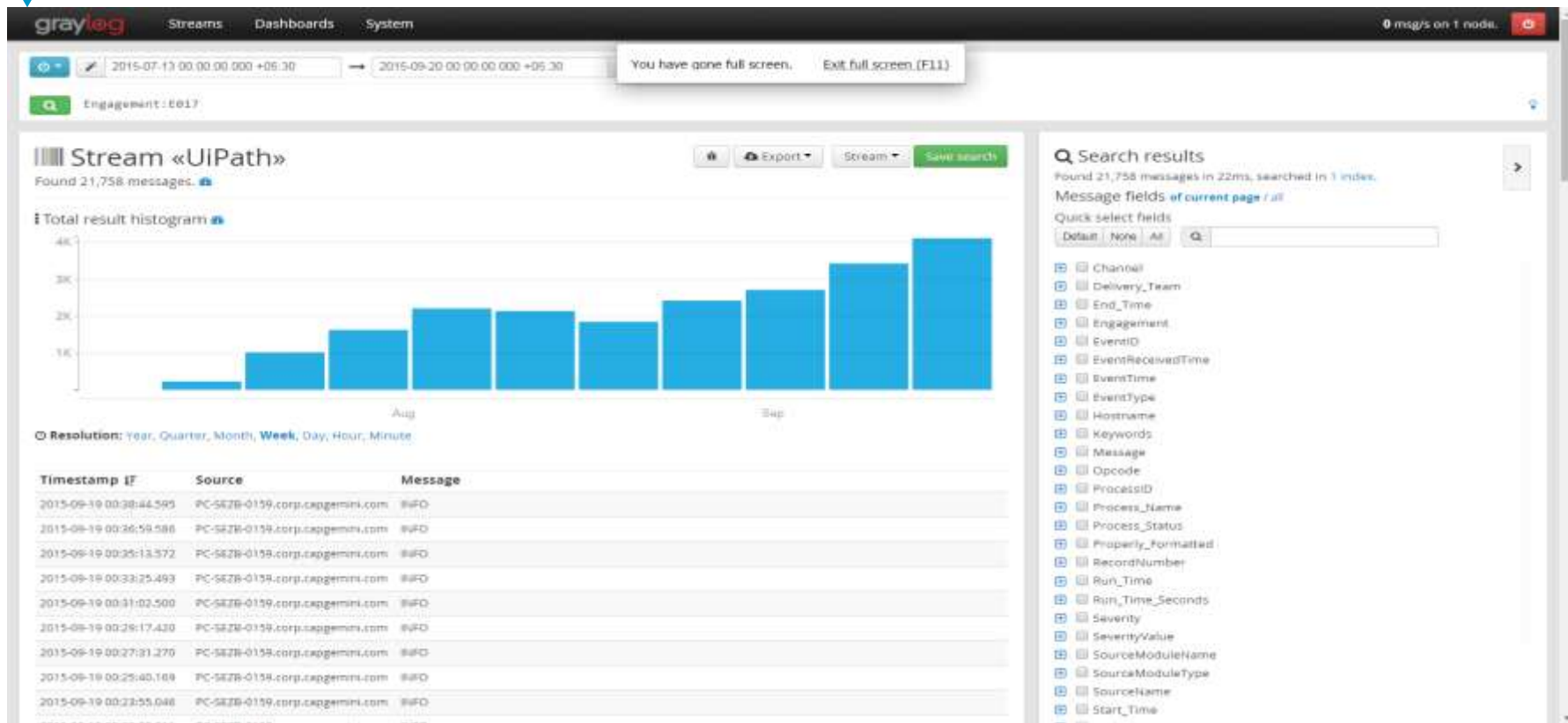
$$:

- Implementation cost – one off
- Run support: depends on change frequency - recurring

Each robotic workstation can host and sequentially run one or more automation artifacts. Each automation artifact is a small application that supports one business (sub) process.

Typical impact of an industrialized GUI automation deployment project for an engagement

Typical Engagement: Amount of person days saved by GUI Automation

Bars representing savings per week
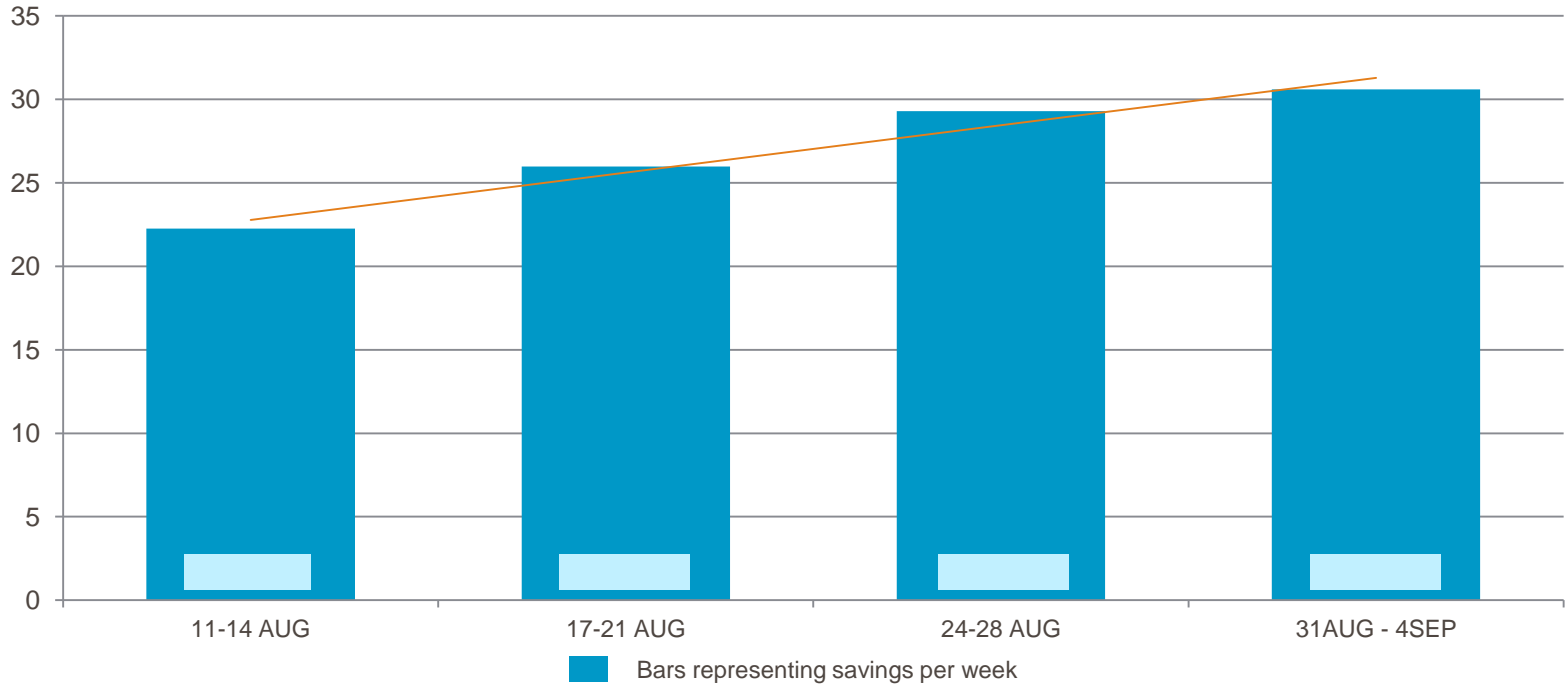
The GUI automation solution represents an enterprise grade approach to reduce human efforts in Capgemini's service delivery

- Solution risk assessed and approved by Capgemini's IS and compliance authority

- 6-step-process from opportunity identification to production readiness

- Dedicated organization for the global rollout

- Control: Central artifact repository and deployment

- Control: Quality assurance

- Control: Logging and reporting

- Dedicated support model

- Excellent handling of remote / Citrix based business applications

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GUI Automation Risks

Change management for involved business processes

Change management for involved business applications

GUI related changes in BCP plans need to be realized

Expected development in future/next phases of Capgemini BPO's automation program

Simple processes	Complex processes (more complicated business rules)
Ability to work with structured/digital data only	Ability to extract information from complex, analogue sources – ability to read
Attended / interactive automation artifacts	Fully autonomous automation artifacts
Robotic workstations in the BPO delivery center	Robotic workstations delivered through a SaaS solution
Non-invasive / non-intrusive artifacts	"Integrative" artifacts

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