S-Square Introduction Robotic Process Automation Managed Services

Healthcare

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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 – Healthcare
    - Self Check-In Process
    - Emergency Department Billing Management
    - Treatment Cycle Management

  - 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 - Financial?

Operating Sector
- Process CITAD
- Credit Cut
- Update Customer Information
- Mark Suspend Account Verify Transaction
- Accounting Global Merchant

Card Center
- Trace Card Complaint
- Receive Global Incoming File Card
- Send Global Outcoming File Card
- Tracking Debt Card
- Increase Credit Limit

Risk Management
- Gold Price Report
- Collateral Report
- Foreign Exchange Report
- Tracking Dubious Transaction

Finance
- Reporting Sources Violation
- Checking Miscalculation in FTP
- Suspended Card Accounting
- CIC Report
- Increase Credit Limit
- Tracking Reserve Requirement

IT
- Create New AD user
- Create New Mail user
- Close User Account
- Verify Back-up user

Courtesy FPT Software

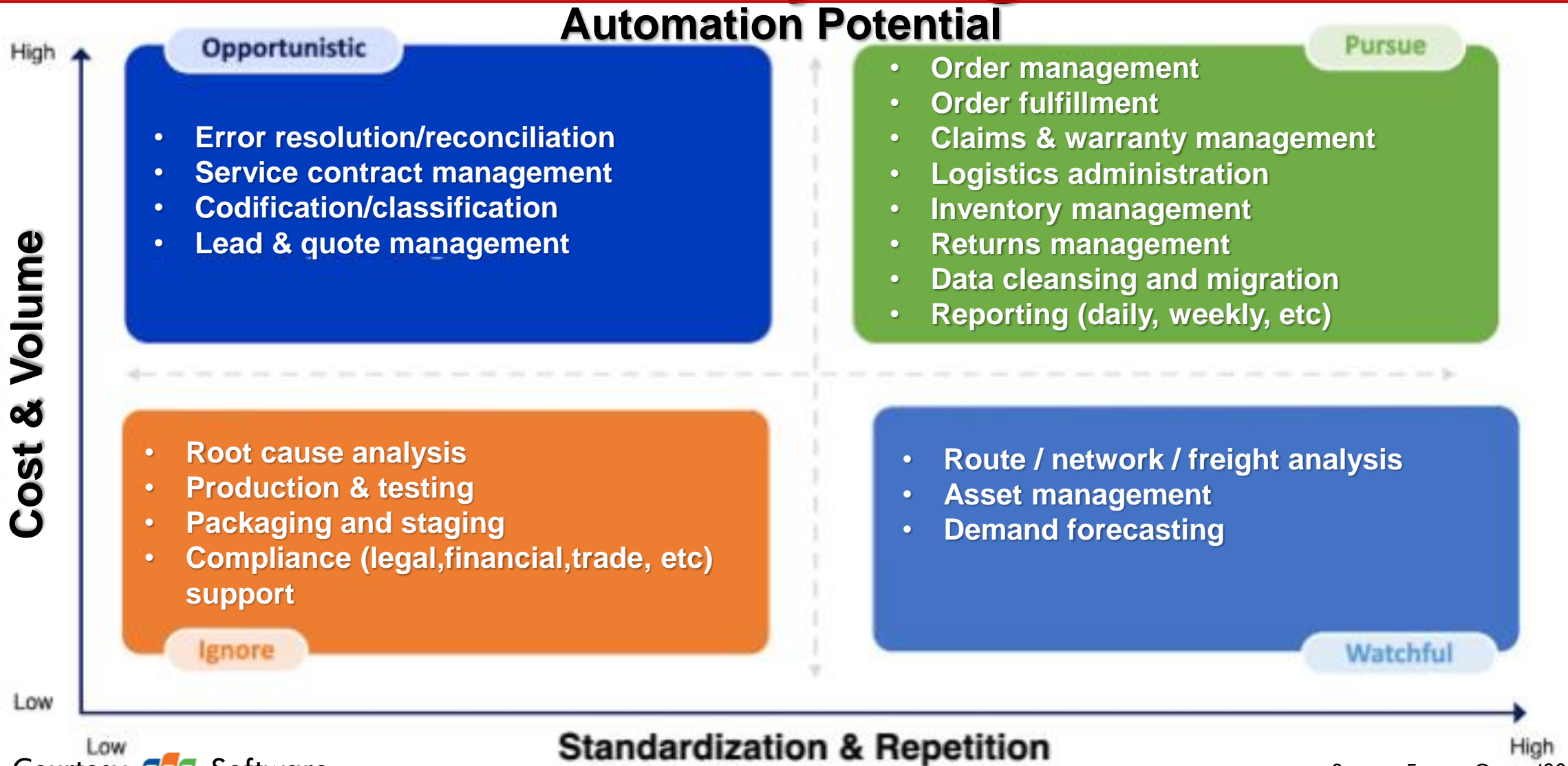● High Potential for Automation ● Average Potential for Automation ● Low Potential for Automation

Your Automation Journey - Logistics?

Automation Potential

Cost & Volume (vertical axis, Low to High)

Opportunistic
- Error resolution/reconciliation
- Service contract management
- Codification/classification
- Lead & quote management

Pursue
- Order management
- Order fulfillment
- Claims & warranty management
- Logistics administration
- Inventory management
- Returns management
- Data cleansing and migration
- Reporting (daily, weekly, etc)

Ignore
- Root cause analysis
- Production & testing
- Packaging and staging
- Compliance (legal,financial,trade, etc) support

Watchful
- Route / network / freight analysis
- Asset management
- Demand forecasting

Standardization & Repetition (horizontal axis, Low to High)
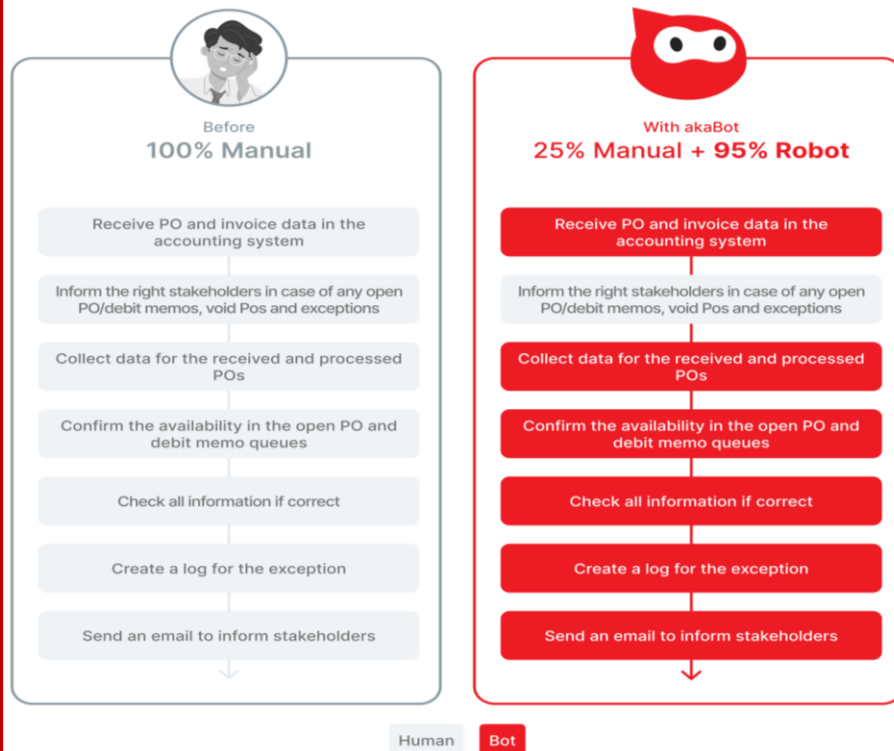
Courtesy FPT Software

Source: Everest Group (2020)

How to Start
Your Automation Journey - Logistics?

Sample Processes

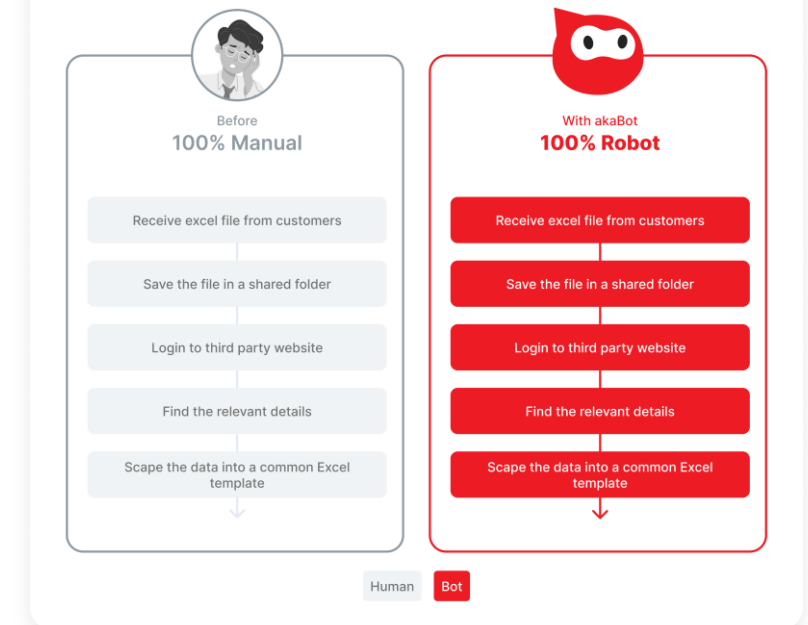### PO - Invoice Linking
24/7 operation with 95% of process automated

Before
100% Manual

- Receive PO and invoice data in the accounting system
- Inform the right stakeholders in case of any open PO/debit memos, void Pos and exceptions
- Collect data for the received and processed POs
- Confirm the availability in the open PO and debit memo queues
- Check all information if correct
- Create a log for the exception
- Send an email to inform stakeholders

With akaBot
25% Manual + 95% Robot

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Human | Bot

Auto Billing Processing
Turnaround time reduced by almost 25%

Before
100% Manual

- Collect information from Transaction history
- Define billing rules
- Select services to be billed and create invoice
- Issue invoices

With akaBot
100% Robot

- Collect information from Transaction history
- Define billing rules
- Select services to be billed and create invoice
- Issue invoices

Human | Bot
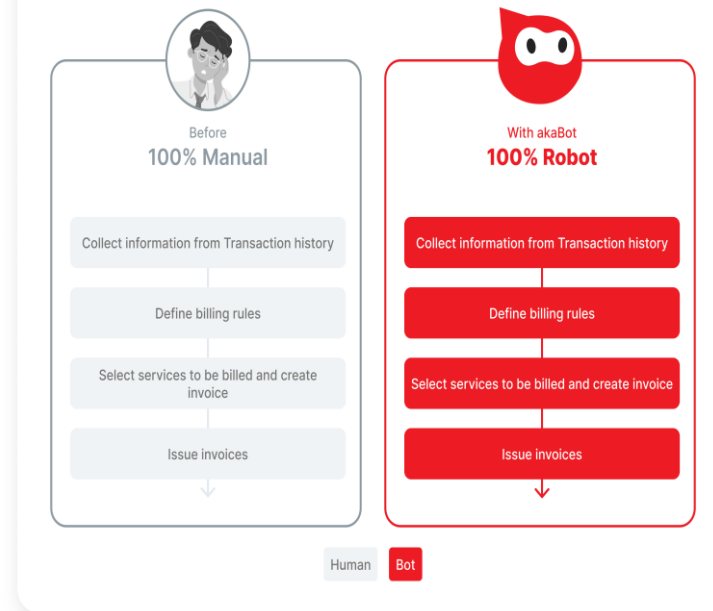
Online Query For Vehicles
100% of the process automated

Before
100% Manual

- Receive excel file from customers
- Save the file in a shared folder
- Login to third party website
- Find the relevant details
- Scape the data into a common Excel template

With akaBot
100% Robot

- Receive excel file from customers
- Save the file in a shared folder
- Login to third party website
- Find the relevant details
- Scape the data into a common Excel template

Human | Bot

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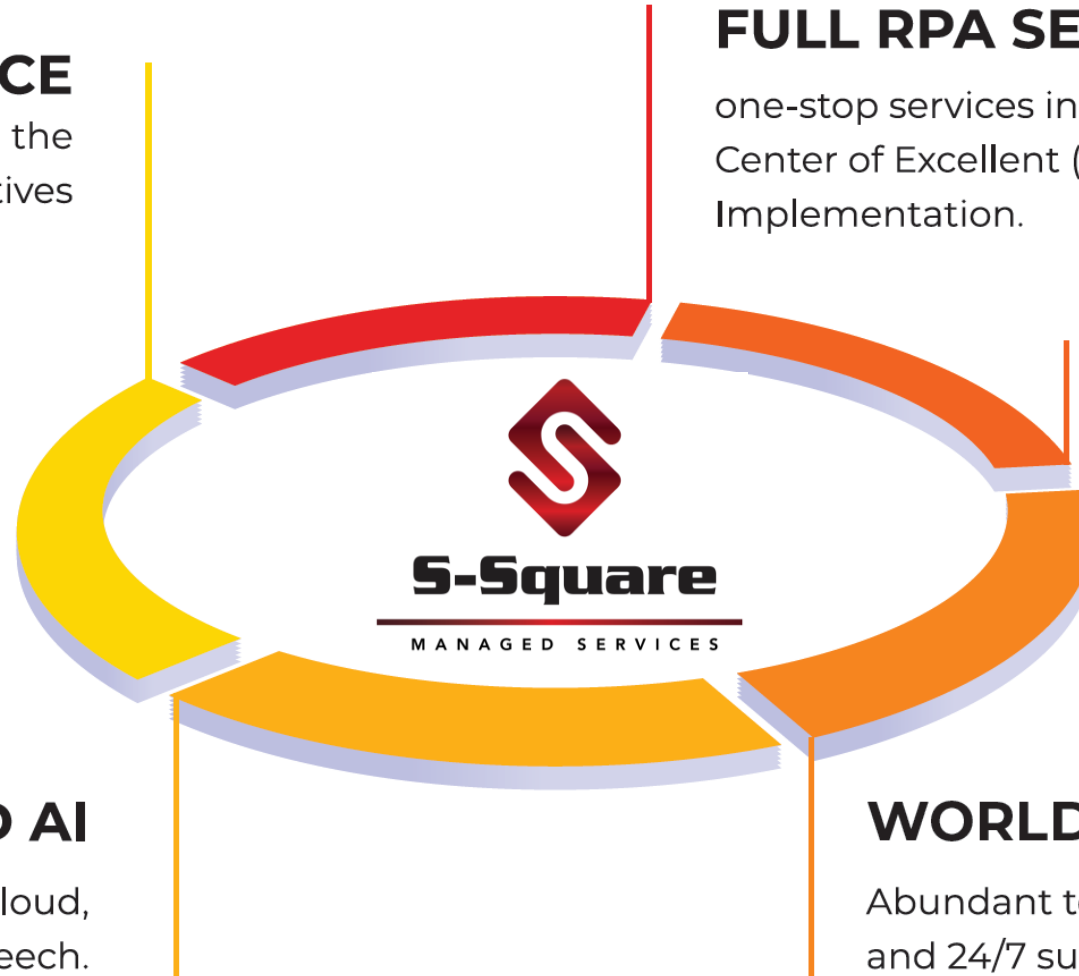
BUILD-IN DOMAIN PACKAGE
IT, Banking, Admin - BO, Procument, Retail, ...

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.
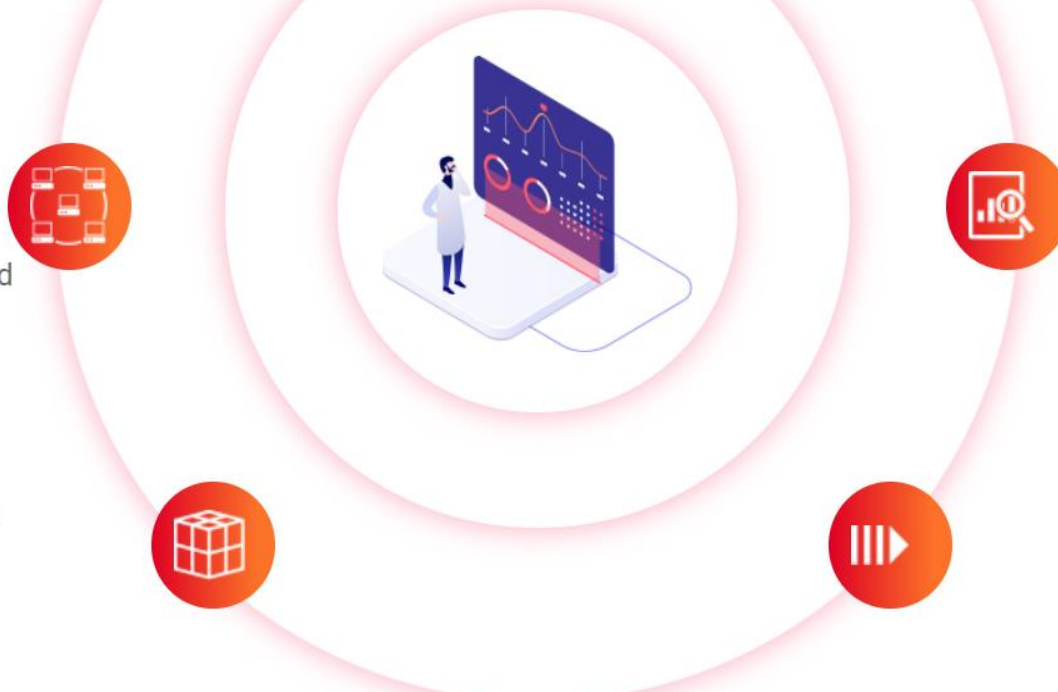
S-Square - Managed Services Provider

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
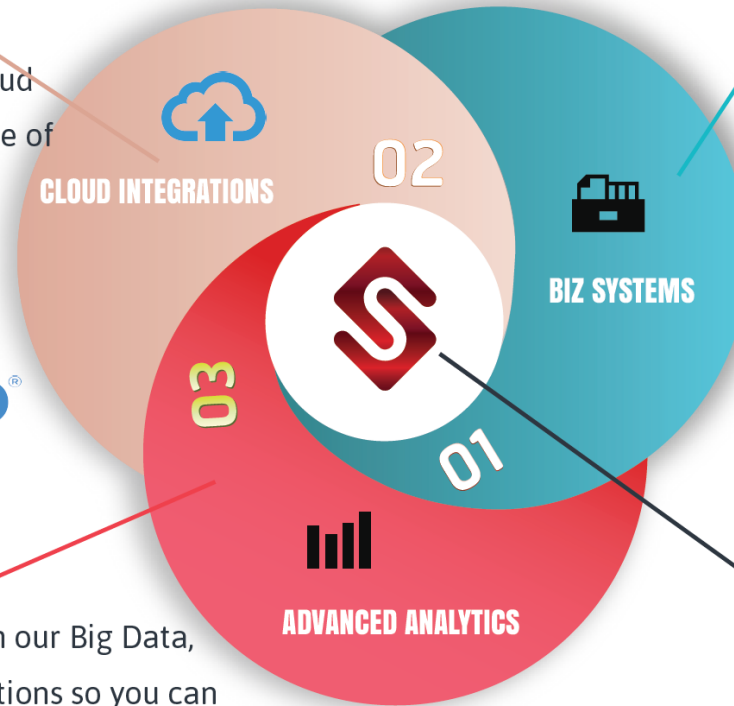
S-Square RPA Managed Services – Getting Started

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

2

MAINTAINANCE & SUPPORT

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

3

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.

4

Representative akaBot Customers

3000+
Customers
20+
Countries

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

akaBot

GOLD
2020 STEVIE WINNER
ASIA-PACIFIC STEVIE® AWARDS

Certificates and Compliance

Information Security Management ISO 27001 Certified

International Organization for Standardization ISO 9001

OWASP — Open Web Application Security Project

SOX

PCI DSS COMPLIANT

FIPS 140-2 Compliant

GDPR

HIPAA COMPLIANT

S-Square RPA Managed Services – Case Studies

CASE STUDIES

Industry – Healthcare

     Self Check-In Process

     Emergency Department Billing Management

     Treatment Cycle Management

General Business Processes

     Invoice Matching

     Invoice Data Entry
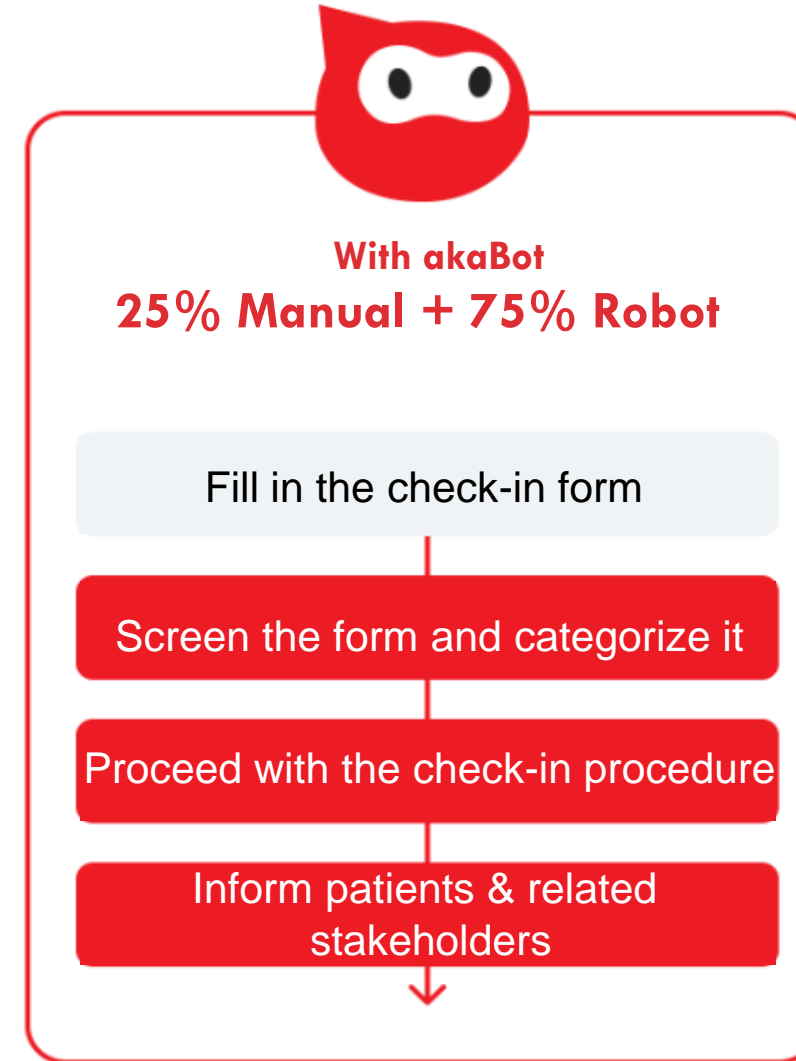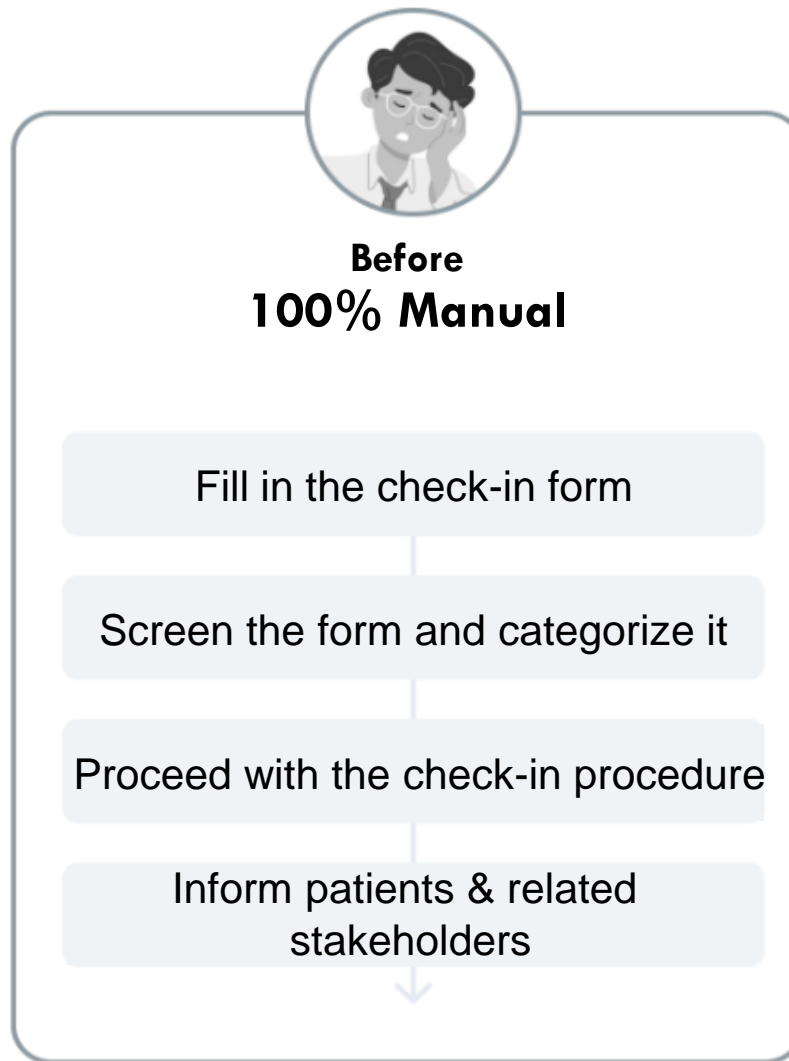
     Synthesize Procurement Transactions

     Reservations Processing Automation

     Loyalty Program Processing

     Service Center Automation

     Employee onboarding

Before
100% Manual

With akaBot
25% Manual + 75% Robot

Before	With akaBot
Fill in the check-in form	Fill in the check-in form
Screen the form and categorize it	Screen the form and categorize it
Proceed with the check-in procedure	Proceed with the check-in procedure
Inform patients & related stakeholders	Inform patients & related stakeholders

Human   Bot

Courtesy FPT. Software

Before
100% Manual
5 mins / invoice

Generate spreadsheets of billing codes for nursing assessments

Enter every assessment into a batch
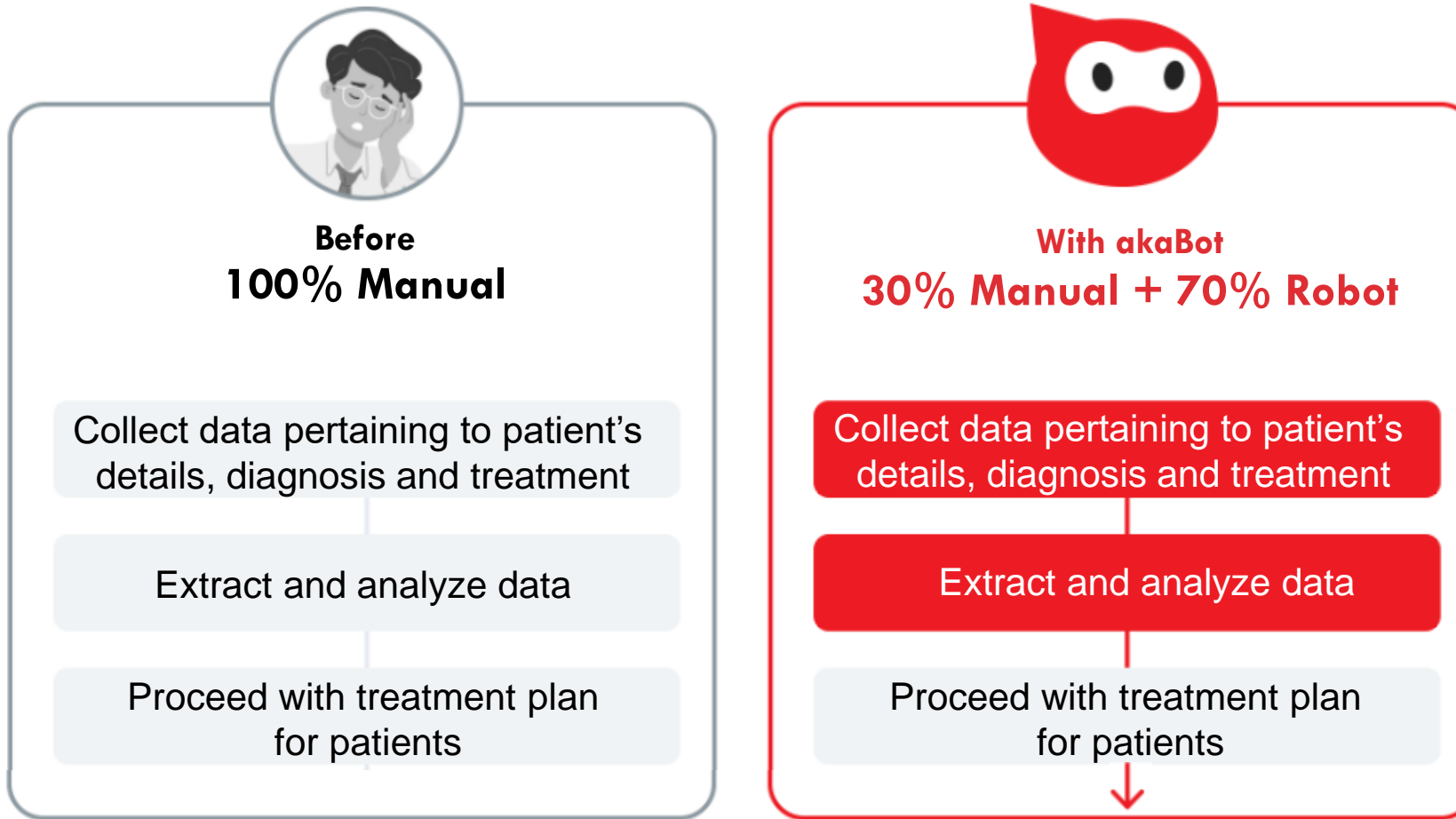
Post the assessment on a daily basis

Time-stamp the spreadsheet for validation

Post patient charges on each day

With akaBot
10% Manual + 90% Robot
15s / invoice

Generate spreadsheets of billing codes for nursing assessments

Enter every assessment into a batch

Post the assessment on a daily basis

Time-stamp the spreadsheet for validation

Post patient charges on each day

Human | Bot

Courtesy FPT. Software

Before
100% Manual

With akaBot
30% Manual + 70% Robot

Collect data pertaining to patient's details, diagnosis and treatment

Extract and analyze data

Proceed with treatment plan for patients

Collect data pertaining to patient's details, diagnosis and treatment

Extract and analyze data

Proceed with treatment plan for patients

Human

Bot

Pro-active patient experience enhancement

Courtesy FPT 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
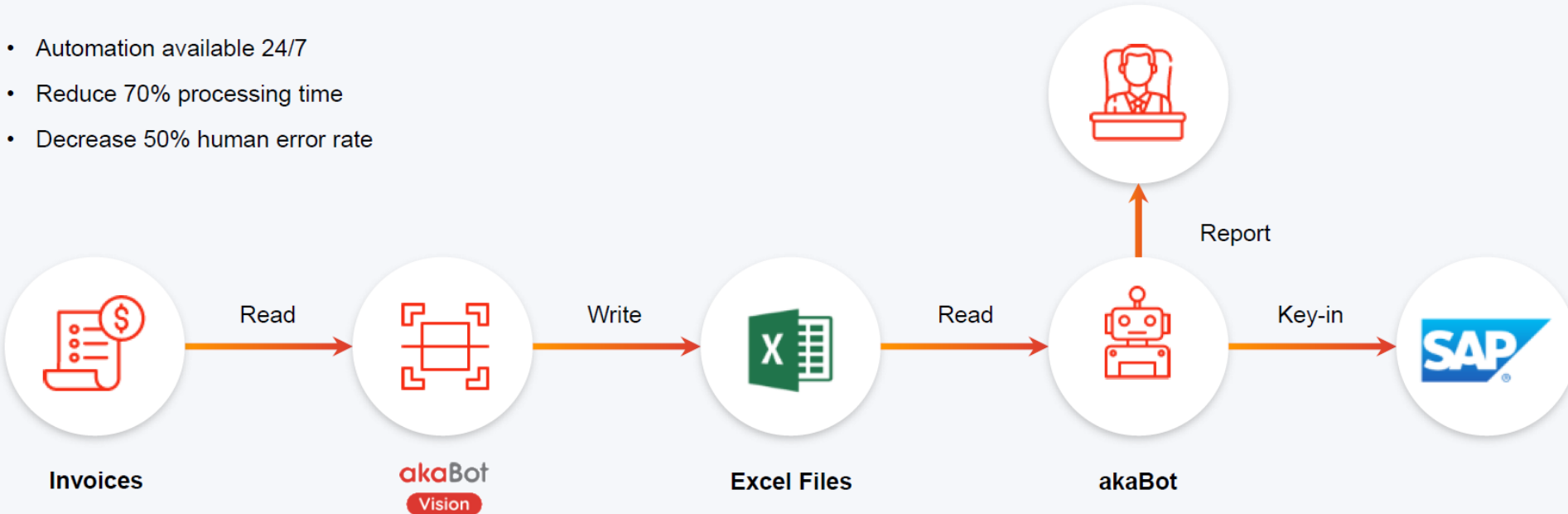
Invoices → Read → akaBot Vision → Write → Excel Files → Read → akaBot → Key-in → SAP

akaBot → Report

Synthesize Procurement Transactions

RETAIL

Largest Retail Group
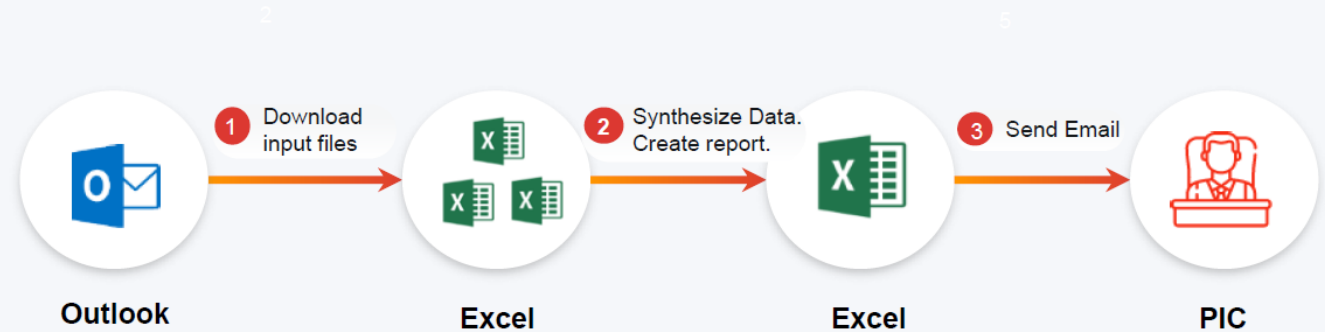
Business Challenge
- Low productivity due to heavy manual labour
- Process prone to error
- Requires excessive effort to operate the process

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%**

1 Download input files

2 Synthesize Data. Create report.

3 Send Email

Outlook → **Excel** → **Excel** → **PIC**

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
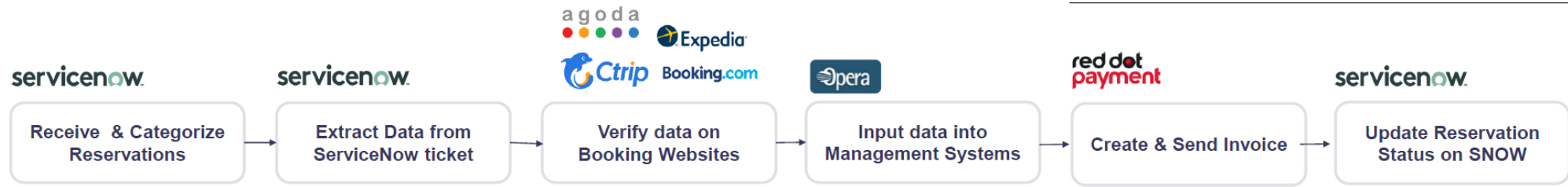
High probability of human error

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.

Reservations Processing Automation (2/2)

BEFORE RPA

| Manual | Automated |

Receive & Categorize Reservations → Extract Data from ServiceNow ticket → Verify data on Booking Websites → Input data into Management Systems → Create & Send Invoice → Update Reservation Status on SNOW

AFTER RPA

Receive & Categorize Reservations → Extract Data from ServiceNow ticket → Verify data on Booking Websites → Input data into Management Systems → Create & Send Invoice → Update Reservation Status on SNOW → Confirm tickets on booking websites → Send Report

24/7 Availability

75% Effort Reduction

30% Processing Time Reduction

Average Processing Time Per Reservation

	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
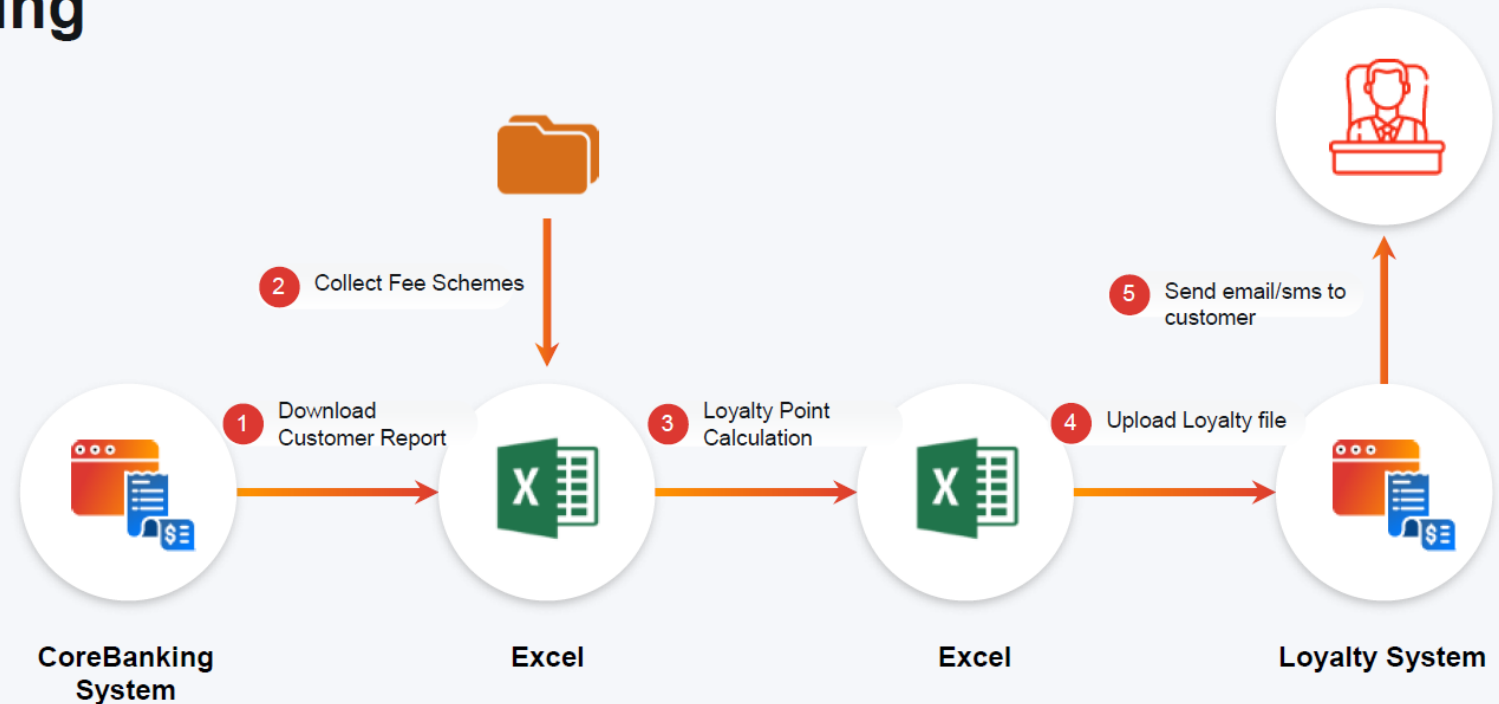

Loyalty Program Processing

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

2 Collect Fee Schemes

5 Send email/sms to customer

1 Download Customer Report

3 Loyalty Point Calculation

4 Upload Loyalty file

CoreBanking System

Excel

Excel

Loyalty System

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

Employees

Employee services Portal (Share Service Center)

Robots

Accounting

AD

Email

GIT

VMs

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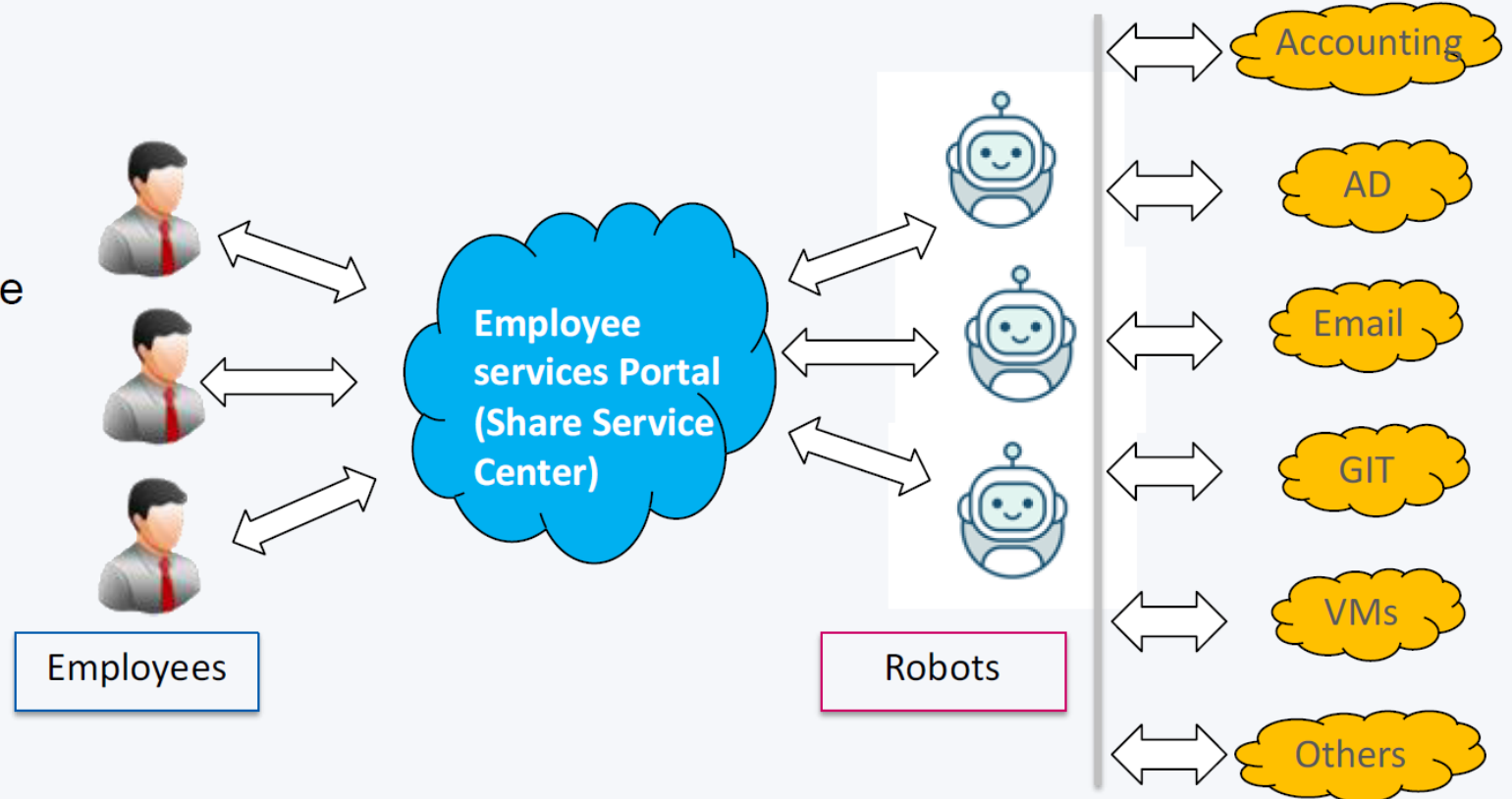
S-Square RPA Managed Services – akaBot Sample Case Study – Employee onboarding

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
TRUSTED . TESTED . COMMITTED