



# Robotic Process Automation

Transforming the way business works

## Robotic Process Automation (RPA) is reinventing how work gets done in today's world

These disruptive, game-changing technologies hold the promise of a smarter future for business process services through 'flawless performance of repetitive tasks' at a fraction of the cost of traditional processes. The prospect of **25-40%** labor cost reduction with RPA is opening many doors for enterprise decision makers.

Process automation in various forms has been in existence for a long time now. So, what is different about RPA? RPA operates across multiple systems by mimicking human behavior. It allows for seamless processing by interacting with applications through their user interface, just the way humans do and there is no integration required.

## Benefits of adopting RPA

- › **Efficiency** - Standardizes process, reduces variations and works **24x7**
- › **Cost Reduction** - Onshore costs reduced by **40%-65%** and offshore costs by **18%-25%**
- › **Accuracy** - Automation eliminates manual intervention, thereby reducing errors
- › **Speed** - Automation tools are at least twice as fast as human agents
- › **Spike management** - Easily manages spikes in volume

## Robotic Process Automation at Mphasis






**Effective adoption of RPA needs an understanding of:**

- › RPA technologies in the market; applicability, strengths and drawbacks
- › Business process re-engineering
- › Domain
- › Technology

Mphasis has set up a Center of Excellence (CoE) with a dedicated team of architects, business analysts, project managers, technologist and six-sigma black belts to identify, evaluate, implement and maintain RPA solutions for our clients. Our CoE leverages a defined methodology that helps spot a RPA opportunity, develop the most optimal resolution and maturely execute the solution. We adopt a tool-agnostic approach which allows us to develop the most appropriate solution to address specific needs of a process to be automated. Mphasis has partnered with industry leading RPA tool vendors to deliver the best results.

## Why choose Mphasis

- › Experience in delivering multiple RPA projects
- › Partnerships and expertise in spectrum of RPA technologies – tools and methodologies
- › RPA CoE – Institutionalized knowledge, templates and best practices to minimize implementation costs
- › Strength in Applications and Business Process Services, with deep understanding of the BFSI domain
- › Team equipped with Six Sigma black belt and business process re-engineering skills

		Case Study 1	Case Study 2
Client		<b>UK based Insurance company handling North American processes</b>	<b>UK based Insurance company handling UK regional processes</b>
Engagement Overview		Insurance policy creation/renewal for property & casualty	Insurance policy creation/pre-renewal/mid-term adjustment/post-renewal for property & casualty, real estate, engineering & fleet businesses
Objective		To reduce AHT by automating tedious manual steps, and to drive cost savings	To reduce AHT by assisting the agent to address volume peaks and manual error issues
Solution		<ul style="list-style-type: none"> <li>› Auto single sign on</li> <li>› Automated location cleansing</li> <li>› Auto geo coding</li> <li>› Assisted risk analysis</li> <li>› Assisted premium computation</li> <li>› Auto notes</li> <li>› Audit trail report</li> <li>› 9 applications covered</li> </ul>	<ul style="list-style-type: none"> <li>› Auto single sign on</li> <li>› Manual data collection</li> <li>› Automated system interactions</li> <li>› Assisted data verification</li> <li>› Assisted premium computation</li> <li>› Auto notes</li> <li>› Remote monitoring of the process automation</li> <li>› 11 applications covered</li> </ul>
Benefits		<ul style="list-style-type: none"> <li>› <b>AHT reduction</b> of 50%</li> <li>› <b>Scalable automation</b> solution to handle peak loads</li> </ul>	<ul style="list-style-type: none"> <li>› <b>AHT reduction</b> of 45%</li> <li>› <b>Reduced manual errors</b> through assisted automation</li> <li>› Ability to <b>handle volume peaks</b> with no additional FTEs</li> </ul>

## ABOUT MPHASIS

Mphasis applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized (C=X2C<sub>in</sub>=1) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients.

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16/01/19 UK\_V\_GHBW

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