



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

## **Manufacturing**

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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**
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- **S-Square RPA Managed Services - Case Studies**
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    - Operation Data Management Automation
  - **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

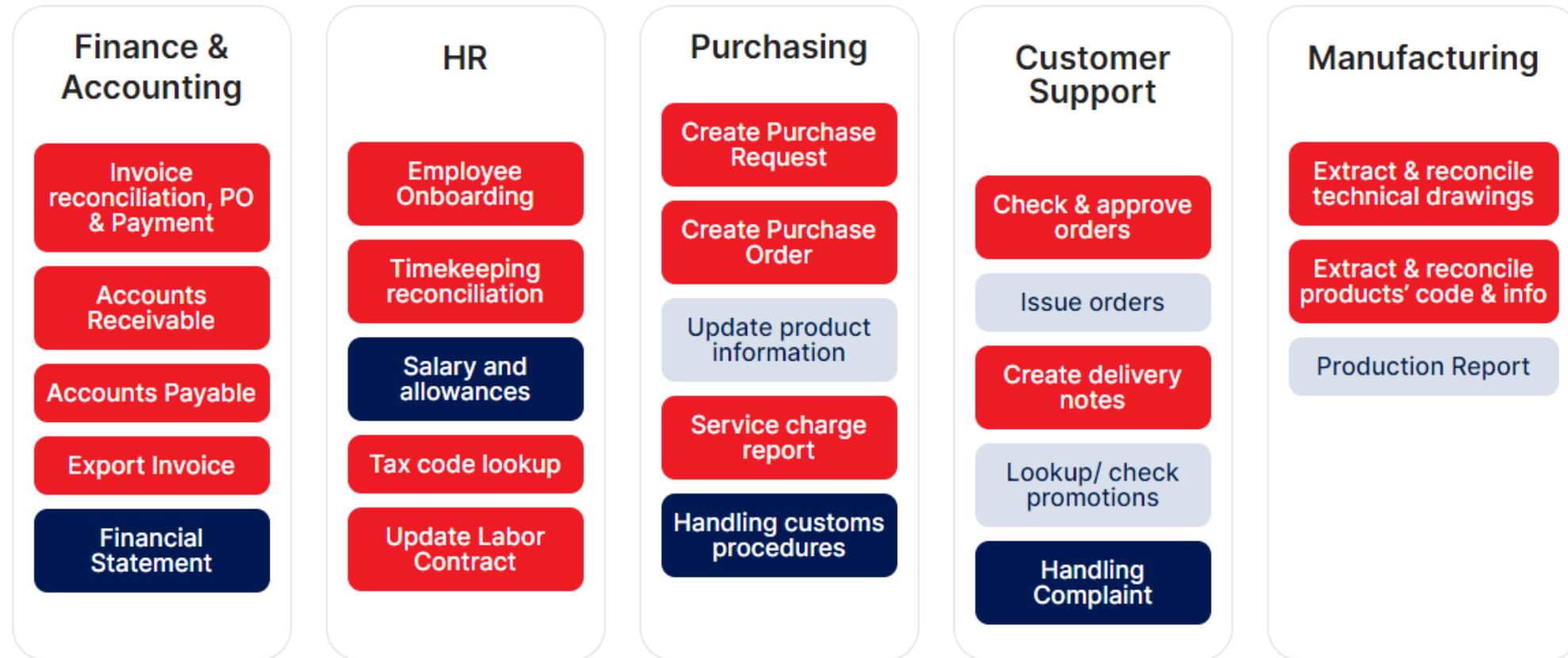
## HUMAN RESOURCE

- 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 - Manufacturing?



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

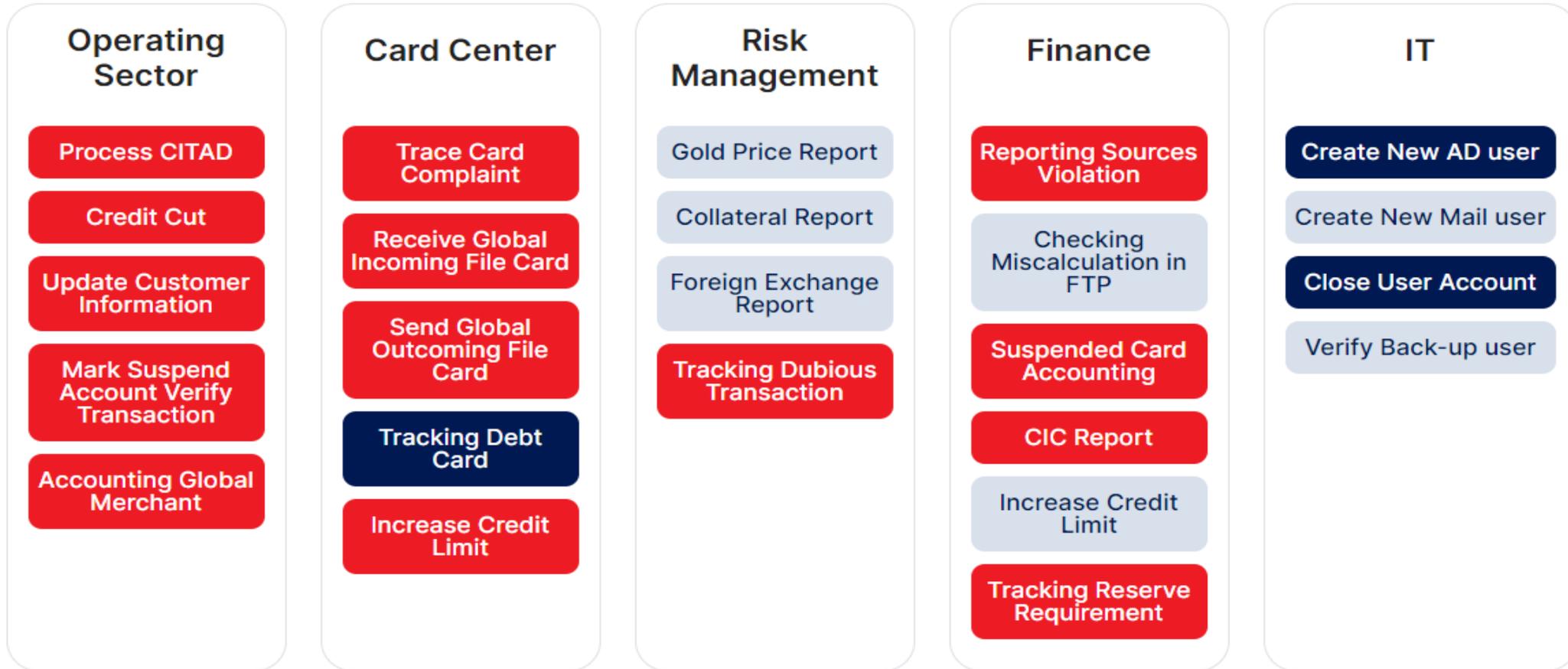
Courtesy  Software

 High Potential for Automation

 Average Potential for Automation

 Low Potential for Automation

# How to Start Your Automation Journey - Financial?

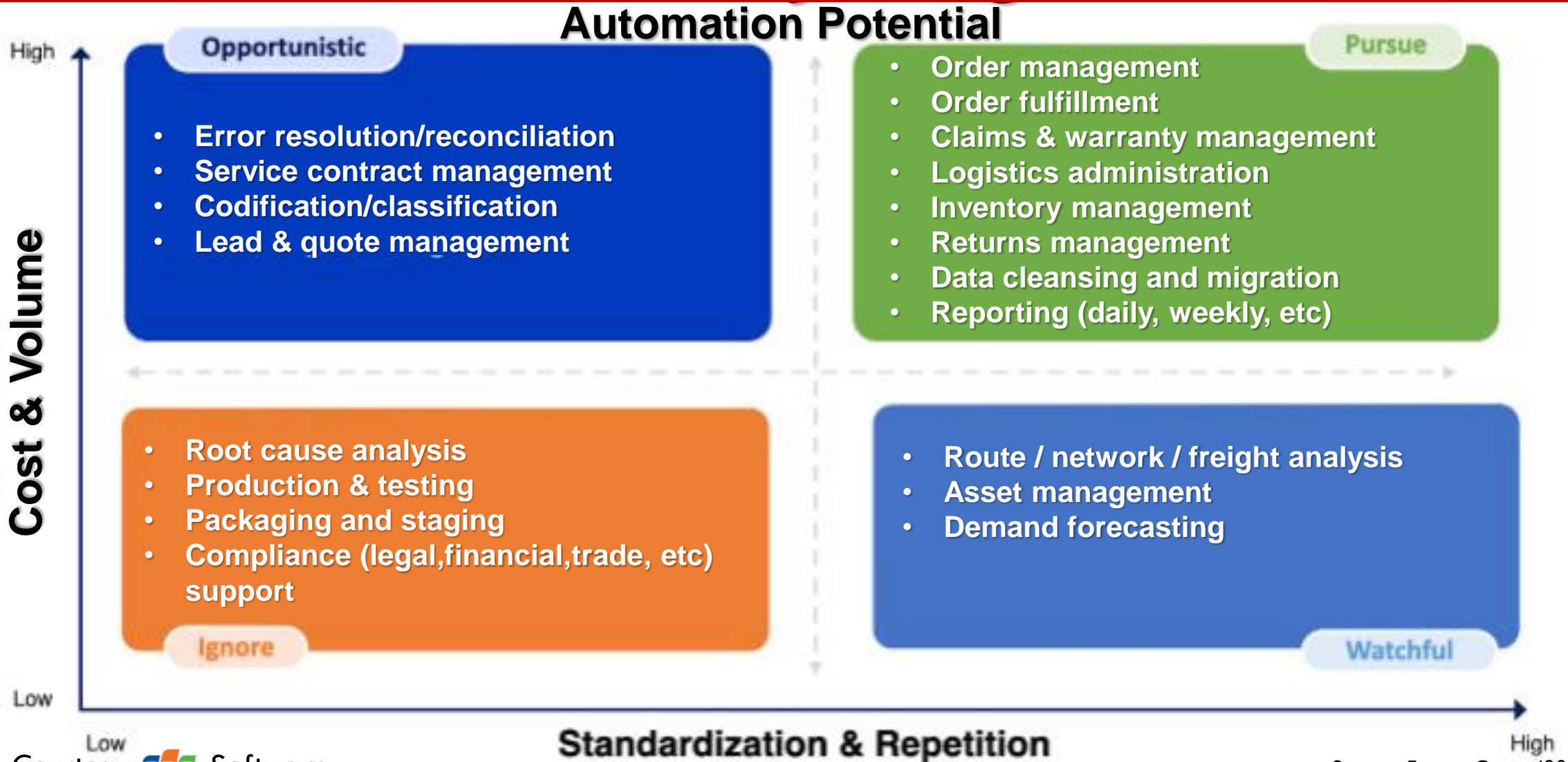


Courtesy  Software

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

# How To Start

## Your Automation Journey - 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



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

Human **Bot**



With akaBot  
**25% Manual + 95% Robot**

- 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

### 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

Human **Bot**



With akaBot  
**100% Robot**

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

### 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
- Scrape the data into a common Excel template

Human **Bot**



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
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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

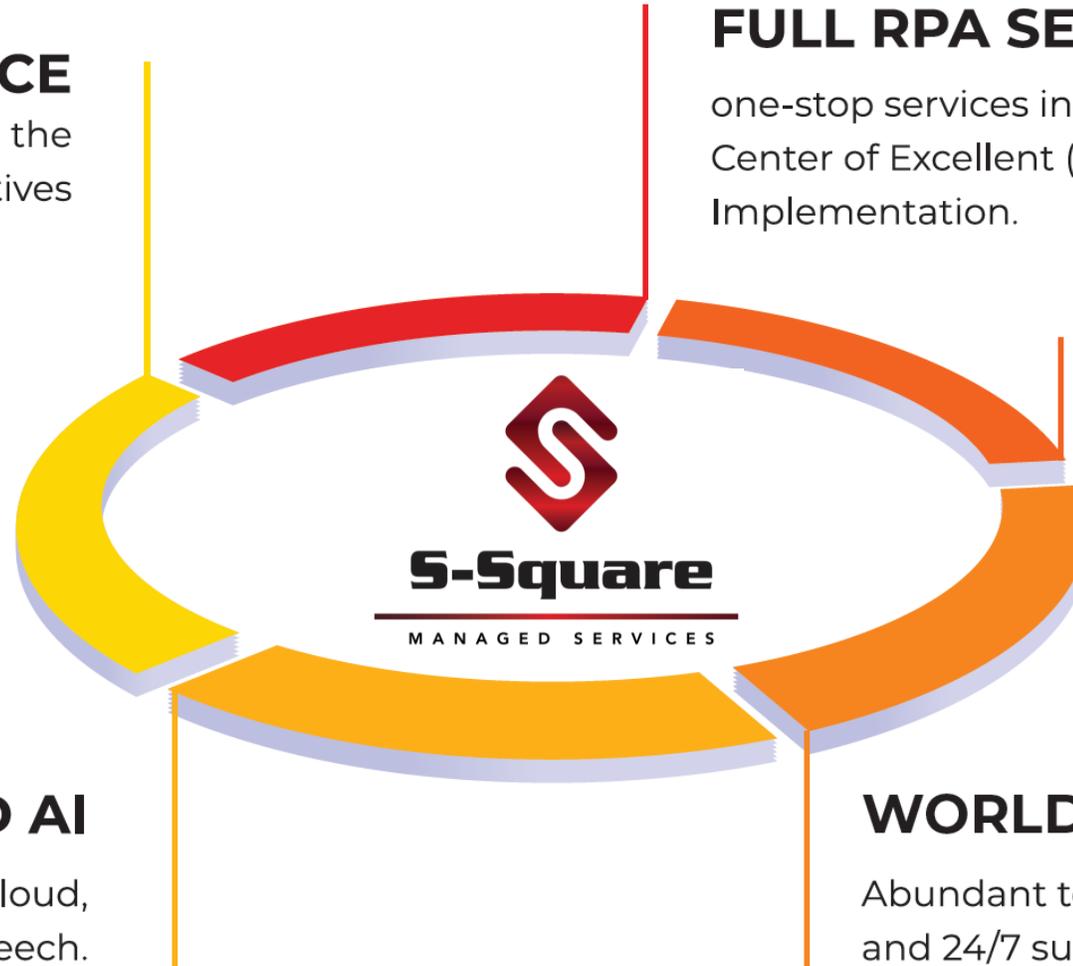
IT, Banking, Admin - BO, Procument, Retail, ...

## 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.



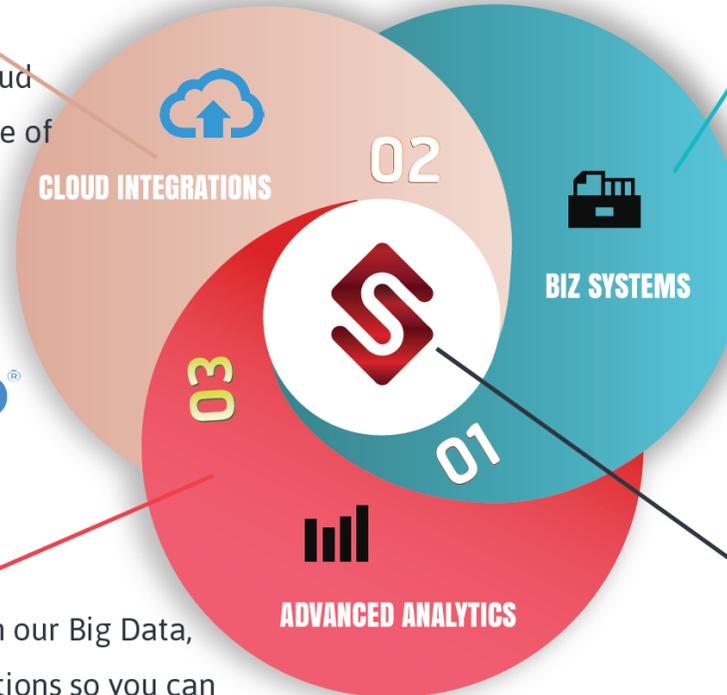
# S-Square - Managed Services Provider



## 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.



### 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

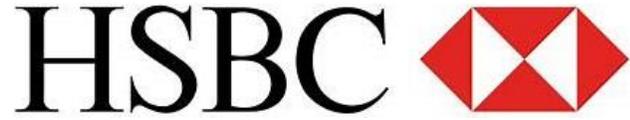
## MAINTAINANCE & SUPPORT

- 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.

# 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 – Manufacturing

CAD Product Design Processing

Operation Data Management Automation

### 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 – Manufacturing CAD Product Design Processing



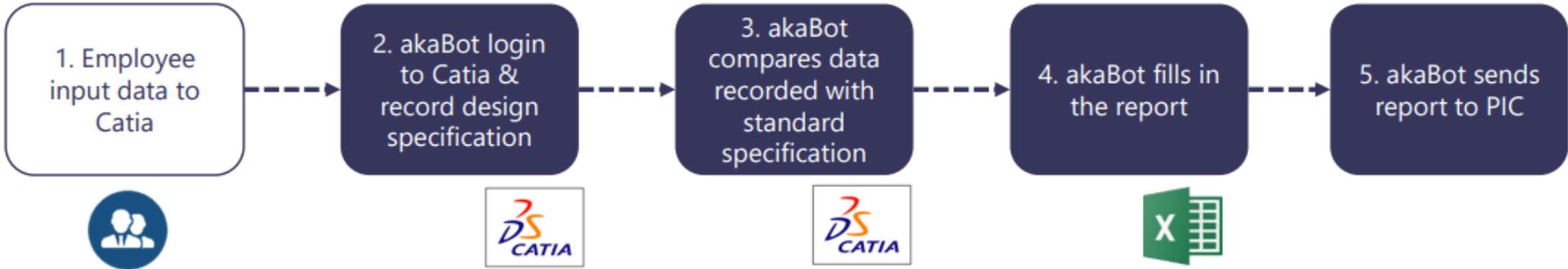
### Company Stats

  
Vehicle  
Manufacturer

**400+**  
Branches 

 **150**  
Countries

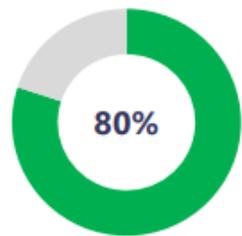
**200,000+**  
Employees 



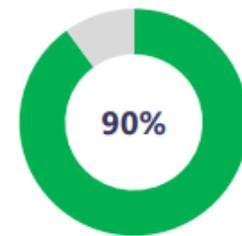
### Results & Impact



Availability



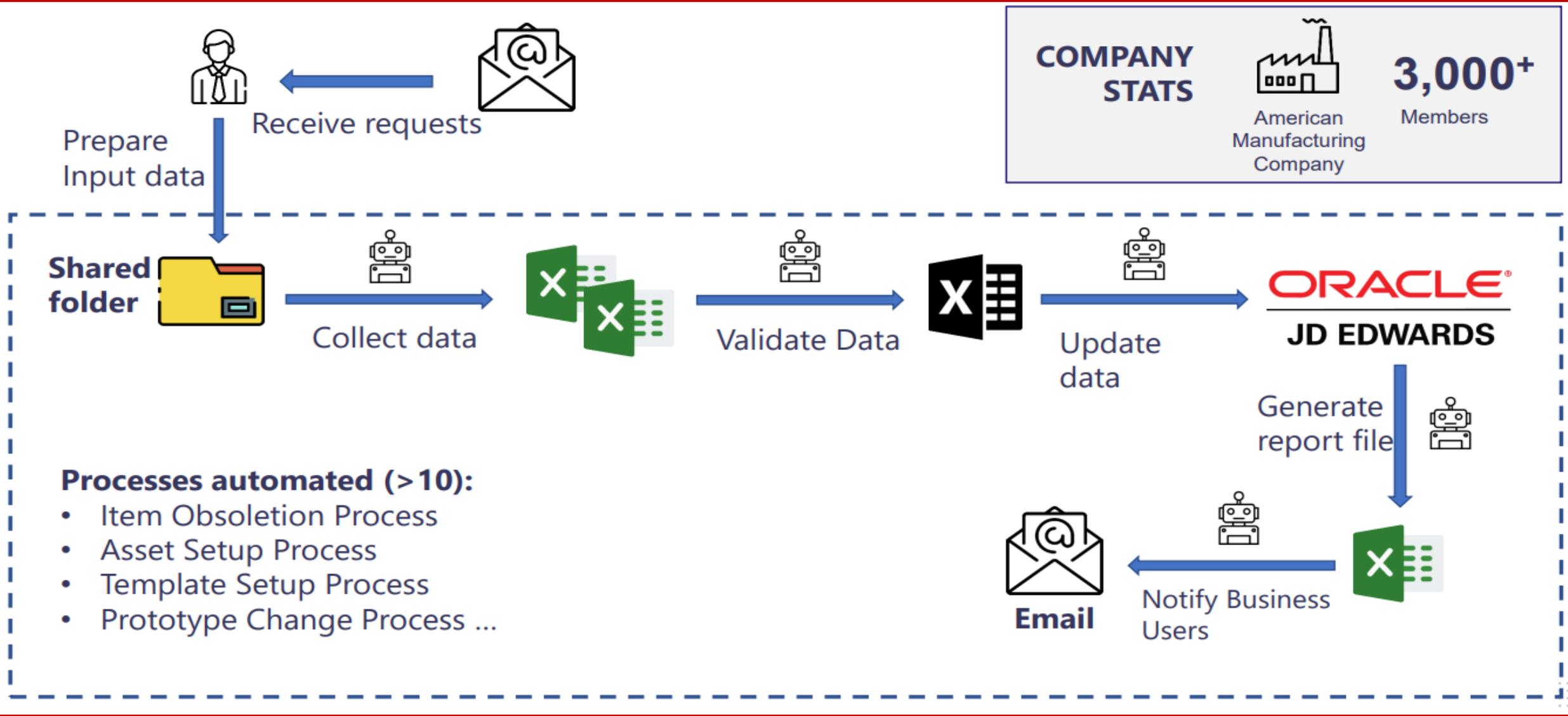
Effort Reduction



Processing Time Reduction

# S-Square RPA Managed Services –

## akaBot Sample Case Study – Manufacturing Operation Data Management Automation



**COMPANY STATS**

 **3,000+**  
Members

American Manufacturing Company

- Processes automated (> 10):**
- Item Obsolescence Process
  - Asset Setup Process
  - Template Setup Process
  - Prototype Change Process ...

# 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%

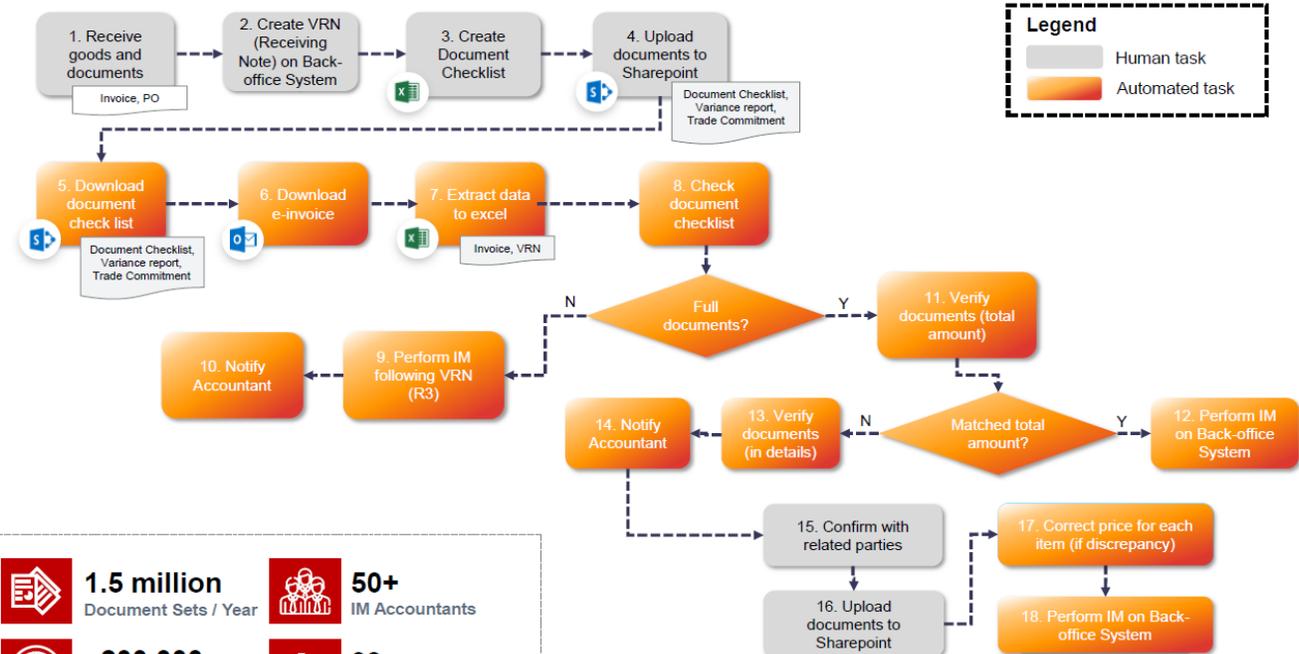
Effort Reduction

17000

Employees

60%

Processing Time Reduction



	<b>1.5 million</b> Document Sets / Year		<b>50+</b> IM Accountants
	<b>~200,000</b> Hours / Year		<b>09</b> Main Business Cases

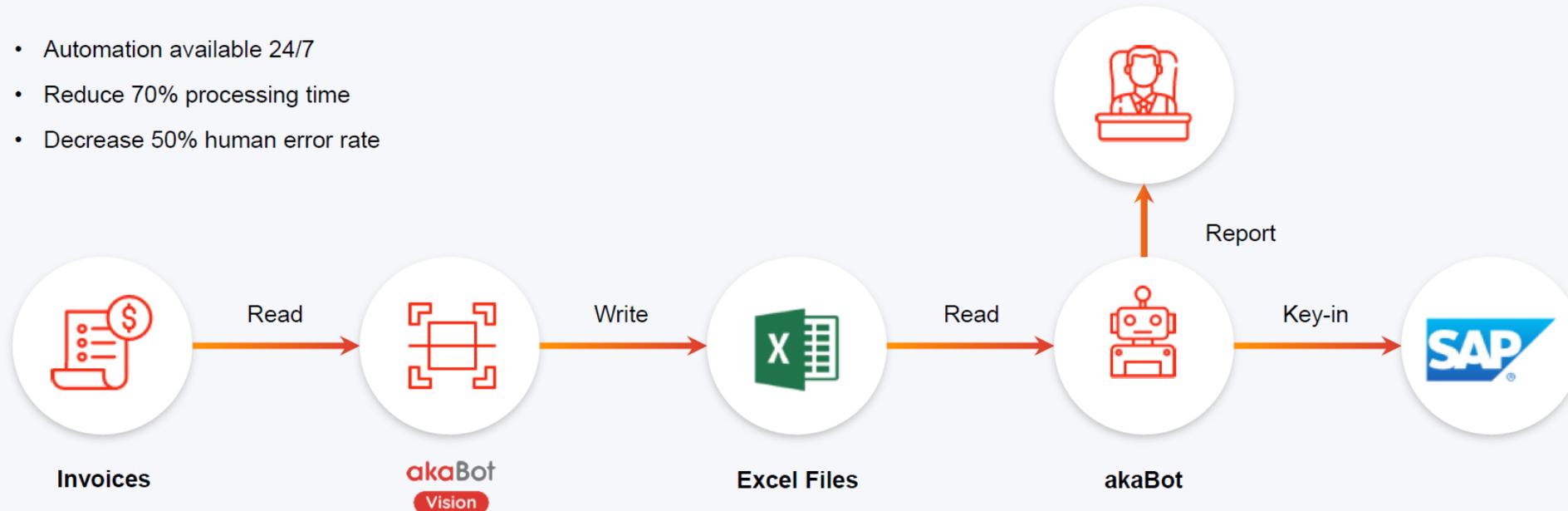
- Standardize & Optimize process flow.
- Apply akaBot to collect documents automatically from various sources.
- Apply akaBot to extract data to excel file. Reconcile & check for mismatched documents.
- Apply akaBot to input matched invoice info into Back-Office Systems & notify accountants of mismatched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

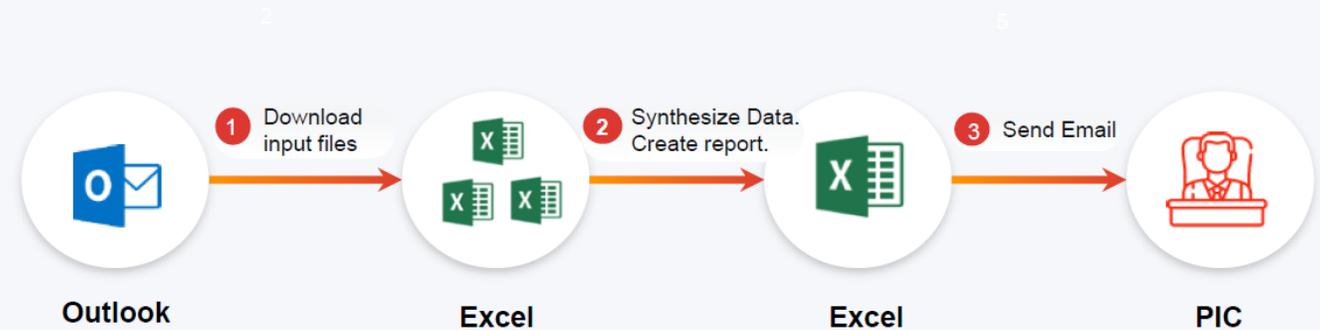
- Low productivity due to heavy manual labour
- Process prone to error
- Requires excessive effort to operate the process

#### 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

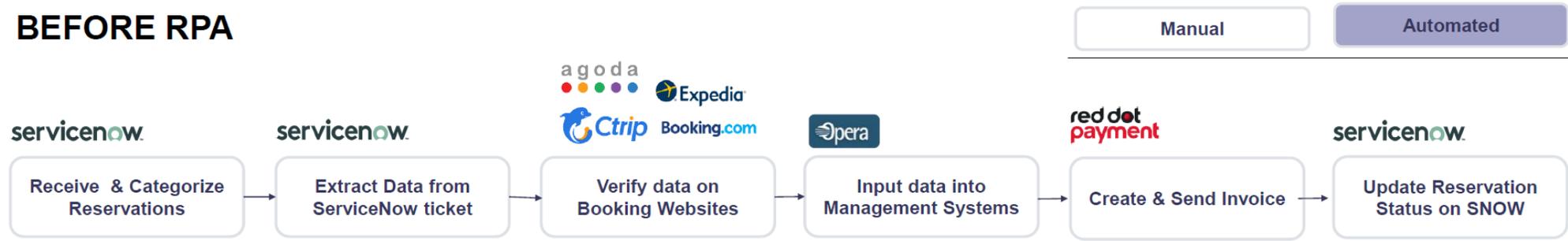
- Implement RPA using to extract data from different sources (booking websites, e-ticket,...), process data & input into management systems.
- Apply RPA to handle entire reservation processing cycle, from reservation acknowledgement to payment handling.
- Monitor & Maintain robot 24/7, ensuring smooth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

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

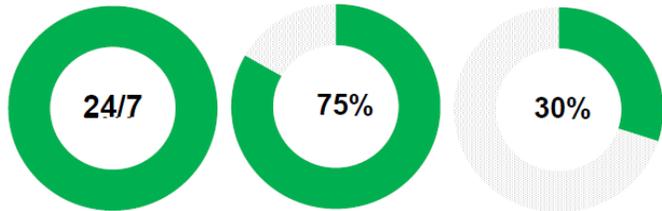
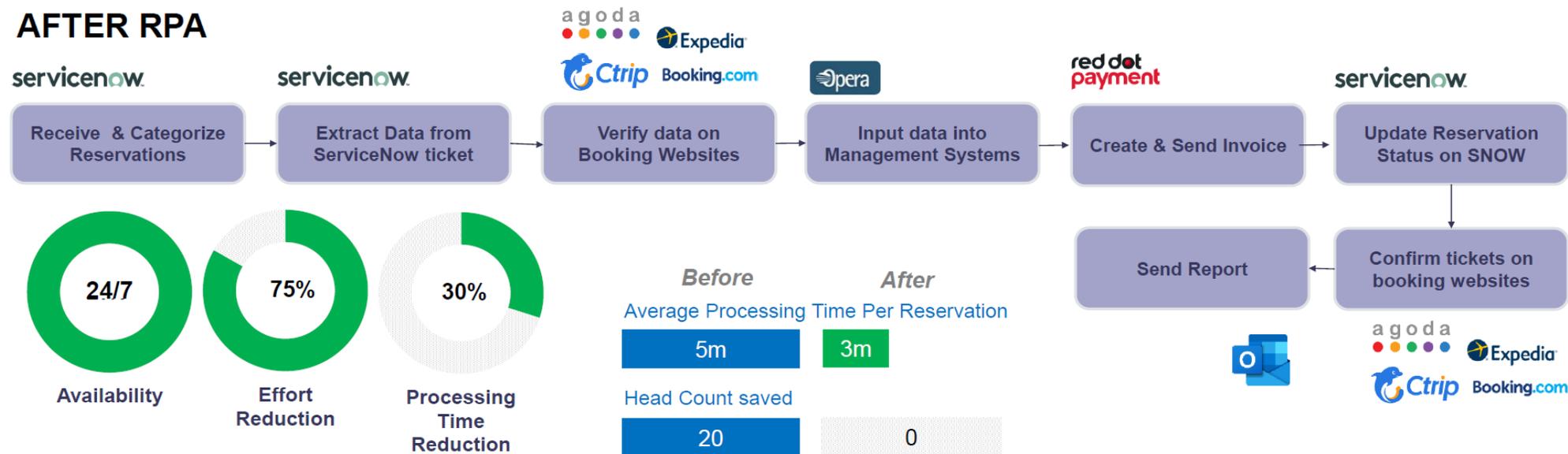


## Reservations Processing Automation (2/2)

### 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

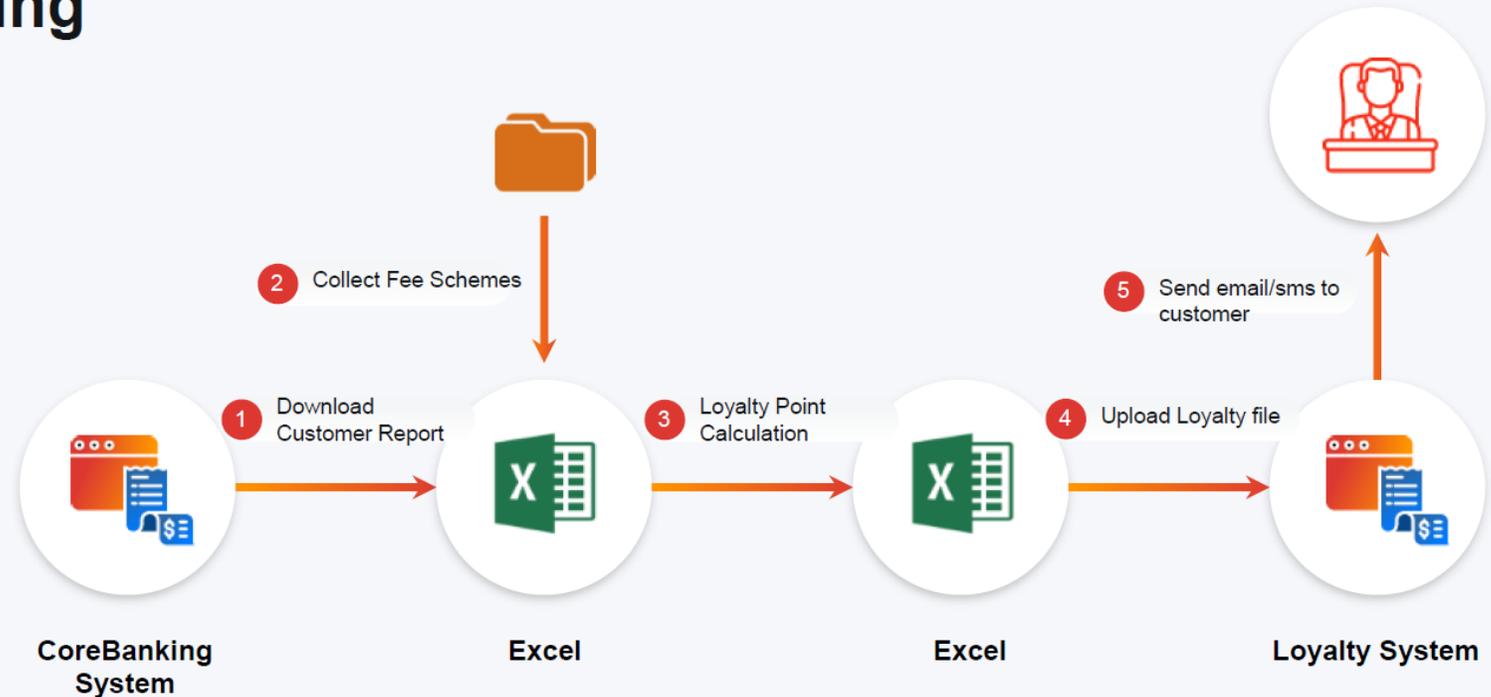
## Loyalty Program Processing

### Business Challenge

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

### Results

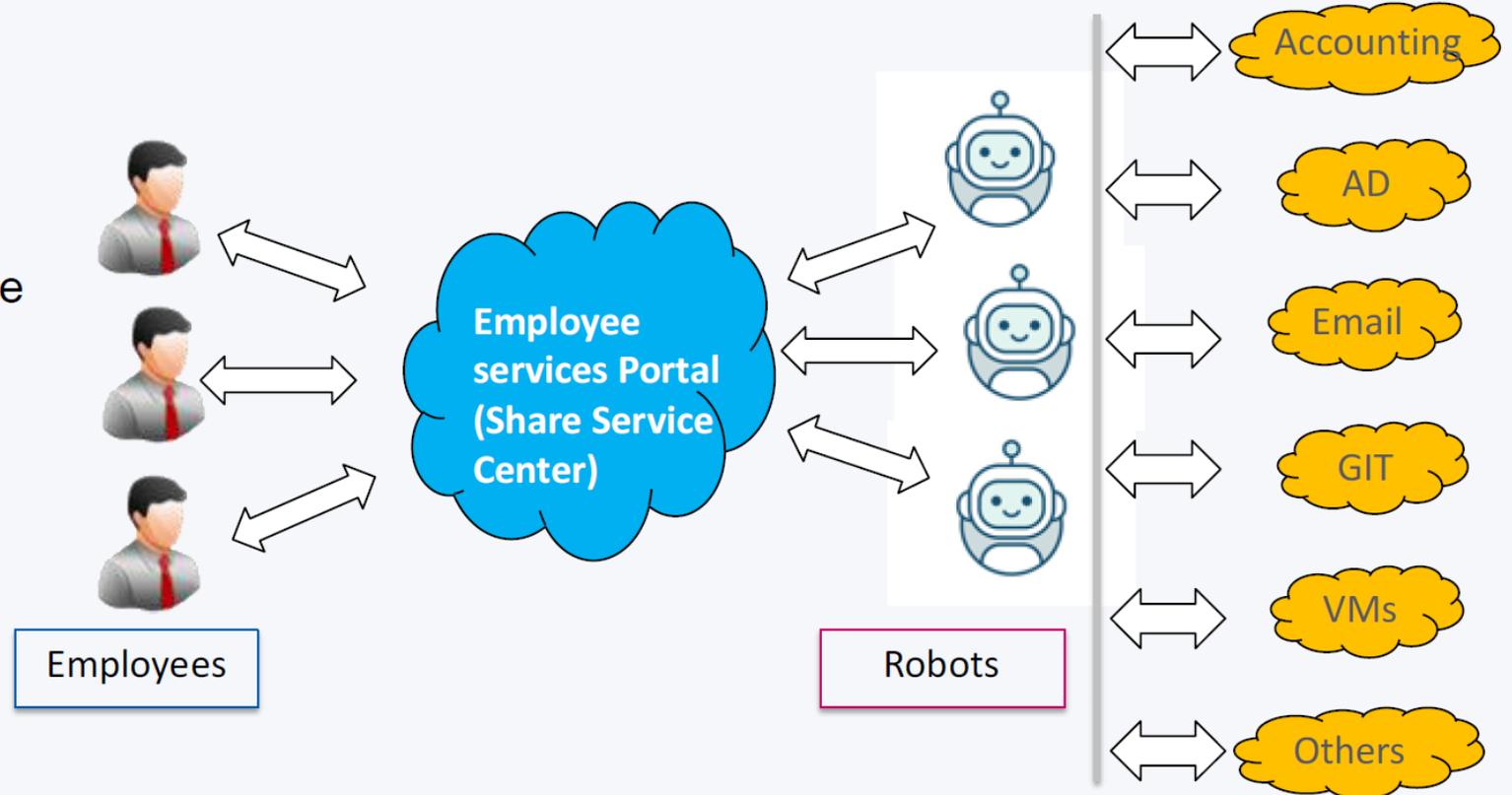
- > Processing time **down 80%**
- > FTE **down 90%**
- > **Save 90%** HR costs



# 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%

# Thank You

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**S-Square**

TRUSTED . TESTED . COMMITTED