



RPA a Major Cog in Microsoft's COGS

Introduction



Dan Rullman
Senior Manager
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Daniel Rullman leads Microsoft's Intelligent Automation efforts within Finance Operations. He has more than 15 years of experience enabling various technology solutions to digitally transform Finance processes. His recent projects include touchless Royalties payout processing, automation of contracts set-up, enabling leading indicators through Power BI platform. Daniel is currently experimenting with Mixed Reality platform to improve customer experience.

Daniel Rullman earned his bachelor's degrees in Accountancy and Finance from Boise State University along with several professional certifications including a CPA and CFA. He has been recognized for his work at Microsoft in financial transformation and recently received Microsoft's Corporate Financial Services Award for demonstrating excellence in Robotics Process Automation.

How many times does the letter F appear in this sentence?

FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS.

Solutions:

Most people say three. Why? We often don't correctly process the word "OF" for two reasons. First, the letter F usually makes the "f" sound, like in "fox". However, in the word "of", it makes a "v" sound. Second, you have probably read the word "of" so many times in your life that you process it as one unit, overlooking the second letter / sound.

Robots always say six. Why? Robot will consistently process the letter "F" regardless of what word it appears in or how many times it sees it 😊

About Microsoft

Our mission is to empower every person and every organization on the planet to achieve more

90 billion annual revenue

400 million active Outlook users

1.5 billion daily Windows users

48 million Xbox Live users

1.3 billion Office users

3 billion minutes daily Skype calls

What I am Sharing and Key Takeaways

RPA is used to enable and empower people to move up the value chain

RPA is a tool in organizations digital transformation

A growth mindset is a must as there will be challenges

Opportunities

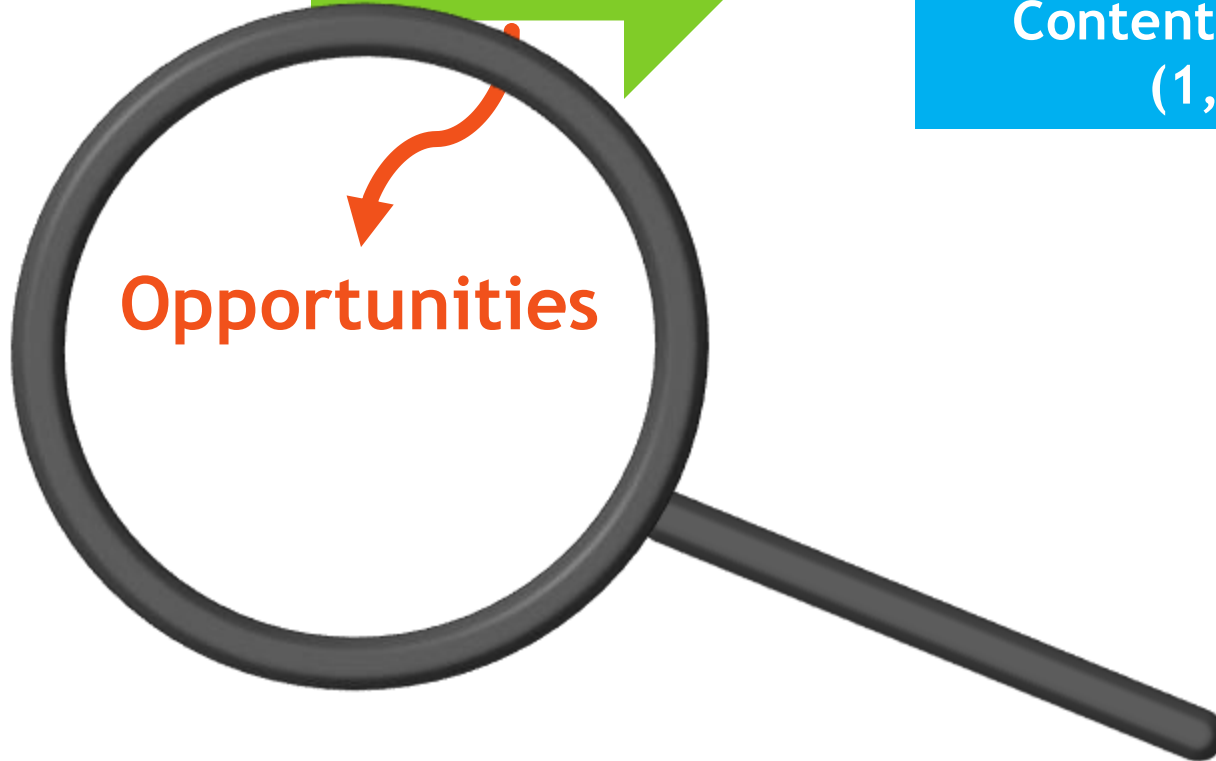


Royalties

Game Developers
(3,500)

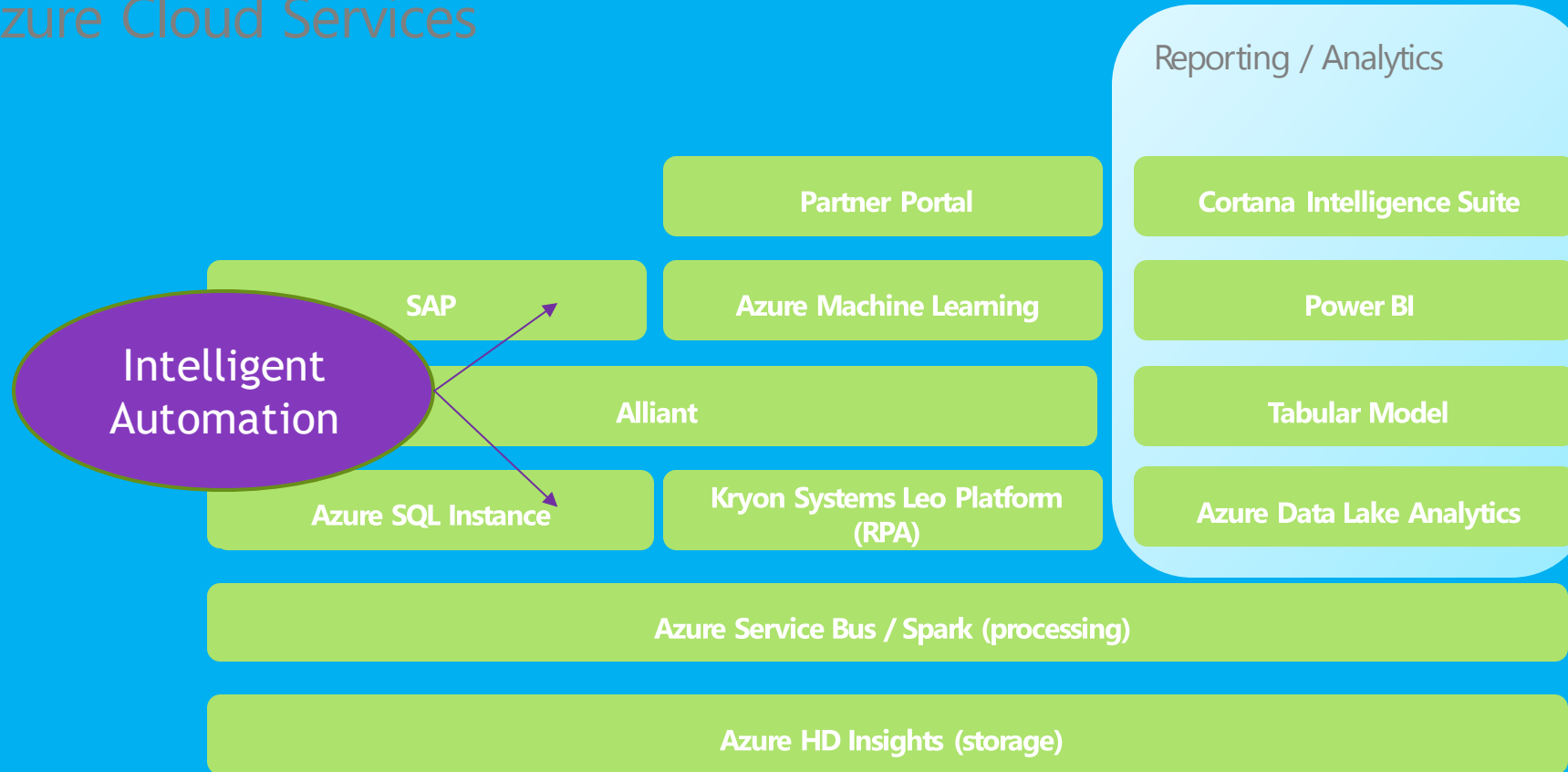
Content Providers
(1,000)

Opportunities



Royalties Technology Stack

Azure Cloud Services



Royalties Process Flow

Input

Process

Output

1.2K new contracts annually

Contract Pro

Royalty Contracts



P

Price

Q

Quantity

Microsoft Stores

Transactions



Revenue Units Master Data

4.5K active contracts

Royalty Calculation Engine
 $P \times Q$



Statement



Detective

Developers

Content Providers

Invoice Payouts



Detective



Monthly Accruals



Detective



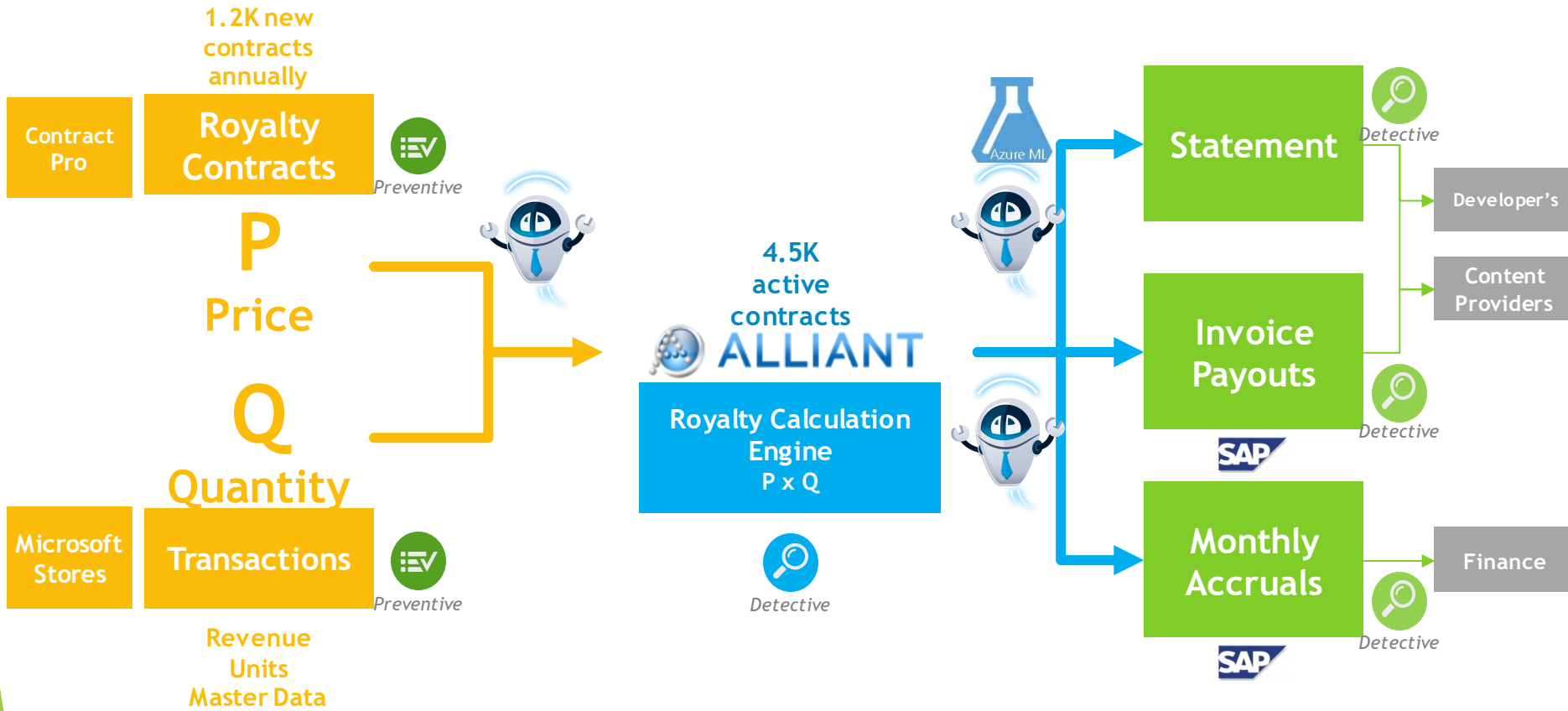
Finance

Process Flow with Automation

Input

Process

Output



Automated Royalty Processing

KRYON
SYSTEMS



WORK
BOT

ALLIANT

Trigger
statements

Download
statements

Extract and
consolidate
information

Summarize
information

Create
exception
report

KRYON
SYSTEMS

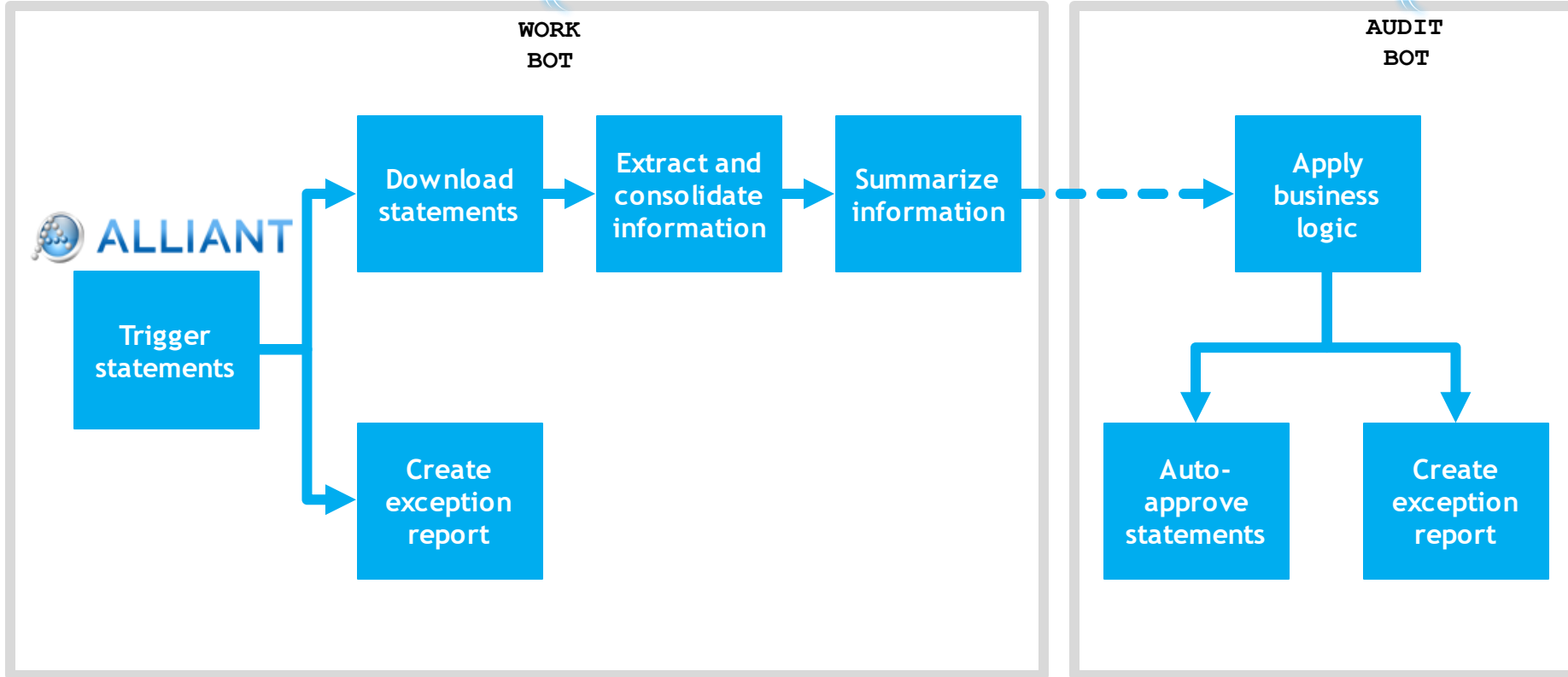


AUDIT
BOT

Apply
business
logic

Auto-
approve
statements

Create
exception
report

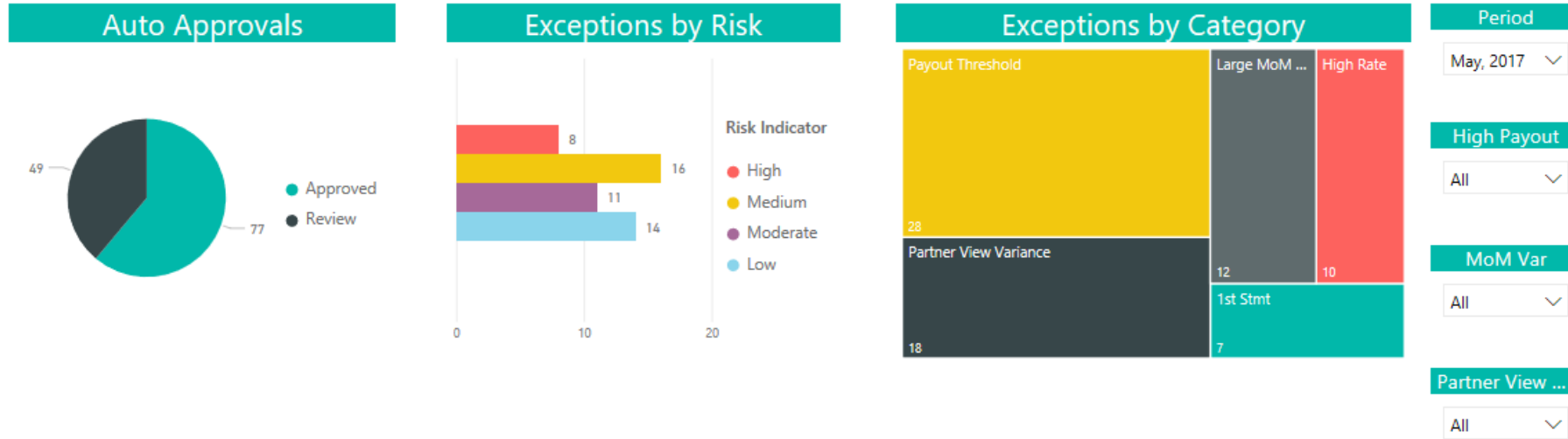


Leo Work Robot Demo

Leo Audit Robot Demo

Power BI Business Insights

Microsoft Payout Approval Report



Exception Details

Contract ID	Contract Description	Calc Complete	1st Time Stmt	Rate > 1	Pmt > \$100K	CM Royalty Qty	CM Royalty Amt	CM Lookback	MoM Amt Var %	Partner View Var %
1122683	Access Software Solutions Pvt Ltd	yes	no	no	no	14,670	73,350	0.00	-80.0 %	11.0 %
2065148	Adroit Claretene Infotech	yes	no	no	no	8,250	41,250	0.00	-200.0 %	-16.0 %
2249051	Anthesis Technologies Pvt Ltd	yes	no	no	no	19,054	95,270	0.00	6.4 %	-21.0 %
2292604	Aptintom	yes	no	no	no	1,896	9,480	0.00	-4.8 %	0.0 %
2297278	Aventies IT Solutions	yes	no	no	no	25,636	98,000	0.00	-2.0 %	-2.5 %
2005240	bamdom	yes	no	no	no	3,226	16,130	0.00	6.4 %	0.0 %
2296052	Beacon Software Solutions	yes	no	no	no	14,804	74,020	0.00	-200.0 %	-7.0 %
2256055	Betafase	yes	no	no	no	8,520	42,600	0.00	8.7 %	0.0 %
2006416	Bonafied Digital Services	yes	no	no	no	25,636	98,000	0.00	-2.0 %	-2.5 %
2250704	Brainware Technologies	yes	no	no	no	5,484	27,420	0.00	-200.0 %	7.0 %

Benefits of Automation



Challenges and Learnings

Rule Based, Input stability extremely critical

Partnership with engineering / IT

Change management is key

Evaluate talent and skillset of people

Make automation a day job

Future of Royalties

Cortana Artificial Intelligence - customer service bots / reporting

Kryon Robotic Process Automation - task automation (contract setup, statement processing approval, report staging, auditing, reconciliations)

Azure Machine Learning - risk management / anomaly detection

Microsoft Blockchain - smart contract / calculation



Questions Welcomed!

Ethical Concerns About Robots

How will robots impact the gap between rich and poor?

How will robots impact governments ability to raise money, should robots be taxed?