



# **S-Square Introduction: Robotic Process Automation Managed Services**

## **HR & Services**

Jeff Friedman,  
VP, Sales & Customer Success

August 2023



# 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 (across various industries)**
- **Why S-Square's RPA Managed Services**
- **S-Square RPA Managed Services – Monitoring and Administration**
- **akaBot Integration Potential**
- **S-Square - Managed Services Provider**
- **S-Square RPA Managed Services – Getting Started**
- **Representative akaBot customers**
- **akaBot in the News**
- **S-Square RPA Managed Services – Representative Case Studies**
  - **Industry – HR & Services**
    - Services Provider Back-office Automation for itself and clients
  - **General Business Processes**
    - Invoice Matching
    - Invoice Data Entry
    - Synthesize Procurement Transactions
    - Reservations Processing Automation
    - Loyalty Program Processing
    - Service Center Automation
    - Employee onboarding
    - Banking Remittance Process
    - Loan Contract Processing
    - Credit Card Maturity & Usage Remainder

# 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 – HR & Services?

## Human Resources

Employee Onboarding

Timekeeping Comparison

Salary & Allowances

Tax Code Searching

Labor Contract Updating

Purchase Order Process

## Customer Services

Order Checking

Order Finalizing

Creating a  
Delivery Note

Promotion Checking

Handling Complaints

Service Rep Assistance

Refund Process

Billing Process

Courtesy  Software

● High Potential for Automation

● Average Potential for Automation

● Low Potential for Automation



# How to Start Your Automation Journey - Retail?

## Finance & Accounting

Invoice Checking

Invoice Incoming

Invoice Outgoing

Invoice Exporting

Financial Statement

## Human Resources

Employee Onboarding

Timekeeping Comparison

Salary & Allowances

Tax Code Searching

Labor Contract Updating

## Purchasing

Creating Purchase Order

Making an Order

Product Information Updating

Service Charge Report

Handling Customs Procedures

## Customer Services

Order Checking

Order Finalizing


Creating a Delivery Note

Promotion Checking

Handling Complaints

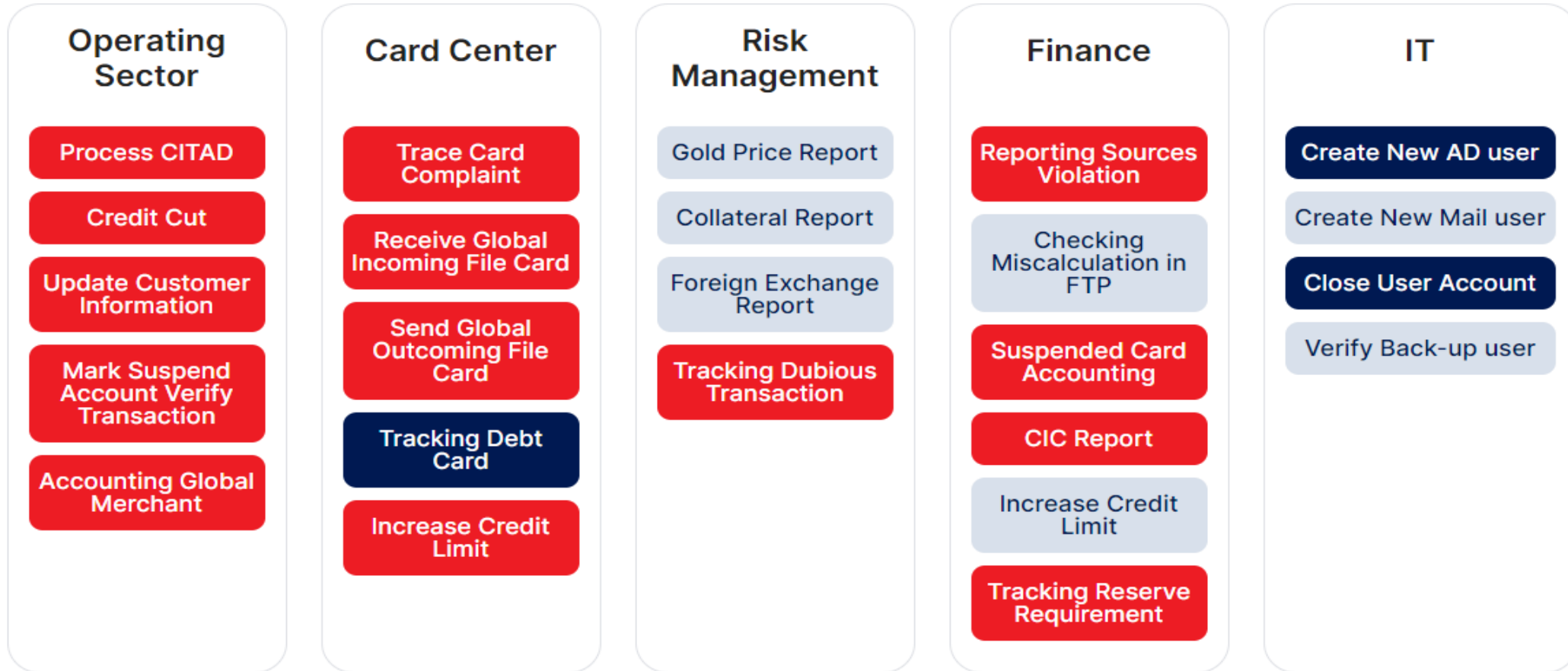
Courtesy  Software

 High Potential for Automation

 Average Potential for Automation

 Low Potential for Automation

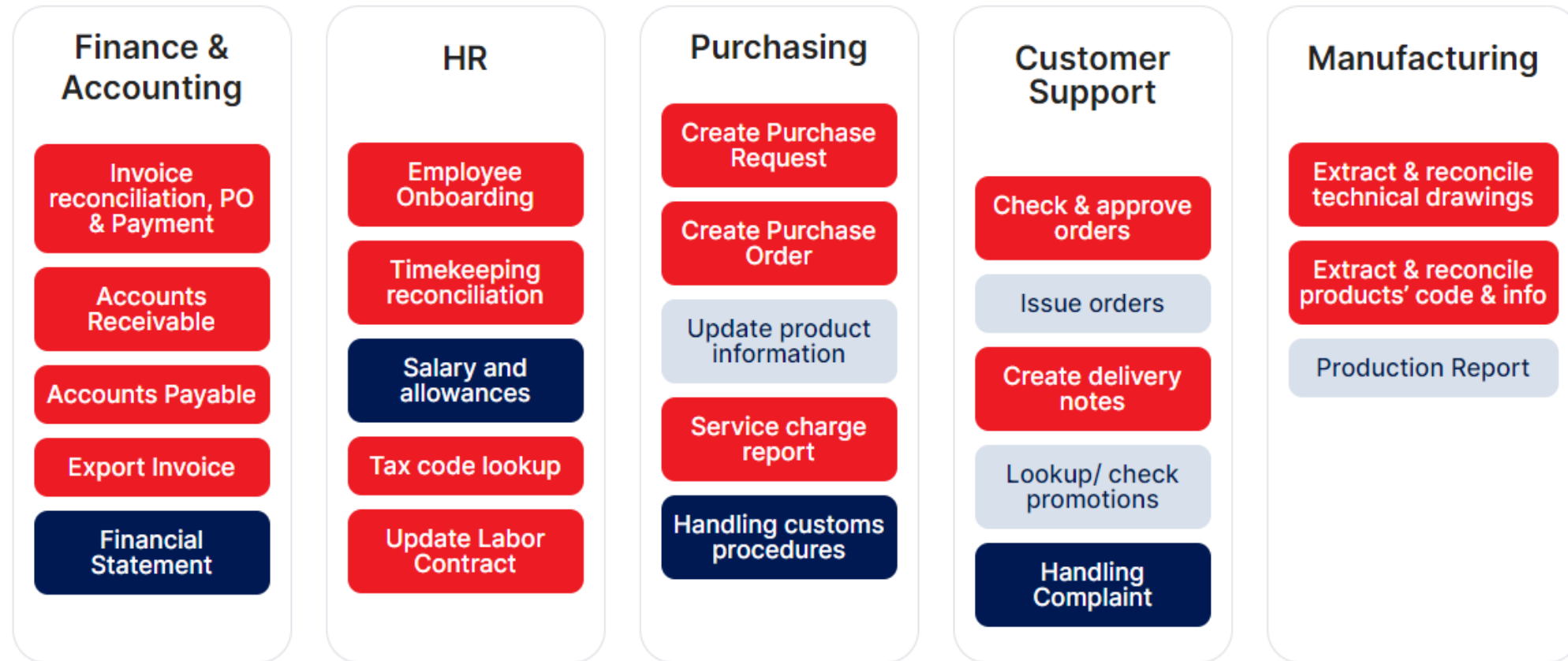
# How to Start Your Automation Journey - Financial?



Courtesy  Software

● High Potential for Automation    ● Average Potential for Automation    ● Low Potential for Automation

# How to Start Your Automation Journey - Manufacturing?

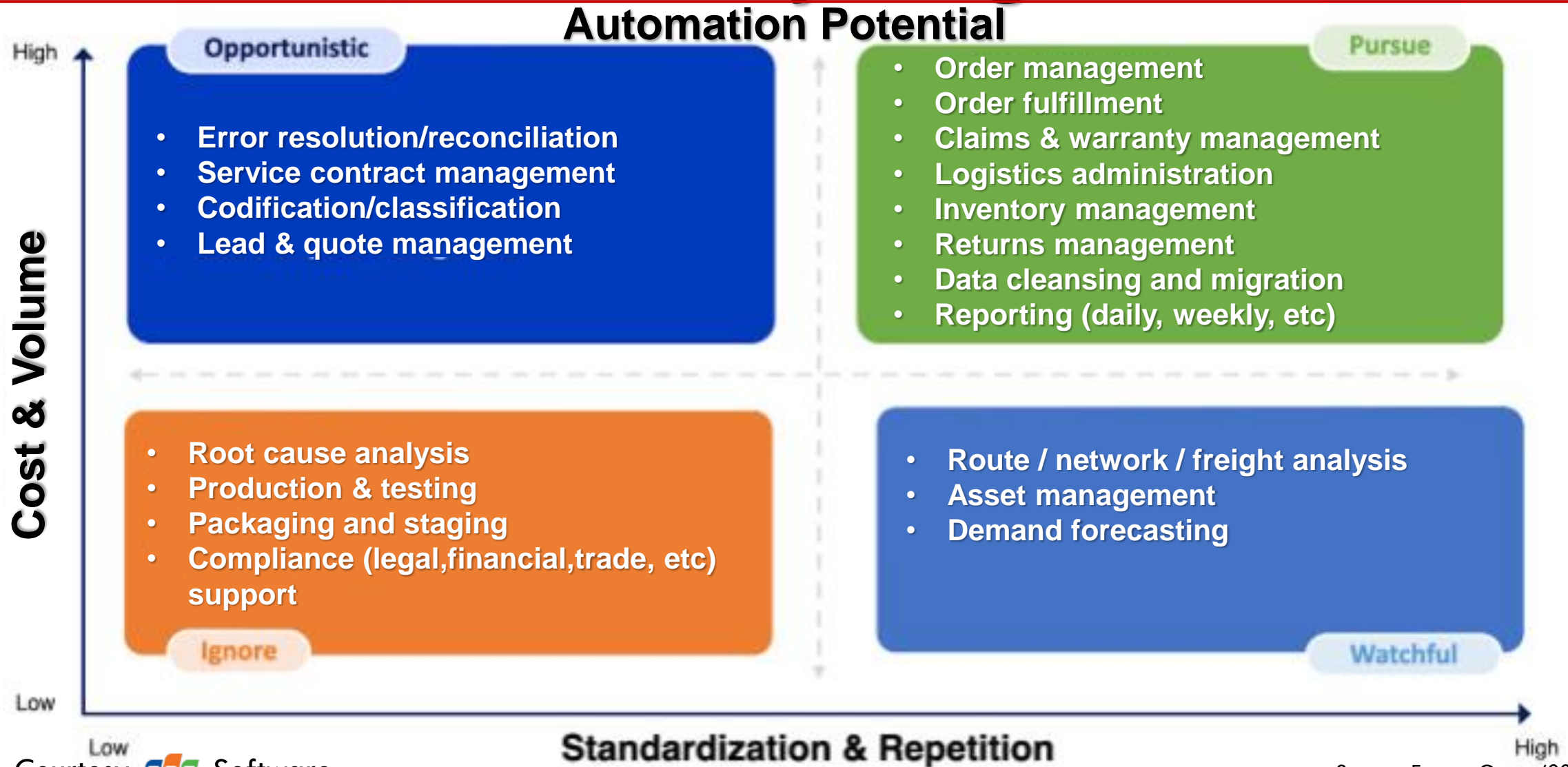


Courtesy  Software

● High Potential for Automation    ● Average Potential for Automation    ● Low Potential for Automation

# How To Start

## Your Automation Journey - Logistics?



Courtesy  Software

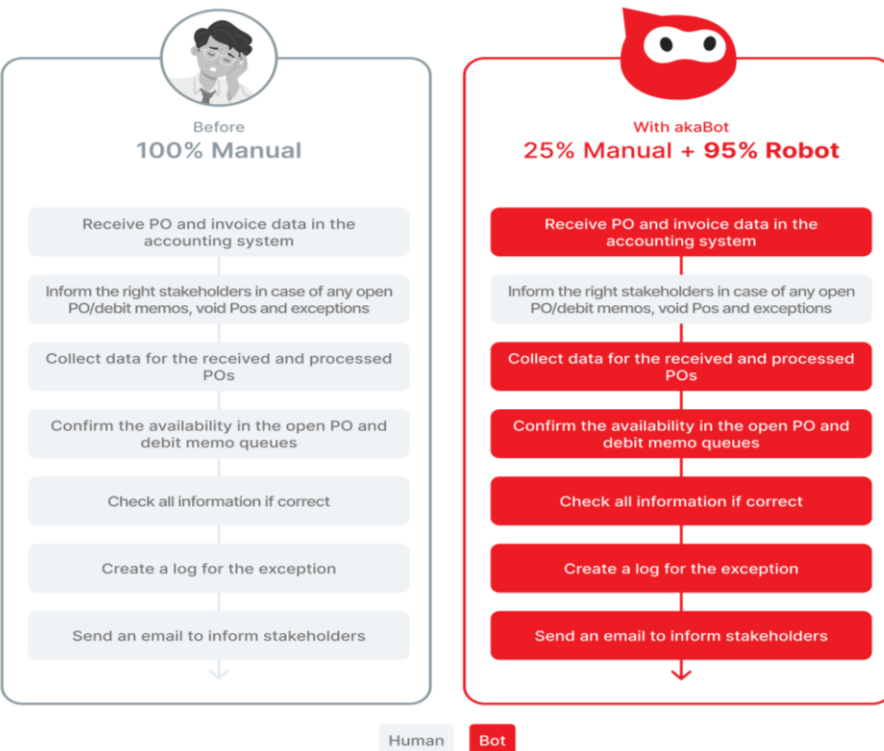
Source: Everest Group (2020)

# How to Start Your Automation Journey - Logistics?

## Sample Processes

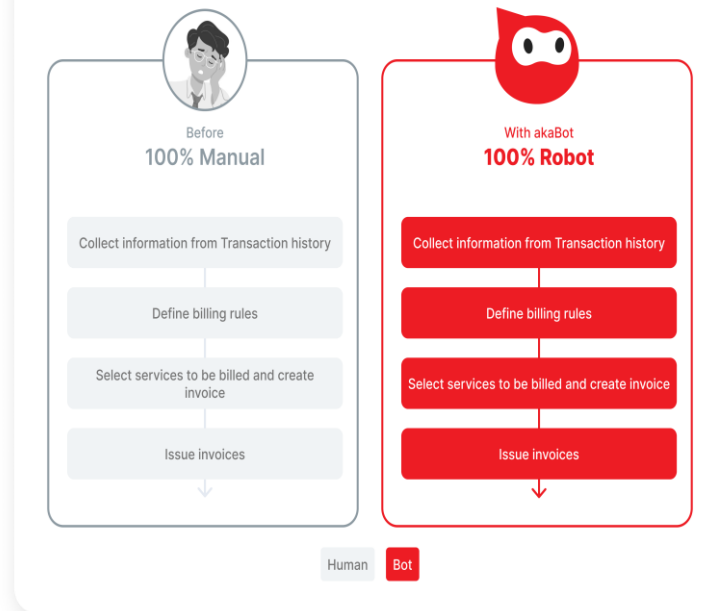
### PO - Invoice Linking

24/7 operation with 95% of process automated



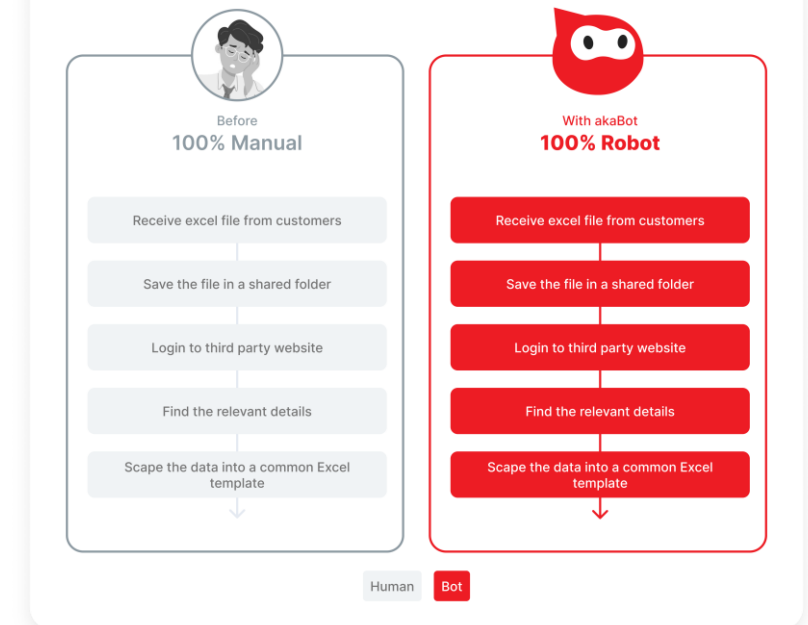
### Auto Billing Processing

Turnaround time reduced by almost 25%



### Online Query For Vehicles

100% of the process automated



Courtesy FPT 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

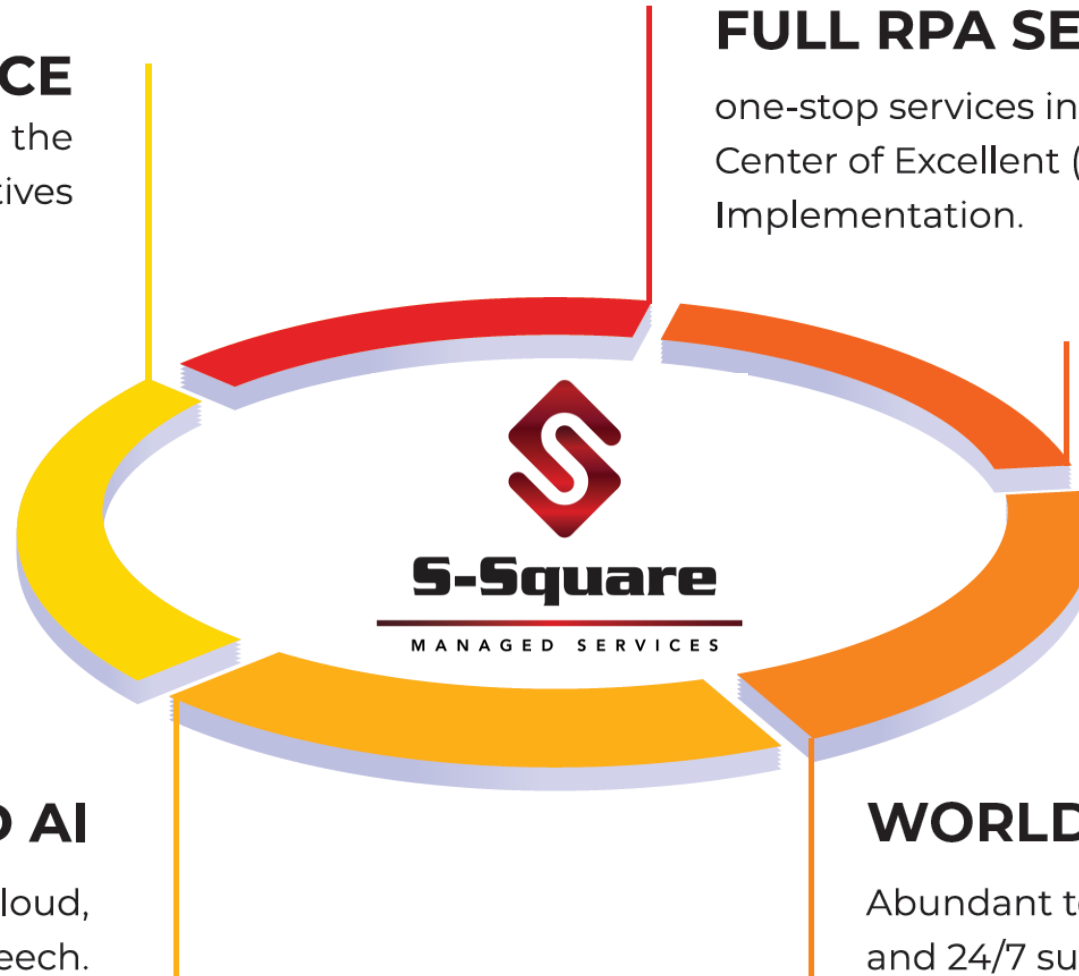
IT, Banking, Admin - BO, Procument, Retail, ...

## 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 RPA Managed Services – akaBot Integration Potential

akaBot seamlessly integrates with other FPT offerings or industry 3rd party solutions as may be preferred by customers

1

## UNLOCK NEW VALUE POOLS

Create new revenue streams, unlock value from non-traditional assets or disrupt traditional value chains to unlock value



**akaminds**

Data Container Platform



**akaChain**

Enterprise Blockchain Platform

Courtesy  Software

2

## ACHIEVING OPERATIONAL EXCELLENCE

Derive both, productivity and efficiency benefits in core (e.g. Technology operations, factory operations) and non-core area (e.g. regional marketing) efficiently & effortlessly



**akaBot**

Robotic Process Automation



**akaWork**

DevOps Solution



**akaTrans**

AI-powered Translation Solution



**akaMES**

MOM/MES Platform



**akaDev**

Low-code Platform

3

## REIMAGINE EXPERIENCES

Reimagine and redefine experiences to drive higher engagement and adoption across internal & external stakeholders



**akaDrive**

Autonomous Driving Solution



**akaCoola**

Smart Home Product



**akaInsights**

**akaLink**

Employee Engagement Platform

Customer Data Platform

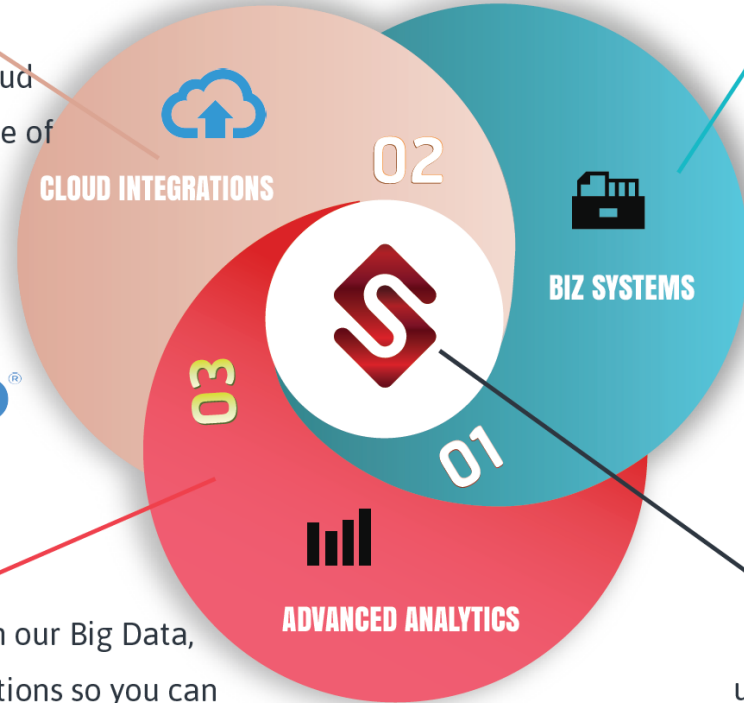
# S-Square - Managed Services Provider



## 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.



### BUSINESS SYSTEMS

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



### ADVANCED ANALYTICS

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



### 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 – Representative Case Studies

## CASE STUDIES

Industry – HR & Services

Services Provider Back-office Automation for itself and clients

### General Business Processes

Invoice Matching

Invoice Data Entry

Synthesize Procurement Transactions

Reservations Processing Automation

Loyalty Program Processing

Service Center Automation

Employee onboarding

Banking Remittance Process

Loan Contract Processing

Credit Card Maturity & Usage Remainder



# S-Square RPA Managed Services –

## akaBot Sample Case Study – Services Provider Back-office Automation for itself and clients

### Global IT Systems Integrator

With operations in 8 countries, the client has been providing full line-up of IT services necessary for business for fifty years. The company implements multiple projects per month, putting a massive workload on back-office departments such as procurement, finance, recruitment, administration, etc. At the same time, there is a high demand for delivering the best service to its clients through advanced solutions and beyond expectation experience. Since all the tasks were still conducted manually, mistakes and inaccuracies were inevitable, especially at peak times like the end of the month, quarter or year. The efficiency, therefore, remained a huge concern for managing levels.

¥324+Bn 4 Wks

Revenue

To completion

75%

Mth-end reporting effort savings

15,000+

Employees

85%

Processing time reduction

8,000+

Clients

100%

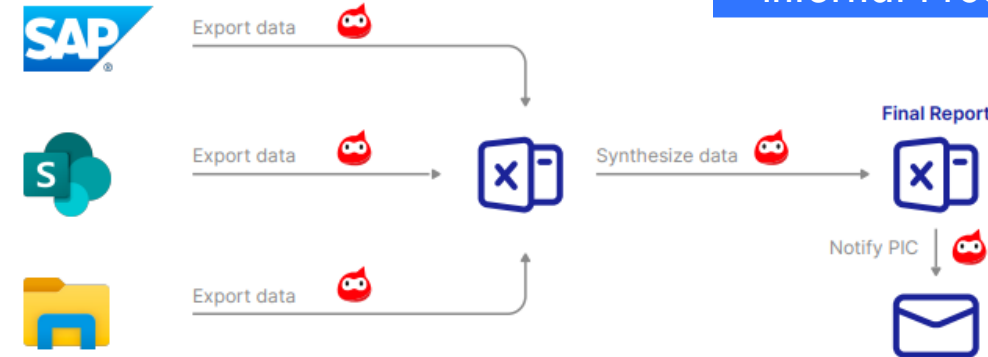
Data collection automated

100%

Credit Approval automated

### Automated Back Office Operation

Internal Process

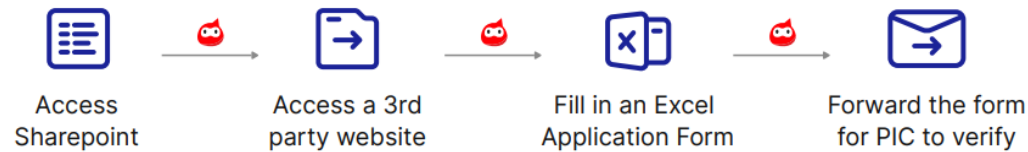


100% Automated

Employees showed welcoming attitude to the change resulting from being freed from tedious and monotonous tasks, allowing them to focus on more interesting and crucial missions. As a result of leveraging technology for effective transformation business processes, the client was able to optimize its operations, improve services and increase customer satisfaction.

### Automated Credit Approval Process

External (Client) Process

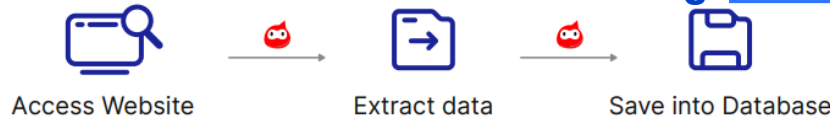


100% Automated

RPA was employed for a client providing credits/ loans to agriculture companies in Europe. The process of credit approval consists of several steps which were all manual and risky due to the high human error rate.

### Automated Product Data Collecting

External (Client) Process



100% Automated

RPA was employed for a chemical products client wanted to scrape rates, specifications and data of chemical products globally on a daily basis, then save it into a database to increase market competitiveness.



# S-Square RPA Managed Services – akaBot Sample Case Study – Invoice Matching

## Invoice Matching

RETAIL

Company Stats  
Global Retail Company

Results & Impact

268+

Stores & Malls

24/7

Availability

175000

Customers per Day

70%

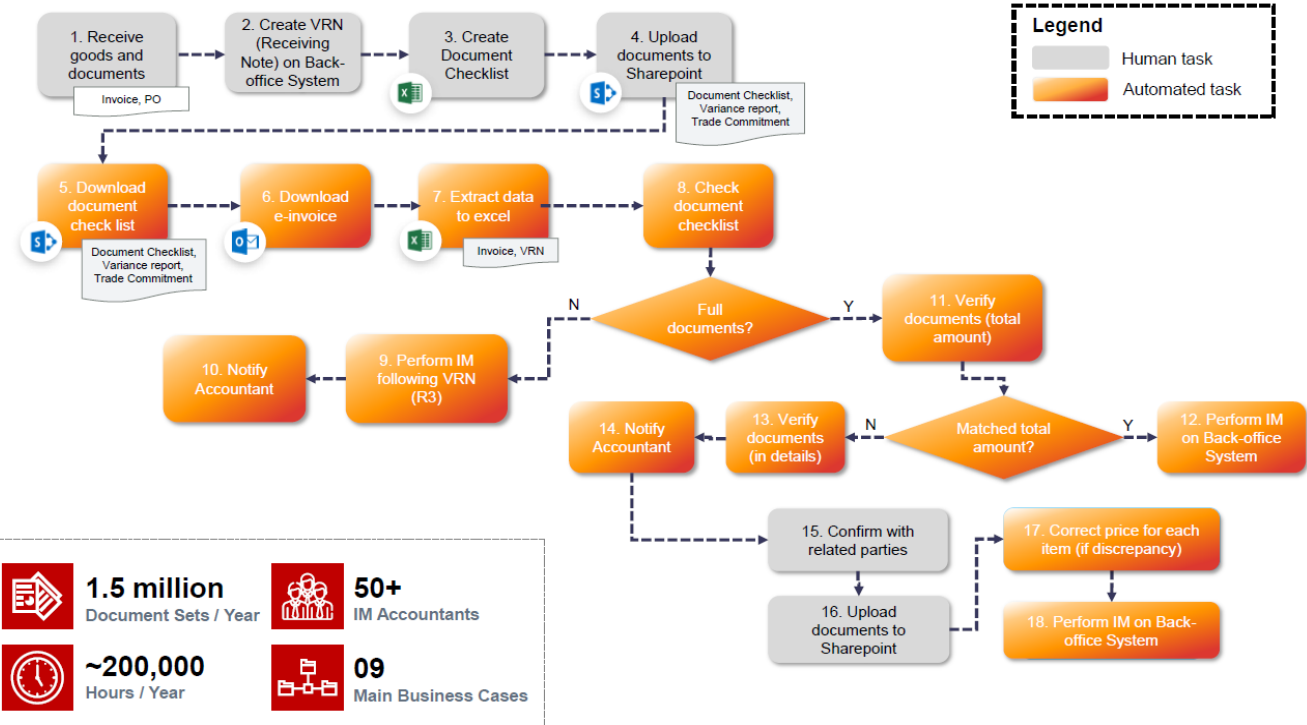
Effort Reduction

17000

Employees

60%

Processing Time Reduction



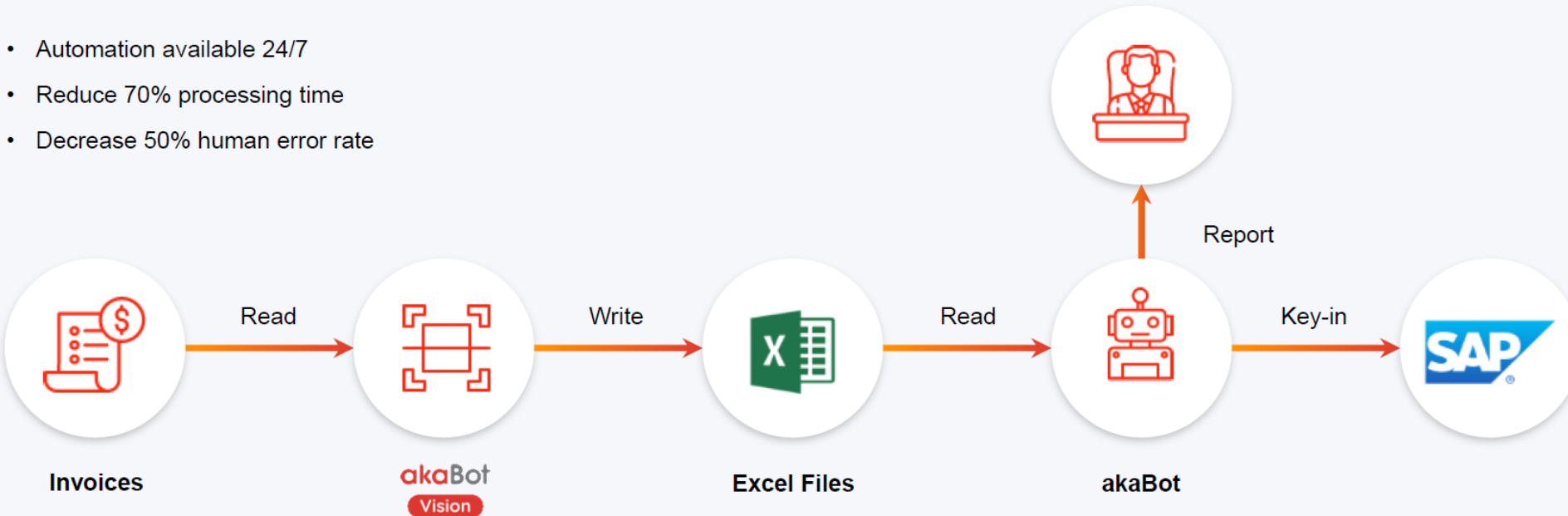
- Standardize & Optimize process flow.
- Apply akaBot to collect documents automatically from various sources.
- Apply akaBot to extract data to excel file. Reconcile & check for mismatched documents.
- Apply akaBot to input matched invoice info into Back-Office Systems & notify accountants of mismatched documents.

# 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

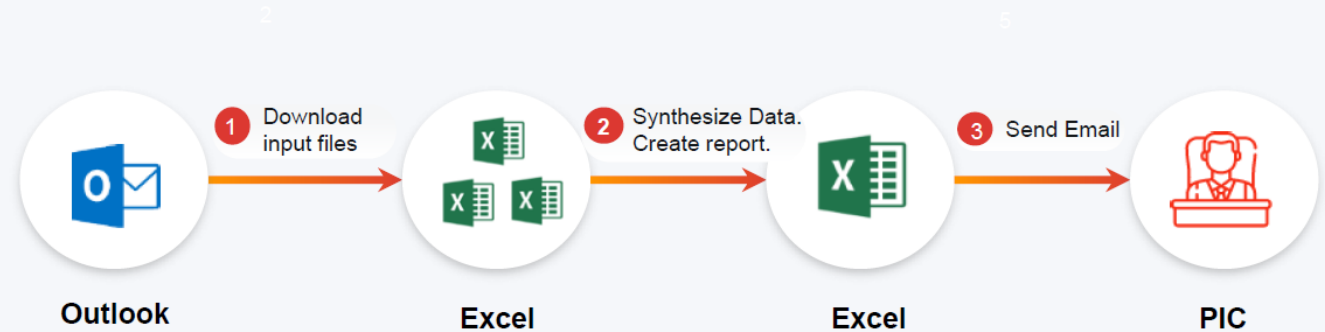
- Low productivity due to heavy manual labour
- Process prone to error
- Requires excessive effort to operate the process

#### 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

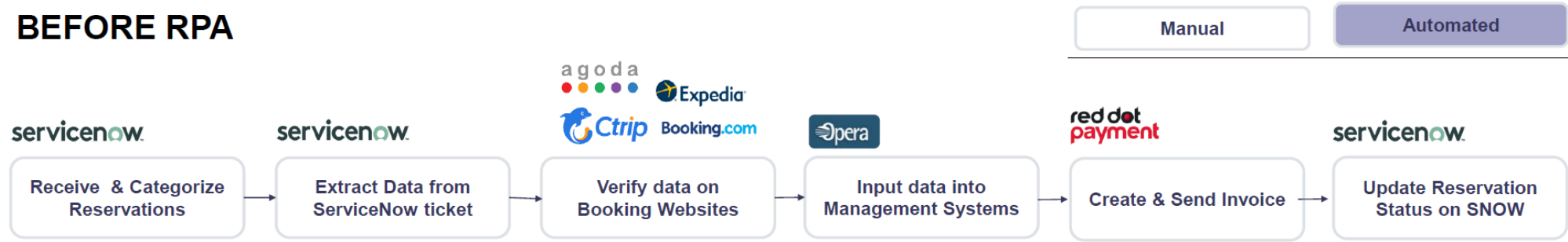
- Implement RPA using to extract data from different sources (booking websites, e-ticket,...), process data & input into management systems.
- Apply RPA to handle entire reservation processing cycle, from reservation acknowledgement to payment handling.
- Monitor & Maintain robot 24/7, ensuring smooth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

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

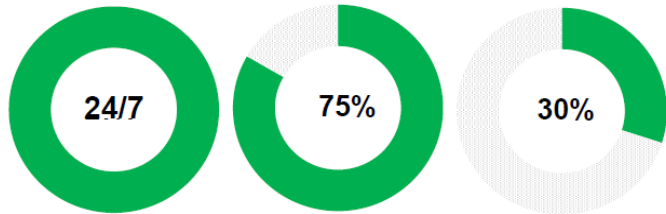
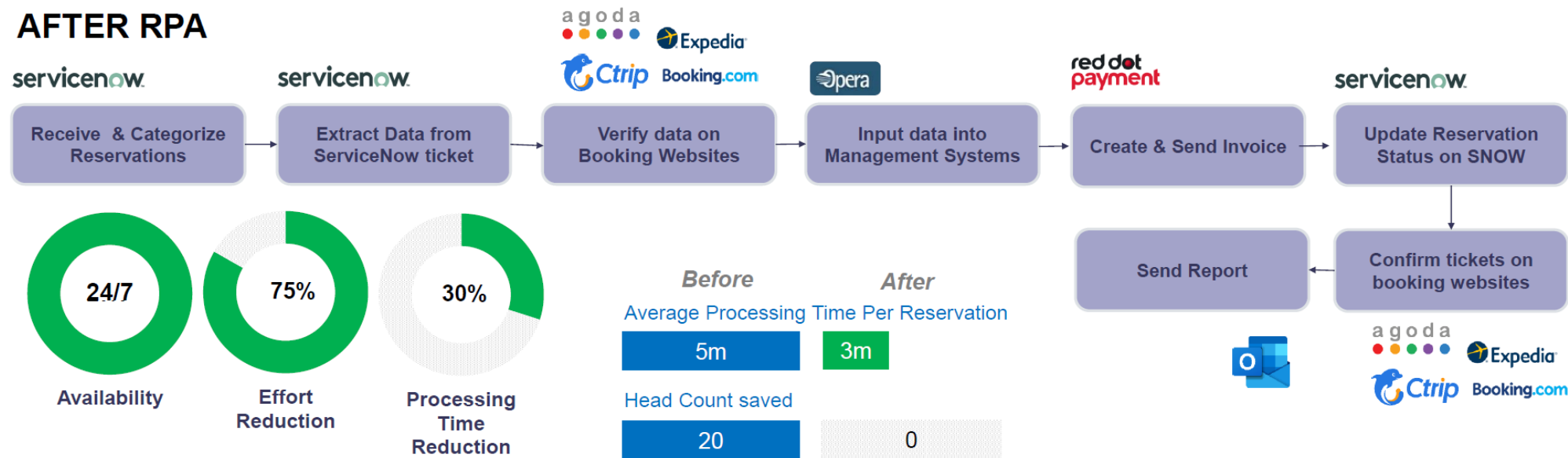


## Reservations Processing Automation (2/2)

### BEFORE RPA



### AFTER RPA



	Before	After
Average Processing Time Per Reservation	5m	3m
Head Count saved	20	0





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

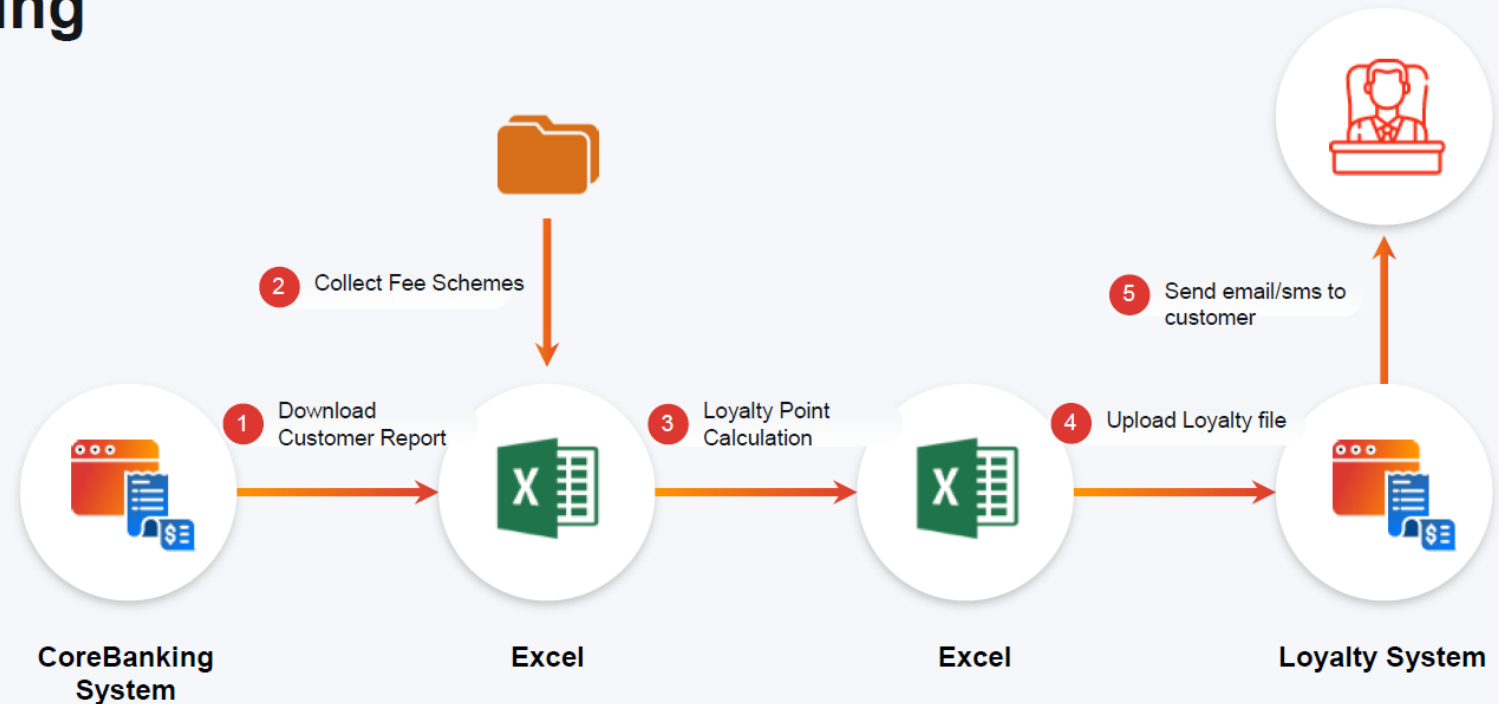
## Loyalty Program Processing

### Business Challenge

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

### Results

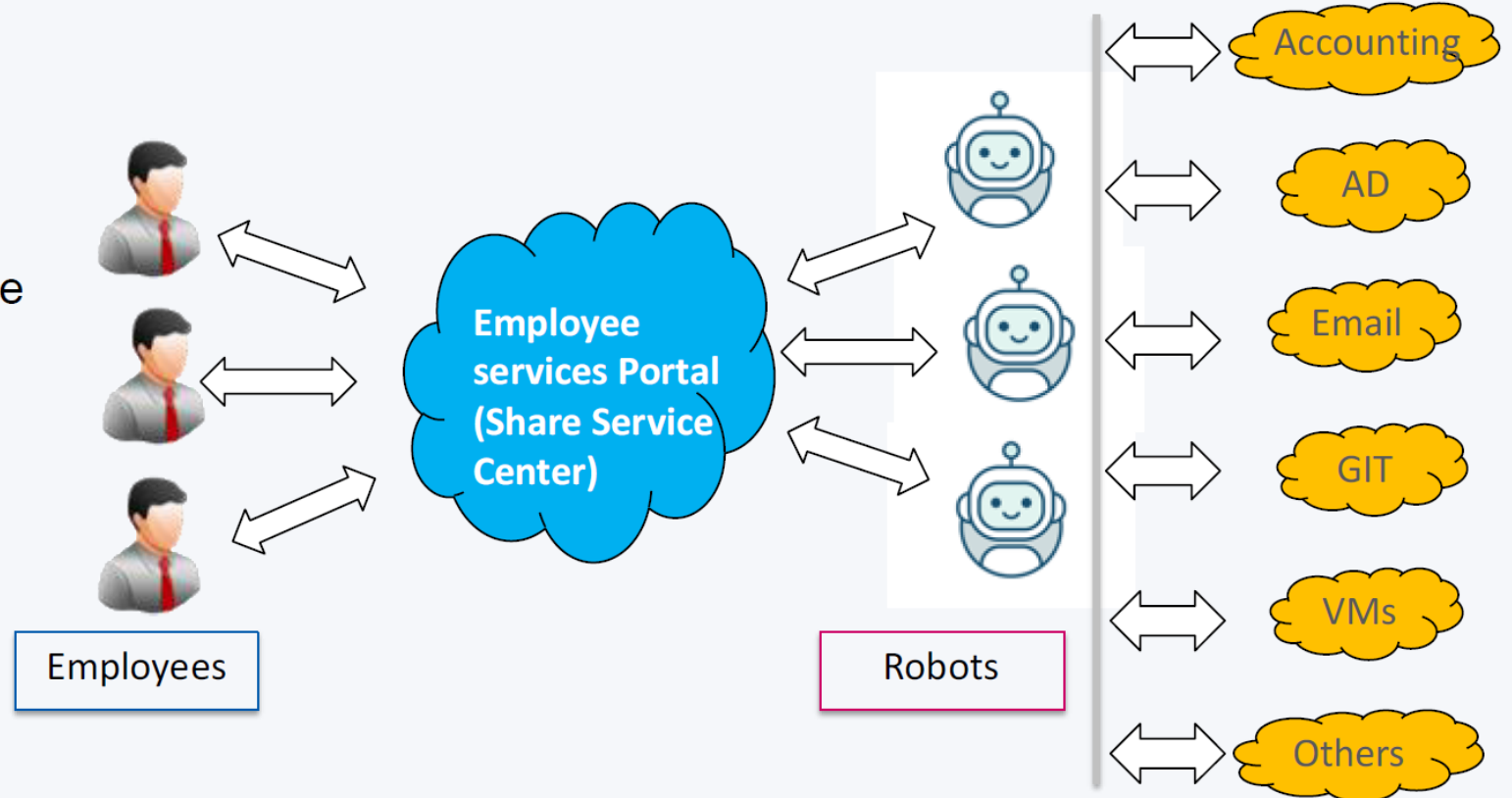
- > Processing time **down 80%**
- > FTE **down 90%**
- > **Save 90%** HR costs



# 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%

# S-Square RPA Managed Services – akaBot Sample Case Study – Banking Remittance Process

## Remittance Process (Automation Banking)

Company Stats  
National Bank

**500**  
Branches

**38**  
Countries

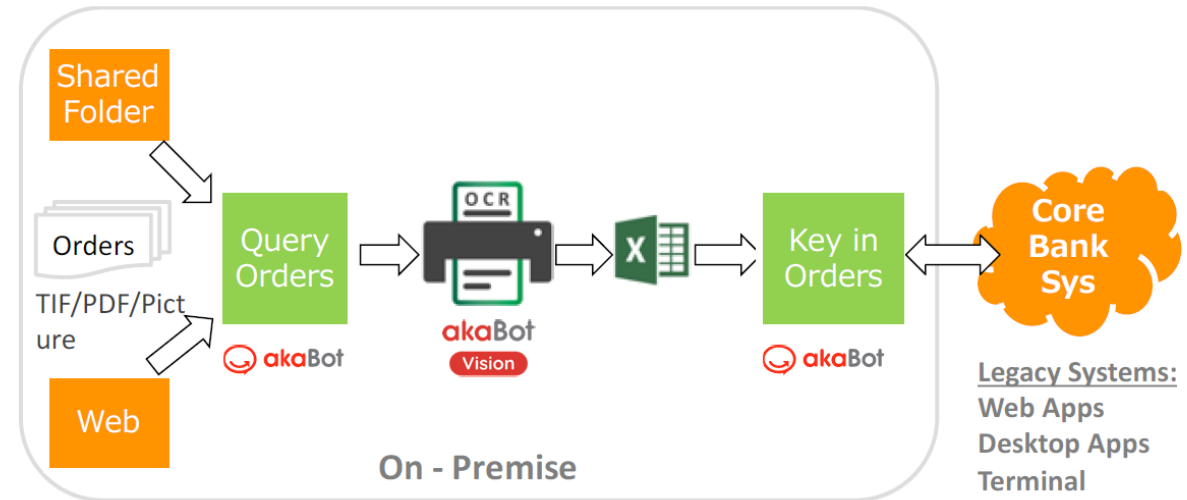
**27000**  
Employee

Results & Impact

**24/7**  
Availability

**60%**  
Effort Reduction

**80%**  
Processing Time Reduction



VALUE DATE (Ngày giá trị)	26/03/2018	AMOUNT OF REMITTANCE (Số tiền chuyển đi)	OR EQUIVALENT TO (trả hoặc lưu)
CURRENCY (Loại tiền)	PHP		5
CCY & AMT IN WORDS (Loại tiền và số tiền bằng chữ)	PHP tương đương Năm trăm sáu mươi sáu đô la mỹ.		
BENEFICIARY'S BANK NAME & ADDRESS (Tên, địa chỉ ngân hàng hưởng)	Philippine national bank (PNB), PHILIPPINE SWIFT CODE: PNBMPHMM		
BENEFICIARY'S A/C NO. (Số tài khoản người hưởng)			000012
BENEFICIARY'S NAME & ADDRESS (Tên, địa chỉ người hưởng)	ZENAIDA M CA		
MESSAGE TO BENEFICIARY (Nội dung thanh toán)	Payment for Monthly of March 2018		

- Used akaBot to automate the process while not impacting existing apps by interacting on screen
- Leveraged akaBot to validate data, send notification emails, and understand configuration parameters.
- Used akaOCR to analyst remittance form structure and covert to text.

# S-Square RPA Managed Services – akaBot Sample Case Study – Loan Contract Processing

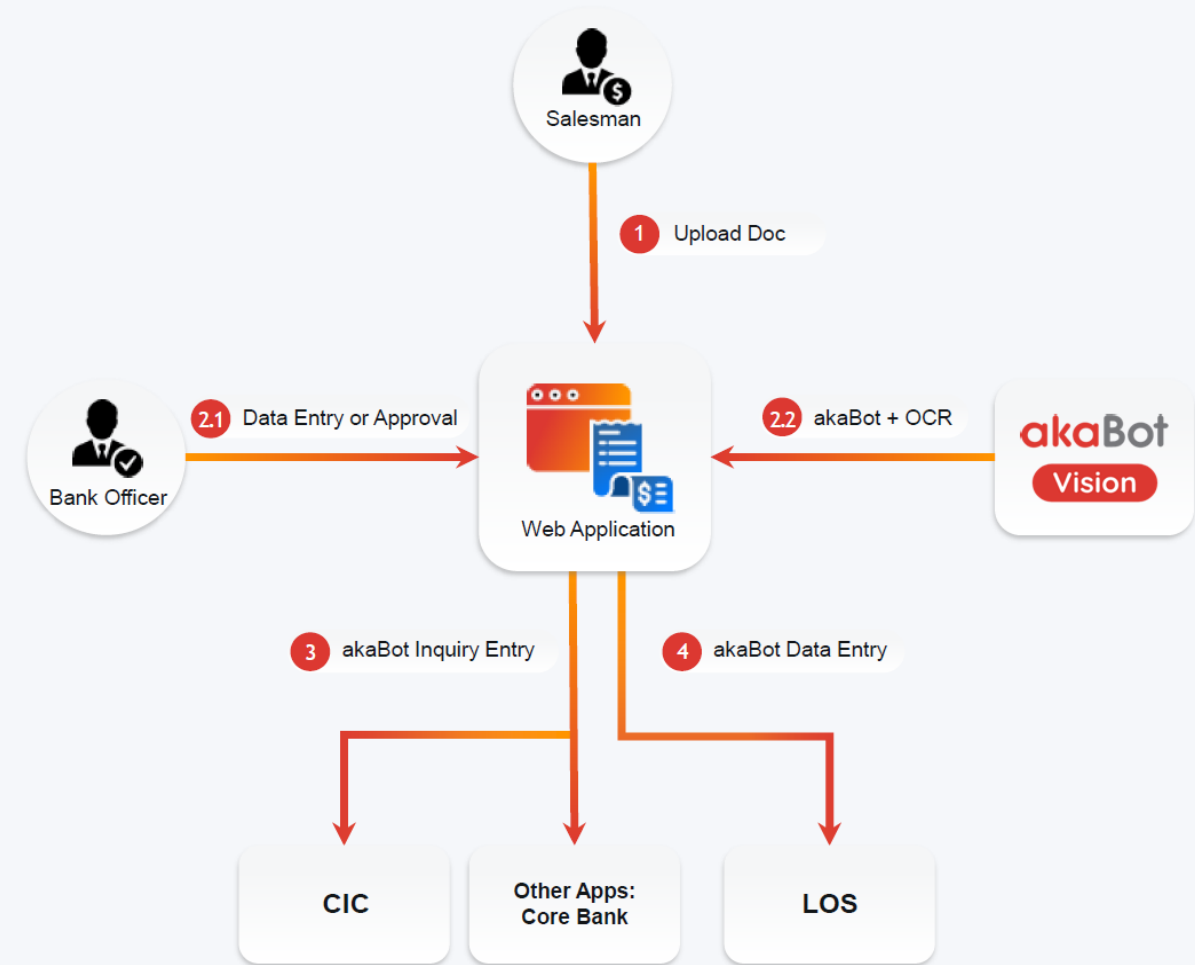
## Loan Contract Processing

### Business Challenge

- > Low productivity due to heavy manual labour
- > **13 BO staff vs. 400 salesperson**
- > High workload in peak time: **500 orders/day**
- > Fragmented Information

### Results

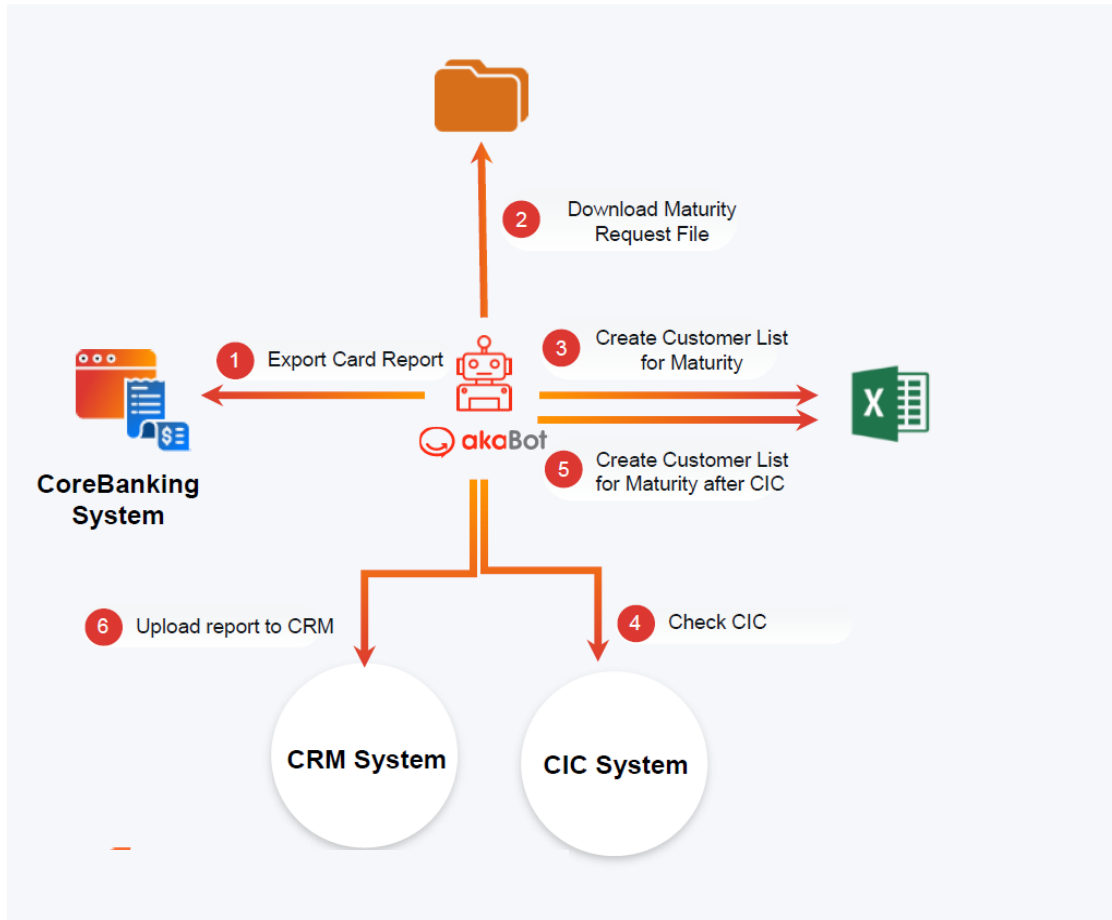
- > Loan processing time **down 70%**
- > FTE **down 90%**
- > **Save 90%** HR costs
- > Only **4 hours** to deploy a bot in peak-time



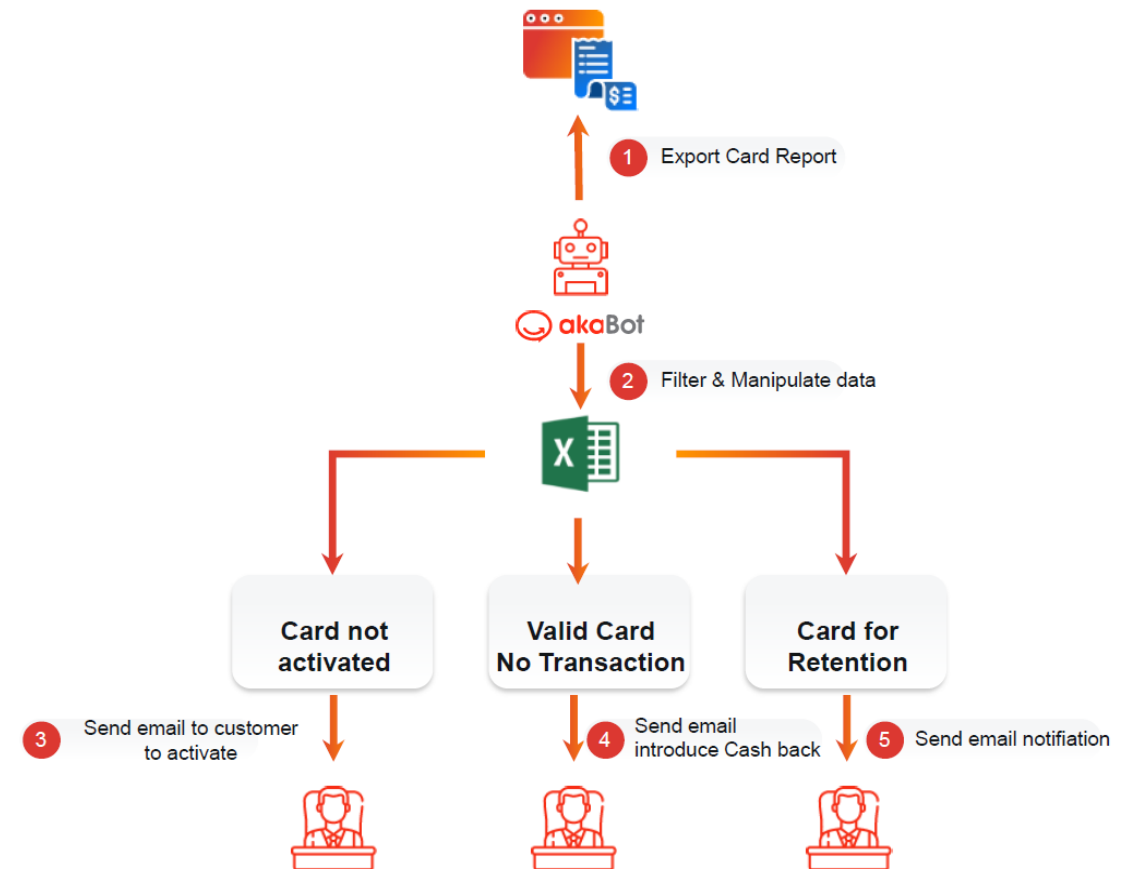


# S-Square RPA Managed Services – akaBot Sample Case Study – Credit Card Maturity & Usage Reminder

## Credit Card Maturity



## Credit Card Usage Reminder



# Thank You

Jeff Friedman,  
VP, Sales & Customer Success

## **S-Square Systems, Inc.**

4225 Executive Square Suite 600

La Jolla, CA 92037

+1 858-213-7063, +1 858-764-4441



**S-Square**

TRUSTED . TESTED . COMMITTED