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Certified MBE

CERTIFIED NMSDC MBE 2018

S-SQUARE INTRODUCTION

ROBOTIC PROCESS AUTOMATION

MANAGED SERVICES

v20210129

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S-Square Systems Inc.

Agenda

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- Business Challenges
- What is RPA/akaBot
- RPA Benefits
- Our RPA Solutions for different Domains
- RPA Values across sample Business Processes
- Why S-Square's RPA Managed Services
- S-Square RPA Managed Services – Monitoring and Administration
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- Representative akaBot customers
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  - Employee onboarding
  - Invoice Matching
  - Invoice Data Entry
  - Synthesize Procurement Transactions
  - Reservations Processing Automation
  - Banking Remittance Process
  - Loan Contract Processing
  - Loyalty Program Processing
  - Credit Card Maturity & Usage Remainder

Business Challenges

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

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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

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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.

Our RPA Solutions for different 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 Values across sample Business Processes

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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

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

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Provisioning

akaBot Center connects to every akaBot Agent in the system

Scheduling

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

Remote Control

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

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.

Deployment

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

Queues

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

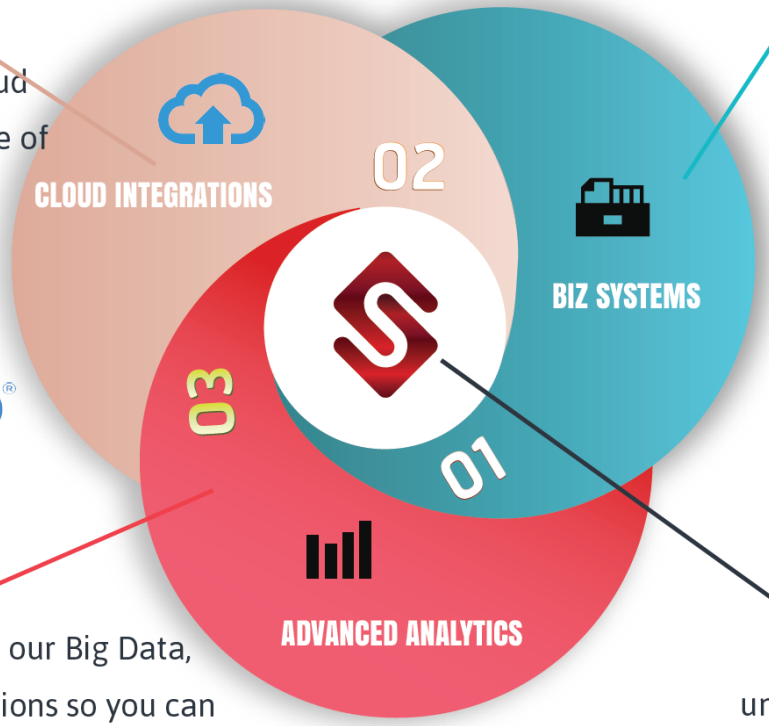
S-Square – Managed Services Provider

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..

ORACLE CLOUD · MuleSoft · snapLogic · aws · Azure · TIBCO



BUSINESS SYSTEMS

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

ORACLE · infor · SAP · salesforce · ORACLE PEOPLESOFT · ORACLE NETSUITE · KRONOS · workday

ADVANCED ANALYTICS

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

talend · +ableau · R · APACHE Spark · hadoop · Qlik · rapidminer

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

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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

Representative akaBot customers

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HSBC

dip
dream idea passion

MIZUHO

DNP

TPBank

pharmacare
HAWAII
care done right

GS SHOP

HTFT
Honda Techno Fort

Digi-Key
ELECTRONICS

thinkpower

SHINSEGAE

SCSK SCSK Europe Ltd.

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

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CASE STUDIES

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

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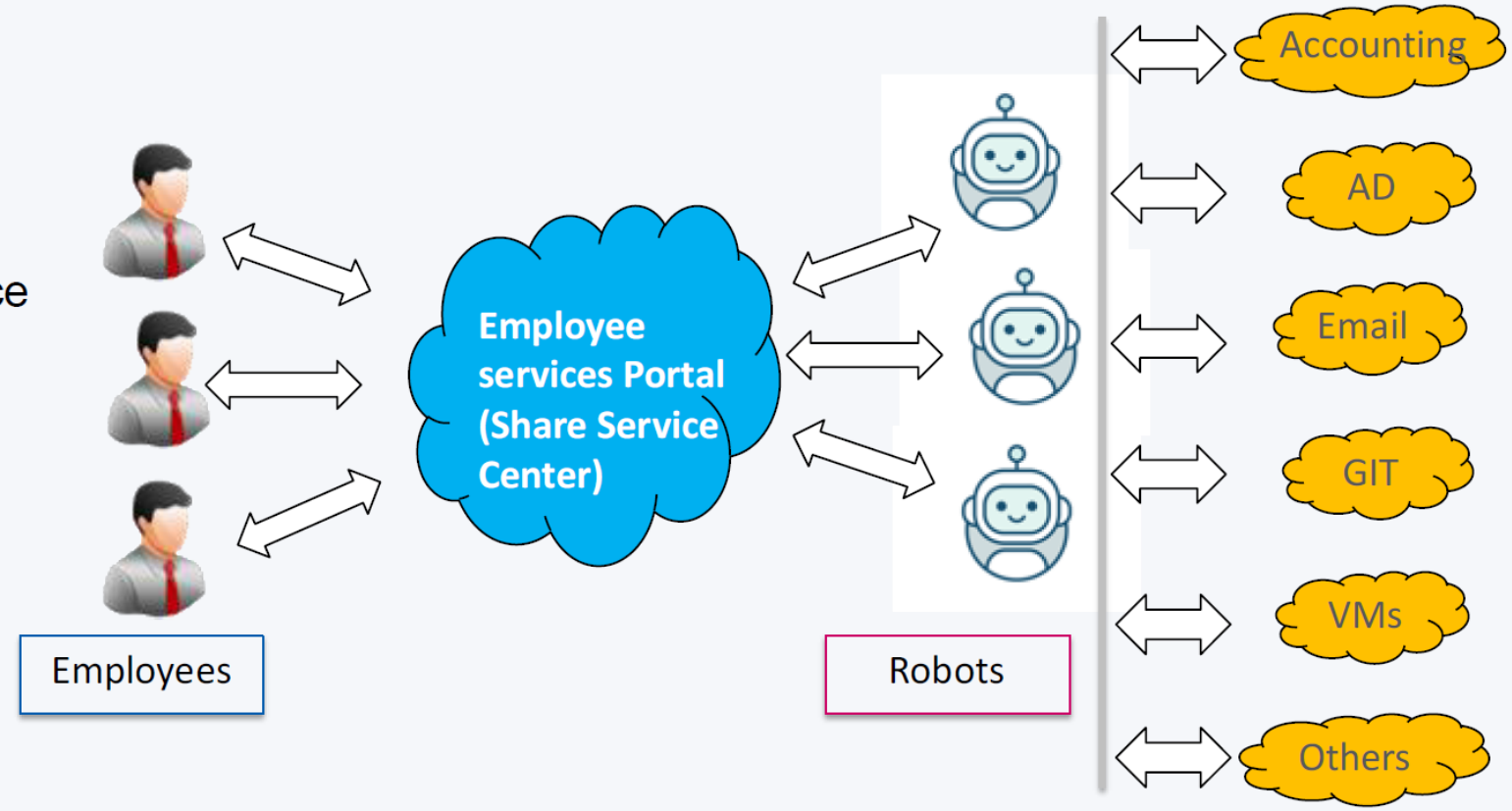
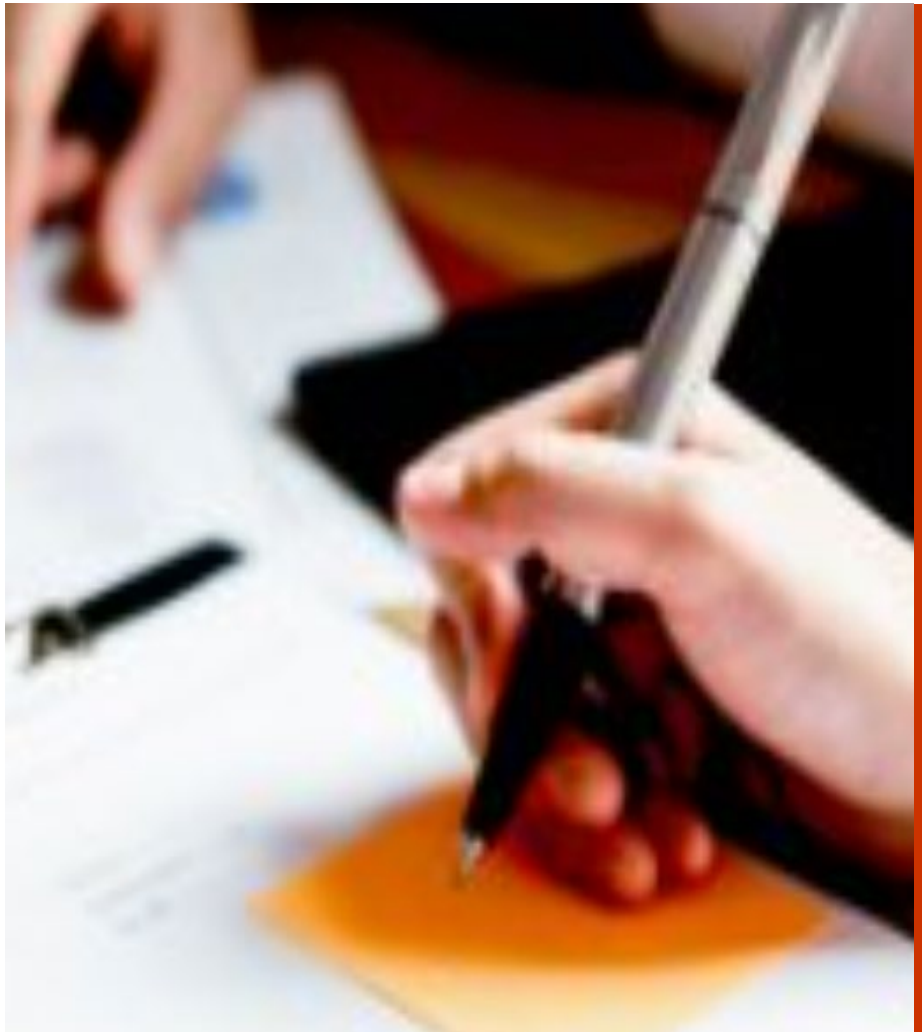
Share Service Center Automation

- **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 – Invoice Matching

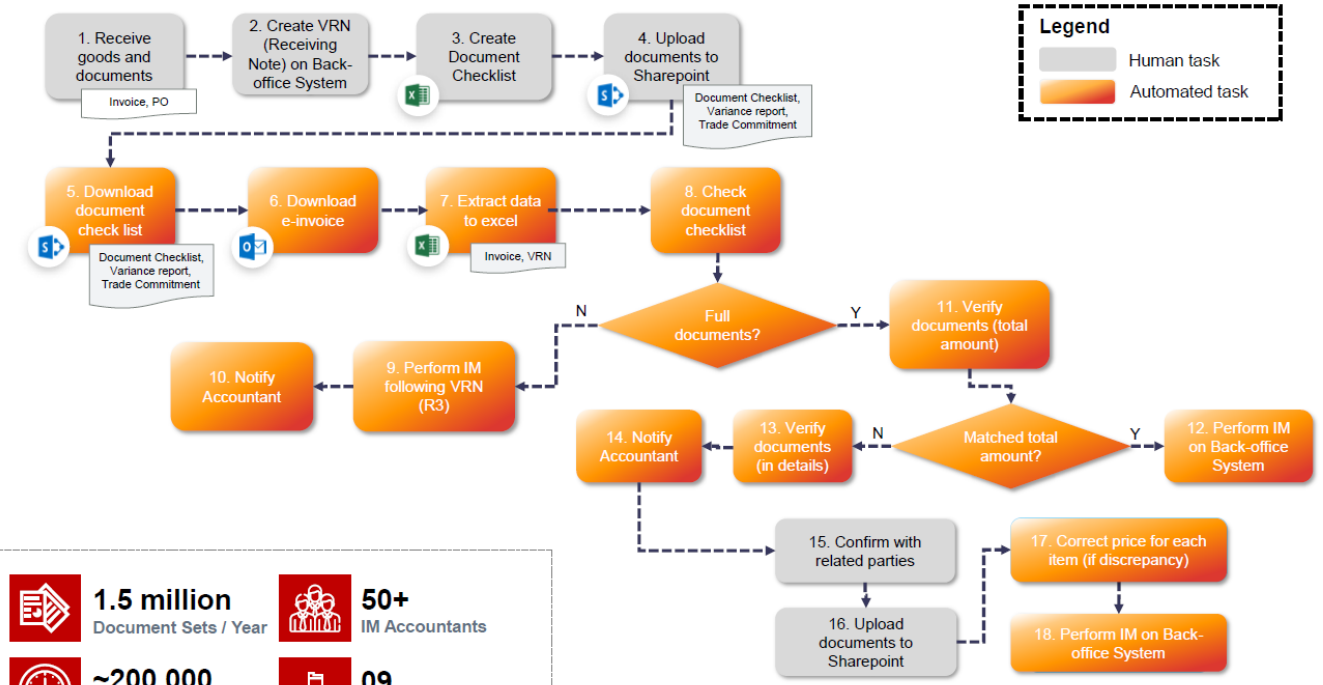
Invoice Matching

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

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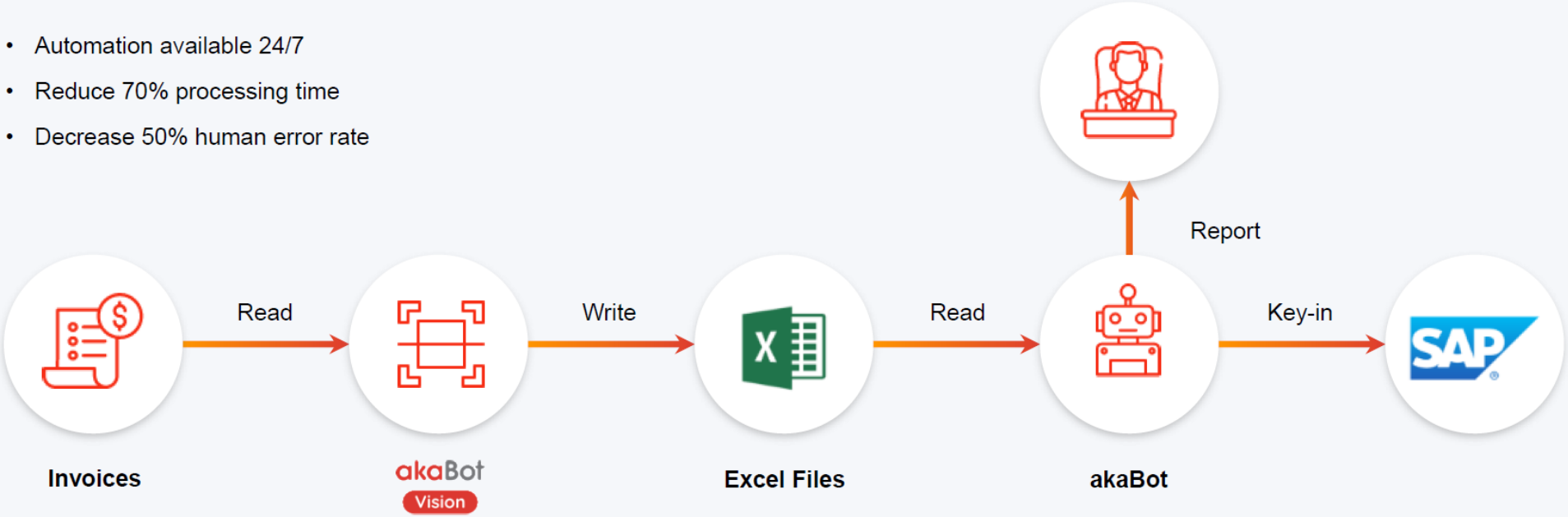
Invoice Data Entry

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

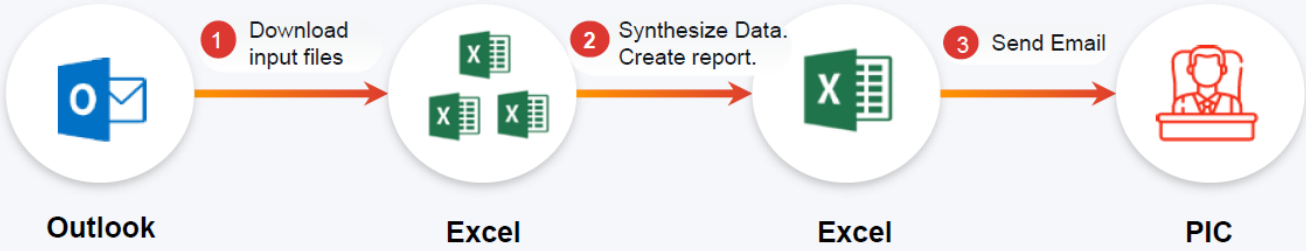
- Low productivity due to heavy manual labour
- Process prone to error
- Requires excessive effort to operate the process

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

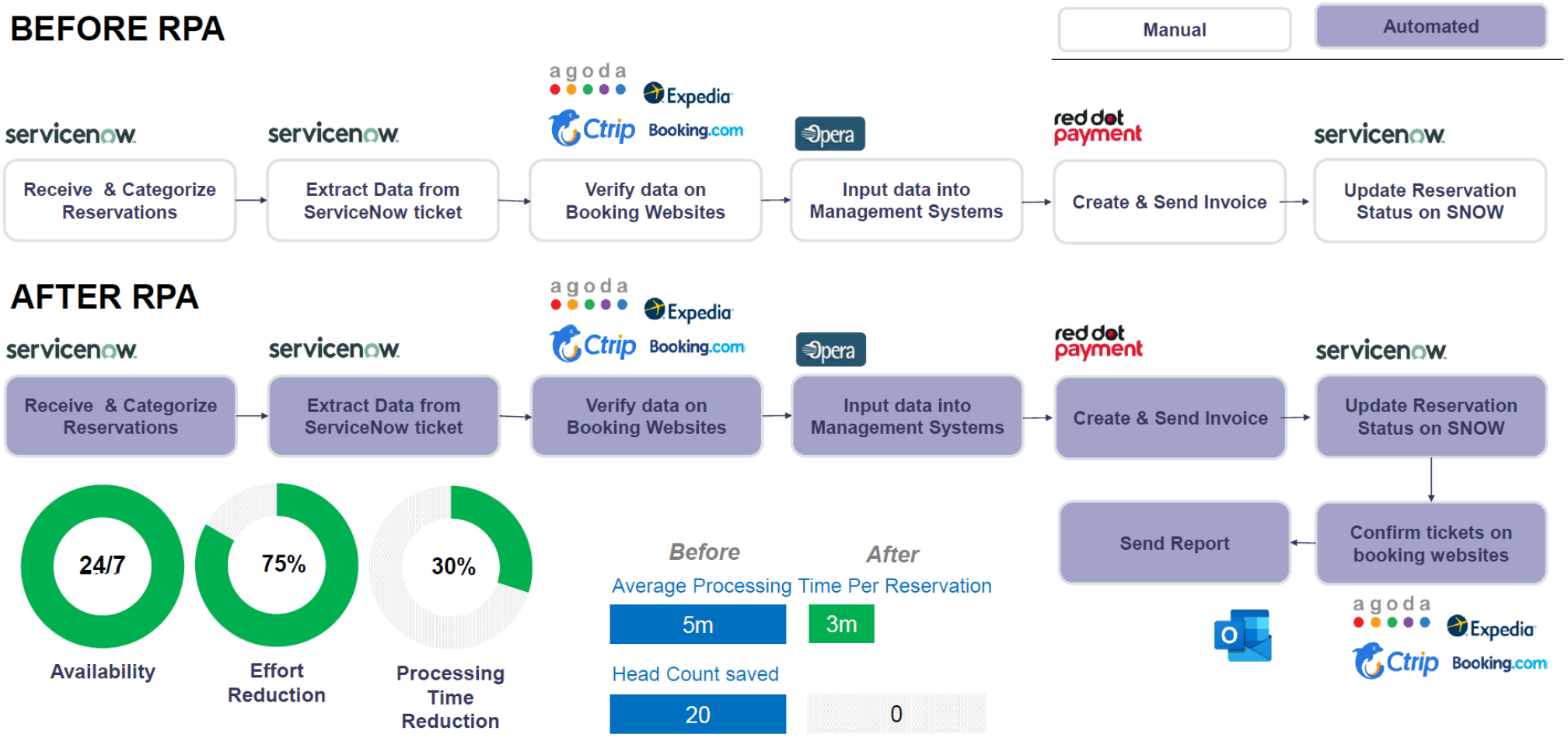
High probability of human error

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)

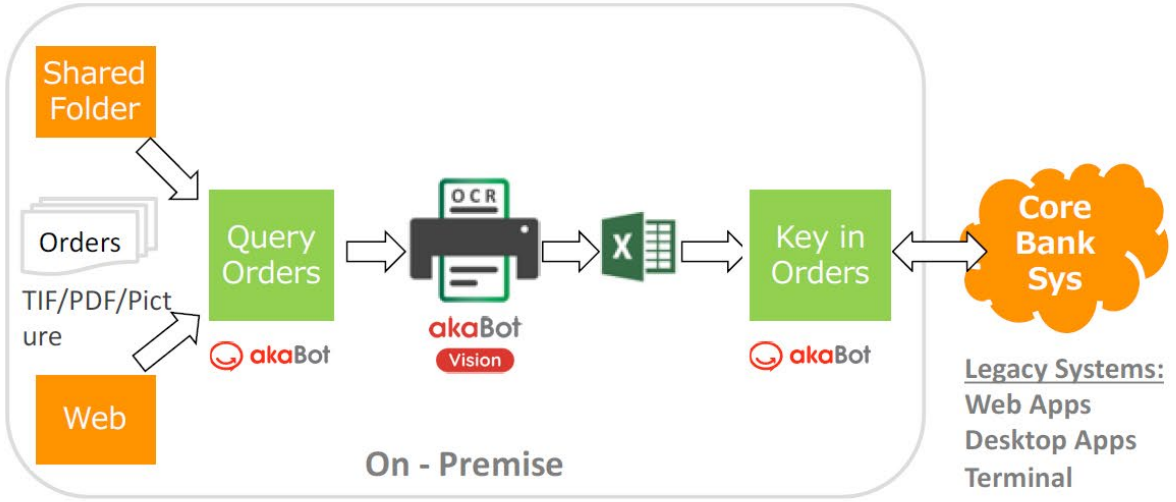


S-Square RPA Managed Services –
akaBot Sample Case Study – Banking Remittance Process

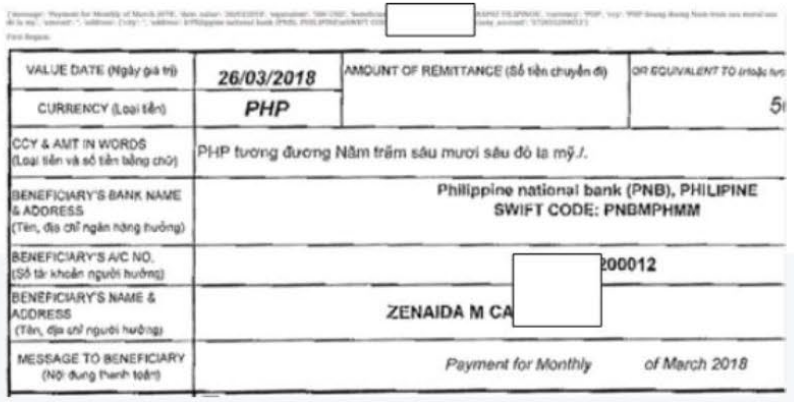
Remittance Process (Automation Banking)

Company Stats
National Bank

500 Branches	24/7 Availability
38 Countries	60% Effort Reduction
27000 Employee	80% Processing Time Reduction



- 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.



VALUE DATE (Ngày giá trị)	26/03/2018	AMOUNT OF REMITTANCE (Số tiền chuyển đi)	OR EQUIVALENT TO (chuẩn tươ
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 thường)	Philippine national bank (PNB), PHILIPINE SWIFT CODE: PNBMPHMM		
BENEFICIARY'S A/C NO. (Số tài khoản người hưởng)	[redacted]200012		
BENEFICIARY'S NAME & ADDRESS (Tên, địa chỉ người hưởng)	ZENAIDA M CA[redacted]		
MESSAGE TO BENEFICIARY (Nội dung thanh toán)	Payment for Monthly	of March 2018	

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

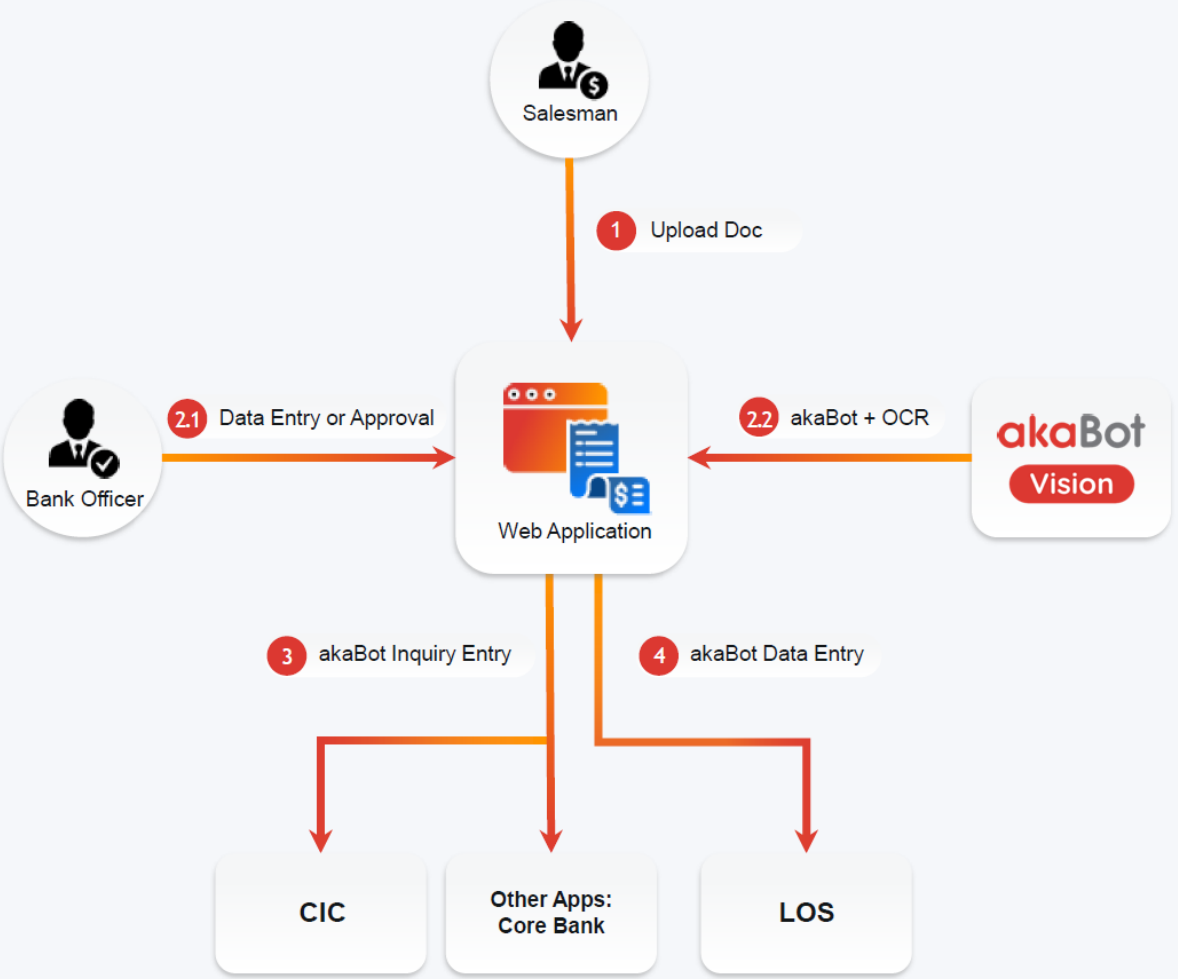
Loan Contract Processing

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 – Loyalty Program Processing

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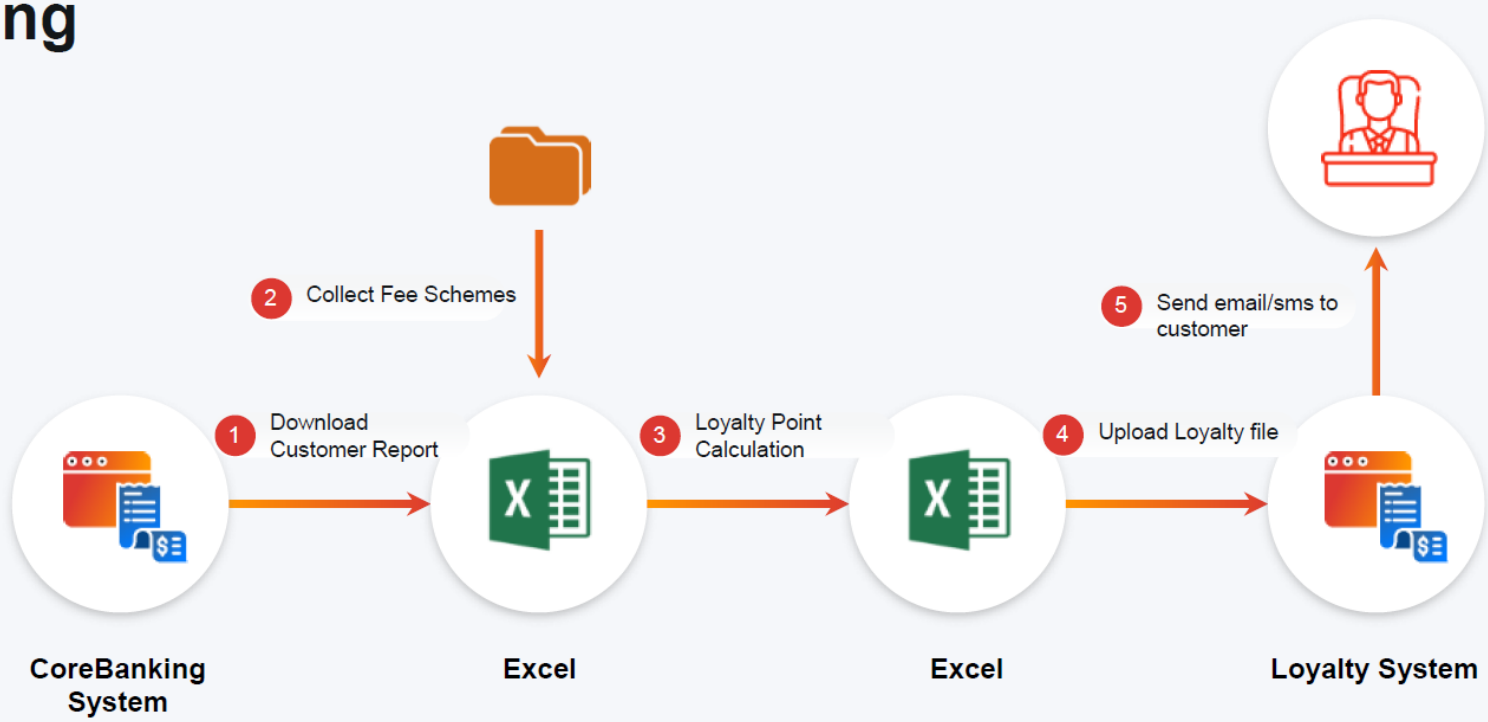
Loyalty Program Processing

Business Challenge

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

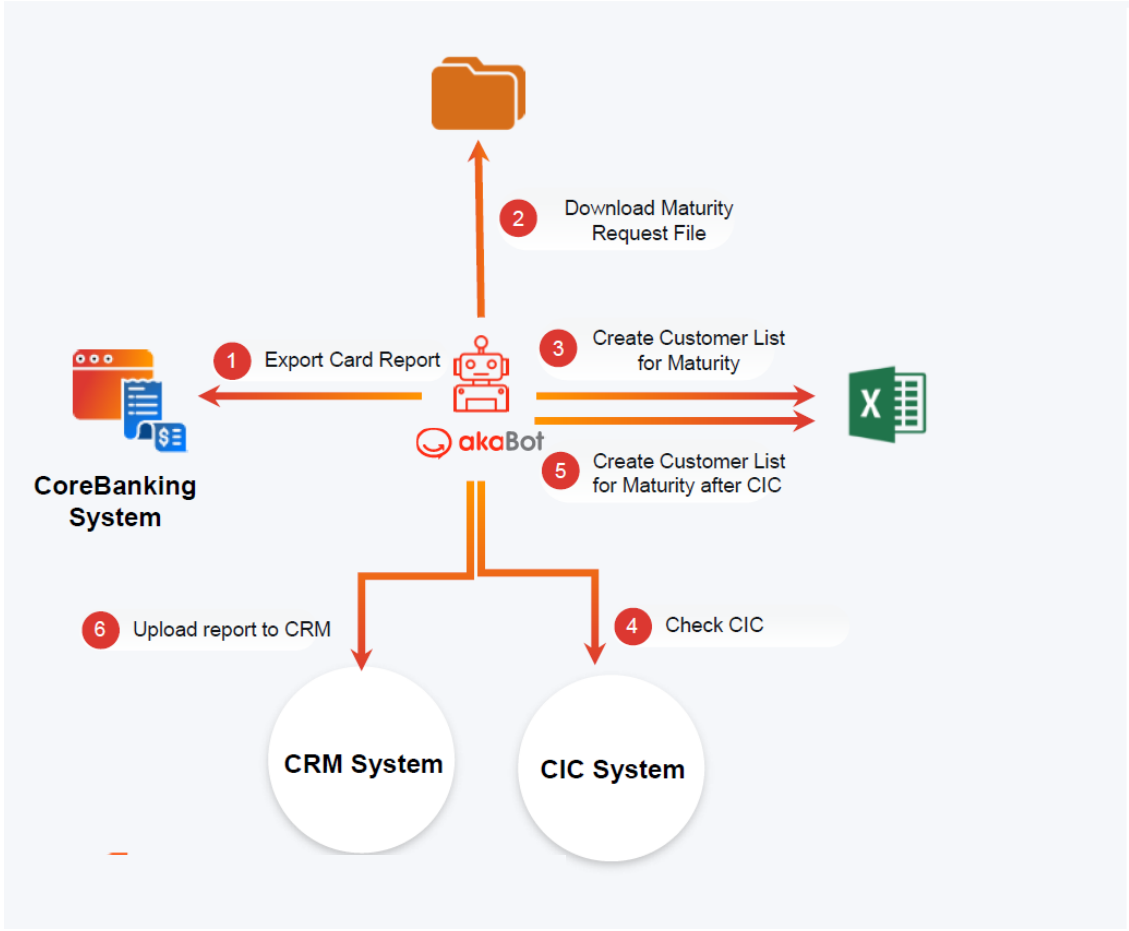
Results

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

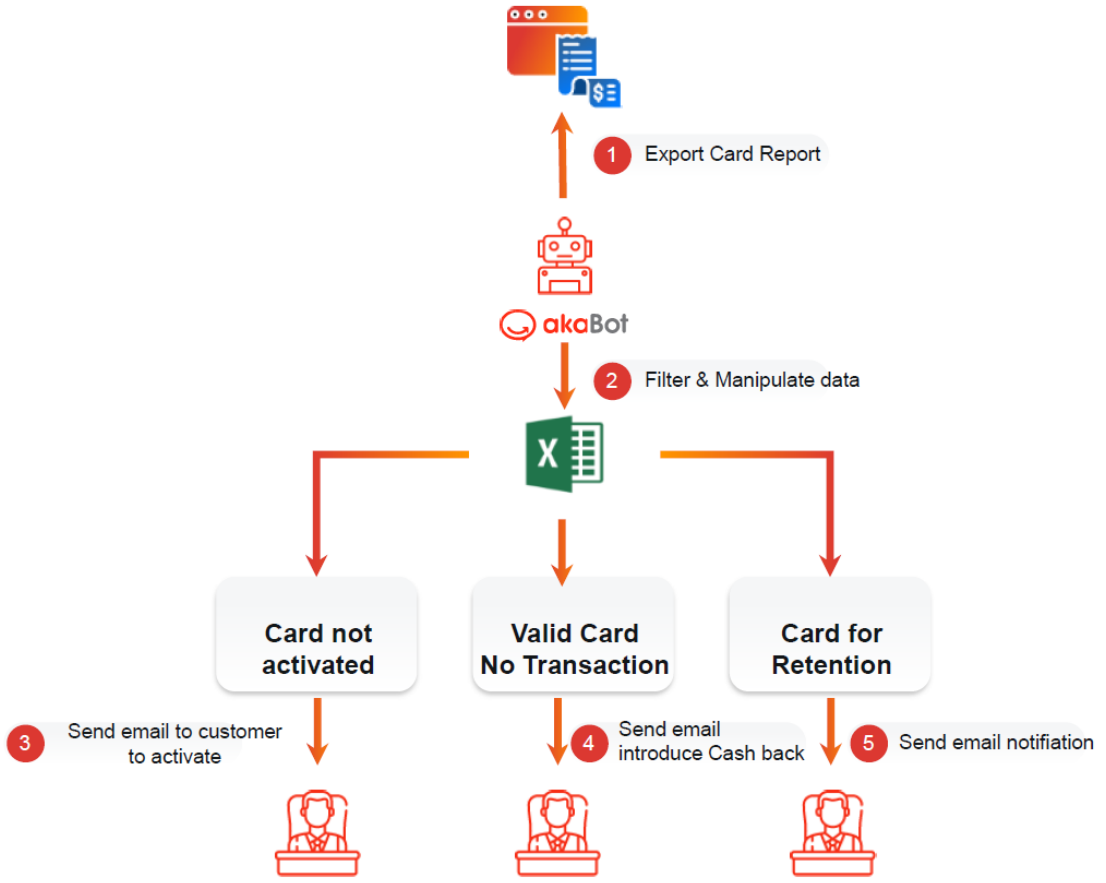


S-Square RPA Managed Services –
akaBot Sample Case Study – Credit Card Maturity & Usage Remainder

Credit Card Maturity



Credit Card Usage Reminder



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Thank You

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