Driving Enterprise Wide Automation

One Process at a Time

SOLVAY

asking more from chemistry®

edgeverve

An Infosys company

Agenda

- Infosys & EdgeVerve introduction
- Key considerations in enterprise automation
- Infosys & EdgeVerve automation suite
- A case study
- Solvay introduction
- Solvay enterprise automation learnings
- Q&A

About Infosys & EdgeVerve

STATISTICS

$10b REVENUE

$42b MARKET CAPITLISATION

1,092 CLIENTS in G2K

PEOPLE

200,000 EMPLOYEES

50+ COUNTRIES

PRODUCTS & PLATFORMS

edgeverve

PANAYA An Infosys Company

skava

PEOPLE + SOFTWARE STRATEGY

INNOVATION FOCUS

$500m

INNOVATION FUND

INVESTING IN STARTUPs

CULTURE OF EDUCATION

WORLDS LARGEST

CORPORATE UNIVERSITY

CSR INITIATIVES

IN UN's TOP 25
IN CARING FOR CLIMATE

1% OF PROFITS TO
INFOSYS FOUNDATION

Some Key Questions…?

- Which functions and processes should we consider for automation
- Should we re-engineer processes before automation
- Should we start with a PoC / Pilot or dive straight in
- What about processes that cannot be automated
- Should we set up a CoE for RPA
- Should we start with cognitive automation
- What benefits are realistically achievable

Achievable Benefits

REDUCED COST

30-70%

FTE COSTS
TRAINING / OH COSTS

ENHANCED REVENUE

2-5%

FASTER ORDER CONVERSION
ADDITIONAL CAPACITY

IMPROVED COMPLIANCE

$2mn

RIGHT BILLING
REG COMPLIANCE

CUSTOMER SATISFACTION

HIGHER
NPS

SPEED/ACCURACY

EMPLOYEE SATISFACTION

TAKING THE
ROBOT OUT
OF THE FTE

EdgeVerve AssistEdge & Infosys Mana – Holistic Automation Suite

Integrated Device Monitoring

ANALYTICS DRIVEN AUTOMATION

- Process Activity Tracking
- Time Tracking
- Insights and Reports

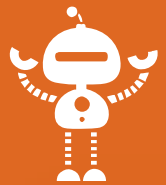
Smart User Environment

ATTENDED AUTOMATION

- Automation on Demand
- Unified Dashboard
- RPA Fallout Management

Robotic Process Automation

UNATTENDED AUTOMATION



- Complete Process Automations
- Program by Example or Configure in Studio
- Control Dashboard

Real-Time Expertise Manager

MULTI CHANNEL AUTOMATION

- Chatbot
- Web Chat
- Automated Email Response
- Social Media Monitoring

Infosys MANA

INTELLIGENT AUTOMATION

- Machine Learning
- Knowledge Mining
- Domain Ontology
- Natural Language Processing

To Summarize

Product	Holistic Enterprise Automation Cognitive capabilities with Artificial Intelligence
Services	Enterprise Automation Experience Globally scalable staffing models Process & Domain Consulting
Model	Single Accountability Commercial Flexibility Outcome Based

"The difference between involvement and commitment is like ham and eggs. The chicken is involved; the pig is committed. "

- Martina Navratilova

Cisco: Enterprise Automation using AssistEdge (link here)

Solvay: Starting the Enterprise Automation Journey

The Human face behind the Solvay Robots







150 years of innovation…
and many to come

1863
Ernest Solvay invents the Solvay process for producing soda ash

1880
Solvay is the first industrial multinational operating simultaneously in the US and Europe

1878
Solvay innovates in social welfare
(paid vacations, social security, 8-hour day)

1911 & 1927
The congresses **bring together the greatest physicists of their day**

1950
Solvay invents **the plastic bottle**

1990
Solvay invents **precipitated silica for green tires**

2011
Solvay acquires **Rhodia**

2015
Solvay flies around the world with **Solar Impulse**

2015
2nd **Chemistry for the Future Solvay Prize**

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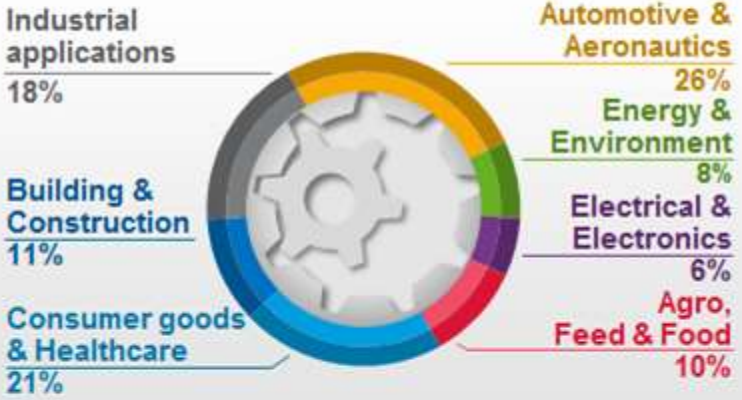
Solvay at a glance: **key figures**

BALANCED REGIONAL PROFILE

DIVERSIFIED & HIGHER GROWTH END-MARKETS



30,910 headcount | **53** countries | **145** industrial sites | **€ 12.4** billion of net sales

SBS: a global & worldwide presence

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SBS **scope & service offering** by process…

Why RPA?

Human Empowerment, Customer intimacy

Orchestrator
Follow-up RPA errors and exceptions
Focus on value-adding tasks
Focus on customers

Employee well being
Painful and unrewarding work delegated to robots.

Productivity and Efficiency
Robotic automation tools on repetitive & predictive tasks are faster than human and can function 24/7

Scalability and Flexibility
The ability to replicate robotic tools across geographies/business units increases scalability and flexibility

Accuracy
Automation phases out human intervention, thus reducing possibility of human errors

Service Level
Improve SLA thanks to faster response time and extended service windows.

Cost Savings
Low value and troublesome tasks can be delegated to robots

Compliance
Robotics allows data and processes to be retained onsite and audited

Security, Fraud & uncontrolled Disclosure
Reduced fraud on payment processing and unwanted disclosure of HR data

RFP for PoC/pilot – Requirements

Auditable

Scalable & replicable

Non intrusive IT infrastructure

RFP

Partnership

Deliver in time

Autonomy

Methodology

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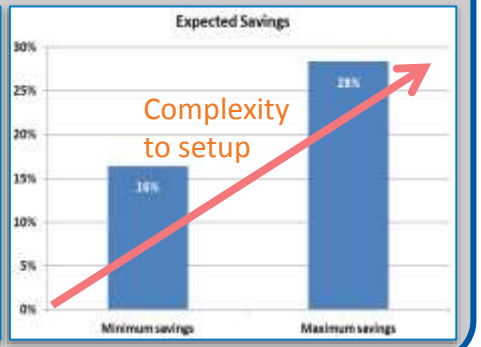
Poc/pilot deliverables for robots

Planning & Deliverables

Poc & Pilot

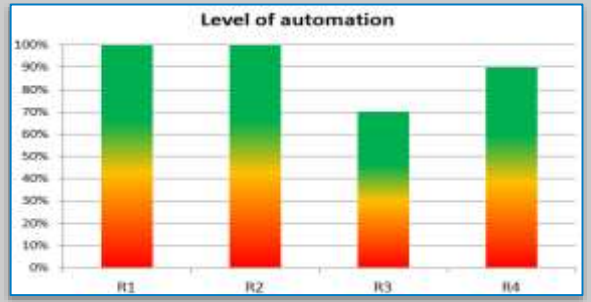
- Poc: 7 weeks ellasped time
- Pilot: 12 weeks ellasped time
- Robots running 5 day/week
  Under supervised-production (cross checked by an operator)

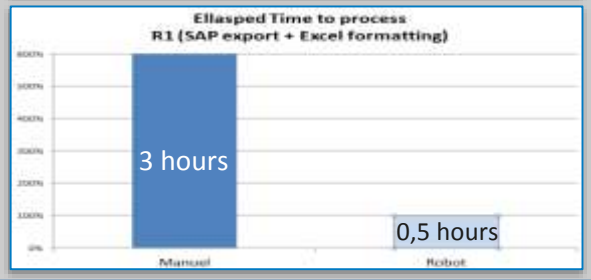
Assessment of full PtP process



Metrics

- **4 Robots for Pilot**
  - Automated Applications:
  - PtP activities:
    Provisioning: Vendor Ack's (2 robots) , Spot Po Creation
    Master Data: Create workflow for new vendor





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Top Requirements & Findings

Top requirements for the ideal robot solution

#1 - RPA is much more than a tool but an integrated solution.
Solution must bring relevant technology, methodology & good practices in order to manage and operate a robot farm

#2 - Robot solution has to provide a large autonomy to process owner a service that is largely IT independent

#3 - Artifact coding must bring a methodology to separate pure coding and business logic & rules as much as possible allowing easy update in case of process change

#4 - Solution needs to be auditable in fine details
- Robot status
- Committed transactions per robot run with history
- Error troubleshooting with remediation for failed and pending transactions

#5 - Robot farm and artifacts must be resilient to IT infra changes

Top findings

#1 - Think automation before RPA.
RPA brings direct advantages but must be considered as a building block in a composite solution aiming to reach process excellence.

#2 - Prepare an assessment of current processes to help you building a business case.
Evaluate opportunities considering not only automation but also process deep review and simplification.

#3 - CoE with strong governance is a need.
Going to RPA requires new skills mixing process excellence, robot technology and infrastructure.

#4 - RPA is a long journey and highest value will be obtained with AI (and Cognitive Intelligence) making a bridge allowing to process activities based on unstructured data

#5 - PtP assessment for automation opportunity
RPA brings most of the savings from complex processes.
Robot artifacts may be hard to setup & operate .
May be a challenge to reach exact targeted savings

Robin_George@infosys.com
@edge_verve

Thank You

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