

USE CASES FOR A
**VIRTUAL
WORKFORCE**



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FINANCE AND ACCOUNTING

In F&A processes, RPA reduces costs, improves efficiency, accuracy and delivers significantly faster cycle times at more than 47% cost reduction.

Say a customer outsourced over 1,000 monthly invoices that arrived incompatible with their ERP System. Assigned a unique ID, these invoices were turned over to a third party provider for manual indexing and posting. A workable solution, but limited for cost, accuracy and scalability improvements.

BotMaster Solutions has virtual workers that extract the invoices and place them in a work queue; complementary cognitive technology captures each one's semi-structured data; assembles it into an invoice template, and virtual workers take it through the ERP validation process.

Validated invoices are indexed; placed into a work queue; posted by virtual workers into the ERP system, then sent to the customer for archiving. Invoices that fail validation are returned to the customer for exception handling.

Blending AI/Cognitive & RPA technology into an automation solution gave this customer more than just greater accuracy and scalability, it also delivered 3X faster cycle times and > 50% cost reduction.



- **PROCURE TO PAY (AP)**
- **ORDER TO CASH**
- **RECORD TO REPORT**
- **VENDOR MANAGEMENT**



HR SERVICES

RPA is a good fit for processes that require filling, capturing data, updating and processing requests, increasing efficiency and cost-effectiveness. These account for approx. 60% of HR rules-based processes.

Transform each function of your HR department

Spend less time sourcing and assessing candidates and more time meeting qualified candidates and attending talent scouting events.

Talent acquisition professionals

Focus more on well-being initiatives rather than on health and wellness program administration.

Benefits professionals
Focus on developing programs that prevent issues from happening rather than investigating cases after incidents have occurred.



- **TIME & ATTENDANCE MANAGEMENT**
- **RECRUITMENT (BACK OFFICE)**
- **PERSONNEL ADMINISTRATION**

Employee relations professionals

Participate in business-unit unique initiatives they never would have had the luxury to attend before.

HR business partners

Participate in business-unit unique initiatives they never would have had the luxury to attend before.
Learning and development professionals



IT SERVICES

RPA delivers solutions to both enterprise computing and end-user computing. Approx. 35% of the time is spent on low-level, repetitive tasks.

Enterprise Computing processes:

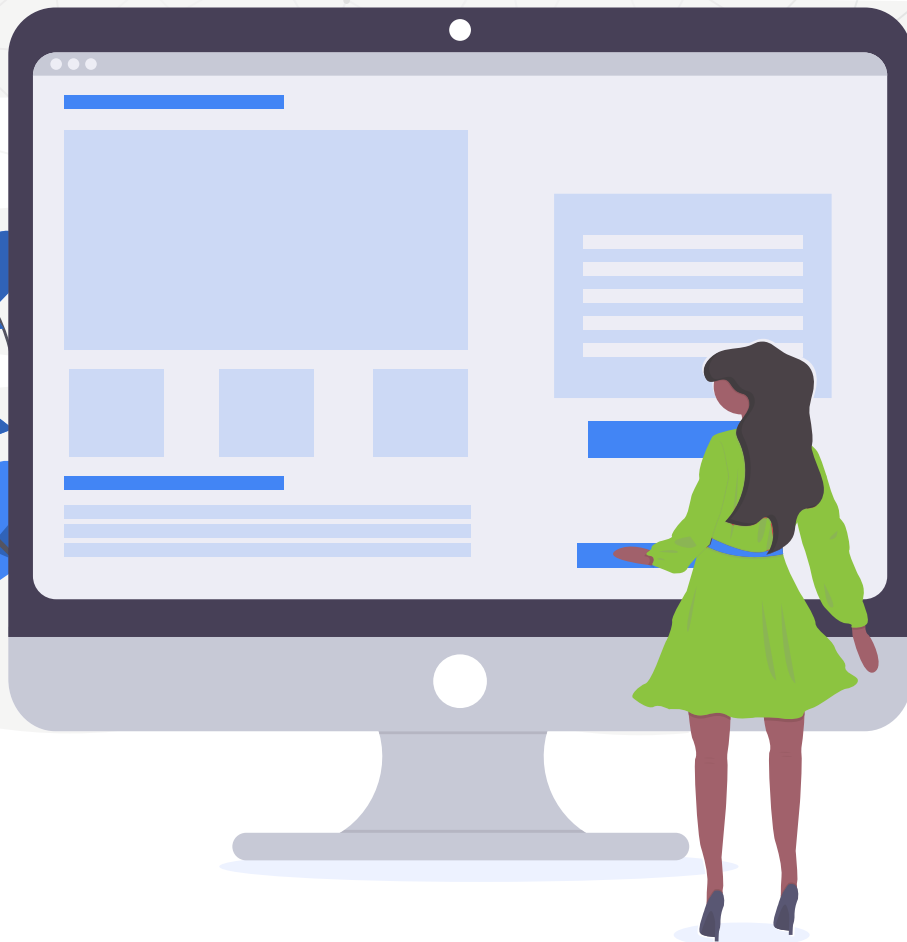
Servers, Data Centers, Security, Infrastructure

End-user Computing:

Any application used by human users: from Citrix to Excel, hardware or collaborative tools



- **BATCH PROCESSING**
- **PASSWORD RESET/UNLOCK**
- **BACK UP & RESTORATION**



SUPPLY CHAIN

RPA enhances cycle time, speed, capacity, and asset efficiency. It also increases customer, supplier and employee satisfaction, while bringing cost savings of more than 30%.



- **INVENTORY MANAGEMENT**
- **INVOICE AND CONTRACT MANAGEMENT**
- **RETURNS PROCESSING**

INVOICE AND CONTRACT MANAGEMENT

INVENTORY MANAGEMENT

FREIGHT MANAGEMENT

SUPPLY AND DEMAND PLANNING

RETURNS PROCESSING

LEGAL SERVICES

Automate processes on top of your existing systems, including legal documents, spreadsheets, PDFs, scanned documents, websites, and applications like e-discovery tools, contract management systems, and more

Enhance your automations with a flexible approach that includes attended and unattended robots so you never lose control

Make better legal decisions, faster.

BMS Robotic Process Automation solutions for Legal can help in-house Legal Departments, as well as independent Law Firms, automate repetitive tasks. This allows all your highly skilled legal professionals to focus on the work that matters most: mastering the law, and provide your clients the best legal advice possible.

Legal Automation

Easy to use – rapidly create unattended or attended robots that automate manual, repetitive tasks, reduce process costs and cycle times, and free up time to focus on higher value work.

Compatible with existing systems – highly accurate computer vision technology, and the ability to imitate human keystrokes and mouse clicks, means that you don't need to replace existing legal applications.

Keep your – and your clients' – data safe. Robots don't store your data, and the data they use is encrypted in transit and at rest. Audits are complete and accurate, improving risk profiling and compliance.



INSURANCE

At the heart of insurance is Claims Processing. It is at this stage that the insurance company meets its commitment to its customers, sets standards of service, drives credibility, and fulfills its obligations. The claims environment is deeply reliant on process speed and accuracy to meet customer demands, as it involves layers of administrative, managerial, and customer service functions, marked by information intensive manual tasks and problematic document formats.

Challenges to efficient and error-free Claims Processing

Traditional claims processing depends heavily on manual labor. This makes the process increasingly inconsistent and prone to errors. The situation gets even more complicated when the workforce is outsourced. Companies often have to depend on unreliable and indifferently skilled workers, which means increased costs, and more time spent on completing the process.

Less Manual inputs

Paper, electronic documents, images, emails, and sometimes even the apps handling different stages of the process are different and not integrated. The result is a distinct lack of fidelity and accountability.

Less Regulation and compliance

Good preparation is always key to a successful journey.

Less Disparate input media

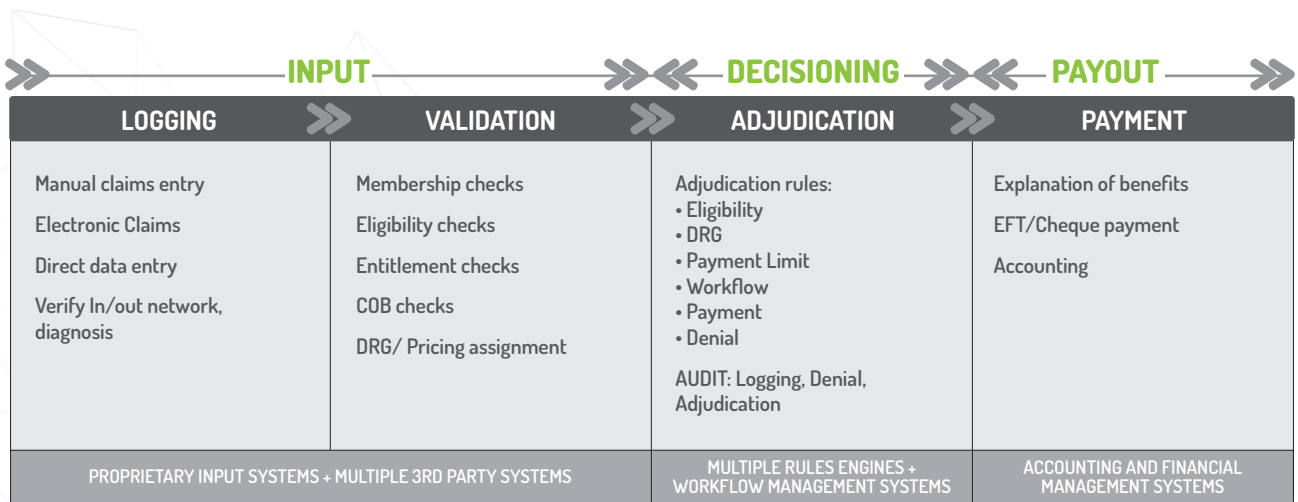
Insurance companies are often trapped within the framework of the legacy apps that drive their core processes. Sometimes, these applications are outdated and do not interface well with newer, up-to-date solutions.

Less Legacy applications

In the labyrinth of software, processes, applications, and systems, data often get lost or become extremely hard to retrieve. This can go on to greatly increase the cost, as well as the dedicated time data retrieval takes.

Less Data retrieval

Changes in regulations can greatly impact processing. In fact, sometimes the whole process might have to be overhauled. This can become a major drawback when the company operates in different states and countries, each with its own sets of laws and regulations.



RETAIL AND CPG SPECIFIC PROCESSES COMPANIES SHOULD AUTOMATE

NEW PRODUCT LINES

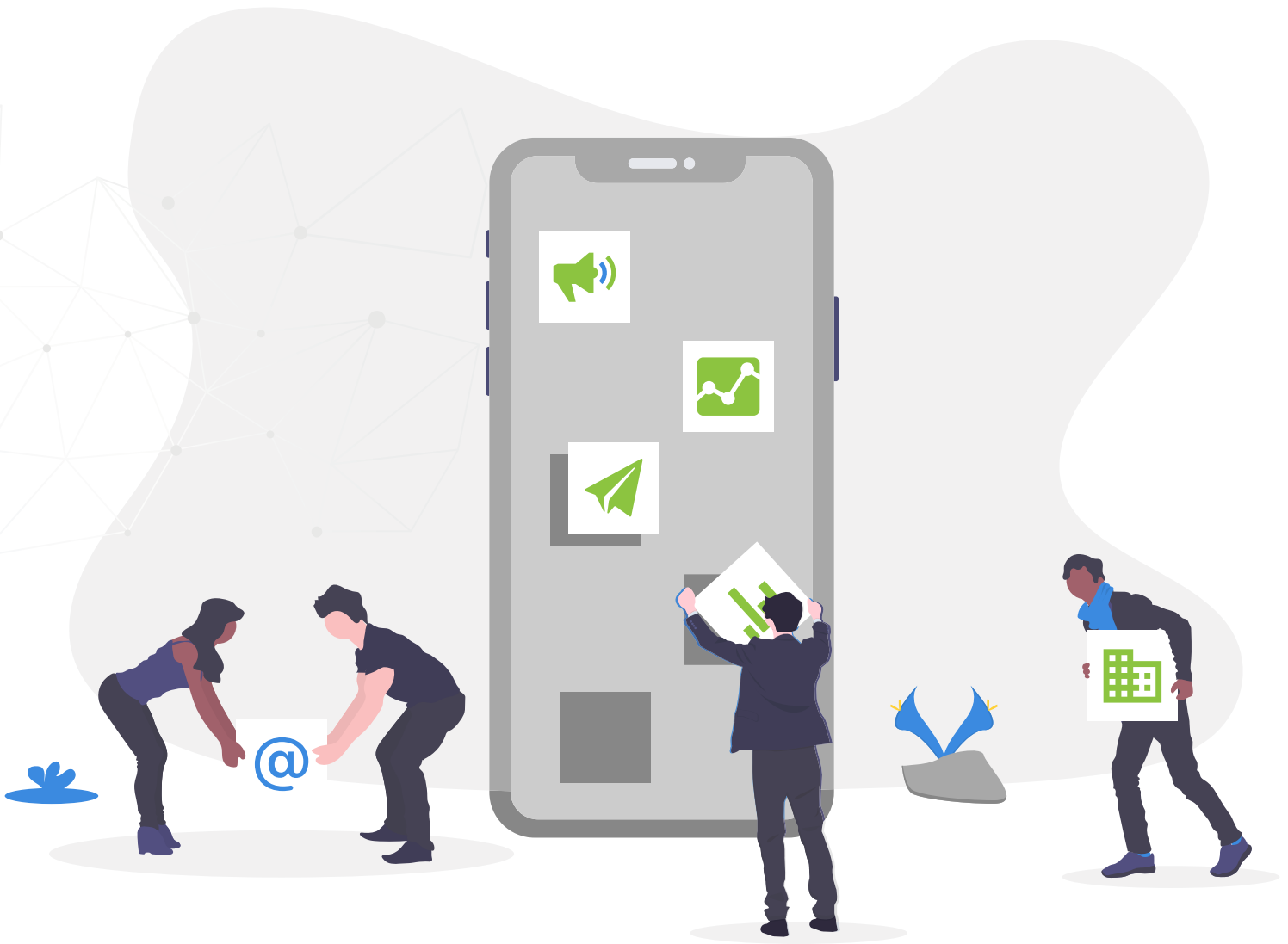
New product and product line introductions require significant investment, as well as close collaboration between multiple departments (R&D, Manufacturing, Marketing).

#RPA easily automates processes related to alerts and monitoring client opinions in real time. Retailers can adjust pricing, production or inventory faster.

#RPA removes human errors and drives efficiency while increasing the ability to quickly and accurately track and analyze how promotions are performing.

TRADE PROMOTIONS

The processes are principally manual and often spreadsheet-based, representing the second-biggest expense for the sector, and requiring ongoing data collection and analysis.



SALES ANALYTICS

With large amounts of sales data to analyze and action every day, these processes demand intensive effort by employees as fast as possible.

#RPA provides full audits with real-time insights, helping retailers and suppliers carry out a more effective analysis to maximize sales opportunities.

IN-STORE PLANNING

Anticipate customer expectations better by segmenting store layouts according to consumer demographics and preferences.

#RPA taps into existing databases and gives retailers access to more accurate information on a store-by-store basis.



CUSTOMER SERVICE

An integrated automation solution links the systems and applications in one console, builds a unified knowledge base that delivers relevant data in real time, and automatically sets up & kicks off processes for an efficient post-call wrap-up.

Agents are freed from having to process repetitive, manual tasks and can focus on developing their customer-centric skills. BMS combines an intuitive and easy-to-learn Visio-style process designer with an enterprise-grade management platform that can be deployed in the Cloud or on premise.

The agent will safely and swiftly update information in different systems simultaneously, without having to jump between screens and compromise accuracy.

Dynamic search options will save time within the conversation, and more importantly, will lower the call abandonment rates. The system provides the agent with up-sell and cross-sells suggestions in real time, creating the opportunity to maximize revenues. At the same time, the automatic capture of manual inputs ensures optimization and efficiency of the wrap-up work.

Data is safely recorded and then comprehensively logged, gaining processing accuracy for the organization. This frees up time for the agent to take more calls, allowing him to develop his customer-centric skills.

Less training, better agents

By automating time-consuming and redundant manual tasks, agents can gain effectiveness and proficiency in their work.

Streamlined wrap up processes

Triggering automated processes from system events dramatically improves wrap-up stage productivity and reduces AHT.

Error-free processing

Automating manual data entry and navigation between systems ensure processing and information accuracy.

Analyse and report

Customizable audit options, call recording and analysis deliver relevant insights for continuous process optimization.

Integrated agent desktop

A single screen access to disparate systems and applications through the presentation layer.

Less training, better agents

A unified knowledge repository available for agents, with a single click in real time. Specific customer information is provided at the relevant point of the conversation. Dynamic data management

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