Contract Updates due to Partner Merger

About VMware

VMware, a global leader in cloud infrastructure and digital workspace technology, accelerates digital transformation by enabling unprecedented freedom and flexibility in how our customers build and evolve IT environments. With VMware solutions, organizations are improving business agility by modernizing data centers and integrating public clouds, driving innovation with modern apps, creating exceptional experiences by empowering the digital workspace, and safeguarding customer trust by transforming security. VMware was founded in 1998 and serves around 500,000 customers with offices in more than 100 countries and Headquartered in Palo Alto California.

Business Challenge

VMware's partners are a critical part of company's ecosystem, creating opportunities through their relationships, reach, expertise and technology value. When there is a merger at the partner's end, a huge volume of contracts needs to get updated with the new name to ensure data accuracy across all the systems in a timely manner to enable effective contract management, like renewal of impacted contracts and avoid any stakeholder impacts as data is being used by many stakeholders

The Corporate System Operations (CSO) team in VMware has the responsibility to ensure relevant updates are made in systems when there are changes at the partner's end due to mergers.

In 2016, two of the VMware's partners were integrated and were rebranded. They are both among the largest distributors for VMware. As a result of this merger, the Corporate System Operations (CSO) team needed to update Oracle EBS(E-business suite) records for about 250,000 customer contracts to reflect the new name for the merged partners.

Updating the database has been a manual and time-consuming task where making the update for a single customer takes 10 minutes, which results in about 5 years of efforts to update all the contracts. Robotic Process Automation (RPA) is used to execute this task which eliminates manual update and dramatically improve the process productivity and scalability thereby leading to customer satisfaction.

About the Technology – Robotic Process Automation (RPA)

RPA is a software that interacts with applications & systems like humans. It is an automation script (like Excel Macro) that performs multiple activities like its human counterpart. RPA is a business enabler that provides rapid automation with no hard-coded integration

In 2017, VMware embarked on its RPA journey to set its employees' minds and time free to 'Think and Innovate' by automating repetitive and rule-based tasks. Multiple processes across business functions have been automated using this technology since then.

Use of RPA Technology to address the Business Challenge

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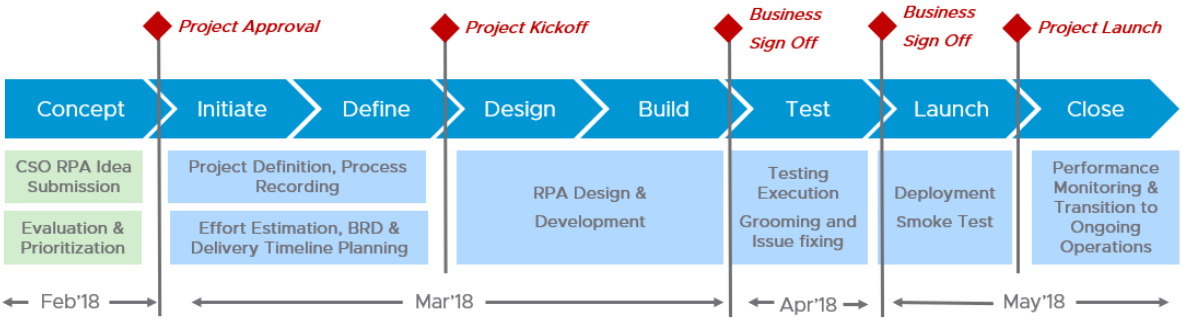
Robotic Process Automation was used to update the contracts with the new partner name for all the 250,000 customers.

RPA implementation was executed in 8 phases: Concept, Initiate, Define, Design, Build, Test, Launch, Close, spanning across 6 weeks

In Feb 2018, an idea was submitted and was prioritized as a right fit opportunity for automation. A detailed process analysis and recording was performed to understand the scope of RPA implementation, and a Business Requirement Document was prepared. Additionally, the team performed a Process Value Analysis through collaborative brainstorming sessions with the subject matter experts from all areas of the process. The non-value-added activities were identified and eliminated before the automation.

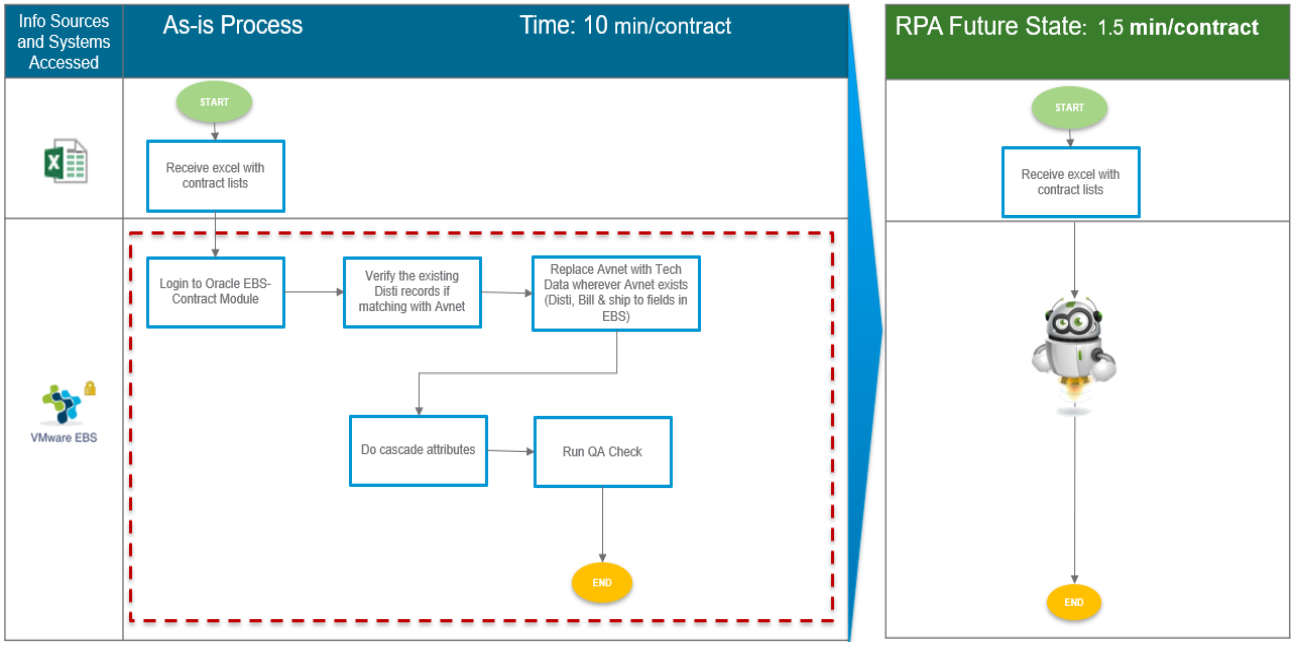
By March, project scope was finalized, and stakeholder approvals were secured to move forward with the RPA solution. All the stakeholders identified from impacted Lines of Business were engaged in regular cadence



In mid-March, the project team started designing the BOT. By mid-April, the BOT development was complete, and a Test plan was created. A set of test cases were identified by the subject matter experts in order to ensure the robustness of the design. A total of 600 contracts were tested by the end of April, and all the minor issues were identified and fixed in the design.

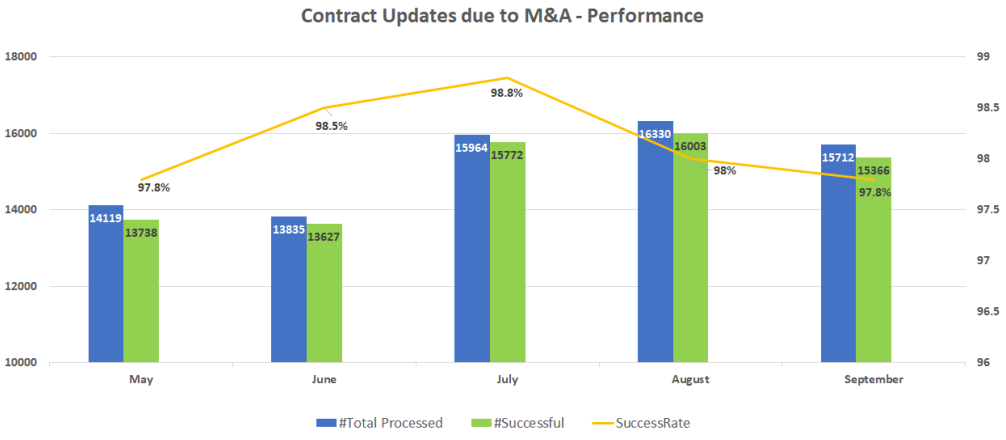
During the first week of May, the BOT was deployed to the production environment and smoke test on 100 contracts was performed. Also, the deployment process ensured that the execution was handled by a central command center called Orchestrator that offers a secure environment, role-based authentication, success/failure alerts and schedule based runs without any human intervention. In mid-May, the project was handed over for performance monitoring and ongoing support to RPA support operations team.

AS-IS AND FUTURE STATE MAP



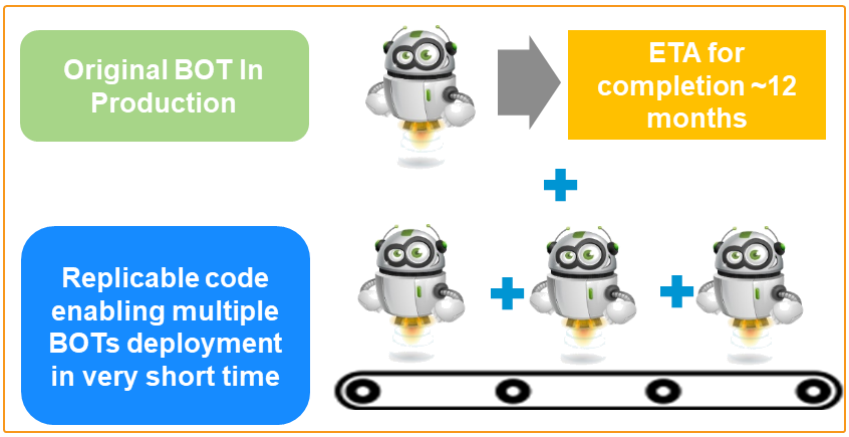
Achievement and Progress to date

- About 76000 contracts merged with an average accuracy of 98% from May to September
- BOT performed this activity 24/7 without manual supervision
- Processing time reduced by 85%, down to 1.5 minutes from 10 minutes of processing time for each contract.
- Streamlined process eliminated dependencies on other case management tools



Way Forward

- Deploy 3 additional BOTs to run 24/5 and complete the task in ~3 months
- Monitor and remediate fallouts (~2%)
- Performance monitoring and reporting to stakeholders



Realizable Benefits

- A net savings of about $300K to be realized by January 2019
- Governed by a central command center (Orchestrator) that offers a secured environment, role-based authentication, success/failure alerts and schedule based runs without any human intervention
- 40% of skilled resources' time per day freed up to perform cognitive and value-added activities.

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