Robotic process automation
@ Corporate functions

Leader in Digital Transformation

Capgemini invent

Trends & Challenges in corporate functions

Corporate Functions are facing the challenges of digitization and automation as well as changing customer demands in terms of flexibility and customized services. We look at how Robotic Process Automation can help realize high potential opportunities.

Demand for high **accuracy and efficiency**, with less throughout time

(e.g. fast & first time right)

- Corporate Functions are often seen as a **cost burden** and typically are the first to feel the pressure of cost reductions measures
- **Transparent, Sustainable and Flexible** structures that cater for agile business processes
- High pressure for corporate functions due to BPO and other new competitors
- **New technology-related** process solutions
- **Value-Add services** and customer orientation are increasingly in demand

Resulting process automation opportunities for corporate functions

RPA can help to realize high potential opportunities within Corporate Functions

Fast and scalable month-end, onboarding and ordering processes

Increased accuracy while increasing process efficiency in master data management processes

Increased transparency, speed and flexibility in reporting processes

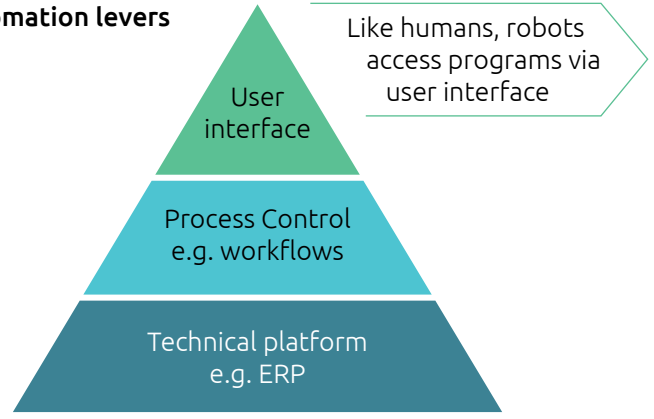
Improved productivity through streamlined support processes as well as quick and easy access to relevant information

... and many more along your individual value chain

Overview of Robotic Process Automation

RPA transforms processes across various functions and optimizes process quality, people performance and scalability

Automation levers



Robotic Process Automation (RPA)

…is defined as the usage of software as "virtual FTE" to interact with applications in a similar way as the human user conducts the process

…therefore focusses on the interaction of applications on the user interface level – enriched by additional system-API/direct data access, following a strict set of rules

…. can run in both, attended and unattended environments

… and can be implemented without changes in the existing IT

Key functionalities of a robot as "virtual co-worker"

Works on predefined rules	**fast**	No programming, no customizing
scalable	Repeats same activity several times	**cost-efficient**
Takes over manual tasks	**robust**	Handles information from different sources

Important RPA Triggers

RPA is an efficient solution to automate manual processes and realize benefits in a short time horizon

01

Effectiveness

- Transition to services through software from services-through-labour
- Improved process speed

02

Quality

- Significant reduction in error rates
- Better response time
- Improved process stability
- Better handling of unstructured data

03

Compliance

- Digital workforce that follow the runbooks 100% of the time
- Automation drives adherence to standards

04

Scalability

- Flexibility in peak periods
- Decoupling of labor from quantity of devices supported
- Ability to deliver superhuman capabilities

05

Risk Management

- Human error minimization
- Enhanced data accuracy
- Agility and forward looking focus

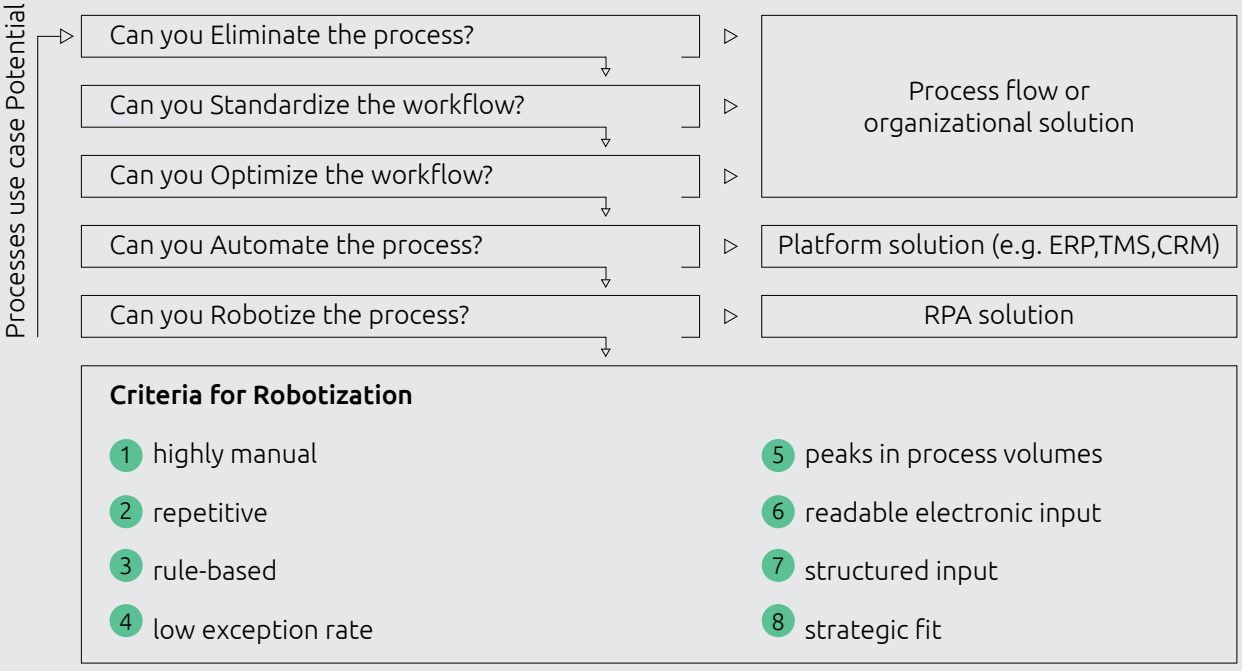
06

People Performance

- Productivity increases
- Humans become virtual team leaders
- Human resources can focus on high value activities
- User Experience

Process assessment and criteria catalogue

For the success of RPA the selection of suitable business processes is crucial. Before you think about “robotizing” a process check if you can eliminate, standardize, optimize or automate the process within its natural IT environment



Typical areas of use

RPA has a large spectrum for application and performs manual processes in all functional divisions to increase efficiency, quality and compliance conformity

	Quality	Efficiency	Compliance
Master Data Management e.g. Periodic analysis and maintenance of material prices across systems	X		X
Process execution e.g. Invoice verification, customer complaint management, accrual handling	X	X	X
Periodic data analysis and reporting e.g. Periodic sales report generation and distribution	X	X	
Interface management and data conversion e.g. Analysis of inbound interface data, Idoc status monitoring and solving	X	X	
Data Migration and testing e.g. ERP regression testing for processes and authorization (releases and patches)	X	X	X

Benefits & business case of RPA

RPA has significant impact on productivity as it regularly achieves an efficiency increase by and even higher by using Artificial Intelligence to further push this potential

Productivity Improvement in client pilot process

Improved Quality
100% accuracy due to high repeatability and zero fatigue

Scalability
Robots can be trained at exactly the same time through work flow creation

Higher Efficiency
Robots can work up to 24 hours a day, seven days a week

Client Example

Productivity Improvement

~50%

Cumulative productivity improvement

Operational Efficiency in client pilot process

Improved Service Delivery
100% accuracy due to high repeatability and zero fatigue

Operations Optimization
Improved data gathering and organization for optimized operations

Regulatory Compliance
100% compliance with stated regulatory requirements

Client Example

Operational Efficiency

~80%

Decrease in cycle time and effort

Monetary effects are significant

Low investment cost and fast realization of savings makes RPA an attractive business case for many automation scenarios

Typical Costs

Implementation Costs

Technical and organisational structures must be set up

Licenses & Hardware

Licenses and hardware must be purchased and managed

Change Process

Users and developers of RPA must be trained and engaged

Typical Benefits

Costs Savings

35%- 65%

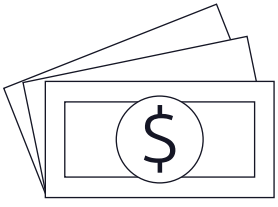
Costs fraction of Human Equivalent

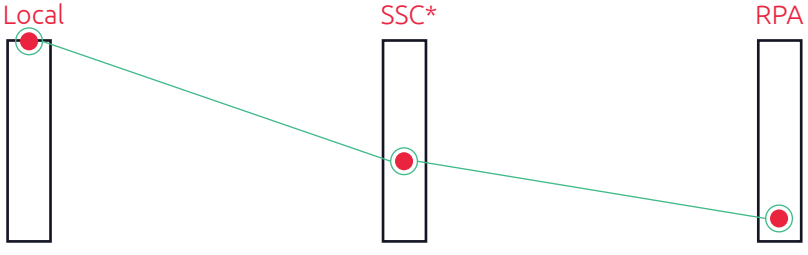
Labor arbitrage from human to digital workforce and efficiency gain from increased weekly working hours (18h/7days a week instead of 5/7)

Quick Break-even

100% accuracy due to high repeatability and zero fatigue.

FTE Costs

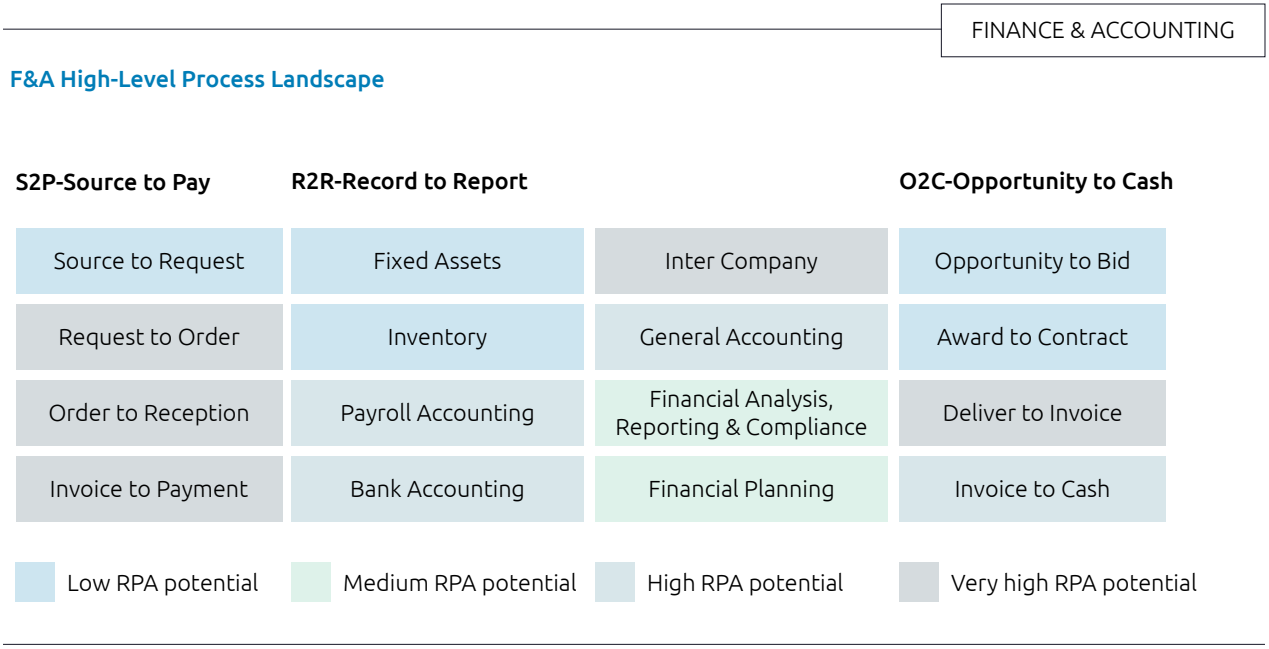




* shared services center

RPA Potential in default finance & accounting

F&A High-Level Process Landscape



RPA potential in default procurement processes - product related

Procurement High-Level Process Landscape

PROCUREMENT

Procurement High-Level Process Landscape

Source	Strategic Sourcing	Purchase Requests	Operational Sourcing	Purchase Order	Goods/Service Receipt	Invoice
Master Data	Sourcing	Requisition Processing	RFQ / Quotation	PO Processing & Approvals	Goods Receipt Processing without QM	Invoicing
Maintain Vendor Qualification (QM)	Contract management	Requisition Approval	Procurement Contract	Internal Procurement	Goods Receipt Processing with QM	Credit Memo
Reporting	Commodity Risk management		Scheduling Agreements	Subcontracting PO	Goods Receipt Pipeline Material	Subsequent adjusting
				Outbound Transport Order	Goods Receipt Consignment stock	Down payment process
				Inbound Transport Order	Goods Receipt Batch managed Stock materials	pay vendor
				Order Confirmation/ Advanced Shipment Notification	Vendor Return Processing	

Low RPA potential | Medium RPA potential | High RPA potential | Very high RPA potential

RPA potential in default HR Processes

HR High-Level Process Landscape

HR High-Level Process Landscape

Recruiting	Manage Talent	Reward System	Plan & Deploy Resources	HR administrative and enabling processes		
Retain & Engage	Talent Mgt. / Deveopment	Compensation & Benefits review	Workforce Planning	Personnel file	Administration	Health Management
Staffing & Sourcing	Succession Planning	Compensation Policies	Organizational Management	Record Time and Expenses	Payroll	Questionaries'
Resourcing Management	Coaching	Compensation Strategy	HR- Strategy Design	Leave of Absence	Change of pay	Labor law
Offer Management			Exit Management	Travel expenses / management	Pension schemes	Event Management

General support processes

Marketing	Legal	General Administration	Staff	Project Management	Production organization	IT

Low RPA potential | Medium RPA potential | High RPA potential | Very high RPA potential

RPA use case in Finance Department

Invoice management: Realizing the RPA Opportunity by automating standardized tasks and integrating manual labor efficiently

Previous situation

Manual steps taken by employees

Finance department receives invoice via email	Employee retrieves data from the invoice and inserts it into the ERP system	Supervisor validates the invoice details and gives approval	Employee generates general ledger based on the incoming invoice	Employee adds the Invoice into payment batch

- Invoice comes in through various channels
- Multiple account workers to handle process
- Invoices were processed incorrectly leading to rework

RPA solution

Automated steps taken by robotic workforce

Finance department receives invoice via email	Robot retrieves data from the invoice and inserts it into the ERP system	Robot validates and proceeds the invoice based on predefined business rules	Robot generates general ledger based on the incoming invoice	Robot adds the invoice into payment batch

Exception

Employee handles exceptions and updates system

Update system

- Implementation of fully automated solution
- Client retained less FTEs to handle business exceptions
- Robots proceeds invoices four times faster than human operators
- Data quality improved, minimising rework

Realized savings potential of 60-80% depending on degree of automa

RPA use case in HR Department

HR Master data Management: Realizing the RPA Opportunity by automating standardized tasks and integrating manual labor efficiently

Previous situation

Manual steps taken by employees

HR department receives requests to change personal data via email → Employee validates the request based on past data and request approval if applicable → Corresponding Supervisor approves the adjustment → Employee adjusts the Master data in various systems → Employee sends out email notification

- HR Master data could be defined as personal data, internal data and working organisational data
- Adjustment request comes in through various channels
- Multiple administrative workers to handle requests
- Cases were processed incorrectly leading to rework

RPA solution

Automated steps taken by robotic workforce

HR department receives requests to change personal data via email → Robot validates the request based on past data and predefined business rules → Robot requests confirmation for special cases → Robot adjusts the Master data in various systems → Robot sends out email notification

Exception

Employee handles/confirms exceptions and updates system

Update system

- Implementation of fully automated solution
- Client retained less FTEs to handle business exceptions
- Robots validated requests three times faster than human operators
- Data quality improved, minimising rework

Realized savings potential of 50-70% depending on degree of automation

High Level Project Approach

The proof of concept shall serve as the starting point to develop an RPA factory. During the development process, the company completes different stages of maturity and performs key activities

Key functionalities of a robot as "virtual co-worker"

RPA Factory (RPA as a large scale Service)	◦ Hand over RPA solutions ◦ Developer and User Trainings	Scaling
RPA Delivery (Center of Expertise set-up)	◦ Design target operating model and roles and responsibilities ◦ Deployment of RPA artefacts ◦ Vendor selection process	
RPA Pilots (typical: 5-10 processes)	◦ Business Case ◦ Determination of RPA potentials and roadmap development	First steps in live environment
RPA PoC (typical: 2 processes)	◦ Validate suitability of RPA ◦ Kick off and define overall vision	Test environment with "real" data and systems

Our Value Proposition

As a leader in Robotics Process Automatization (RPA), Capgemini provides the best fit covering the full life cycle of RPA projects from designing the RPA strategy to the execution of a group wider RPA roll out

01

We know how to build strategies

Together with a lot of clients, we have developed (digital) strategies across all industries, leveraging our unique ASE methodology and a five step approach to formulate strategies that can be operationalized by the client.

02

Expert in Shared Service Center and BPO

We offer deep functional expertise and a proven track record in the strategy and transformation, operational excellence, performance and delivery management of RPA as Shared Services. In addition, Capgemini combines Consulting, BPO and Technology experts which enables us to offer a “one stop shop” delivery.

03

Outstanding expertise in RPA

Our RPA know how and methodology ensure an agile and efficient robotics implementation and a customized solution for your organization. We bring in effective project experience as well as current market trends and insights based on the new RPA market study.

04

Prototype instead of PowerPoint: Extensive IT & Digital Know-how

Our group’s roots as a Global Leader in Consulting, Technology and Outsourcing equip us with the right mixture of business and IT knowledge for Digital Transformation strategies and technology implementations with a focus on the users.

05

Collaborative way of working

Our collaborative working approach ensures a close cooperation with our clients to achieve excellent and tailor made results.

We reflect the evolution of RPA in *'what we do'*

Insights Driven Enterprise

Capgemini Invent's Insights Driven Enterprise experts accompany CxOs on changes and develop individual solutions for strategic and operational issues in the model of digital transformation.

The combination of transformation competence, process and technology know-how as well as industry knowledge makes us a unique partner for the CxO organization.

Key functionalities of a robot as "virtual co-worker"

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Our Corporate Functions Expertise

Corporate Functions are facing various challenges: Increased competition of BPO players and new arising competitors in combination with the fact that the functions are still seen as a cost burden brings allong internal pressure. Furthermore, internal customers evolve in their behavior and in their expectations regarding accuracy and efficiency.

However, the ongoing digitalization of customer interfaces and internal processes offers tremendous opportunities. Mobile devices, cloud computing, big data analytics and social networks are the technological drivers of a dynamic development that will change the rules of the game.

Capgemini Invent collaborates with leading RPA vendors in order to develop tailor-made solutions to strengthen the competitiveness and agility of our clients.

Would you like to *learn more?*

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About Capgemini Invent

As the digital innovation, consulting and transformation brand of the Capgemini Group, Capgemini Invent helps CxOs envision and build what's next for their organizations. Located in more than 30 offices and 22 creative studios around the world, its 6,000+ strong team combines strategy, technology, data science and creative design with deep industry expertise and insights, to develop new digital solutions and business models of the future.
Capgemini Invent is an integral part of Capgemini, global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion..

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