



---

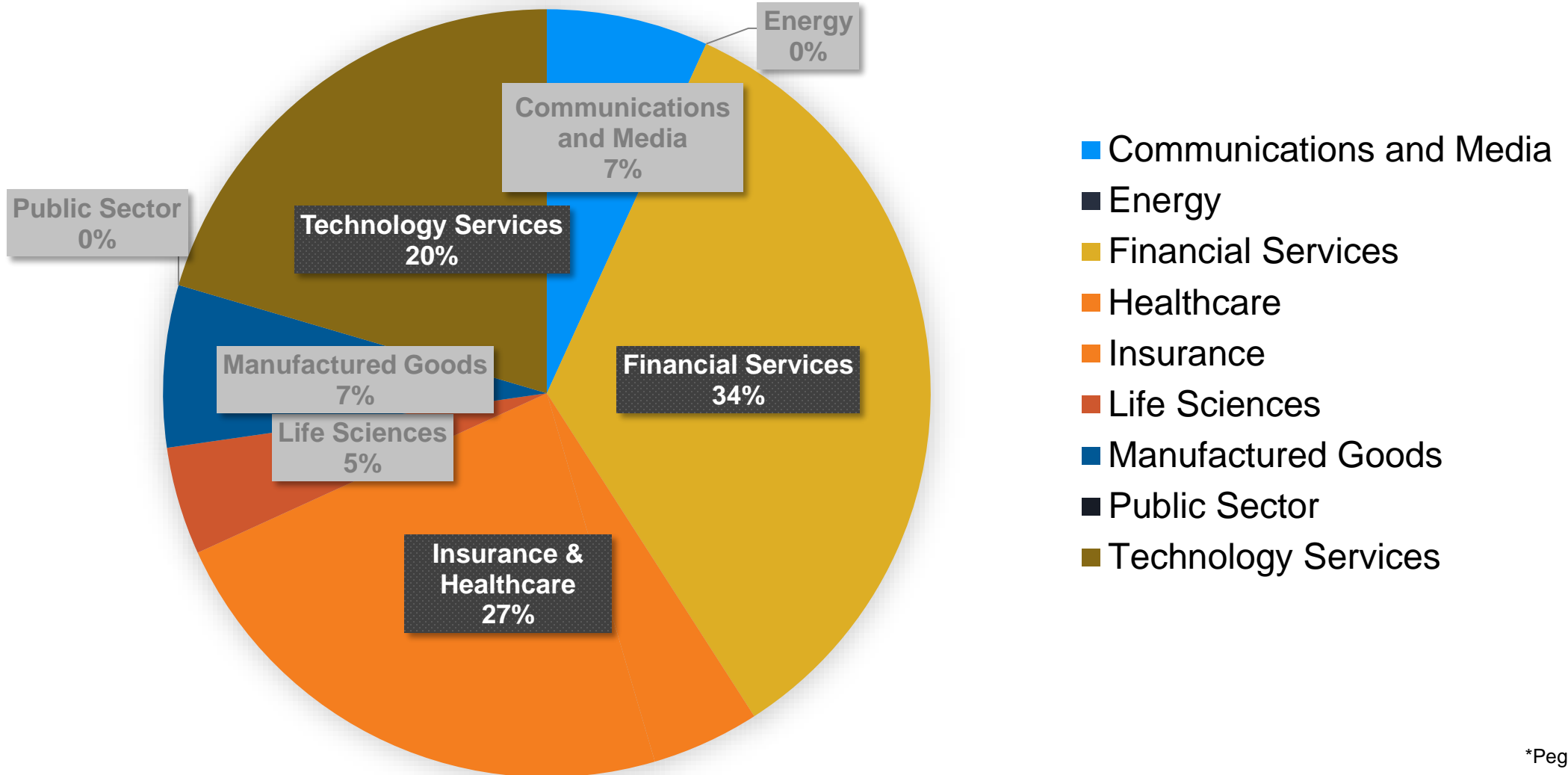
# Robotic Automation: Adoption Trends & Insights Across Industries

**Pegasystems Webinar**

**BUILD  
FOR  
CHANGE®**

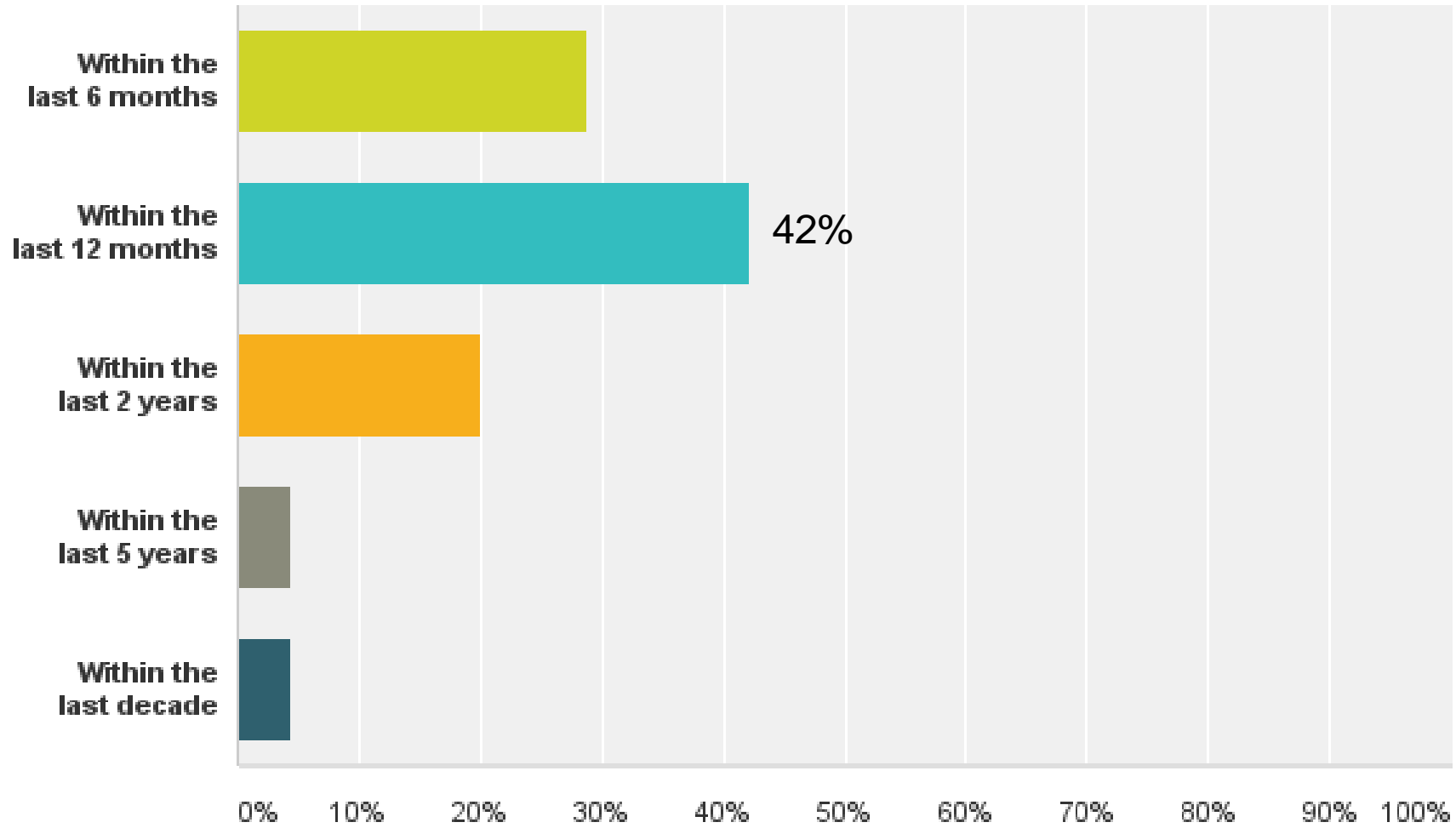
# STATE OF RPA

# % Adoption of RPA by industry today\*



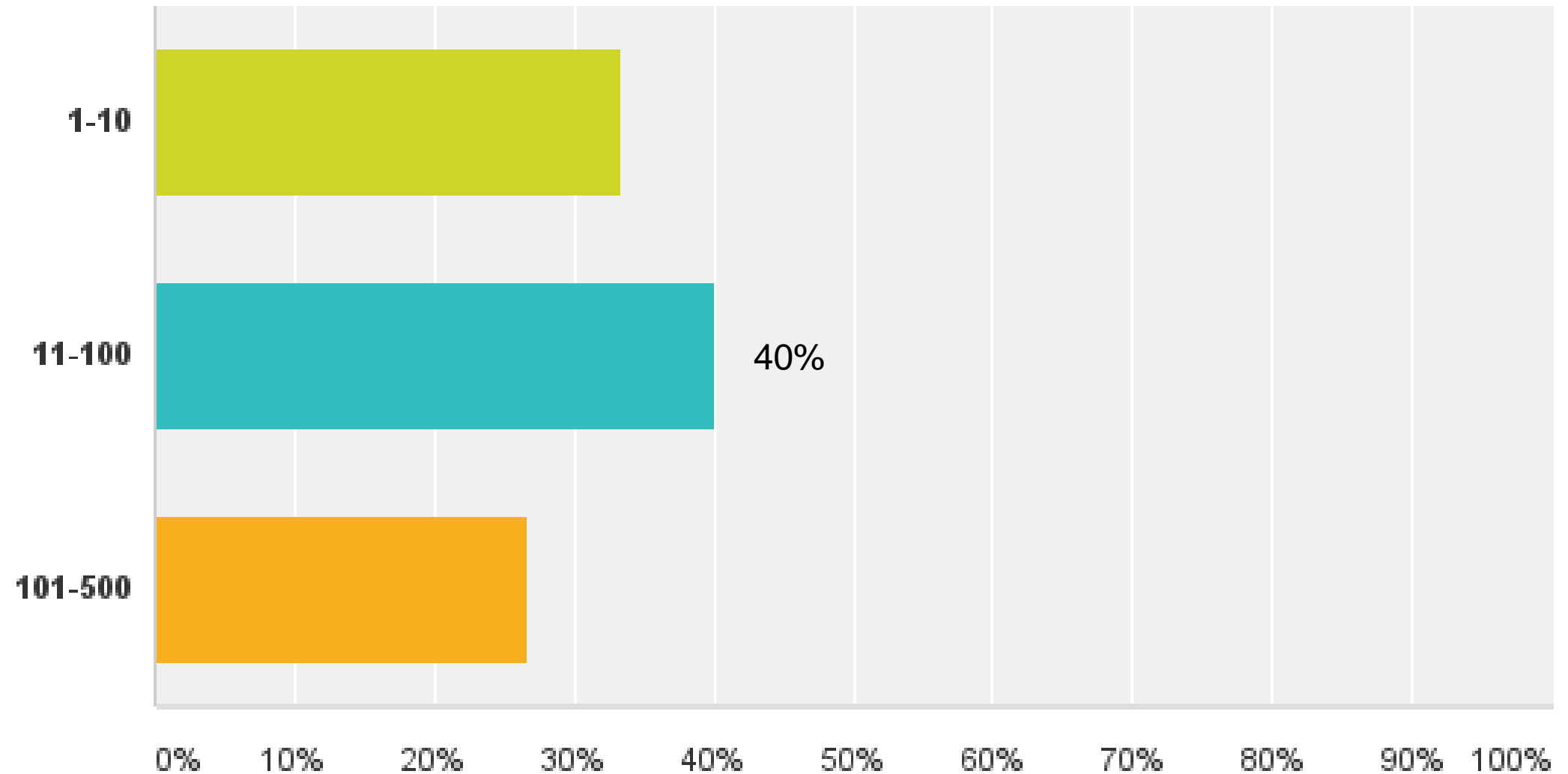
\*Pegasystems survey

# When did you start using RPA?

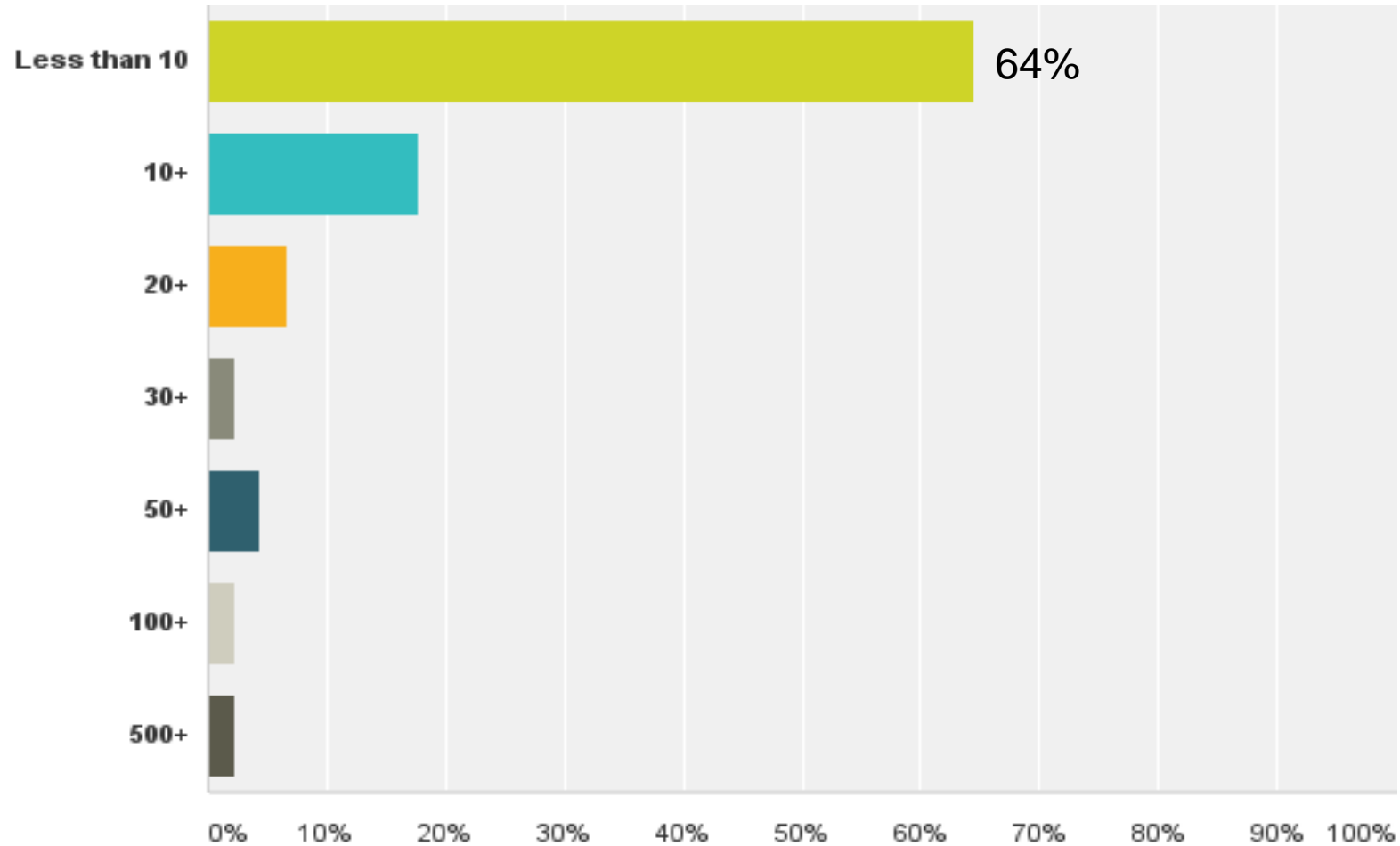


\*Pegasystems survey

# How many target processes do you have?

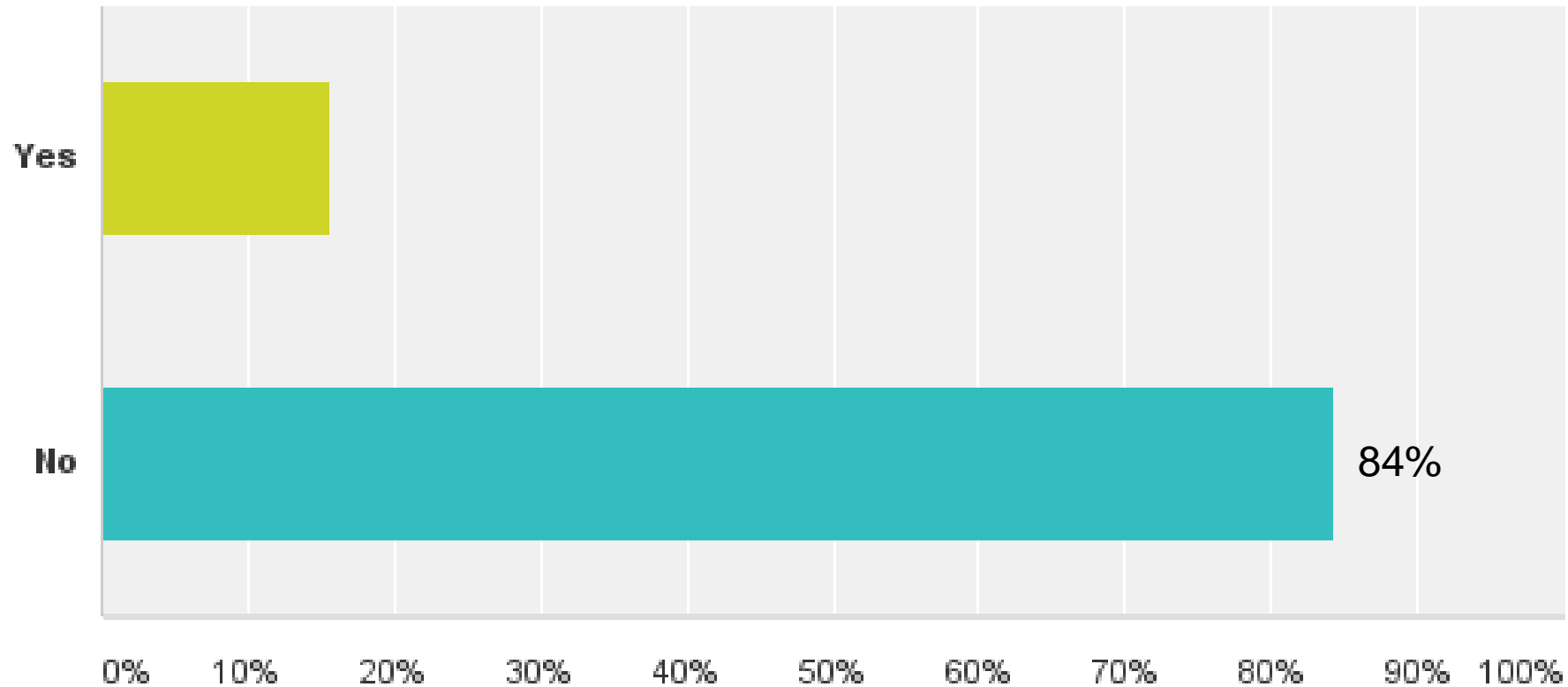


# How many robots do you have in production?



\*Pegasystems survey

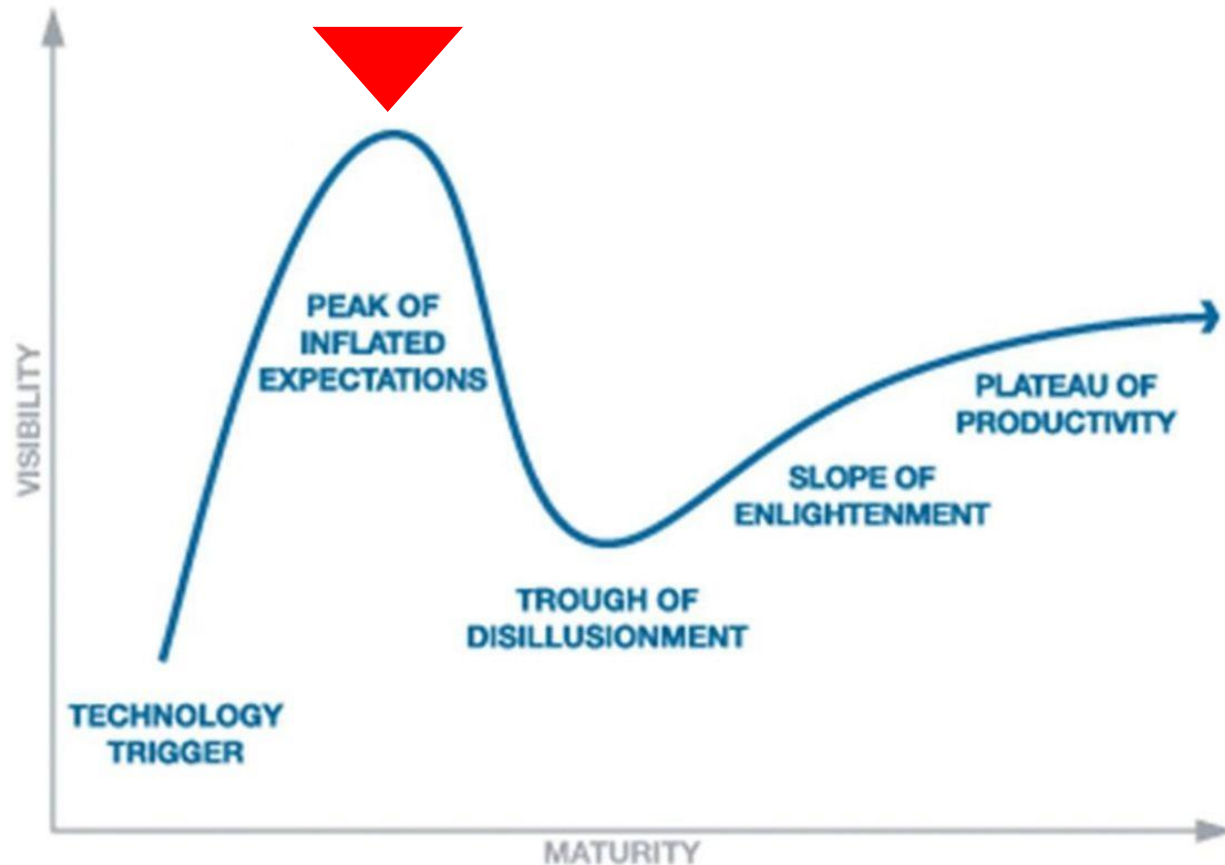
# Do your robots in production represent all of your target automations?



\*Pegasystems survey

# RPA Reality...

## Gartner Hype Cycle



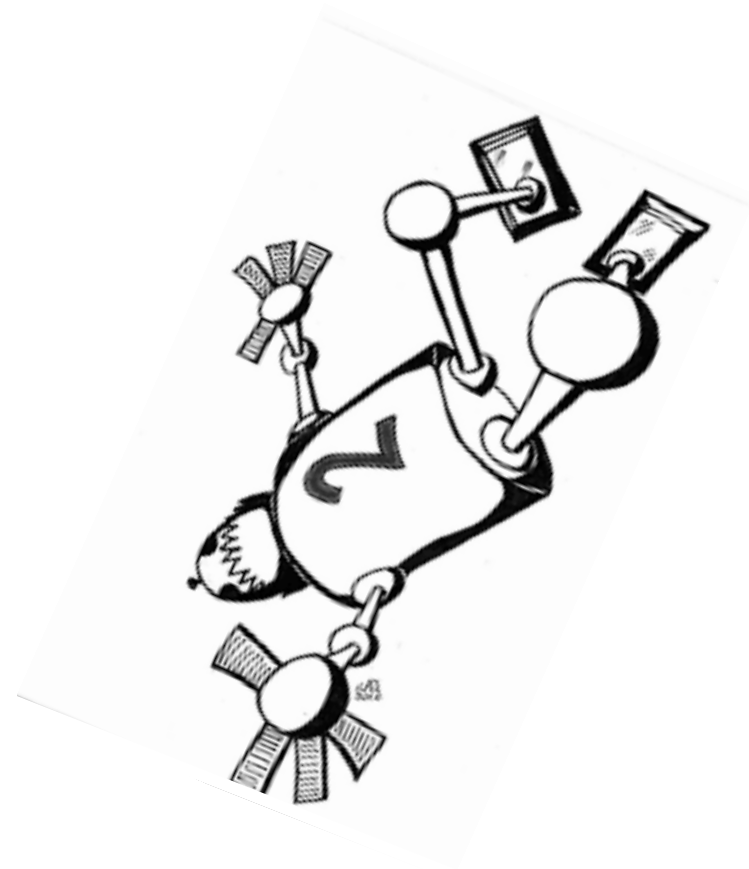
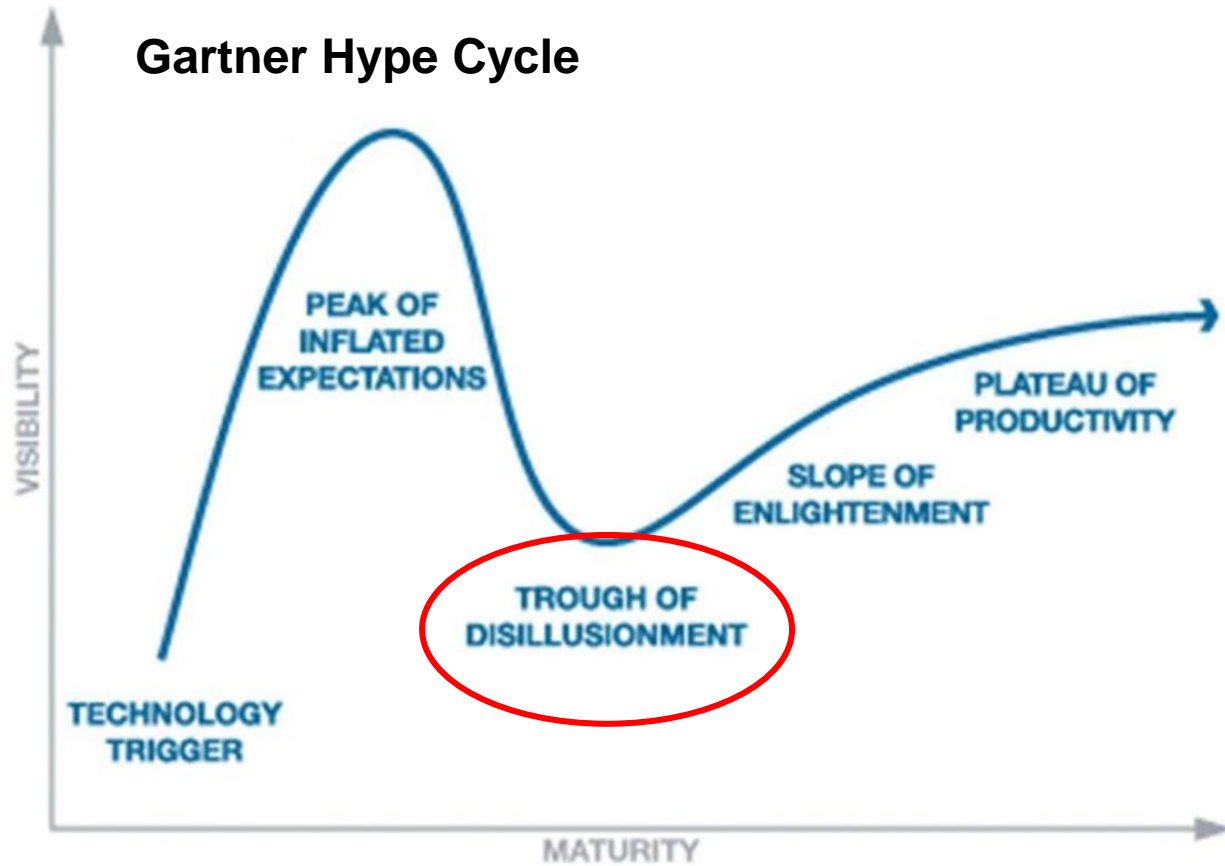
### At the Peak

- Digital Business Consulting Services
- Vetted Crowdsourced Community
- Prescriptive Analytics
- Business Process as a Service (BPaaS)
- Cloud Service Brokerage via Outsourcers and SIs
- Microservices
- **Robotic Process Automation Offerings (Gateway Technology Services)**
- Crowdstesting
- Agile Project Management
- Enterprise-Class Agile Development
- Predictive Analytics
- DevOps
- IT/OT Integration

Hype Cycle for Application Services, 2016  
Gartner  
*Analyst Francis Karamouzis*



# Don't fall into the Trough!!!

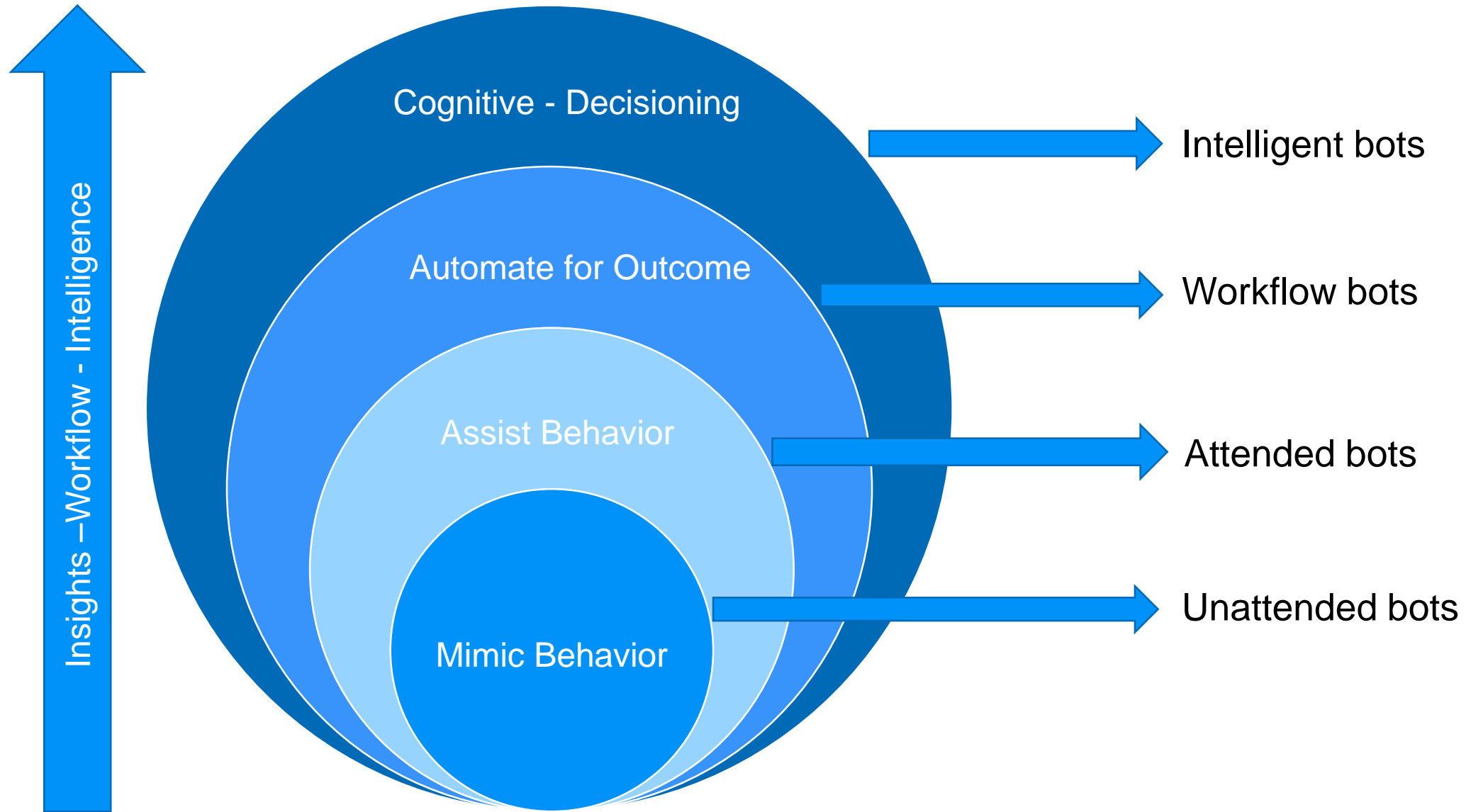


# More than just "unattended"

RPA technology brings to market new capabilities and claims of record improvements in efficiency and error rates but how is an RPA only strategy preventing companies from achieving that reality

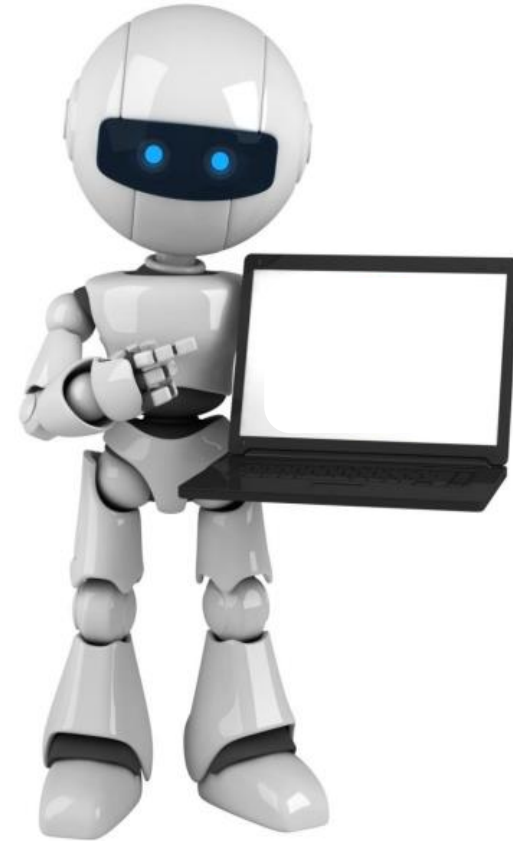
- Complexity and variability of your inbound data and desktop applications
- You have outsourced much of your low hanging fruit
- Lack of organizational readiness
- Silo'd groups working silo'd processes
- "Simple" processes are more complex than they look – Human decision often required
- Tradition RPA is limited to back office operations – can't directly impact customer facing roles.

# RPA Redefined – Your new robot workforce



# What robot teams do you need for your outcome?

- Optimization
  - Extend the functionality of existing applications to make them “smarter
  - Integrate and automate with 3<sup>rd</sup> party applications as if they are your o
- Transformation
  - Bridging strategy to realize quick wins as new solution is being scoped
  - Used to production prototype concepts and test new functionality for e
  - Customize new enterprise solution to make up for missing or changing
- Transition
  - Quick changes to internal applications while waiting for IT resources
  - Agile development to quickly adapt to changing regulatory conditions





# Healthcare Payer Case Study

**Robotics Team Effort: Unattended – Attended – Intelligence to Learn – Case Management**

## Business Goals

- **Remain agile in a constantly changing business environment**
  - Affordable Care Act
  - Rising customer expectations
  - Rising cost of healthcare delivery
  - Rising administrative costs
- **Streamline business processes for claim processors without code modifications**
- **Improved visibility into how people and technology work**

## Results

Increased claims automation rates

Improved Agent Experience – Translated to an improved member experience

New intelligence into activities driving behavior

# PUBLIC SECTOR

# Government Activities – Example USA

**\$85B** IT  
Spending in  
US 2016

**2.6M** Federal  
Executive  
Branch  
Employees

**320M**  
Population of  
the USA

**Countless**  
applications

**Massive Procurement Initiatives**

**53% of IT projects cost 189% of their original estimates**





## FRONT-END

IMPROVE CITIZEN EXPERIENCES


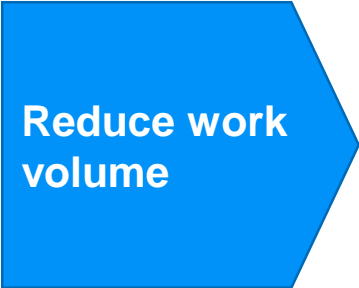



## BACK-END

MAINTAIN CORE BUSINESS SYSTEMS



# Robotics can be an integral part of “insulating” customers from legacy complexity for Government

	Issue	How robotics can help
 <b>Improve Accuracy</b>	<ul style="list-style-type: none"><li>Swivel chair work between systems is inefficient and error prone in critical situations</li></ul>	<ul style="list-style-type: none"><li>Automate logins and eliminate duplicate data entry for complex processes (e.g., program status changes)</li></ul>
 <b>Reduce work volume</b>	<ul style="list-style-type: none"><li>Increasing consolidation and citizen wrap around programs leading to growth in systems of record and redundant data management exercises</li></ul>	<ul style="list-style-type: none"><li>Automate updates to citizen status and program changes through a single status change activity.</li></ul>
 <b>Speed legacy integrations</b>	<ul style="list-style-type: none"><li>Backlog of IT projects prevents timely creation of new APIs and slows time to business impact</li></ul>	<ul style="list-style-type: none"><li>Use robotics to temporarily grab data from legacy system(s) until an API can be built</li></ul>

# COMMUNICATION & MEDIA

# Telecommunications Activities

**\$1.6T of  
revenues  
worldwide**

**\$2B of IT  
spend on  
CRM**

**64% think  
they know  
their  
customer  
well**

**...only 24%  
of customers  
agree**

**All dealing with consolidation, convergence, competition**



## ENGAGEMENT

IMPROVE CUSTOMER LOYALTY



## EFFICIENCY

IMPROVE OPERATIONAL OUTCOMES  
AND REDUCE COST

## AGILITY

DRIVE IMPACT, FAST

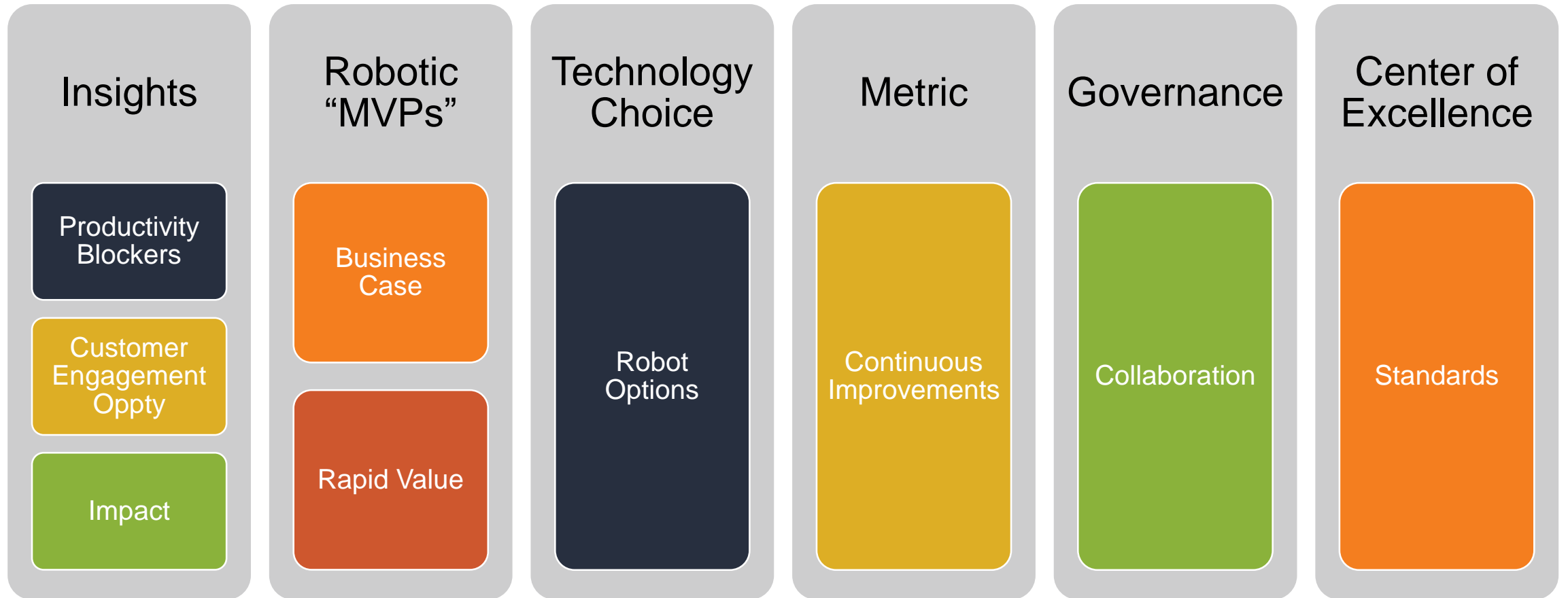
# Example telecoms robotics use cases

	Australia	US	US
Context	<ul style="list-style-type: none"><li>• Large Australian telco</li><li>• 30,000 call center agents</li><li>• 50MM calls per year</li></ul>	<ul style="list-style-type: none"><li>• Top 4 US wireless carrier</li><li>• 1,500 desktops to start</li><li>• 50MM calls per year</li></ul>	<ul style="list-style-type: none"><li>• Large US wireline carrier</li><li>• Slated to roll out to over 2,500 reps</li></ul>
Actions	<ul style="list-style-type: none"><li>• Built and deployed 140 desktop automations to reduce work/AHT</li><li>• Used RPA to move data between databases without human intervention.</li></ul>	<ul style="list-style-type: none"><li>• Merged legacy architecture over multiple environments (e.g., MSFT, Citrix)</li><li>• Used robotics for 3+ years to speed CRM transformation</li></ul>	<ul style="list-style-type: none"><li>• Consolidating legacy desktop apps to drive short-term value while broader customer service transformation underway</li></ul>
Outcome	<ul style="list-style-type: none"><li>• 33% in NPS</li><li>• 20% increase in FCR</li><li>• \$10MM/yr from lower AHT</li></ul>	<ul style="list-style-type: none"><li>• Minimized CSR re-training</li><li>• 9s per call reduction of AHT</li><li>• \$2MM value creation</li><li>• \$18MM cost avoidance</li></ul>	<ul style="list-style-type: none"><li>• Ongoing implementation – stay tuned!</li></ul>

# KEY TAKE AWAYS

# Robotic Automation Entry Points

## OUTCOME



# Q&A



THANK YOU!