

“If you can teach it, you can automate it”

RPA - Robotic Process Automation

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Digital Waves



1st Wave

The Internet

Connected, online

Online consumer business

2nd Wave

The Mobile Internet

Real-time, anywhere

3rd Wave

The Internet of Things

Convergence of physical & digital

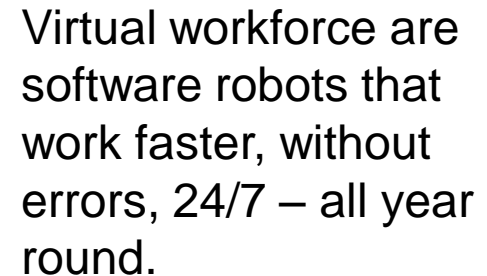
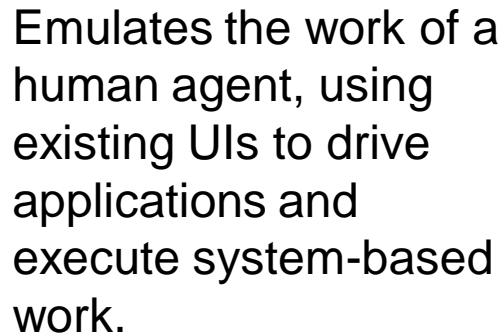
4th Wave

AI and Robotics

Knowledge & automation

Hyperconnected World

A huge impact to every industry



Wise words!

Professor Leslie Willcocks:

RPA takes the robot out of the human.

Roles – physical worker and Virtual worker

Creativity
and
Innovation



Verbal
Conversation



Subjective
Thought



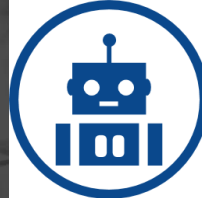
Unstructured
Information



Emotion
and
Compassion



or



Structured
Work



Repetitive
Tasks



Accuracy &
Consistency

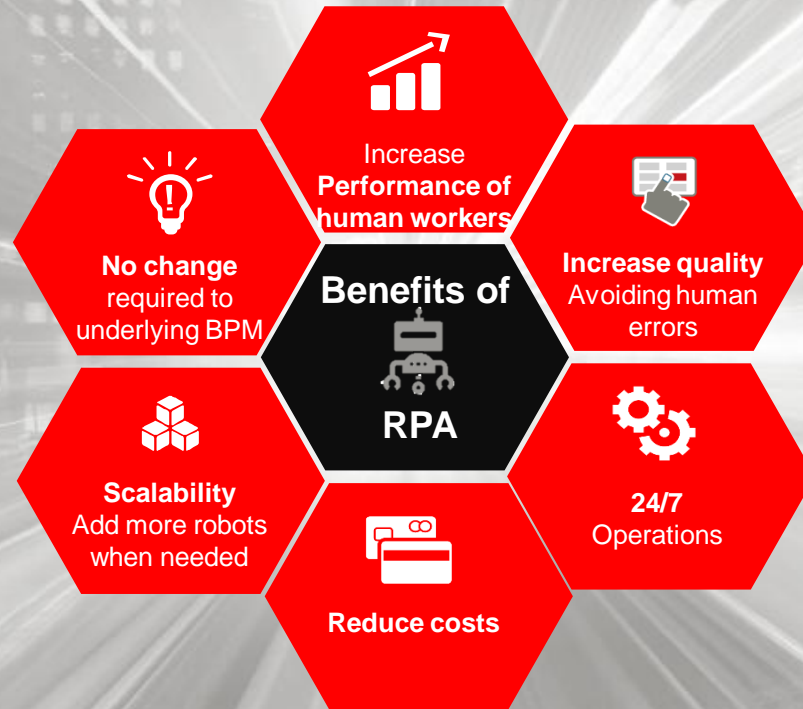


Logical
Processing



24/7
Operation

Key Benefits of RPA




The RPA situation now!

- The main verticals are **Financial/Accounting/Insurance**, followed by public sector and organizations with human resource and Shared-services centres
- **Adoption mostly by very large and large organizations** with business shared-service centers or BPO deals
- **Enterprises are under pressure to digitize operations**, and they see a future where routine operations are fully automated and see RPA as part of their automation strategy
- **Strong interest due to high and fast ROI** – with promises of 1 robot potentially replacing 3-15 humans (!)
- **Very large driver is elimination of repetitive tasks** - freeing employee time for better utilization
- **By industry estimates in 2020** there will be 5 mill. plus robots running across Europe

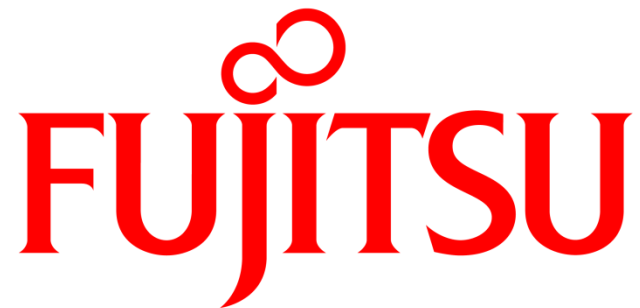
- Top 20 European bank – has YTD saved total of approx. 9000 man hours – with 7 processes running in 2 different BU:
 - 1. BU is mortgage and finance with savings of 7000 hours with robots doing work handling payments in systems based on mainframes, web based systems and win32 applications
 - 2. BU is handling event monitoring of ATM machines and dispatching tickets to respective providers
- Top 5 Nordic insurance company has saved 5000+ hours
 - Accounts payable BU has robots handling invoices from all external partners
 - Note: All vendors have different invoice types!
- Top 100 European manufacturing company has helped employee attrition rate
 - Issue with call center employees leaving company due to many repetitive tasks
 - Robot now handles 50-75% of tasks – freeing staff to REAL customer service

Fujitsu RPA capabilities

- **Full service provider**
 - Delivering RPA through SaaS, hybrid or on-premise
 - Technology independent
 - Will undertake the complete journey with our clients
 - Offers complete maintenance service of the robots and platform
 - Certified on all major RPA platforms
 - Very broad global experience in RPA implementations
- **Strong local presence** 
 - Large presence in Spain – and part of the Fujitsu RPA Center of Excellence
 - Strong RPA team
 - Certified RPA practitioners
 - Have within last month won a big RPA case in the financial vertical

Questions?





shaping tomorrow with you