

Driving Enterprise Wide Automation

One Process at a Time

About Infosys

STATISTICS

\$10b REVENUE

\$42b MARKET CAPITALISATION

1,092 CLIENTS in G2K

PEOPLE

200,000 EMPLOYEES



50+ COUNTRIES

INNOVATION FOCUS



\$500m

INNOVATION FUND

CULTURE OF EDUCATION



WORLDS
LARGEST

CORPORATE UNIVERSITY

EDGE SUITE OF PRODUCTS



FOCUSED ON PRODUCTS
AND PLATFORMS

CSR INITIATIVES

IN UN'S TOP 25
IN CARING FOR CLIMATE

1% OF PROFITS TO
INFOSYS FOUNDATION



What is the problem we are trying to solve?

Most organizations have many routine and repetitive processes

- Automation of processes cutting **across multiple applications** is tedious
- High **cost** and timeline for integration
- Automation on **legacy** systems is cumbersome
- No **cognitive** ability to bring the self-heal of failures

People are the natural interface to complete these routine tasks

Typical steps in business processes

Refer to steps in Standard Operating Procedures

Copy and Paste information multiple times

Integration of data and information

Numerous navigations and clicks

Rules and calculations for operations

Application interactions

Application navigation

Data capturing

Data extraction

Data population

Validations

File operations

Email automation

UI Automation

But where is the problem?

Humans, doing mundane work, tend to make mistakes because of inconsistency.

- *Inefficient use of human talent*
- *Motivating the work-force to do mundane tasks*
- *High cost – training and retention*
- *Wrestling with multiple systems slows down the processing*
- *Not a scalable solution*

Scientists say that performing repetitive tasks can lead to psycho-physiological disorders.

Music can beat the monotony. Or RPA.



ok...why they have not been automated?

Processes cut across multiple applications

Cost of Integration

Legacy Systems

Person Dependency

Unstructured Data

As a result, most organization remain impacted with

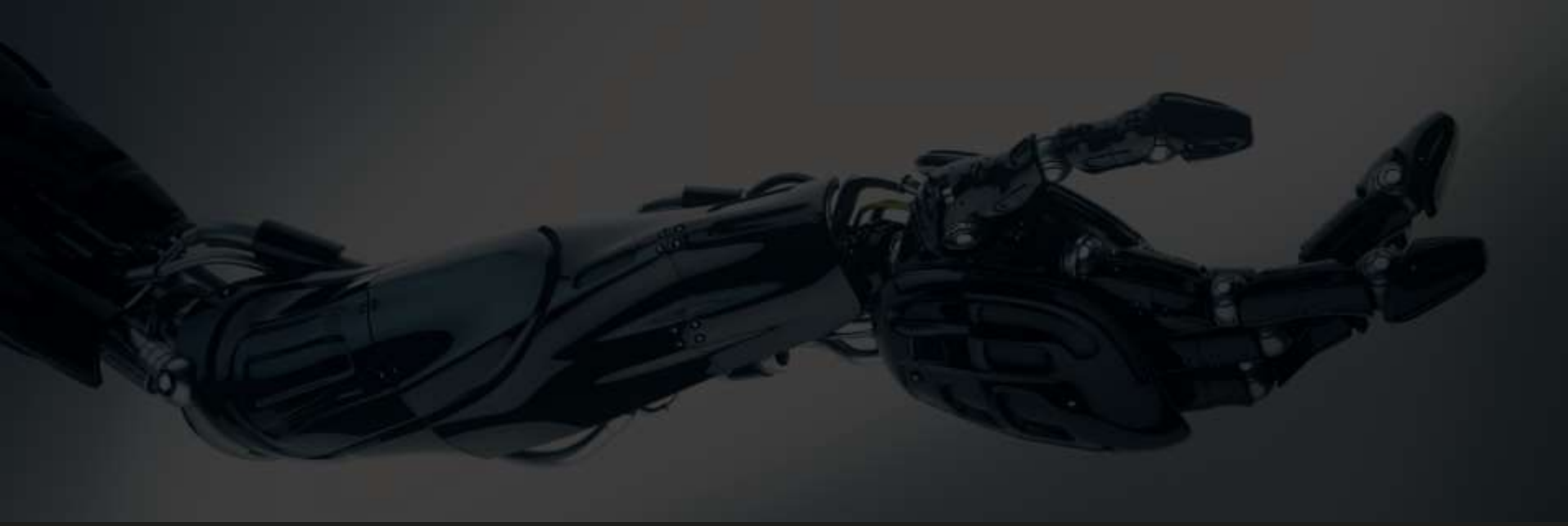
- lower customer satisfaction
- revenue leakage
- legal compliance
- high operation costs

Robotic Process Automation

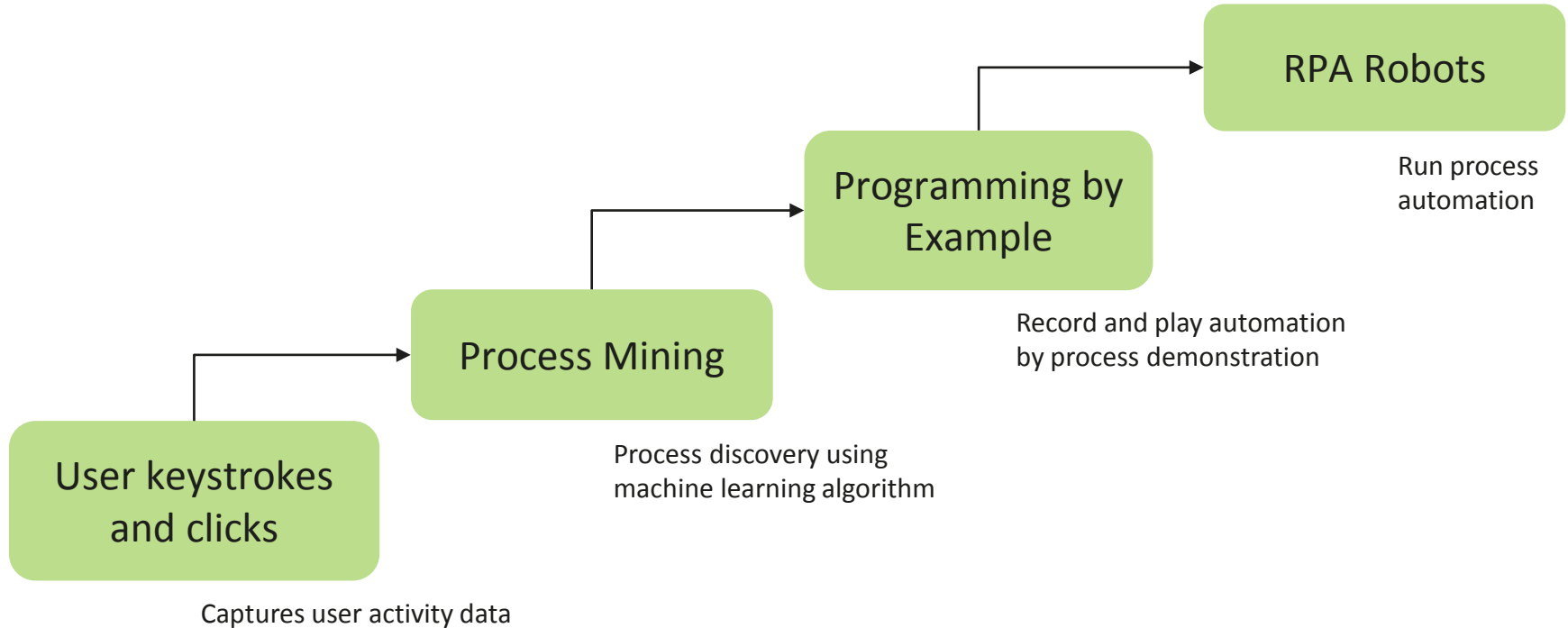
Integrated software robots to automate high touch and error-prone repetitive processes



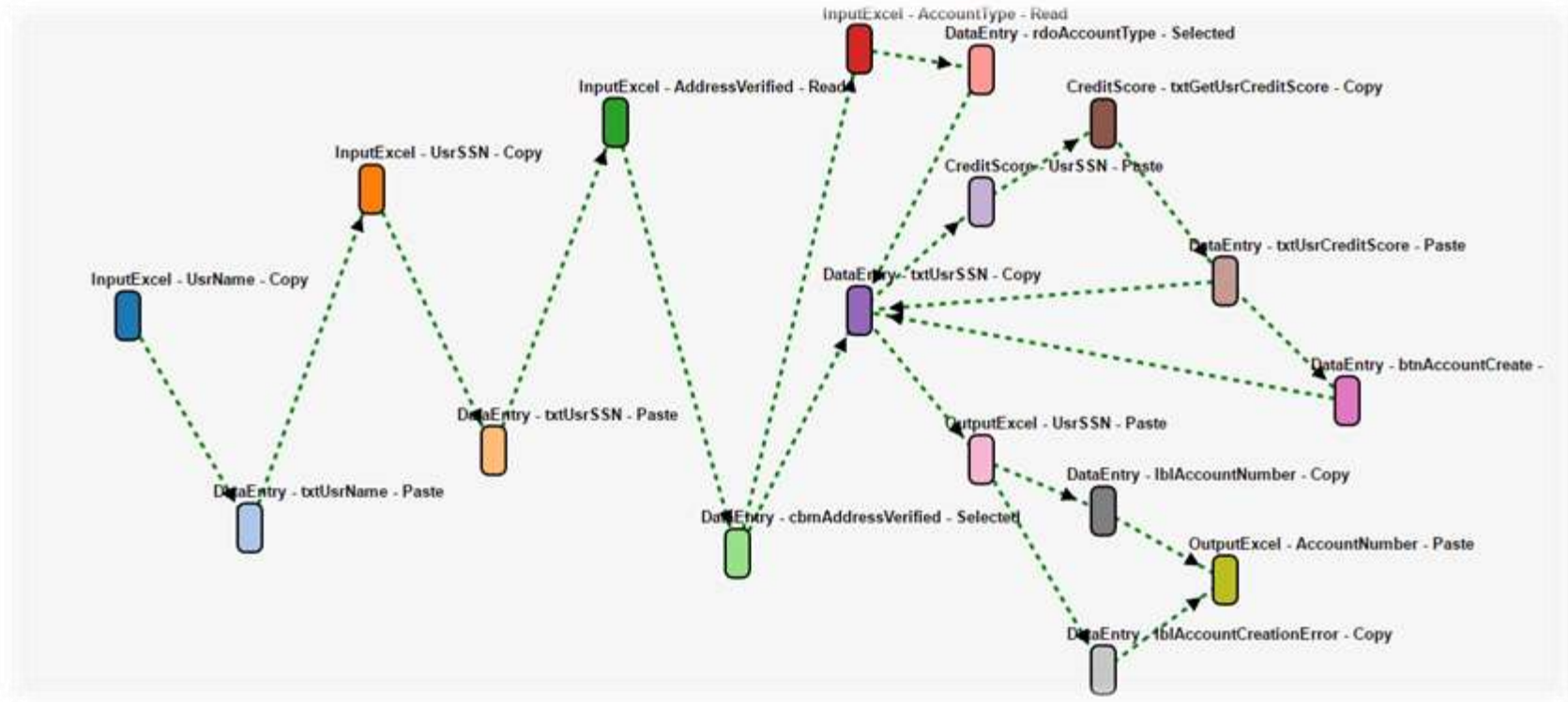
'ZERO' touch business processes



Structured approach for End-to-End Process Automation



ZERO touch business process automation starts with a strong process mining



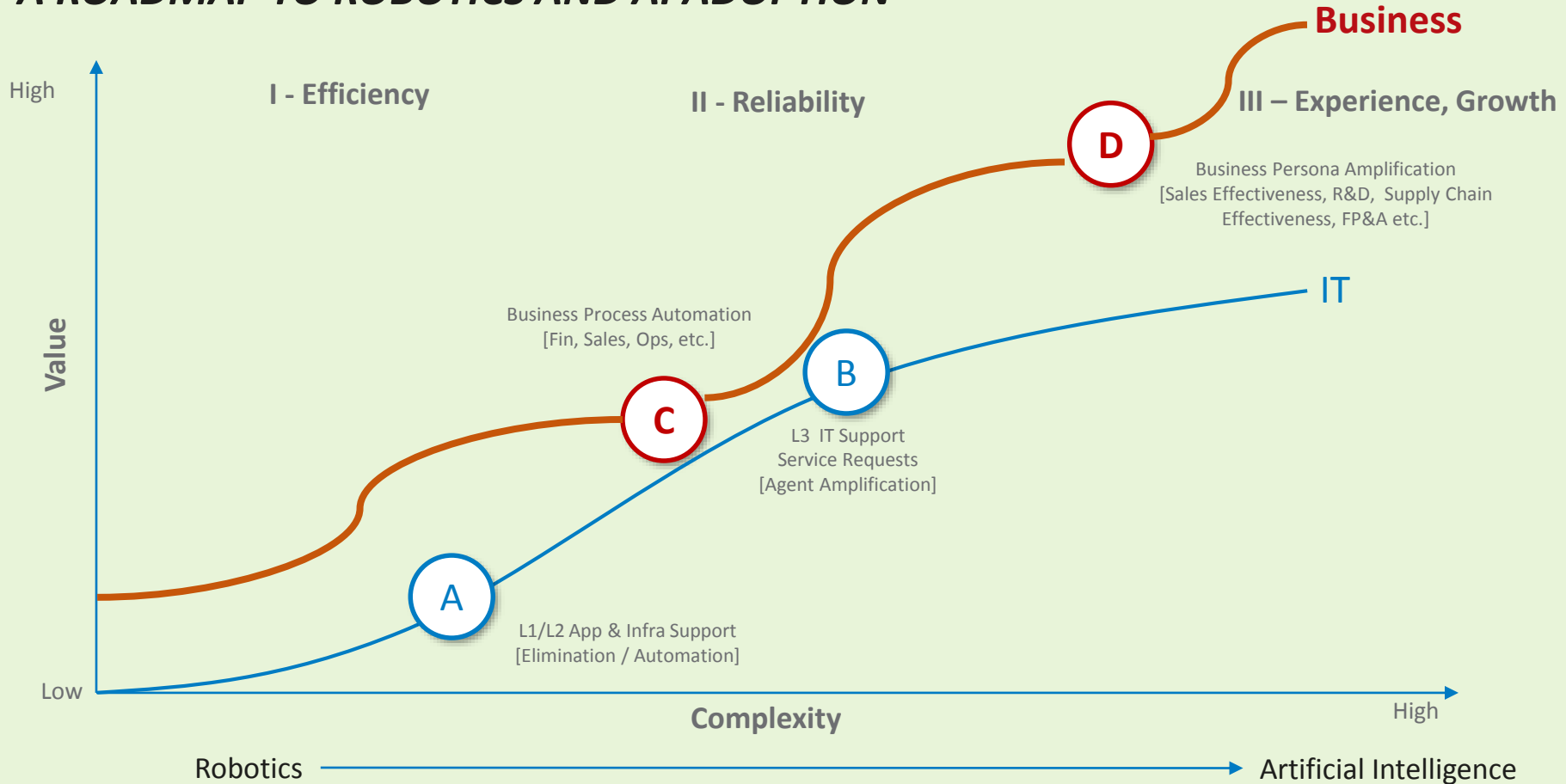
Challenges in Operations are lot more complex for simple automation solutions

Understanding Complexity and Design Solution is critical



We need a smart **Robotic Process Automation** tool powered by **AI and OCR/ICR capabilities**

A ROADMAP TO ROBOTICS AND AI ADOPTION



Potential use cases for robotic automation

By Industry

Insurance	Banking	Retail	Telecom/ Cable	Health Care	Common
Customer service	Customer service	Customer service	Customer service	Customer service	General Service desk
Claims and underwriting	Account Maintenance	Master Data Management	Fulfillment	Claims and underwriting	HR
Finance & Accounting	Finance & Accounting	Finance & Accounting	Finance & Accounting	Finance & Accounting	Payroll
Dispute processing	Compliance & Risk Management	Root Cause Analysis	Enterprise Management	Transportation request	Benefits administration
Customer Acquisition	Wealth Management	Order to Cash	Regulatory & compliance	Customer Acquisition	T&E
Policy loading	Customer Acquisition	Supply chain	Asset Management	PCP change	On-boarding
Master data management	Risk reporting	Sales & pre-sales	Field support	Co-pay computation	IT service desk

Key processes automated across industries

Telecom



Order-to-activate

Banking



Loan Processing

Insurance



Policy termination

Retail



Delivery scheduling

Auto



Price updates & uploads

CPG



Order-to-dispatch management

Logistics



Shipping instructions process

Hi-tech



Order management & field services

To Summarize

Product

Robust RPA Product

Cognitive capabilities with Artificial Intelligence

Services

Optimized implementation costs

Globally scalable staffing models

Enterprise

Proven enterprise class products

Industry experience of 200,000+ people



We bring the
power of the
house to reduce
your TCO

For more information, please contact

Naresh Kothari

Mobile: +1 510 894 9398

Email: naresh_k@infosys.com

©2016 Edgeverve Systems Limited (a fully owned Infosys subsidiary), Bangalore, India. All Rights Reserved. This documentation is the sole property of Edgeverve Systems Limited ("Edgeverve"). Edgeverve believes the information in this document or page is accurate as of its publication date; such information is subject to change without notice. Edgeverve acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. This document is not for general distribution and is meant for use solely by the person or entity that it has been specifically issued to and can be used for the sole purpose it is intended to be used for as communicated by Edgeverve in writing. Except as expressly permitted by Edgeverve in writing, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior written permission of Edgeverve and/ or any named intellectual property rights holders under this document.