

Robotic Automation

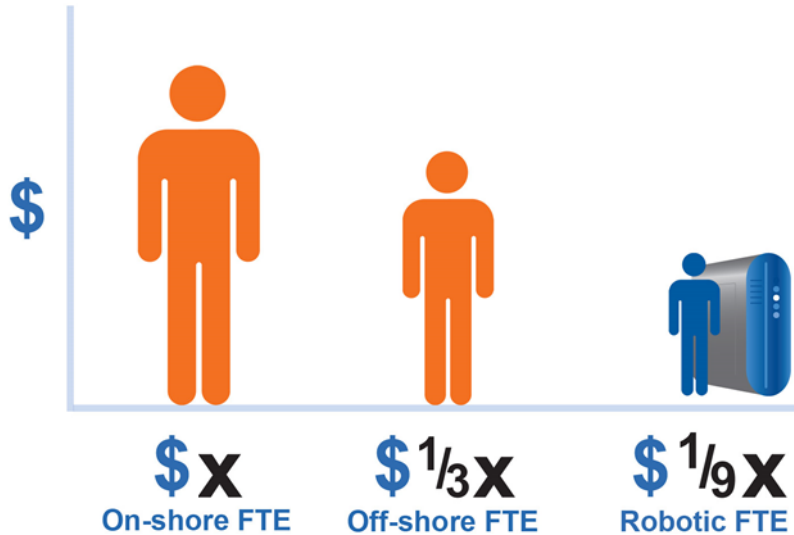
How to build a Virtual Workforce

What is Robotic Automation?

- A software platform that enables operational teams to quickly and inexpensively develop custom “software robots” to automate Back Office business processes without IT coding or major process re-design
- It is optimised for automating business processes that are :-
 - Structured, repeatable, screen based tasks
 - Costly for existing workforce to perform
 - Problematic due to being error prone, inconsistent or having fluctuating volumes
 - Requiring automation more urgently than the existing strategy for change can deliver
 - Interact with remote systems where API’s are expensive or not possible (ie. Citrix)
- Robotic Automation utilises the existing application presentation layer providing
 - Fast automation of existing processes – often in weeks
 - Use of existing IT controls, governance and security
 - No additional creation of new applications and associated databases or platforms
- The robots and the server components reside in a virtualised environment in a datacentre, under the central control of the technology team.

Virtualizing the Workforce...

The Next Generation of Back Office Efficiency



A new economic model for processing

IMPACT ON THE BACK OFFICE?

- A Virtual FTE delivers significant cost reduction versus current costs
 - 1/3rd of an Offshore FTE
 - 1/9th of an Onshore FTE
- Ops can “Robotize” existing back office rules-based processing in days/weeks
- Competitive edge – Right First Time
- Scale operations more effectively
- New economics extend the reach of IT
- Procedure Insight: full MI and Audit trail delivers Continuous Improvement in process quality



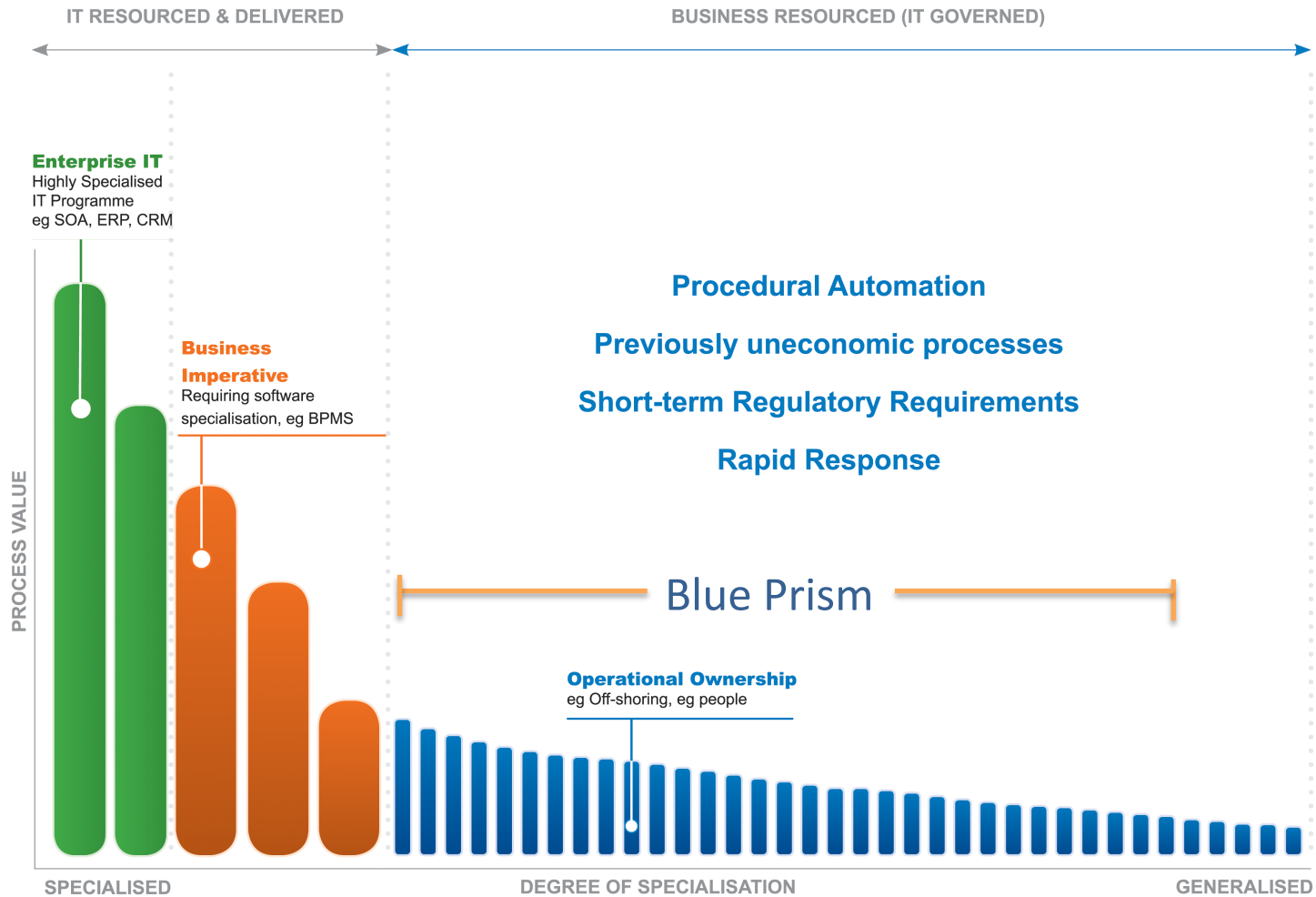
The co-operative bank

blueprism

The Operational Agility Software Company

Where Does Blue Prism Fit?

The Long Tail of Change



blueprism

The Operational Agility Software Company



Blue Prism

Case Studies, Customers & Partners

Customers & Partners Selection



The **co-operative** bank



A *Telefonica* company

University Hospital **NHS**
Birmingham
NHS Foundation Trust



Virtual
Operations

Over 25 NHS Trusts



CAPITA



Integrella
The Integration Company



blueprism

The Operational Agility Software Company

Robotic Automation – Case Study

The **co-operative** bank

Program Profile

- *200+ FTE saved*
- *£multi-million annual benefit*
- *Operational since 2007*
- *Continuous Delivery Cycle*
- *6 weeks per process avg.*
- *“Operational Agility Team”*
 - *CFS Process Experts*
 - *CFS Blue Prism Specialists*
 - *Blue Prism Agility Specialist*

- Fraud Chargeback Processing
- Low Risk Arrears Review
- Medium Risk Arrears Review
- Direct Debit Cancellations
- Personal Account Closures
- CHAPS Payment Processing
- Internet Application Processing
- Business Account Audit Requests
- Business Account Onboarding (Scorex)
- Excess Transaction Approvals
- Smile Excess Cheque Approvals
- Excess Customer Letters
- Amend Standing Order Details
- Amend Direct Debit Details
- Amend Address Details
- Pre-Charge Offs
- HBOS BACS Transaction Duplication

Robotic Automation – Case Study



Program Profile

- *Large UK Retailer*
- *Over 50 FTE saved*
- *£multi-million annual benefit*
- *30+ processes automated*
- *Working since 2007*
- *Internal team has built and put into live processes in less than 1 day*
- *Managing the impact of seasonal peaks and troughs*

- **Automation of the administration of payments terms** ‘Buy now, pay later’ terms
- **Automated support for Sale of insurance products**
Customer data gathering, adherence rules of sale
- **Automated Marketing campaigns Admin support**
High speed response in for back office automation to support new product launches, product incentives
- **Customer Complaints Automation**
Number of processes to automate response through websites. Email etc.
- **Compliance Reporting automation**
Automated preparation of reports for the FSA
- **Insurance Product administration automation**
Automating of process to update systems and produce client paperwork for new sales of insurance products

Robotic Automation – Case Study

Major Global Bank

Program Profile

- ▶ *£175 million p.a. reduction in bad debt provision*
- ▶ *120+ FTE save*
- ▶ *£multi-million annual benefit*
- ▶ *Working since 2006*
- ▶ *Blue Prism is part of Banks BPMS CoE*

- ▶ **Right of set off**
Account sweep triggered by missed payment on loan
- ▶ **Automated Fraudulent Account Closure Process**
Rapid closure of compromised accounts
- ▶ **Automated Branch Risk Monitoring Process**
Collation and monitoring of Branch network operational risk indicators
- ▶ **Personal Loan Application Opening**
Automation of process for new loan applications
- ▶ **New Loan Product Blitz**
Rapid response to better than expected take-up of newly launched loan product
- ▶ **Data Cleanse**
Cleanse of external telephone data and update to relevant systems
- ▶ **Payment Protection Insurance (PPI) Claims Processing**
Process over 1000 claims in 7 hours using 15 VM's Equivalent to 55 FTEs work in 1/3rd of a working day on 1 server

Robotic Automation – Case Study



Program Profile

- ▶ *Large Global Financial Services Business*
- ▶ *Over 35 FTE saved*
- ▶ *£multi-million annual benefit*
- ▶ *5+ processes automated*
- ▶ *Working since 2011*
- ▶ *Internal team*
- ▶ *Automation of key*
- ▶ **Automation of ISA claims processing**
Complex process with multiple steps
- ▶ **Automation of Redemptions Processing**
Cross checking to multiple system
- ▶ **Compliance and Control**
Compliance assured
- ▶ **Security**
Client confidentiality improved with no human intervention

Robotic Automation – Case Study



Program Profile

- ▶ *Over 200 FTE saved*
- ▶ *£multi-million annual benefit*
- ▶ *30+ processes automated*
- ▶ *Working since 2008*
- ▶ *Npower have built their own delivery team*
- ▶ *3 to 5 times faster than traditional approach*
- ▶ *Only “true” exceptions need to managed*
- ▶ *Investment in multiple 100’s of robots*

▶ Meter Reading Consolidation Automation

Ensures most accurate consumption figures from several meter reading sources

▶ Unmapped Meters and Registers

Automates data capture and corrects incorrect information

▶ Excessive & Negative Consumption

Consumption levels appear too high or too low on some accounts. Blur Prism investigates the problem and corrects errors

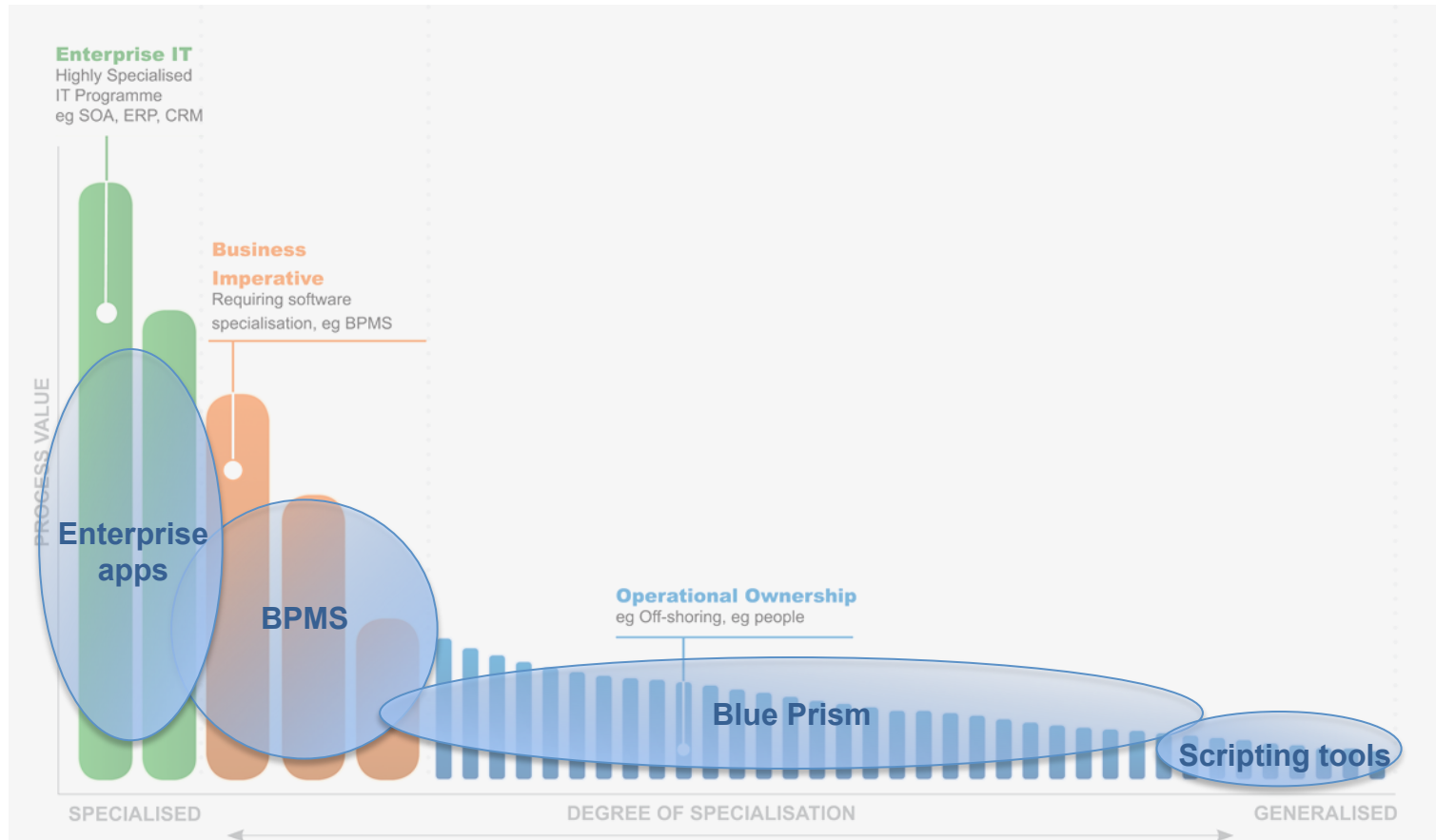
▶ Supplier Hub

Accounts identified as problematic may have data mismatches across disparate systems. Process investigates and makes requests for new data

▶ Tariff Assurance Gas

Checks that prepay customers are on the correct tariff/standing charge and notifies the customer via letter.

Where does the technology sit?



blueprism

The Operational Agility Software Company

The Benefits of a Robotic World - BPO

- ▶ Reduced cost
 - ▶ 1/3rd of the cost of an Offshore FTE
 - ▶ 1/9th of the cost of an Onshore FTE
- ▶ Avoidance of traditional outsourcing headaches
 - ▶ Relocation costs, Run processes in the most economic sites
 - ▶ Geopolitical issues, foreign exchange and wage rate fluctuations
 - ▶ Run processes 24*7 outside core FTE hours, avoid shift payment, IT system expansion
 - ▶ Long-term viability implicit in the “race to the bottom” on labour arbitrage
- ▶ Competitiveness
 - ▶ Reduce the cost of existing contracted processes
 - ▶ Contract retention – Competitors will need to use costly FTE’s to run robotic processes
 - ▶ New service opportunities through extensive process Management/Audit Information
 - ▶ Immediate response to unplanned demand or emergencies with no FTE increase.

“For BPO providers seeking ways to take knowledge capital developed for one customer and resell it to many others, the modular design of Blue Prism – specifically its ability to accrete libraries of reusable process components – is a dream architecture”.

-James R. Slaby, Research Director, Sourcing Security & Risk Strategies, HfS Research - October 2012

Contact:
pat.geary@blueprism.com