



S-Square Introduction Robotic Process Automation Managed Services

Education

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Agenda

- **Business Challenges**
- **What is RPA/akaBot**
- **RPA Benefits**
- **RPA Solutions for different Domains**
- **RPA Value across sample Business Processes**
- **How to Start Your Automation Journey in Manufacturing**
- **Why S-Square's RPA Managed Services**
- **S-Square RPA Managed Services – Monitoring and Administration**
- **S-Square - Managed Services Provider**
- **S-Square RPA Managed Services – Getting Started**
- **Representative akaBot customers**
- **akaBot in the News**
- **S-Square RPA Managed Services - Case Studies**
 - **Industry – Education**
 - Report Card Processing
 - **General Business Processes**
 - Invoice Matching
 - Invoice Data Entry
 - Synthesize Procurement Transactions
 - Reservations Processing Automation
 - Loyalty Program Processing
 - Service Center Automation
 - Employee onboarding

Business Challenges



**Manual &
Repetitive Tasks**



**Fragmented
Information Systems**



**Demand for Business
Continuity during
crisis**



**Huge number of
Customers &
Operation Requests**
*(Require to improve
Productivity)*



**High Technological &
Operational Cost**
*(Fragmented
Information System)*



What is RPA/akaBot?

What is
Robotic
Processing
Automation
“RPA”



Robotic process automation (RPA) is a software programmed to perform a wide variety of time-consuming and repetitive tasks by imitating human actions.

An RPA software robot can work efficiently 24/7 and free up the workforce for other creative jobs.

WHAT'S AKABOT?

As a part of the FPT's akaMinds ecosystem, akaBot is a comprehensive RPA solution, helping to automate business processes for enterprises in various sectors.



RPA Benefits



AUTOMATE PROCESSES

RPA automates your processes without any impact on existing IT landscape. This platform is adaptable to any business changes.



EMPOWER EMPLOYEES

Deploying RPA releases your high-value resources from tedious tasks



IMPROVE COST SAVINGS

RPA does not require heavy upfront investment and can reduce up to 80% processing cost.



IMPROVE CUSTOMER SATISFACTION

With reduced errors, improved efficiency and more accurate information, the quality of the customer experience is significantly increased.



INCREASE EFFICIENCY & PRODUCTIVITY

RPA operates 24/7 and improves Turnaround Time (TAT) from hours to minutes and minutes to seconds.



ELIMINATE ERRORS & RISKS

RPA reduces the rate of human errors and prevents information leakage thereby providing a lower level of operational risk.

RPA Solutions for Sample Domains

□ Sample Solutions from Representative Domains (of 14)



Banking/Finance

Loan
CITAD
Credit Card Reporting
Daily Operation
Etc.



Manufacturing

Invoice Processing PO
Management Bill of Material
Daily Operation
Etc.



Retail

Invoice Processing
AR
AP
Daily Operation
Etc.



IT

ServiceNow Integration
Tracking Log
Status Monitoring
Daily Operations
• Password Resetting
• System Maintenance
Data Cleansing
Data Analytics
Etc.



Supply Chain

Order Management
Material Requirements
Planning
Procurement
Payment Protection
Etc.



Human Resources

Timesheet Admin
Job Role Changes
Employee Updates (e.g.,
address changes)
On & Off-boarding
Etc.



BPA/BPO

Downloading
Import Data Entry
Valid Reconciliations
Screen Scraping
Etc.

RPA Value Across Sample Processes

FINANCE

- Account closure and opening
- Account audit requests
- Foreign exchange payments
- Claims processing

IT

- Password resetting
- System maintenance
- Data cleansing
- Data analytics

HUMAN RESOURCE

- Timesheet administration
- Job role change
- Amendment of address details
- On- and off-boarding procedures

SUPPLY CHAIN

- Order management
- Material requirements planning system
- Energy consumption and procurement
- Payment protection measures

How to Start Your Automation Journey - Education?

Finance & Accounting

Billing & Claims Processing

Revenue Cycle Management

Accounts Receivable

Financial Reporting and Analysis

Budgeting and Financial Planning

Expense Management

Compliance and Auditing

HR

Recruitment and Talent Acquisition

Employee On and Offboarding

Benefits Administration

Payroll Processing

Employee Records & Data Mgmt

Training and Development

Employee Relations and Engagement

IT

Infrastructure Management

Help Desk & Technical Support

Cybersecurity & Compliance

Data Analytics & Business Intelligence

Departments

Academic Departments

Admissions, Enrollment & Financial Aid

Student Services

Athletics

Online / Continuing Education

Library & Information Services

Research & Development

Legal

Operations

Maintenance

Power

Facilities

Assets

Compliance

Emergency

Planning (Strategic & Capital)

Construction



High Potential for Automation



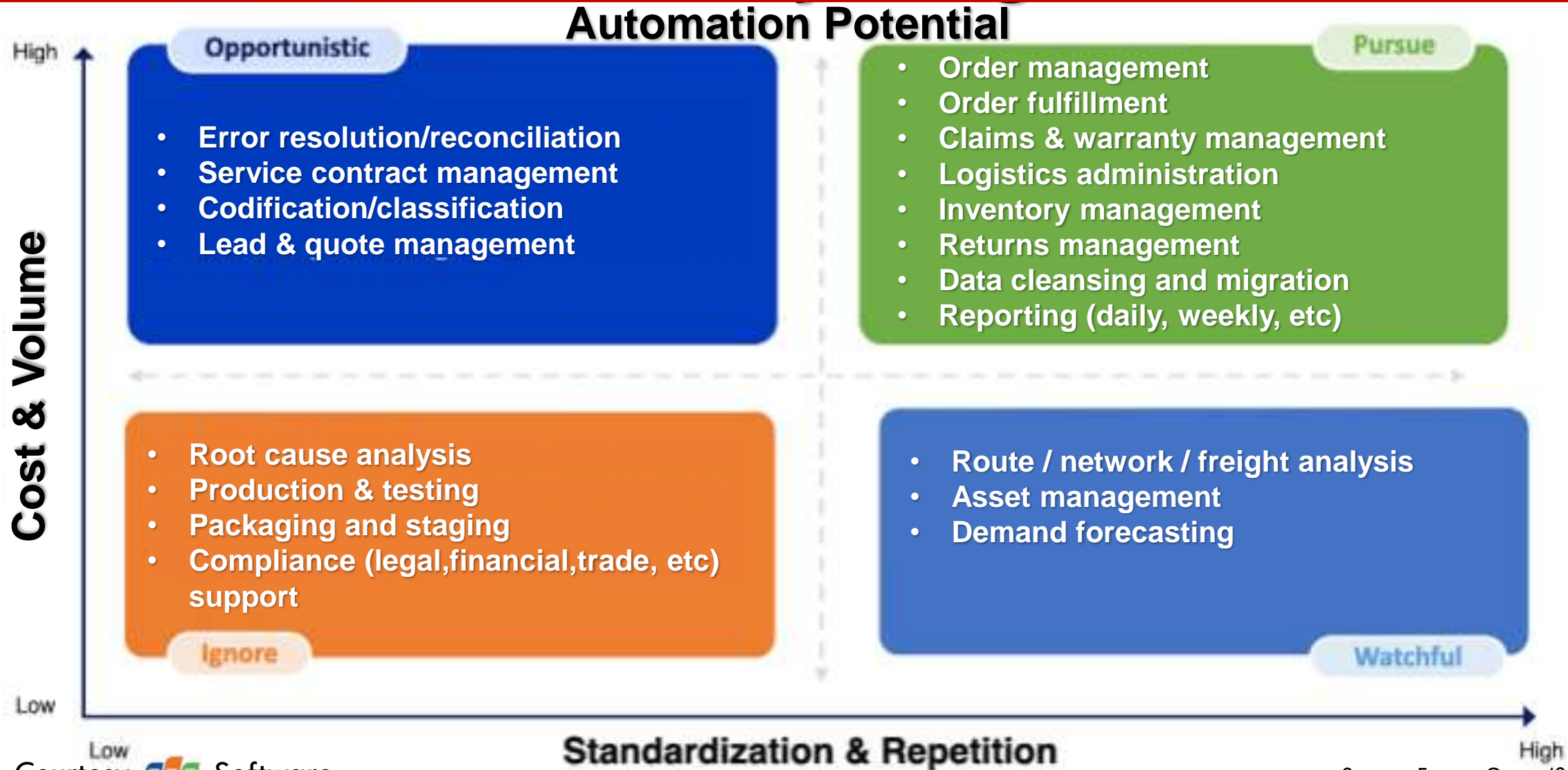
Average Potential for Automation



Low Potential for Automation

How To Start

Your Automation Journey - Logistics?

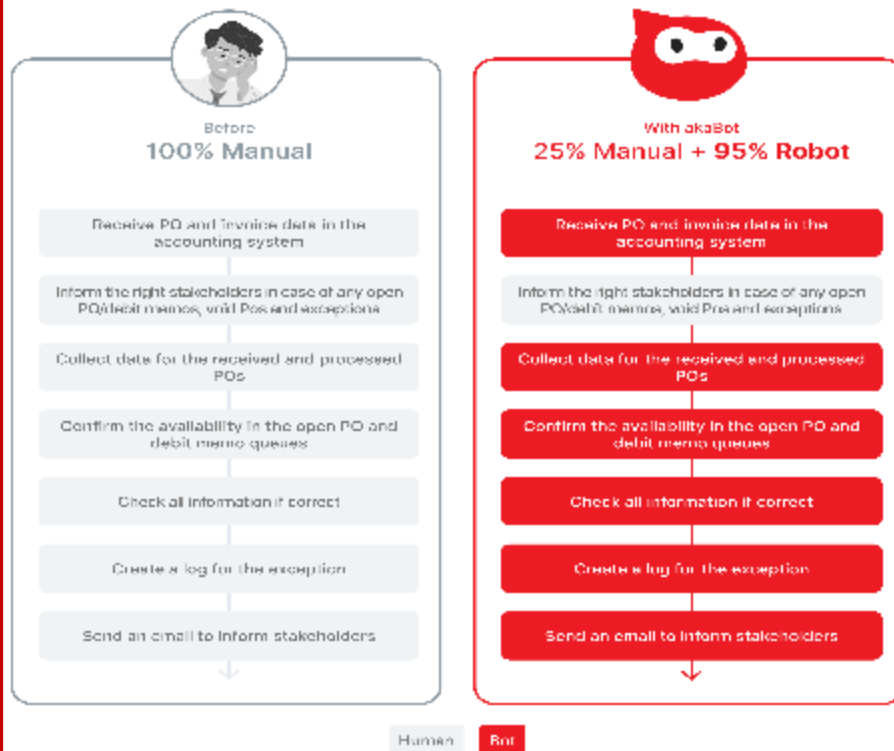


How to Start Your Automation Journey - Logistics?

Sample Processes

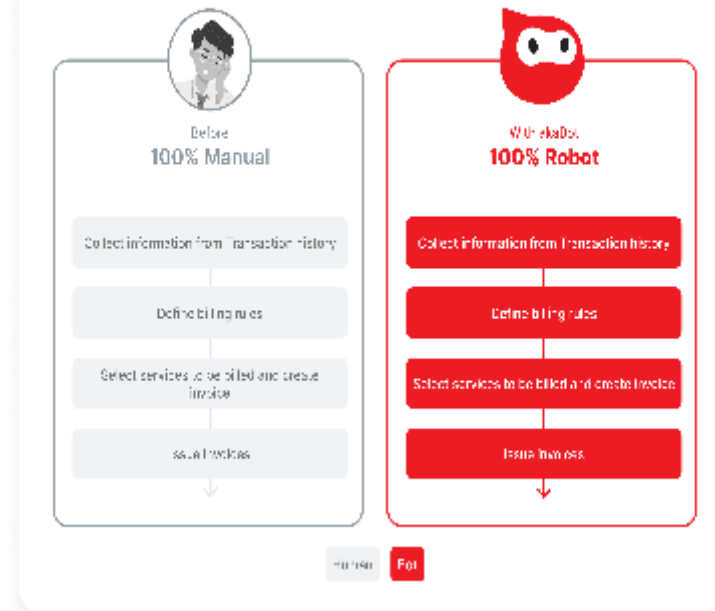
PO - Invoice Linking

24/7 operation with 95% of process automated



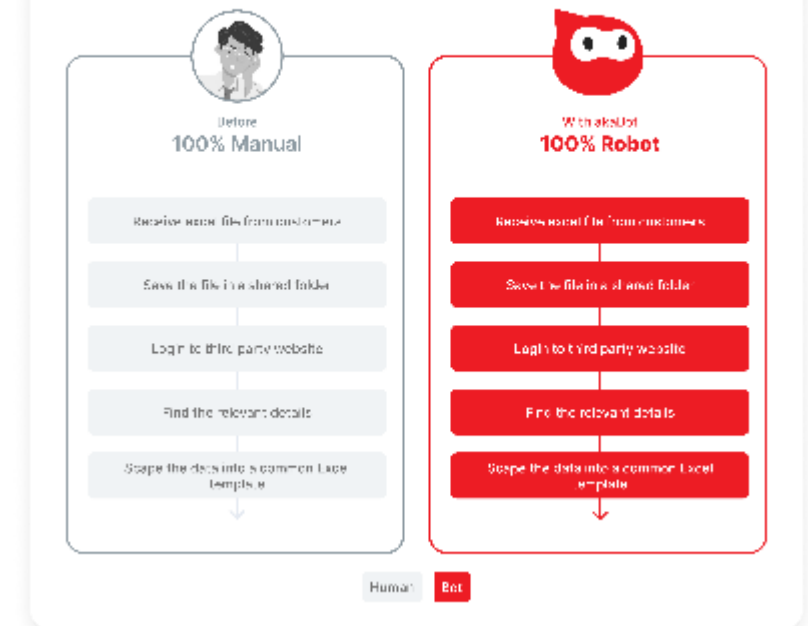
Auto Billing Processing

Turnaround time reduced by almost 25%



Online Query For Vehicles

100% of the process automated



Courtesy  Software

Why S-Square RPA Managed Services

Why S-Square

- Expertise in COTS & Application Administration Services
- 18+ Yrs. Managed Service Provider delivery history
- Business Systems Monitoring & Management
- Cloud Integration
- Analytics Services

Why RPA

- Savings up to 80% labor costs
- Improves quality, eliminating error and risk
- Improve Performance with 7x24 availability and improves turnaround time from hours to minutes or even seconds

Why akaBot

- Managed Service
- No need for IT modernizing systems of record from current implementation
- Lower Cost of Entry and lower TCO
- Faster Performance
- Backed by FPT, \$500M global IT Service and Software company
- Strategic component of akaSuite
 - built-in domain solutions
 - integrated technologies (e.g., OCR & AI)

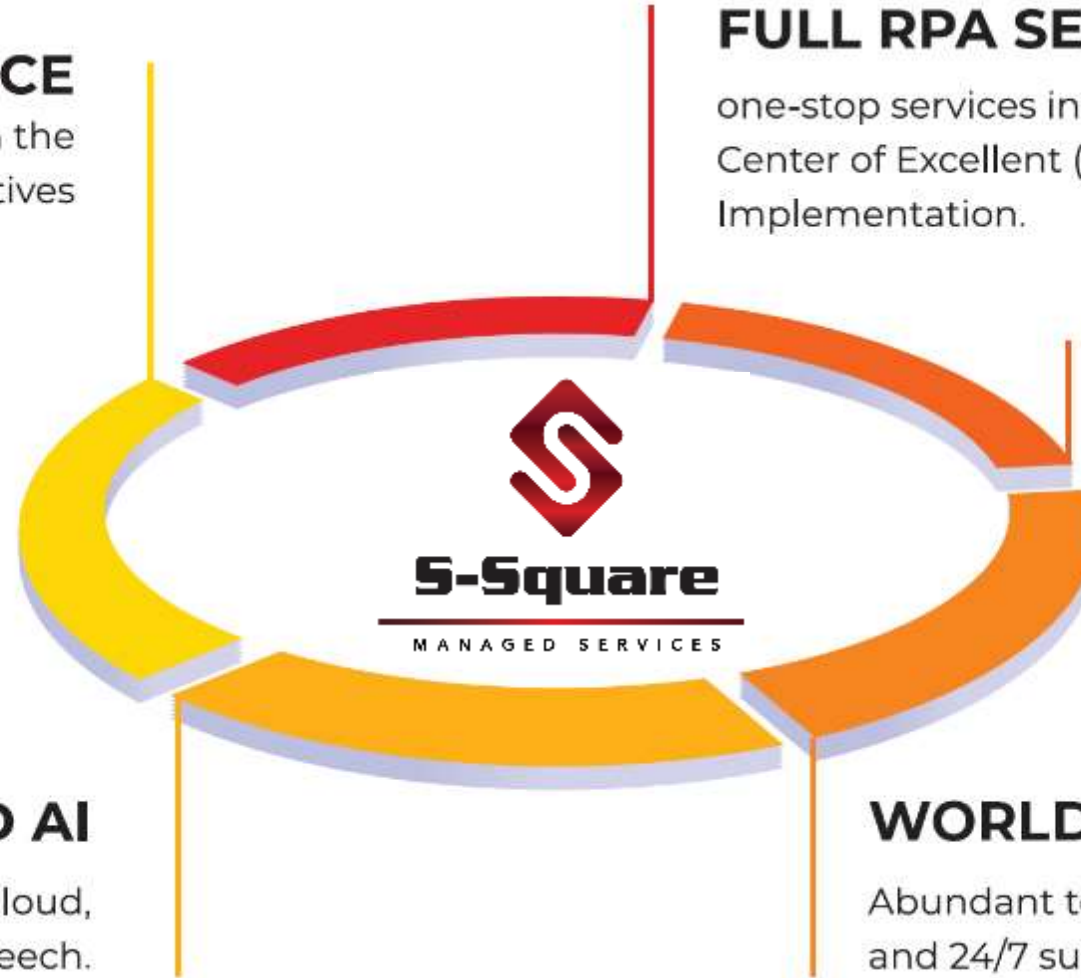
Why S-Square RPA Managed Services



COMPETITIVE PRICE
Provide most attractive offer in the industry with many added incentives

FULL RPA SERVICES
one-stop services including: Assessment & Poc, Center of Excellent (CoE) development, Implementation.

BUILD-IN DOMAIN PACKAGE
IT, Banking, Admin - BO, Procument, Retail, ...



INTEGRATED AI
Flexible deployment on-premise or cloud, support OCR, Conversation, Speech.

WORLDWIDE SUPPORT
Abundant teams of domain experts and 24/7 support services available

S-Square RPA Managed Services – Monitoring and Administration

Provisioning

akaBot Center connects to every akaBot Agent in the system

Remote Control

The remote connection feature of the akaBot Center for Unattended Robots provides flexible control, deployment and monitoring.

Deployment

Ensure that versions of the package are executed by the correct akaBot Agents during deployment.

Scheduling

The execution of processes can be scheduled and run automatically in akaBot Center without any difficulty.

Monitoring & Logging

Data in the automation process is measured and reported in real time, helping us to make the most appropriate assessment and adjustment based on the actual situation.

Queues

Manage processes by queue, making the execution of processes faster, more accurate, and more efficient.



S-Square - Managed Services Provider



CORE COMPETENCIES

CLOUD INTEGRATIONS

S-Square is helping organizations with Cloud Integration solutions to maximize the value of your investments in SaaS and on-premises applications..



ADVANCED ANALYTICS

We transform information into insight with our Big Data, Predictive, and Health Care Analytics solutions so you can make better business decisions.



BUSINESS SYSTEMS

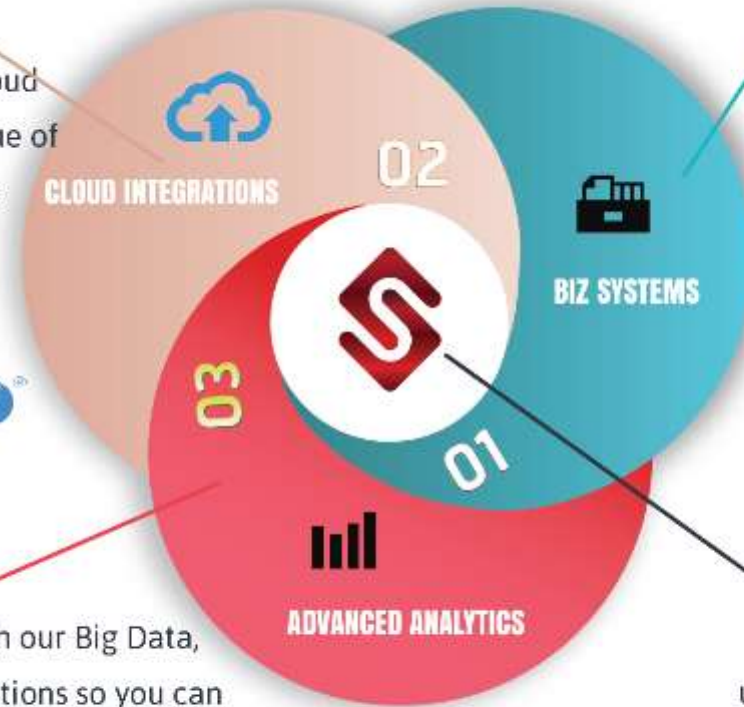
We customize, implement and maintain ERP Business systems so that companies can focus on their core business activities.



MANAGED SERVICES

Our Managed Services offerings are driven by uninterrupted Customer Satisfaction, Flexibility, Cost Effectiveness, and Attention to details.

RPA (Robotic process automation), DevOps, Application Services, Database Services



S-Square RPA Managed Services – Getting Started



ASSESSMENT & PROOF OF CONCEPT (POC)

- » Help select an initial business functional process
- » Gather inputs and conduct assessment based on metrics and business process flow
- » Develop and present for review and approve the business case for the PoC
- » Conduct business and technical PoC
- » Conduct review of results and make determination for broader RPA implementation

IMPLEMENTATION

- Design & build RPA robot
- Integration with OCR, Chatbot, Voice and AI engines
- Automation delivery, deployment, testing, and maintenance
- Build a RPA Center of Excellence for consistent implementation and support

MAINTAINANCE & SUPPORT

- Operate, monitor, and maintain Robotics processes
- Provide governance, management and documentation training and supporting
- Update automation trends and technology

COE (CENTER OF EXCELLENCE) DEVELOPMENT

- An internal CoE team helps you expand, develop and operate akaBot with your own resources.
- The CoE is built in three phases: create, deliver and sustain.

2

3

4

Representative akaBot Customers



akaBot in the News

- Recognized as a prominent player in global RPA market

Source:

<https://www.grandviewresearch.com/industry-analysis/robotic-process-automation-rpa-market>

Top 30 RPA Platform in Japan



Certificates and Compliance



S-Square RPA Managed Services – Case Studies



CASE STUDIES

Industry – Education

Report Card Processing

General Business Processes

Invoice Matching

Invoice Data Entry

Synthesize Procurement Transactions

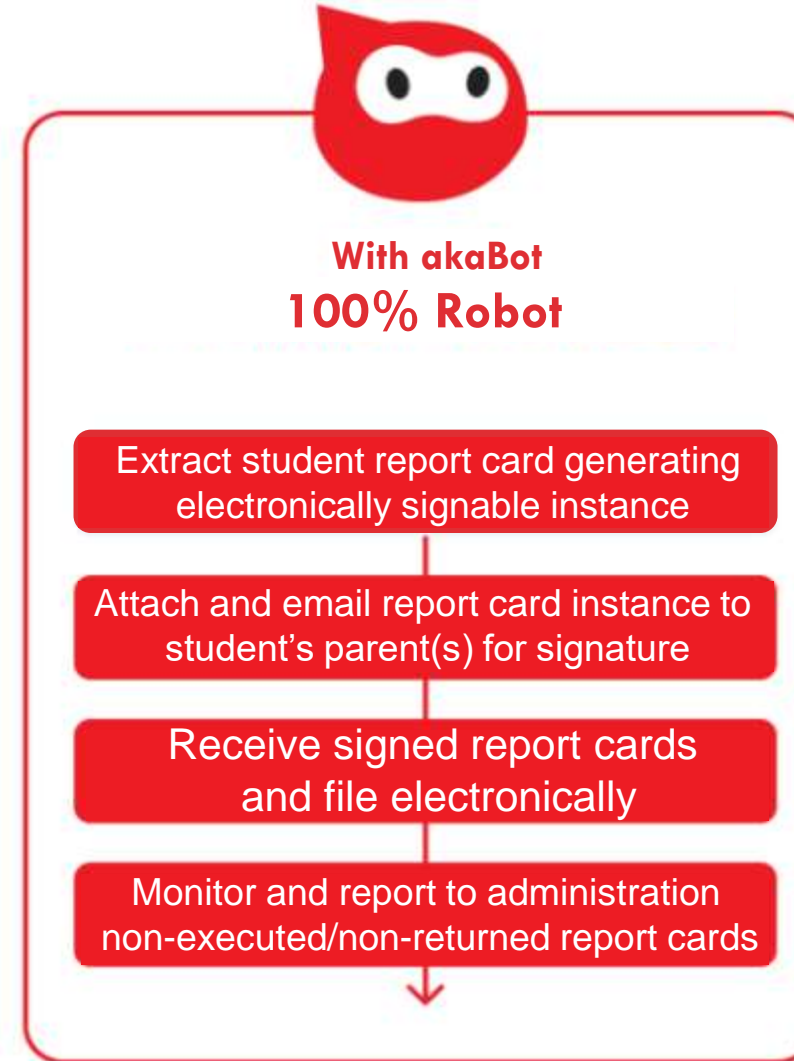
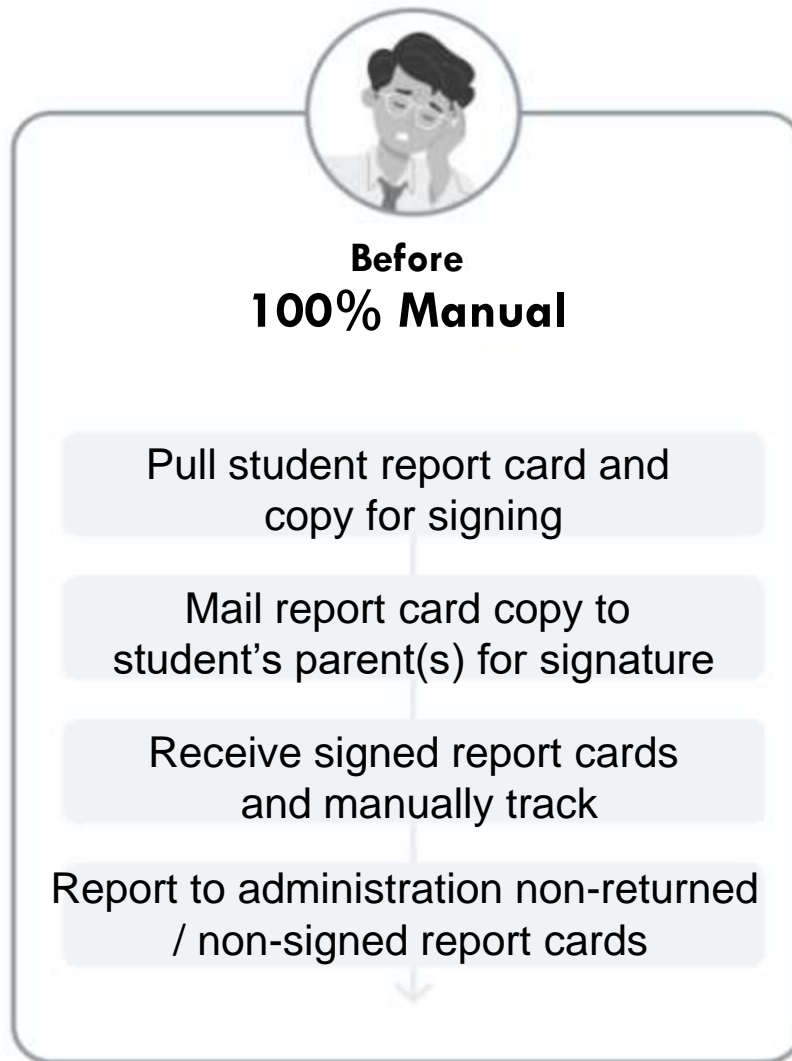
Reservations Processing Automation

Loyalty Program Processing

Service Center Automation

Employee onboarding

S-Square RPA Managed Services – akaBot Sample Case Study – Report Card Processing



Human Bot

S-Square RPA Managed Services – akaBot Sample Case Study – Report Card Processing Con't



Report Card					
Academic Year : 2022-2023					
Term - I					
Student ID:	S1612001	Student Name:	James Barton	Class & Div:	10B
Attendance:					

Subject	Total Marks	Marks Obtained	Subject Grade	Remarks
1 English	100	70	A	NA
2 Mathematics	100	80	A+	NA
3 Physics	100	90	O	NA
4 Chemistry	100	50	B	NA
5 Biology	100	40	C	NA
6 Information & Communication Technology	100	45	C	NA
Total	600	375		

Grade: Overall Percentage:

Grading System						
90-100	80-89	70-79	60-69	50-59	40-49	0-39
O	A+	A	B+	B	C	F

Peter Williams Class Teacher

Father Bryan Principal

Parents

Sample Electronically Generated Student Report Cards for Parental Signature

Report Card					
Academic Year : 2022-2023					
Term - I					
Student ID:	S1614838	Student Name:	Patrick Sales	Class & Div:	11B
Attendance:					

Subject	Total Marks	Marks Obtained	Subject Grade	Remarks
1 English	100	80	A+	NA
2 Mathematics	100	90	O	NA
3 Physics	100	60	B+	NA
4 Chemistry	100	90	O	NA
5 Biology	100	85	A+	NA
6 Information & Communication Technology	100	55	B	NA
Total	600	460		

Grade: Overall Percentage:

Grading System						
90-100	80-89	70-79	60-69	50-59	40-49	0-39
O	A+	A	B+	B	C	F

Peter Williams Class Teacher

Father Bryan Principal

Parents

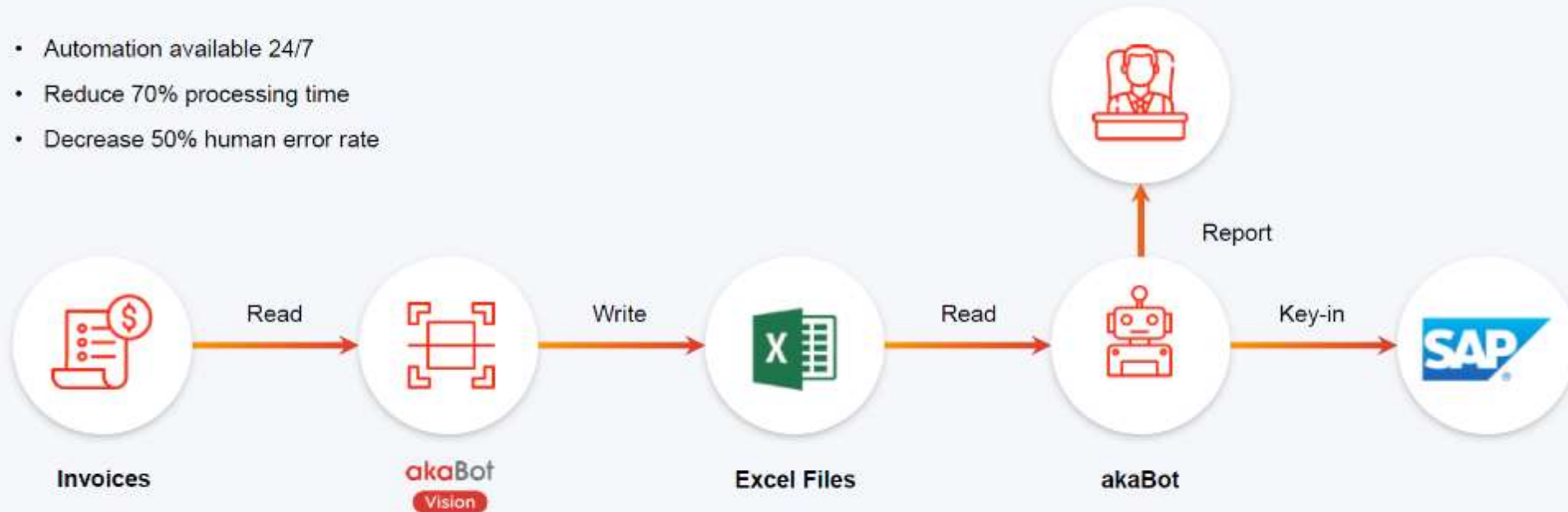
Courtesy Software

S-Square RPA Managed Services – akaBot Sample Case Study – Invoice Data Entry

Invoice Data Entry

RETAIL

- Automation available 24/7
- Reduce 70% processing time
- Decrease 50% human error rate



S-Square RPA Managed Services – akaBot Sample Case Study – Synthesize Procurement Transactions



Synthesize Procurement Transactions

RETAIL

Largest Retail Group

Business Challenge

- > Low productivity due to heavy manual labour
- > Process prone to error
- > Requires excessive effort to operate the process

Solutions

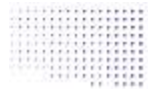
- > Apply RPA (akaBot) to fully automate the process
- > RPA collects files from Email and calculate data on multiple Excel files

Results

- > Availability: **24/7**
- > Operation effort reduced by **80%**
- > Operation time reduced by **98%**



S-Square RPA Managed Services – akaBot Sample Case Study – Reservations Processing Automation



Reservations Processing Automation (1/2)

COMPANY STATS



International Hospitality
Owner & Operator

95+

Hotels



7

Countries

5,000+

Employees



Business Challenge

- Manual data processing & input in various systems
- Large volume of reservations to process
- Need for quick response time
- Multiple data source with different ticket format



~75000

Reservations / Year



20+

Employees



~5700

Hours / Year



Multiple Types of
Reservations



Update in Multiple
Systems



Manual Process
Handling



Huge workload at
peak time



High probability of
human error

Our Solution

- Implement RPA using to extract data from different sources (booking websites, e-ticket,...), process data & input into management systems.
- Apply RPA to handle entire reservation processing cycle, from reservation acknowledgement to payment handling.
- Monitor & Maintain robot 24/7, ensuring smooth operation.

S-Square RPA Managed Services – akaBot Sample Case Study – Reservations Processing Automation



Reservations Processing Automation (2/2)

BEFORE RPA



AFTER RPA



S-Square RPA Managed Services – akaBot Sample Case Study – Loyalty Program Processing



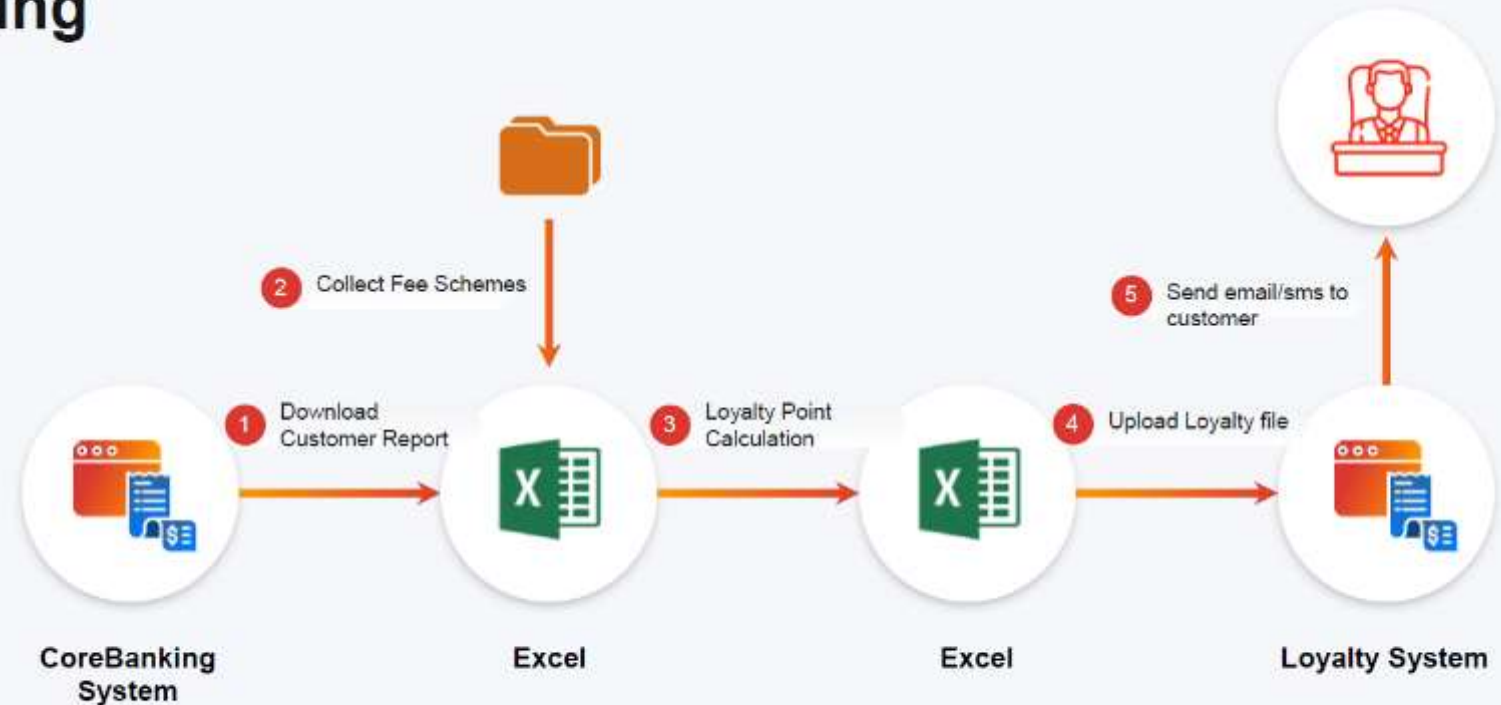
Loyalty Program Processing

Business Challenge

- > Huge data for processing
- > Daily processing required
- > Various schemes to manipulate data

Results

- > Processing time **down 80%**
- > FTE **down 90%**
- > **Save 90%** HR costs

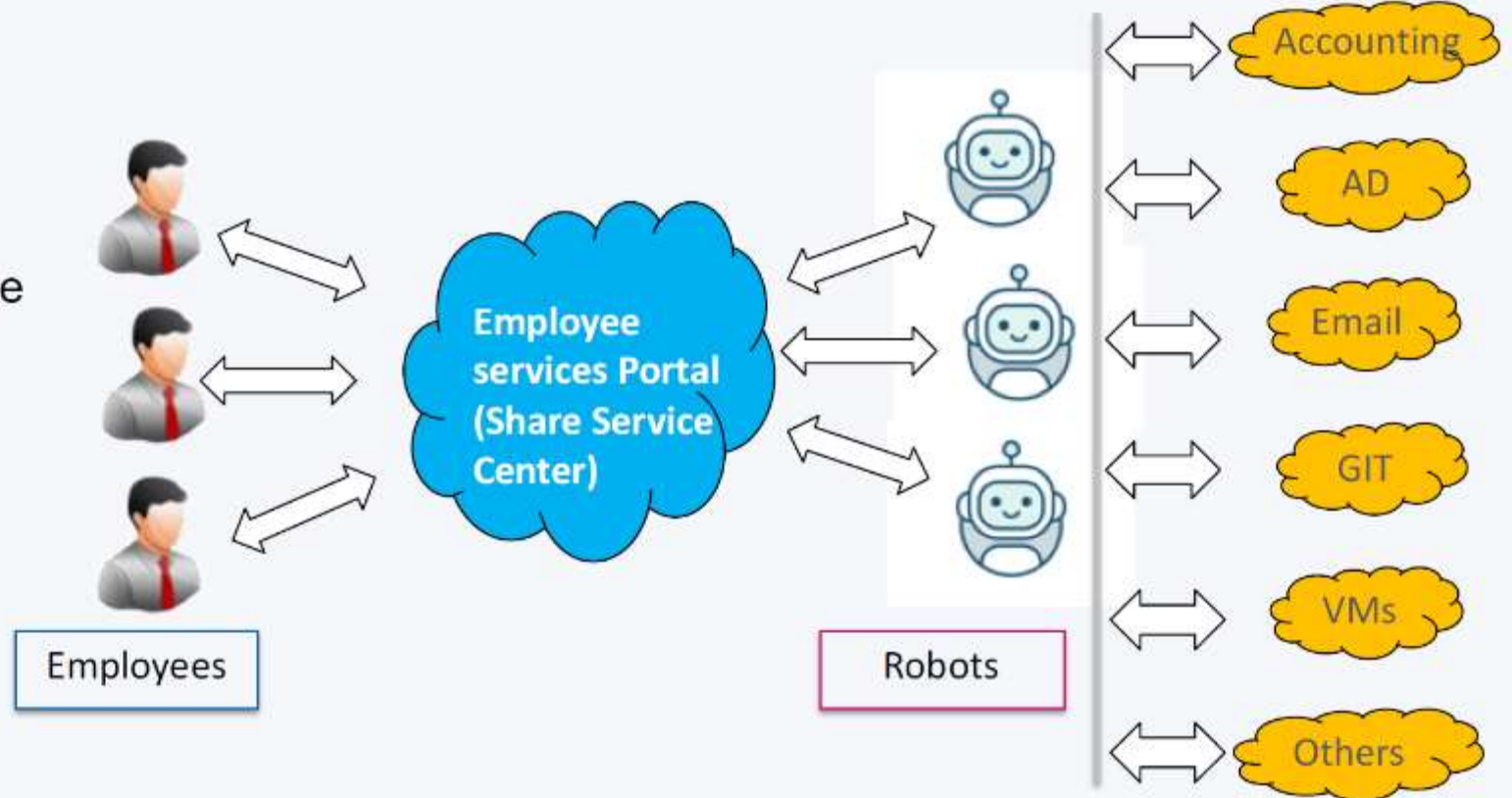


S-Square RPA Managed Services – akaBot Sample Case Study – Service Center Automation



Share Service Center Automation

- **HR:** on/off boarding, HR Report, Employee data management
- **IT:** Infra provision, Project resource management, reset password.
- **Procurement:** stationary order
- **Finance & Account:** salary calculation, finance report



S-Square RPA Managed Services – akaBot Sample Case Study – Employee onboarding



Business Story for Back Office Center

A big firm has to collect, input and prepare profiles for 300 – 500 new employees every month, taking a lot of effort and high chance of making mistakes... Before the onboarding day, the in-charge staff will be responsible for facilitating and preparing for their first day. he/she needs to perform many actions such as:

- Cooperate with other department to create account, provide the access card, computer, insurance cards and to prepare the contract.
- Collect & input employee's data into Human Resource systems to manage centrally and synchronize with other systems.

Problem:

- This is a very time – consuming task.
- Mistakes may occur during the inputting, leading to incorrect info and may cause any serious problems related to employee benefits, salary, health insurance...in the future.

Solution: Apply RPA Robots to automate completely the whole process by:

- Collect employee's info from the excel files.
- Correct data in Human Resource Utility system.
- Input data into another human resource system.
- Send email to all related Personal In Charge to prepare for onboarding.
- Report the result.

Benefit:

- Save ~70% the effort of the Back Office Staff.
- The processing time is reduced to 50%

Thank You

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S-Square

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