

IBM ROBOTIC PROCESS AUTOMATION WITH AUTOMATION ANYWHERE V11

Integrated digital workflows
automation platform



IBM Robotic Automation Process with Automation Anywhere solution - part of the IBM Automation Platform for Digital Business - enhances job automation capabilities. The platform offers Robotic Process Automation (RPA) bots the ability to orchestrate workflows, integrate business rules and decisions, to capture data from multiple sources and to execute an infinite number of manual repetitive tasks. In addition, it can address the immediate needs of your business, making your RPA bots smarter, more flexible and more capable of helping you achieve your business goals.



Automate repetitive tasks

Workflow automation solutions reduces significantly the operational cost per-employee, allowing them to focus on higher value and creative activities, increasing productivity and revenue growth. They also create exciting customer experiences, improve their loyalty, ultimately increasing business profits.

The day-to-day tasks of employees usually include many repetitive tasks of low value, such as entering data or navigating across multiple screens. These tasks tend to be time consuming and prone to errors (please see <http://panko.shidler.hawaii.edu/SSR/My papers/whatknow.htm> - "errors in spreadsheet are pandemic", University of Hawaii). Robotic Process Automation (RPA) technology offers an excellent opportunity to automate these processes. Automation Anywhere is one of the world's leading providers of RPA solutions with the largest market share. The company ranks as a leader for both Forrester and Everest Group and is one of the most experienced RPA solutions providers focused on business back-office, mid-office and front office solutions.

IBM has entered a partnership with Automation Anywhere offering the complete automation solution "IBM Robotic Process Automation with Automation Anywhere (IBM RPA)".



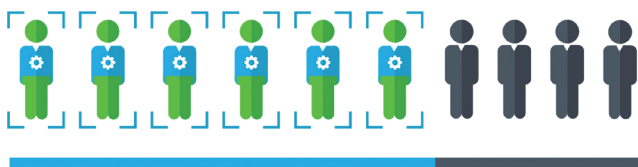
What is RPA?

RPA allows organizations to easily automate day-to-day, repetitive tasks in order to allow their employees to perform higher value work. This is done using software robots that simulate and mimic the actions of people interacting with software UIs.

Robots can be programmed quickly and easily without code and special skills, simply by recording what the user is doing. They are managed centrally by the automation administrator. The process runs smoothly on existing applications used by users, while automating these repetitive tasks results in their fast execution and reduction of human errors.

The Benefits of RPA

- **Time to Value Acceleration:** Create, test, and deliver new automations in days or weeks
- **Error reduction:** Eliminate copy / paste errors and duplicate work due to human mistakes.
- **Increase efficiency:** Perform automated tasks in seconds or minutes, around the clock.
- **Reduce deployment costs:** Create automations fast with simple write / playback functions.
- **Reassigning the job allocation:** Allow employees to focus on higher value and creative tasks.



According to a survey by McKinsey Global Institute (January 2017) in 60% of all job roles worldwide, up to 30% of work can be automated



RPA offers a potential ROI of 30-200% - in the first year (McKinsey Global Institute, January 2017).

The Benefits of IBM Robotic Process Automation

IBM Robotic Automation Process with Automation Anywhere automates routine tasks quickly and economically. RPA bots can be easily integrated into the broader digital transformation strategy, by automating specific processes and decisions or collecting data.

IBM Robotic Process Automation with Automation Anywhere V11 is an integrated, unified platform for automated repetitive tasks, workflow, decision making, recording and content.

Use IBM RPA for task automation if you are looking to:

- Scale your business and reduce operational costs while maintaining current staffing levels
- Increase productivity by reducing the time your employees spend on repetitive, manual tasks
- Provide more consistent and responsive customer service
- Reduce errors in data entry and processing
- Integrate legacy applications and systems without using custom application programming interfaces (APIs) or expensive integration software components
- Deploy new automation schemes in short time by enabling business users to create their own RPA bots—no IT extensive skills required

The solution includes additional automation entitlements and capabilities, such as workflow, capture, content, and decision that expand RPA use cases for a broader range of processes to deliver higher business outcomes.

Capture - Data capture automates the extraction of data from unstructured and structured content so software robots can automate the entire flow of interaction.

Cognitive capabilities improve significantly the capture automation tasks which categorize, analyze and extract structured data from documents that originate from a variety of sources, while supporting multiple capturing channels such as document digitization by scanners, portable devices, multifunction peripherals and faxes. It uses natural language processing, advanced text analysis and machine learning technology such as the IBM Watson platform to automatically identify, classify, and extract content from unstructured or variable documents.

This reduces paper, bureaucracy and execution costs and extracts the substance “behind the data”, leading to accurate and faster decision making.

Decisions - With Operational Decision Manager (ODM) module, non-technical people can make the robots “smarter” by teaching them decision making for validation, pricing and other outcomes

Decision automation uses business rules to remove manual work from a decision-making process, improve business flexibility and reduce IT dependency. A business rules management system allows businesses to create and manage business logic, independently from applications and processes.

Because the rules are easily integrated into other digital systems, your applications can execute automated decisions across multiple channels, and whenever a change in business rules is required, users can quickly update them, providing the flexibility and speed required for meet changing business requirements.

Workflow - Business Automation Workflow (BAW) provides end-to-end orchestration of systems, people, and robots into a digital business process

Manual workflows can easily delay or slow down business operations. Lack of transparency and dependency on manual tasks by employees leave businesses vulnerable to multiple bottlenecks that create inefficiency. Workflow automation enables professionals to participate directly in designing business solutions.

Content - Enterprise Content Management (ECM) provides a central repository of documents that can be shared between robots and humans.

Enables businesses to take full advantage of information coming from both external sources (for example customers) and internal user's knowledge. The solution allows you to capture, store, analyze and automate business content, providing new value from data that was previously unstructured and difficult to handle.

When effectively managed throughout the business, content can be used to engage customers, automate business processes, and enhance collaboration and creativity.

Solution Overview

IBM RPA with Automation Anywhere V11 includes advanced features for developers and administrators. It has the smallest learning curve and is constantly recognized as the easiest to use, smartest interface in the industry - for the bots developer, automation manager and end user. The platform is designed for ease of use enabling rapid deployment within the business.

The architecture of the solution consists of three main parts:

Control Room. The central management and control layer. Both Bot Creators and Bot Runners are authorized, controlled and managed from the Control Room.

Bot Creator. The Bot development tool used to create, edit and test the Bots. Only Bot Creators can create or edit Bots.

Bot Runner. The runtime systems that sit on desktops, data centers and cloud infrastructure.

It's obvious that RPA initiatives should fit in a digital transformation strategy. RPA project success should not rely only on ROI, but it's better to build a business case consisting of four pillars with a mix of qualitative and quantitative assessments which summarized below:

- Financial Impact (Average annual cost savings, 3 years cost savings, Payback period, 3 years return on investment)
- Business Operational Value (average task processing time, completed tasks daily throughput, improvement in data analytics capability)
- Workforce Impact (Number of employees with new roles, Annual labor hours saved Reduction in case workload effort)

Automation Anywhere Bot Store

Automation Anywhere Bot Store is a marketplace for RPA bots that run on the Automation Anywhere Enterprise platform. It provides packaged ready to deploy functionality (MetaBots), accelerating automation and reducing time to value from RPA initiatives.

Best in class Bots are primed with state-of-the-art process implementations, crowdsourced from a diverse partners ecosystem. Find the bots you need quickly with advanced category filters -for process type, industry, application, cognitive ability and more.

InTTrust SA, as an innovative IT services company, has run some RPA pilot implementations in different business sectors, like pharmaceutical and para-pharmaceutical products wholesalers, supermarkets and accounting services companies, in order to automate repetitive, manual tasks and processes, with very promising results in terms of efficiency optimization, allowing companies to quickly scale processes according to their needs.

InTTrust (www.intrust.gr) started its journey in 2006 as a Technology Services provider and since then it serves FSIs, Telcos, Oil and Energy companies and other large Private sector customers in Greece and abroad. Over these 13 years, it builds a solid track record as an IT provider that delivers what it promises. InTTrust is IBM Platinum Partner, Microsoft Gold Partner and Oracle Gold Partner. It is part of InTTrust's capabilities to provide Application services that include Information Management, Application Development, Engineering, IoT, Data and AI, Dynamic Infrastructures services to deploy and support customers' infrastructure onsite, in the cloud or hybrid models, DBA services to guarantee high availability and integrity of customers' mission critical databases to ensure business continuity 24X7.

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