



S-Square Introduction: Robotic Process Automation Managed Services

Retail & Services

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Agenda

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- **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**
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 - 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

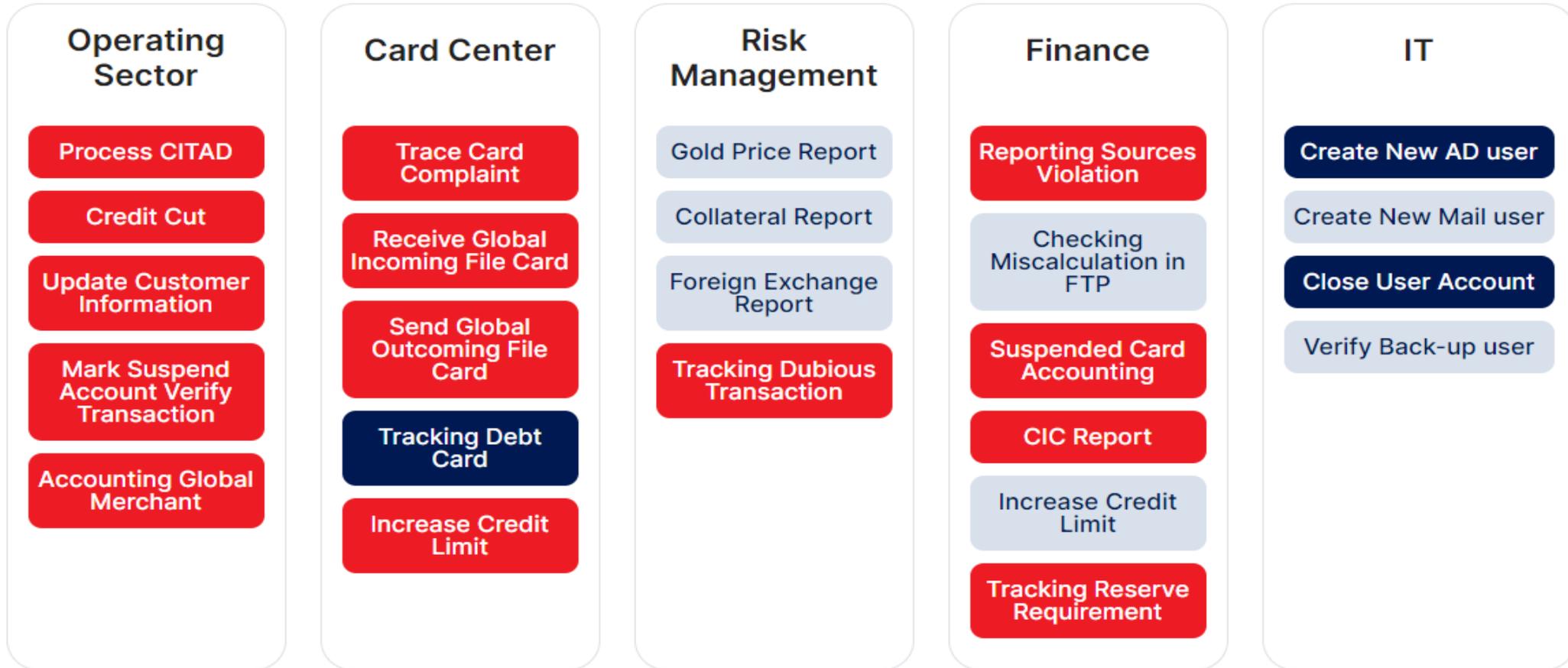
How to Start Your Automation Journey - Retail?



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

Courtesy  Software

How to Start Your Automation Journey - Financial?



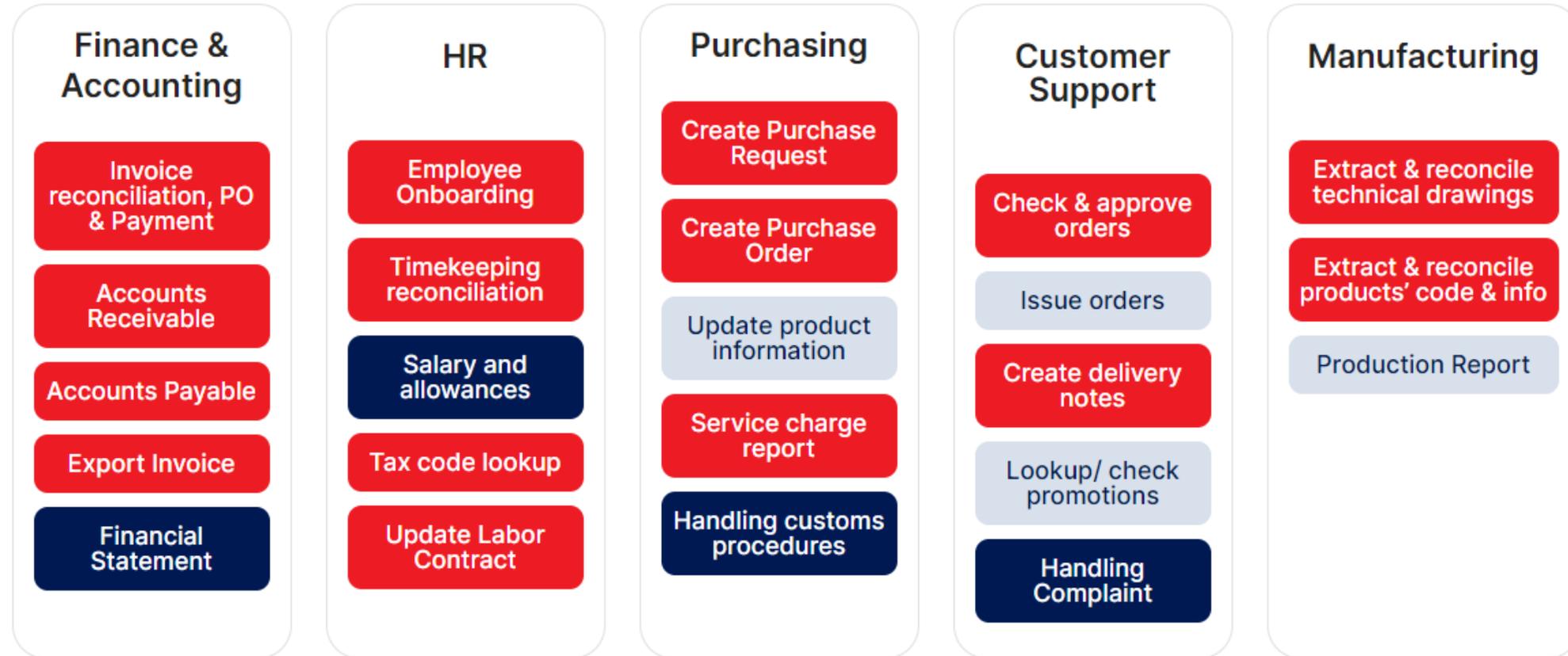
● High Potential for Automation

● Average Potential for Automation

● Low Potential for Automation

Courtesy  Software

How to Start Your Automation Journey - Manufacturing?

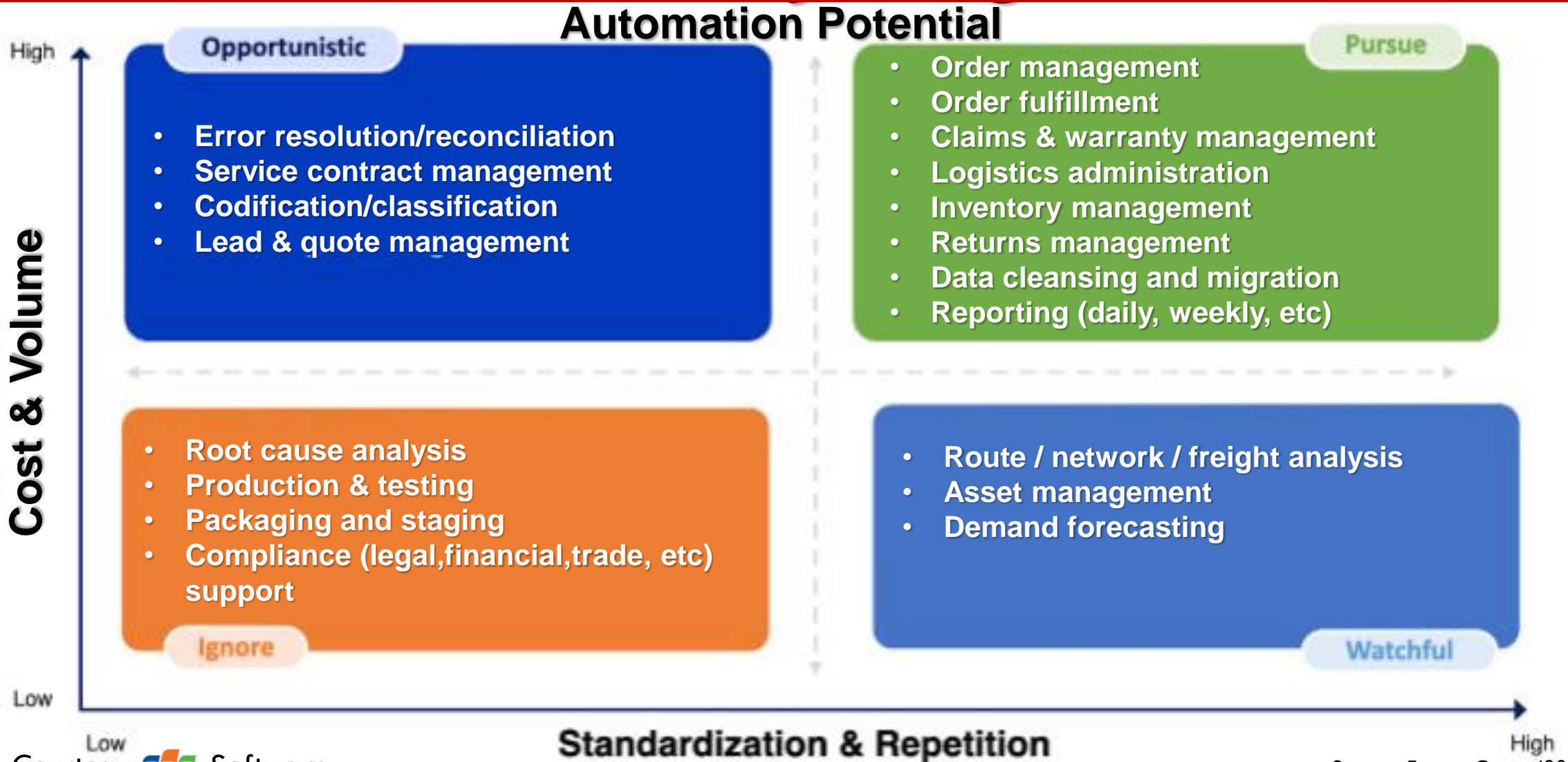


● High Potential for Automation ● Average Potential for Automation ● Low Potential for Automation

Courtesy  Software

How To Start

Your Automation Journey - Logistics?



Courtesy  Software

Source: Everest Group (2020)

How to Start Your Automation Journey - Logistics?

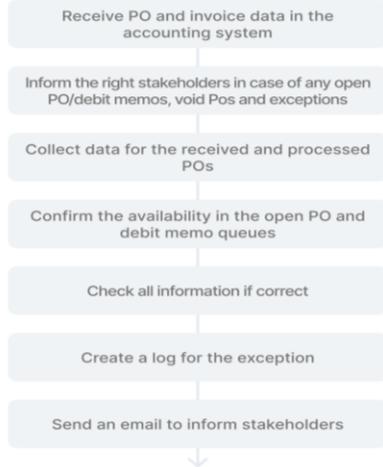
Sample Processes

PO - Invoice Linking

24/7 operation with 95% of process automated



Before
100% Manual



Human **Bot**



With akaBot
25% Manual + 95% Robot

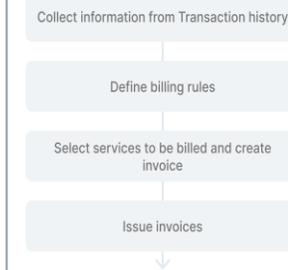


Auto Billing Processing

Turnaround time reduced by almost 25%



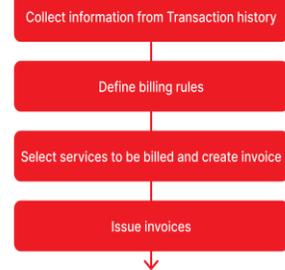
Before
100% Manual



Human **Bot**



With akaBot
100% Robot

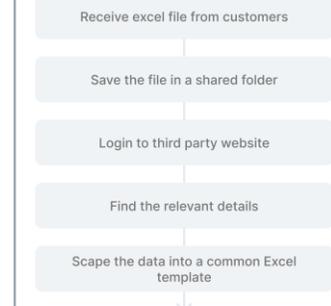


Online Query For Vehicles

100% of the process automated



Before
100% Manual



Human **Bot**



With akaBot
100% Robot



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

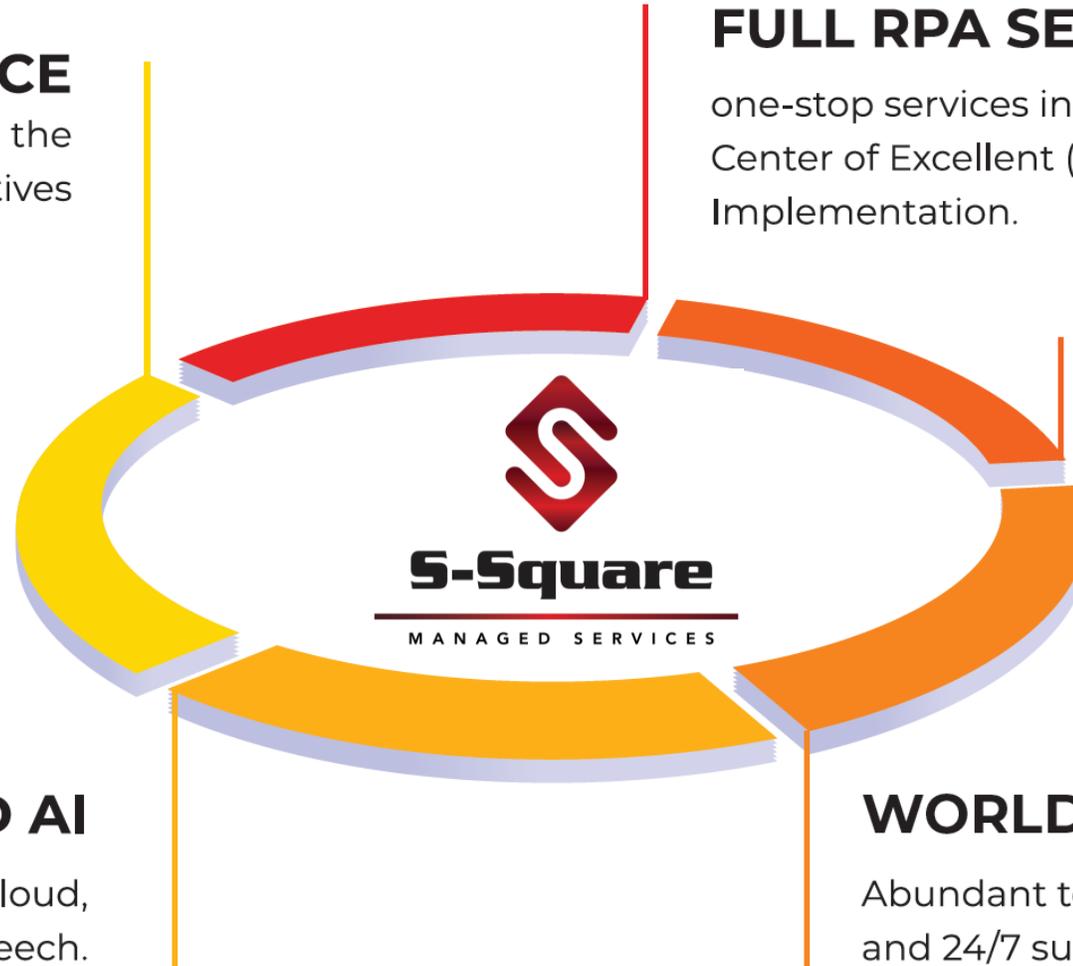
IT, Banking, Admin - BO, Procument, Retail, ...

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 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



akaLink

Employee Engagement Platform



akaInsights

Customer Data Platform

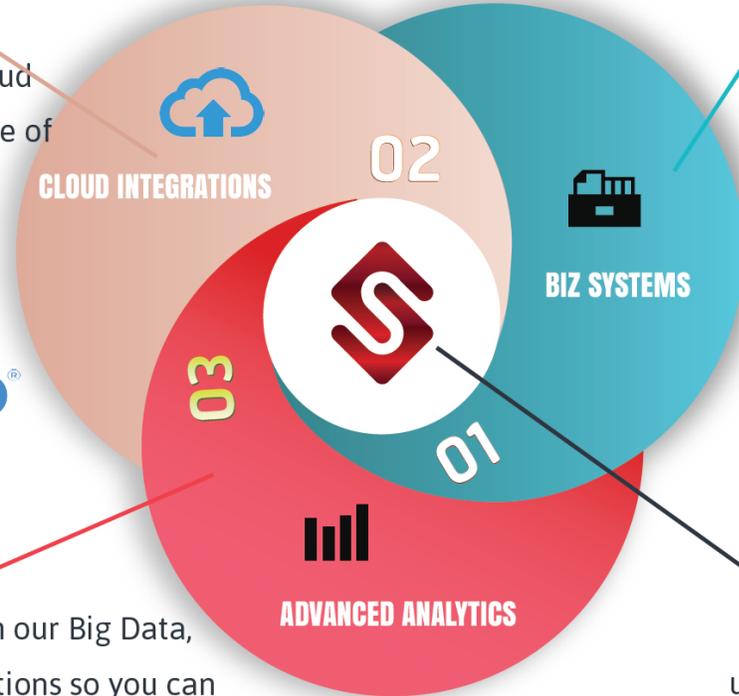
S-Square - Managed Services Provider



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

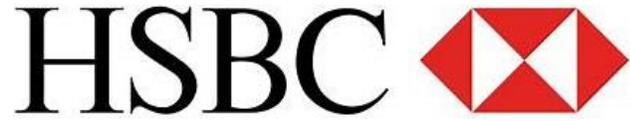
MAINTAINANCE & SUPPORT

- 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.

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 – Retail & Services

Retailer Invoice Matching

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 – Retailer Invoice Matching



Company Stats Vietnam National Retailer

Results & Impact

175,000
customers daily

15,000
employees

340+
malls & stores

40+
provinces nationally

\$500,000
invoice-processing
costs saved within 5 years

90,000 hours
saved per year

75%
of the invoice matching
process is automated

The project actively facilitated business expansion, accelerating operational excellence across sales channels. Time savings approach to invoice management improved customer retention, service quality and retail experience.

| Head of Accounting & Finance

Business Challenges

- Manually handling & matching 1.8 million invoices annually
- The process involved 75 full-time employees, 180,000 hours per year to complete
- During peak times, the task is deemed an operational burden and demotivator for employees
- Retailers, continually seeking to address mounting cost pressure have been forced to accelerate applying solutions as a result of the impact from the Covid pandemic.

Solutions

akaBot RPA automated repetitive invoice handling process tasks creating a new workflow:

- Automatically download e-invoices.
- Extract data from e-invoices and convert it into Excel files.
- Compare the retrieved data from the invoice with relevant documents.
- Notify accountants in case of anomalies

Human employees are included in the loop for final judgement.

Value

System: akaBot is easily integrated into existing legacy system, allowing for rapid roll-out. Additionally, having virtual bots taking care of massive datasets, lowers security and privacy risks.

People: akaBot absorbed a massive number of repetitive tasks for accountants, enabling them to focus on mission-critical tasks.

Business: Repetitive, mundane tasks are undertaken by running codes, reducing error rate and minimizing man-made errors. Embedding akaBot into invoice handling & matching process saving US\$500,00 in five years, trimming 90,000 hours annually.

Before: 10 mins per PO

After: 3 mins per PO



100% Manual



20% Manual 80% Automated

Get Goods Receipts

Print Goods Receipts

Compare information on
PO with Vendor Invoice
& Product Receipts

Record the Invoice in
the system

Payment clearance



Get Goods Receipts

Download the e-invoice

Compare information on
PO with Vendor Invoice
& Product Receipts

Record the Invoice in
the system

Payment clearance



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%

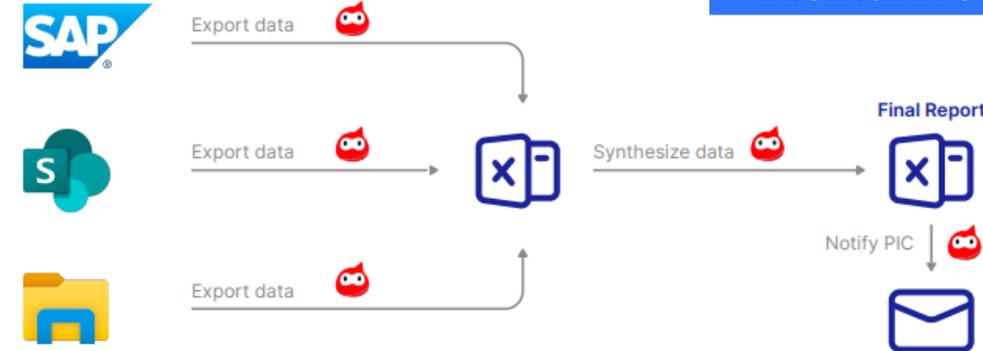
Data collection automated

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%

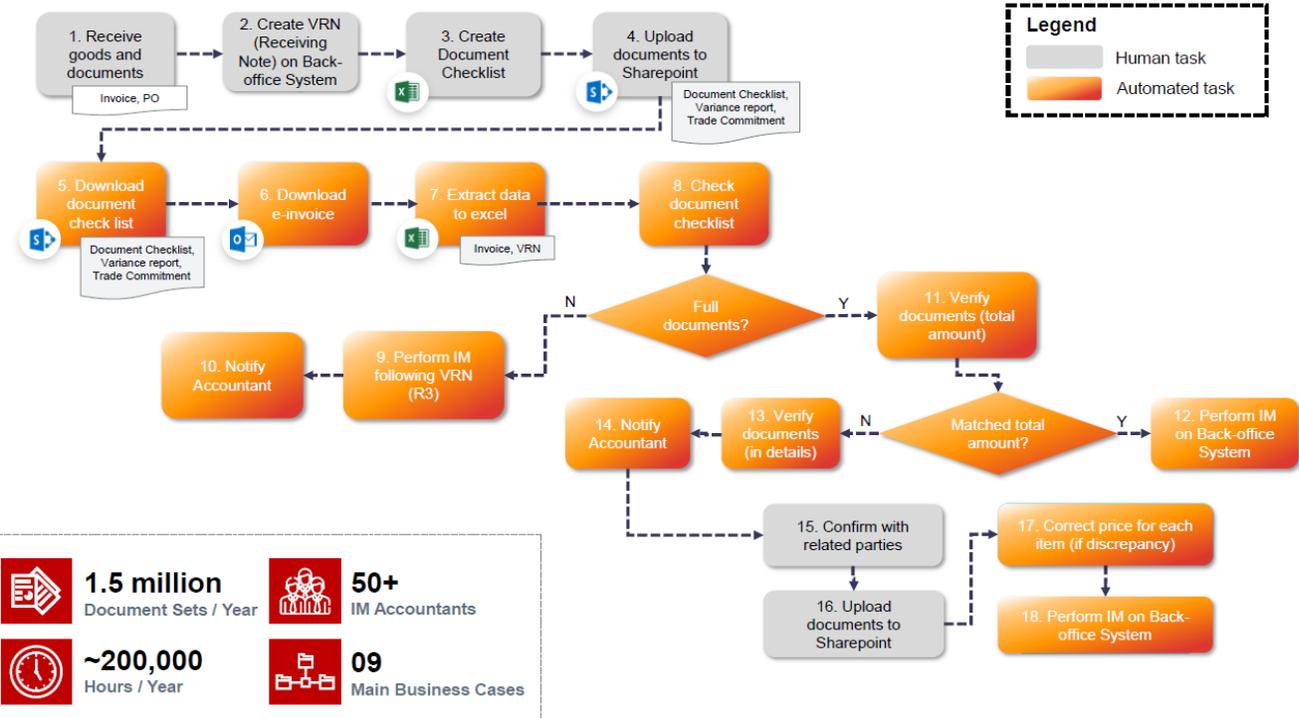
Effort Reduction

17000

Employees

60%

Processing Time Reduction



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

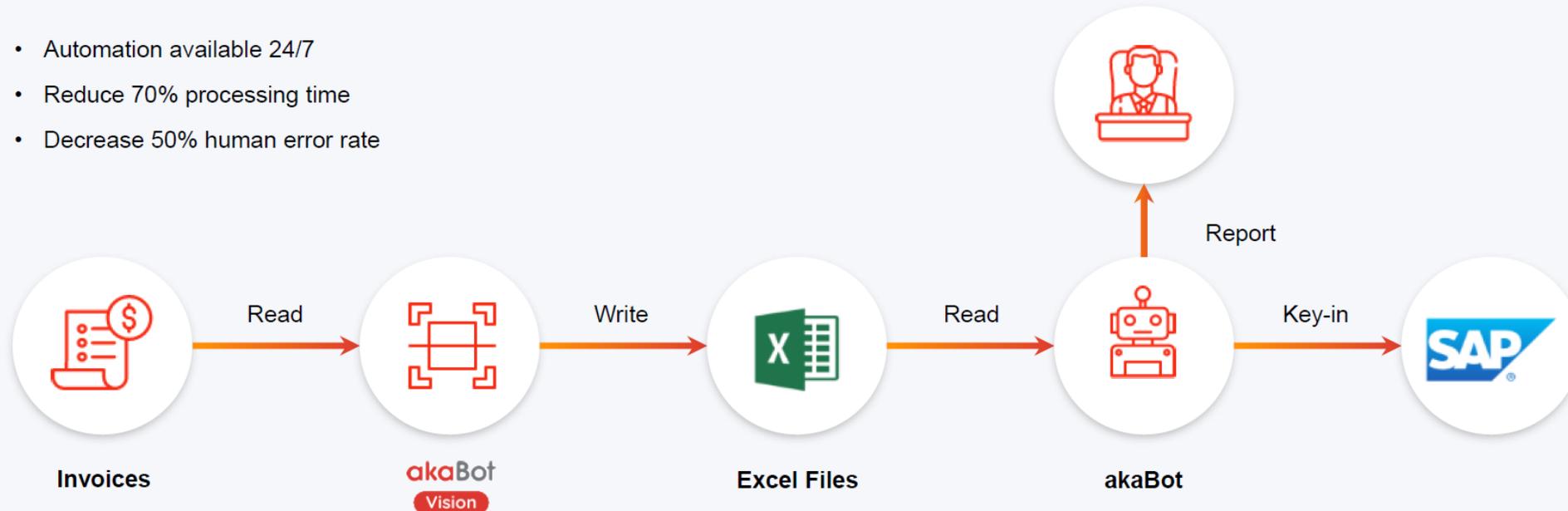
- Standardize & Optimize process flow.
- Apply akaBot to collect documents automatically from various sources.
- Apply akaBot to extract data to excel file. Reconcile & check for mismatched documents.
- Apply akaBot to input matched invoice info into Back-Office Systems & notify accountants of mismatched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

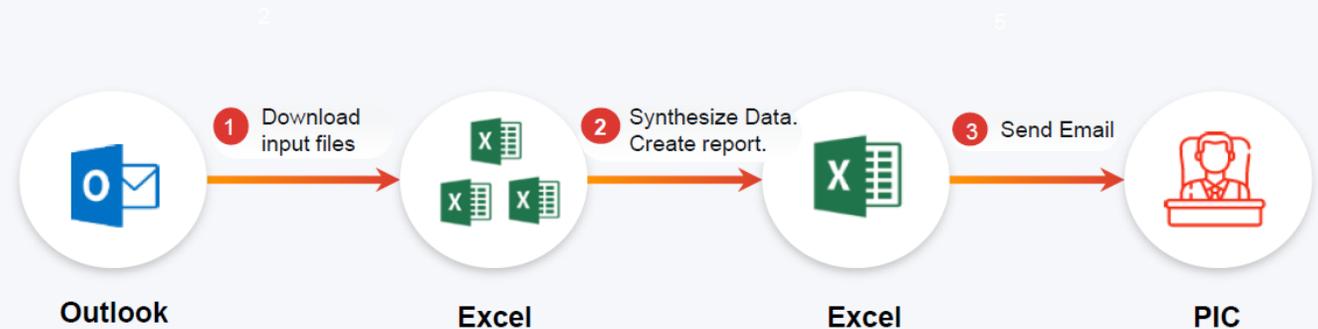
- Low productivity due to heavy manual labour
- Process prone to error
- Requires excessive effort to operate the process

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

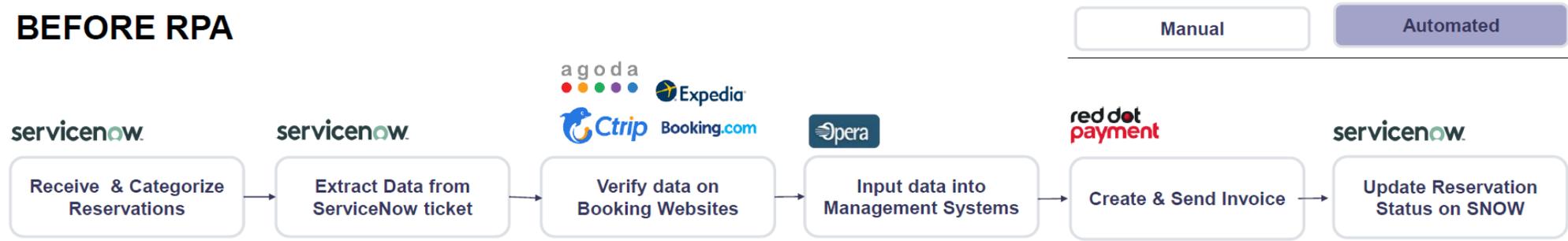
- Implement RPA using to extract data from different sources (booking websites, e-ticket,...), process data & input into management systems.
- Apply RPA to handle entire reservation processing cycle, from reservation acknowledgement to payment handling.
- Monitor & Maintain robot 24/7, ensuring smooth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

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

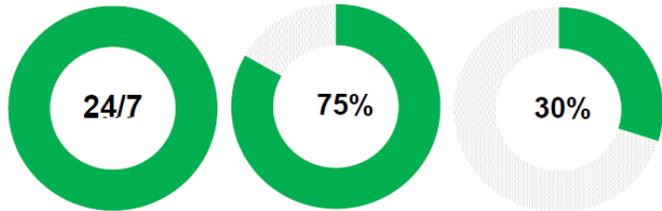
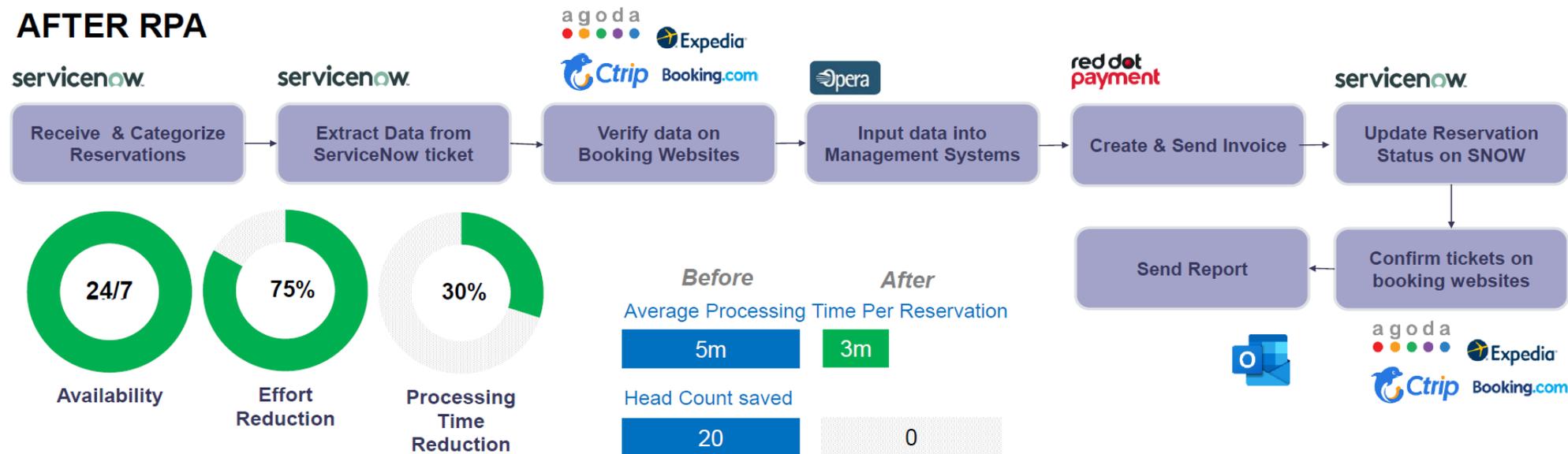


Reservations Processing Automation (2/2)

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

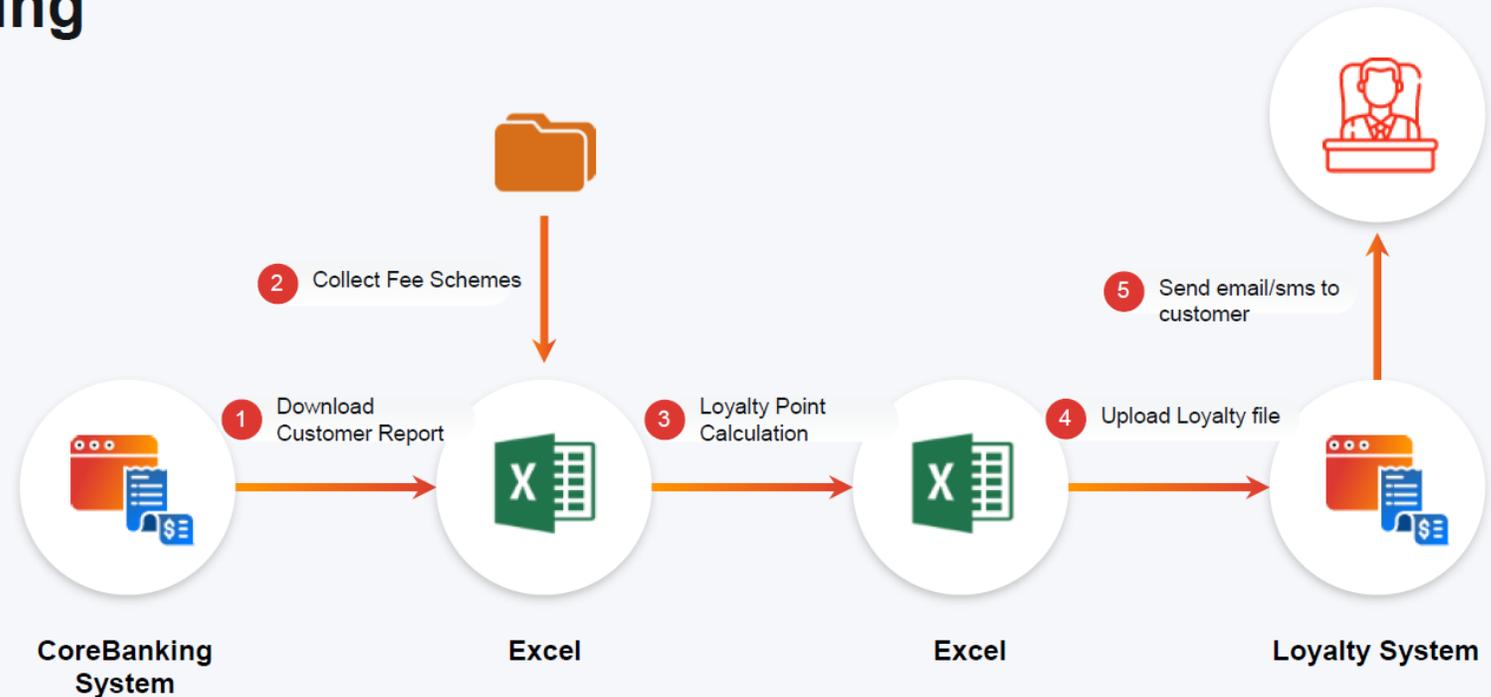
Loyalty Program Processing

Business Challenge

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

Results

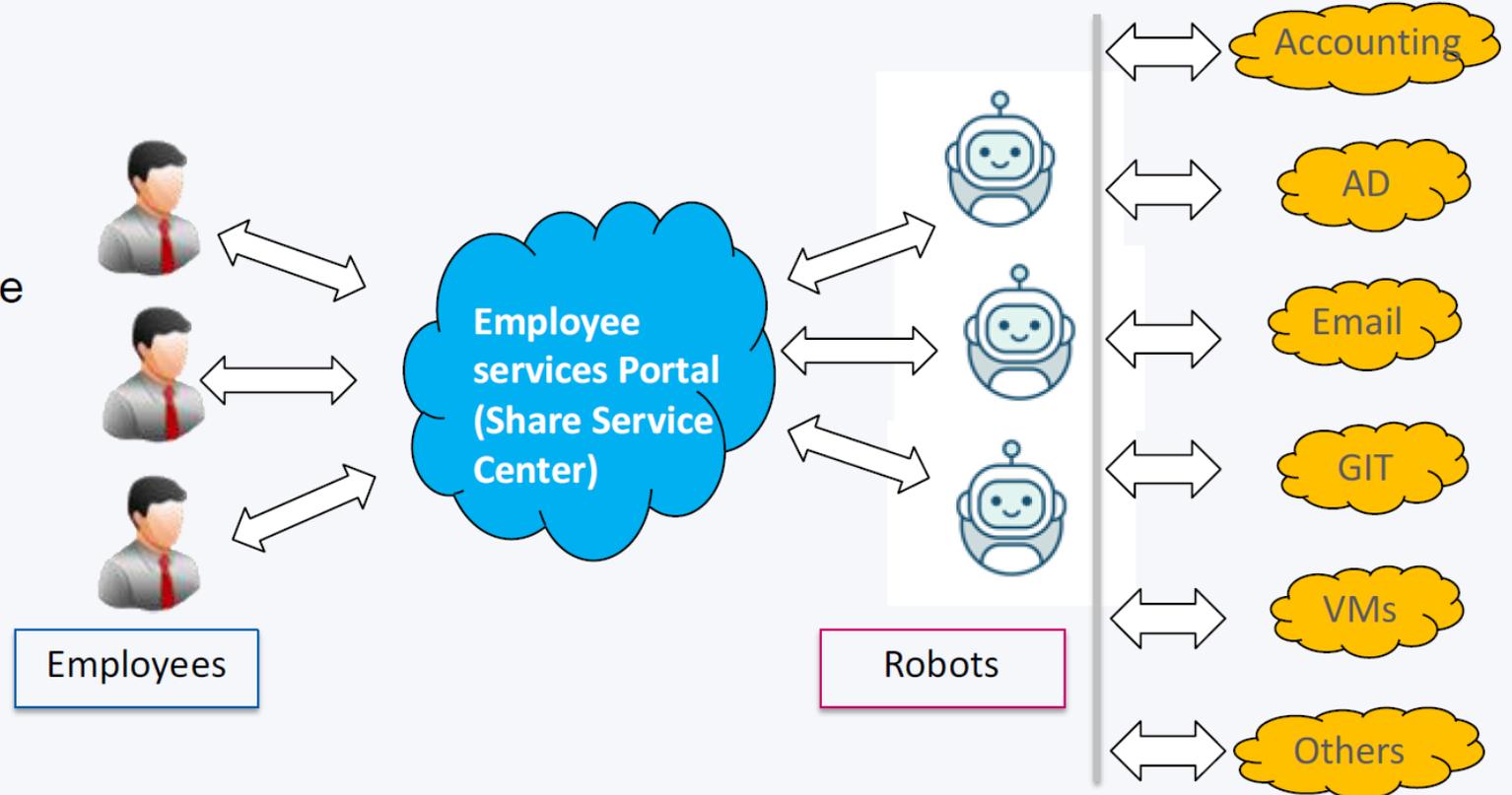
- > Processing time **down 80%**
- > FTE **down 90%**
- > **Save 90%** HR costs



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%

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

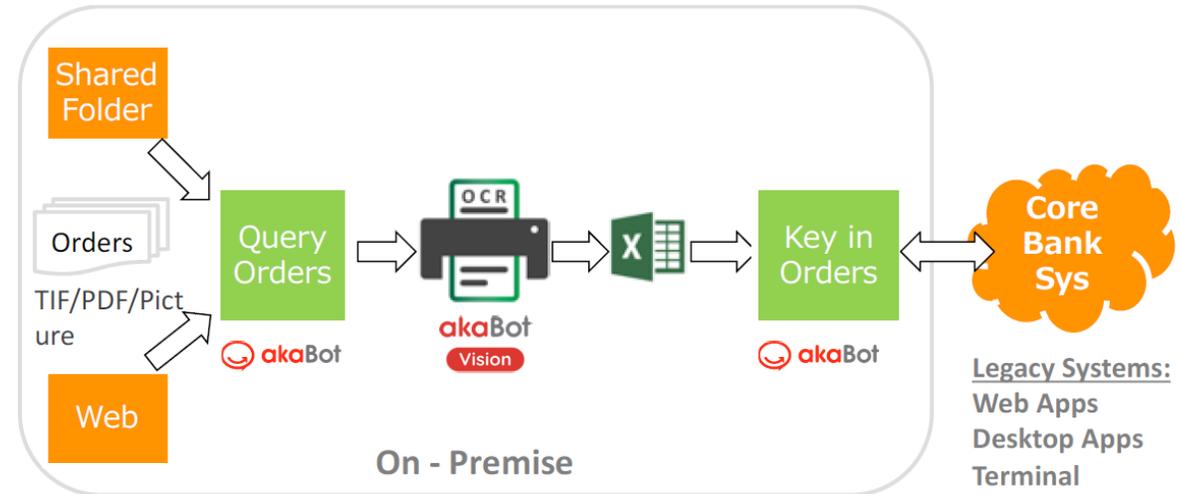
Availability

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 (Số tiền)
CURRENCY (Loại tiền)	PHP		5000000
CCY & AMT IN WORDS (Loại tiền và số tiền bằng chữ)	PHP tương đương Năm trăm sáu mươi sáu triệu đồng.		
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

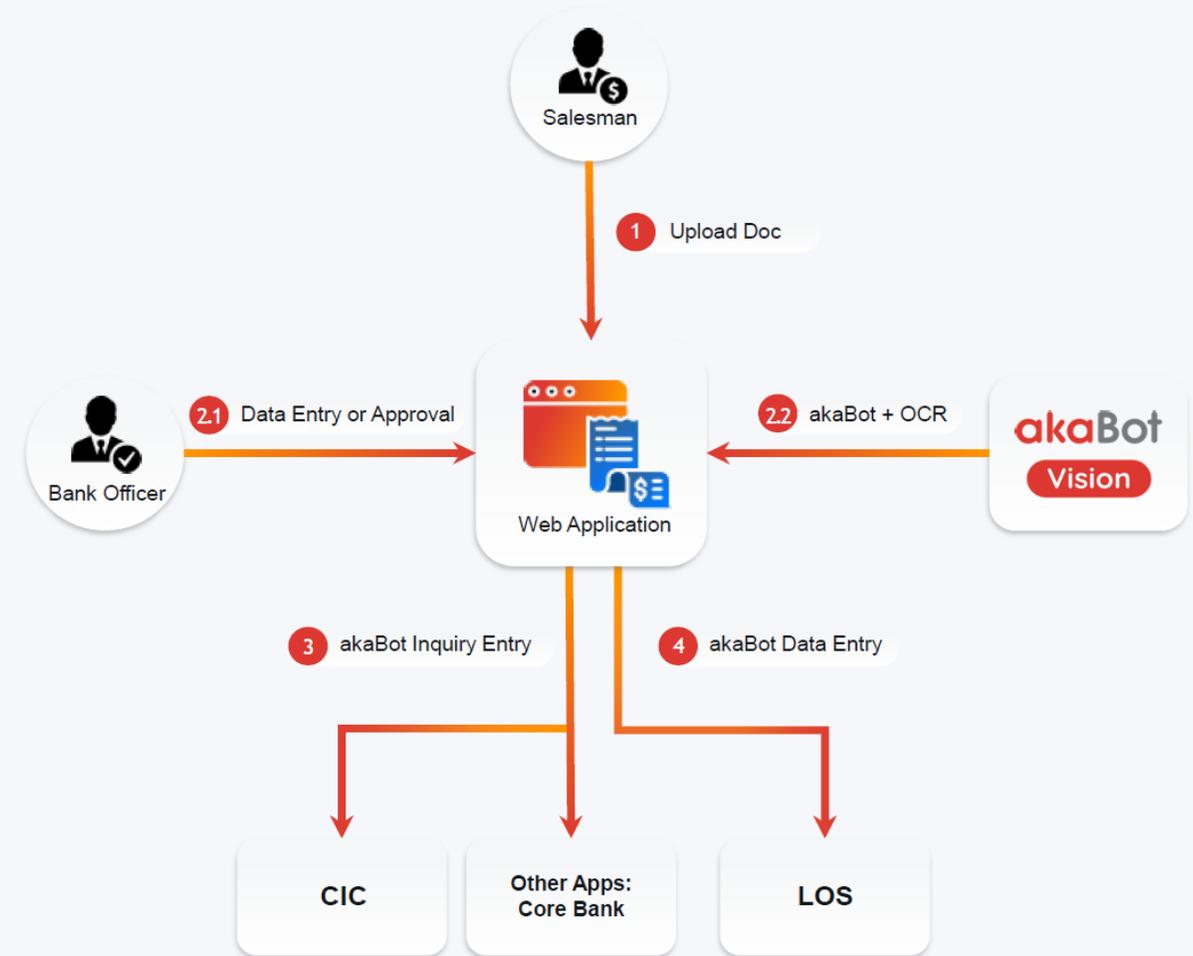
Loan Contract Processing

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

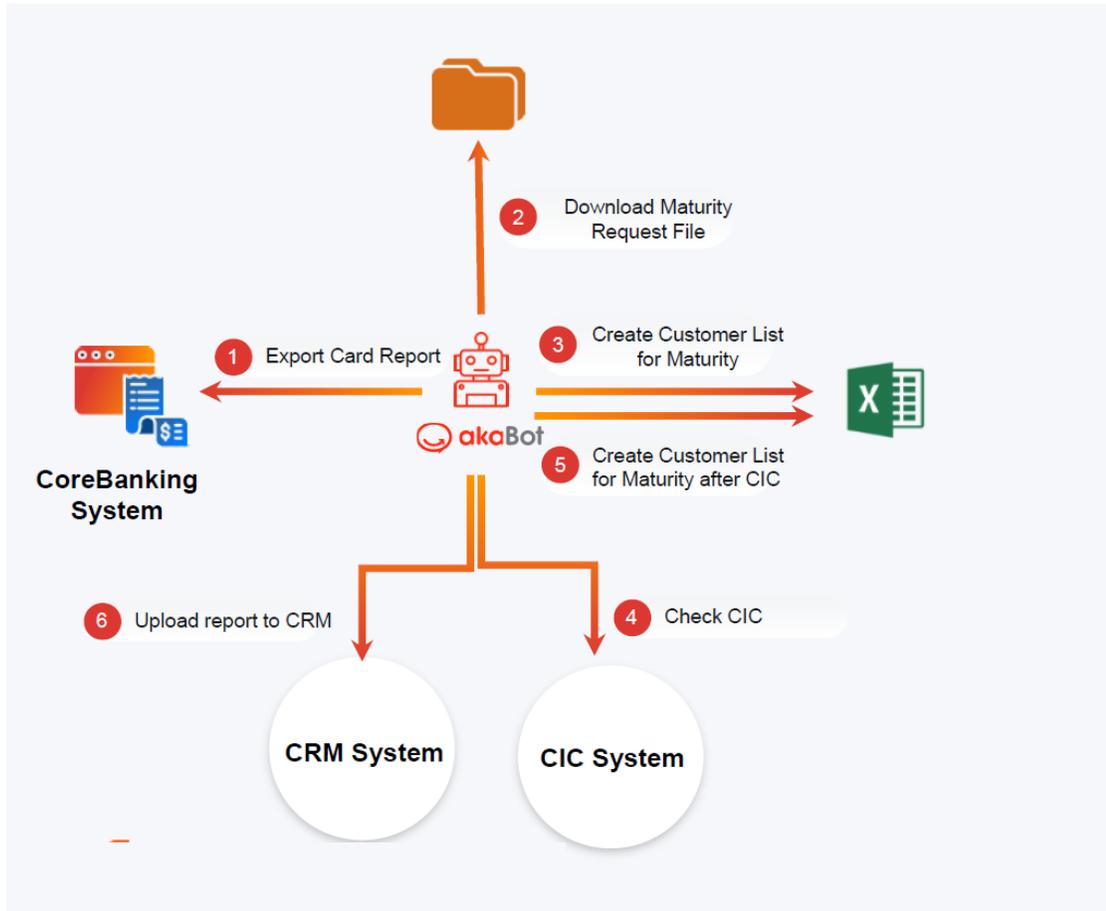
Results

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

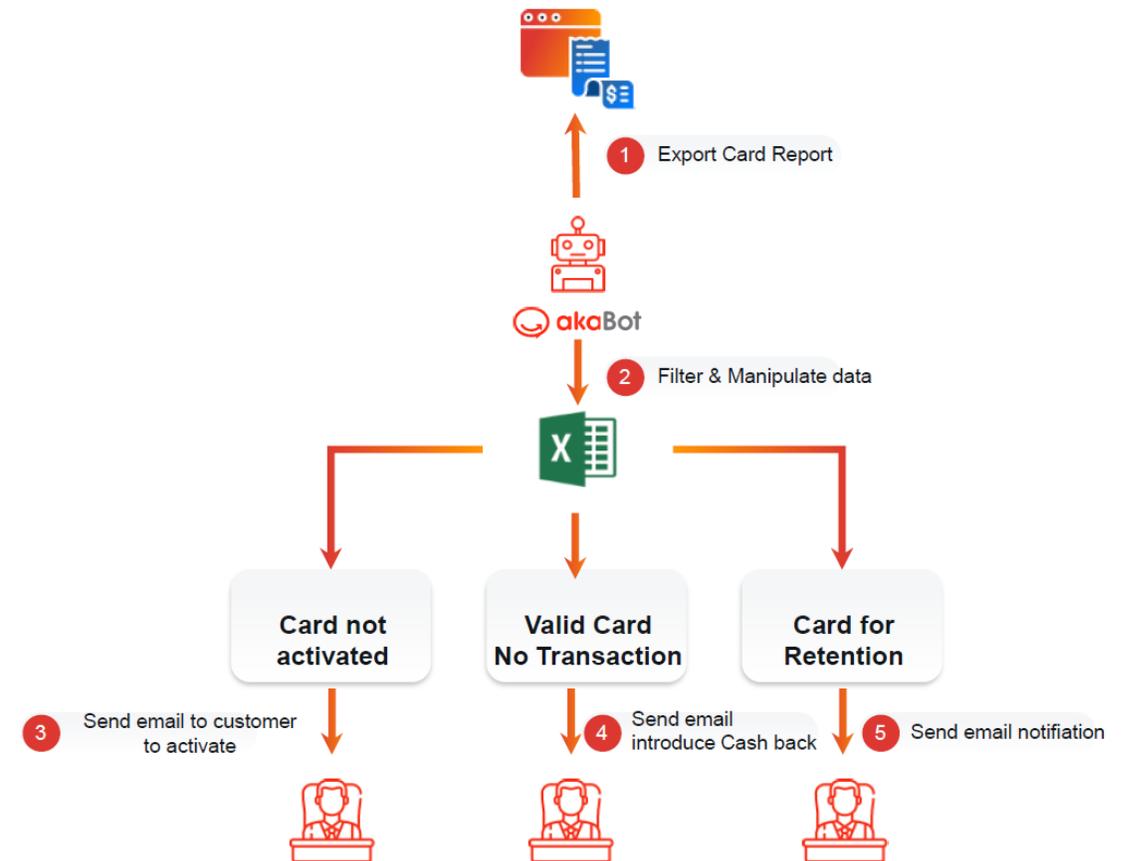


S-Square RPA Managed Services – akaBot Sample Case Study – Credit Card Maturity & Usage Reminder

Credit Card Maturity



Credit Card Usage Reminder



Thank You

Jeff Friedman,
VP, Sales & Customer Success

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S-Square

TRUSTED . TESTED . COMMITTED