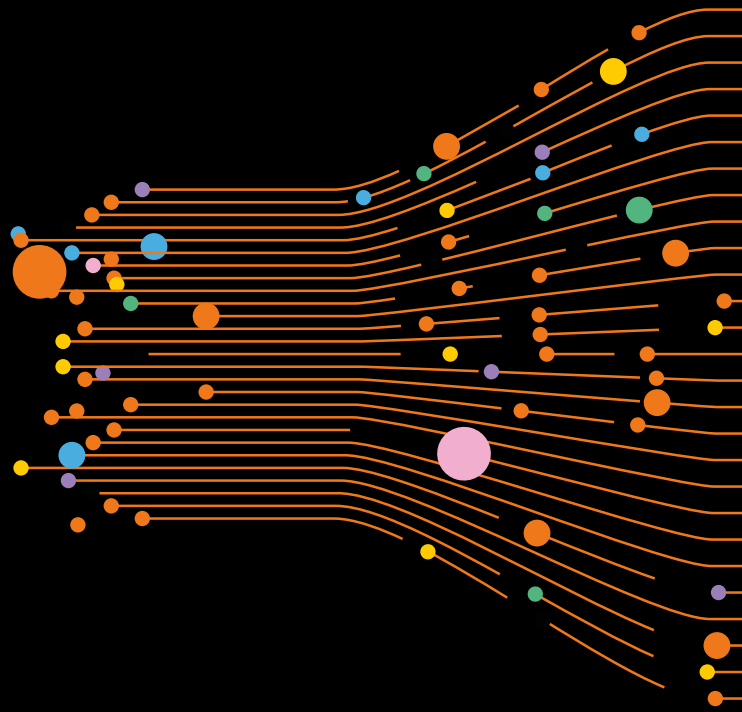
Whitepaper

Robotic process automation: transforming business functions, powering business resilience

Business Services

orange™

Contents



Executive summary

Robotic Process Automation (RPA) is set to play a vital role in enterprises as they accelerate digital transformation initiatives. It delivers improved speed and efficiency and addresses end-user demand for an enhanced experience. RPA can help organizations transform by automating operations and executing tasks more efficiently and accurately, making it an essential technology for all kinds of business functions and powering business resilience.

Companies can leverage RPA to create more value for customers and their business by releasing human employees to focus on more complex activities and tasks. Automation can empower job roles throughout the whole organization, from salespeople to IT to back-office staff. It can enable analysts to generate more valuable insights from vast swathes of data, or help customer service teams assist more customers more comprehensively. Plus it accelerates completion of tasks and can reduce time spent on traditional working practices from days to minutes. RPA also reduces errors, which reduces reworking, which in turn helps reduce costs.

Gartner ranked hyper-automation, incorporating RPA, number one in its Top 10 Strategic Technology Trends for 2021. This white paper will take a closer look at how Orange Business Services is addressing the RPA opportunity and how we support companies in getting the most from RPA using our consultancy and proven methodology. We will demonstrate how RPA can answer key business challenges with practical use cases, proof of concept (PoC) and real-world success stories.

40%

of organizations will blend virtual and physical experiences, leading to increased workforce productivity and customer reach through 2023.[1]

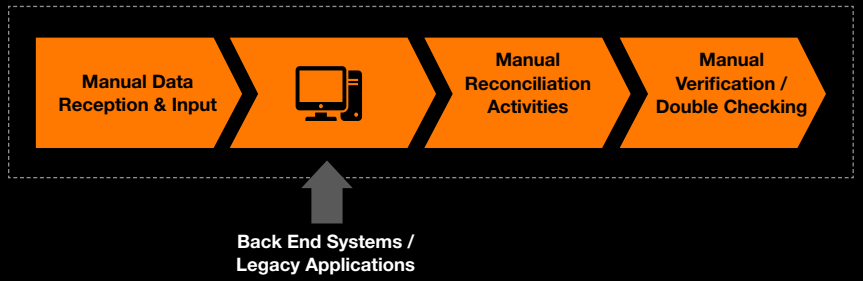
What is Robotic Process Automation?

Robotic Process Automation is software technology that captures and interprets existing applications to automate rules-based processing, data manipulation, making it easy to build, deploy and manage software robots that emulate human actions interacting with digital systems and software. The convergence of RPA and digital is changing the game, from simply adopting robotic automation skills for productivity gains and moving to cognitive capabilities such as natural language processing (NLP), speech recognition, computer vision technology, and machine learning, to achieve intelligent automation.

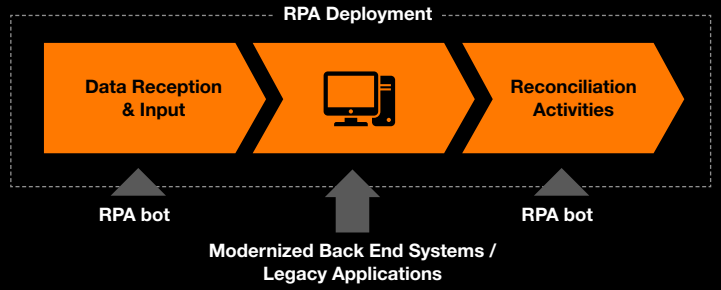
RPA software can operate around the clock, faster, with fewer errors, and at less cost than human workers are able to perform the same processes or tasks. It is able to work across multiple applications simultaneously, matching your unique business processes and workflows.

Implementation of RPA doesn't replace your back-end systems or legacy applications

Pre RPA Implementation



Post RPA Implementation



What is Hyper-Automation?

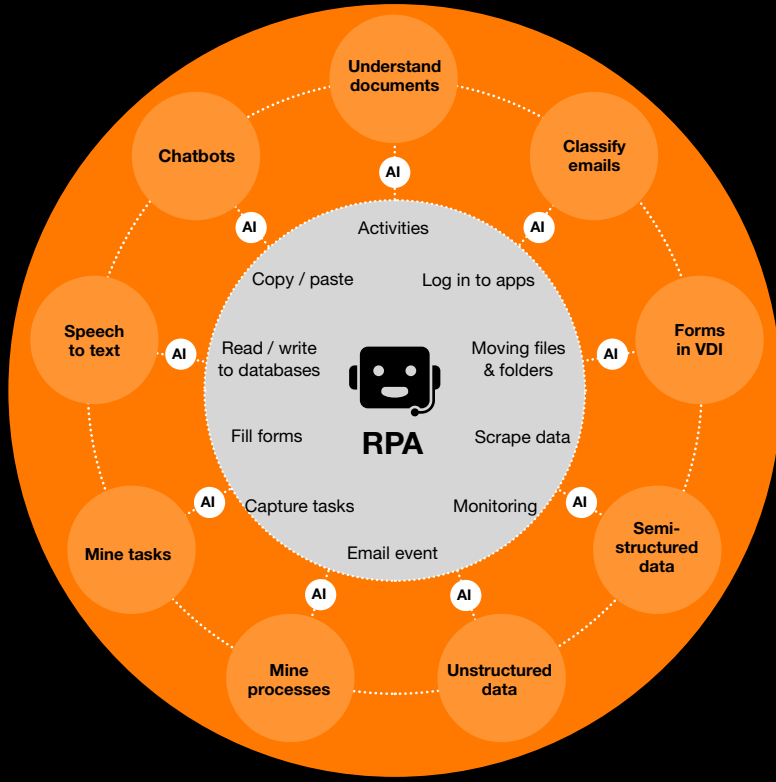
As RPA technology evolves, it can transform to artificial intelligence (AI) and machine learning (ML) based Cognitive RPA, also known as “intelligent automation” or “hyper-automation”. This version of RPA can carry out high-volume, repetitive tasks previously performed by human workers, for billing and invoicing processes, queries, calculations or general, basic maintenance of records and transactions.

34%

Global RPA market size is forecast to grow from $1.40 billion in 2019 to $11 billion by 2027 at a CAGR of 34%[1]

Full cycle hyper-automation

Uninterrupted, 24/7 performance, zero downtime



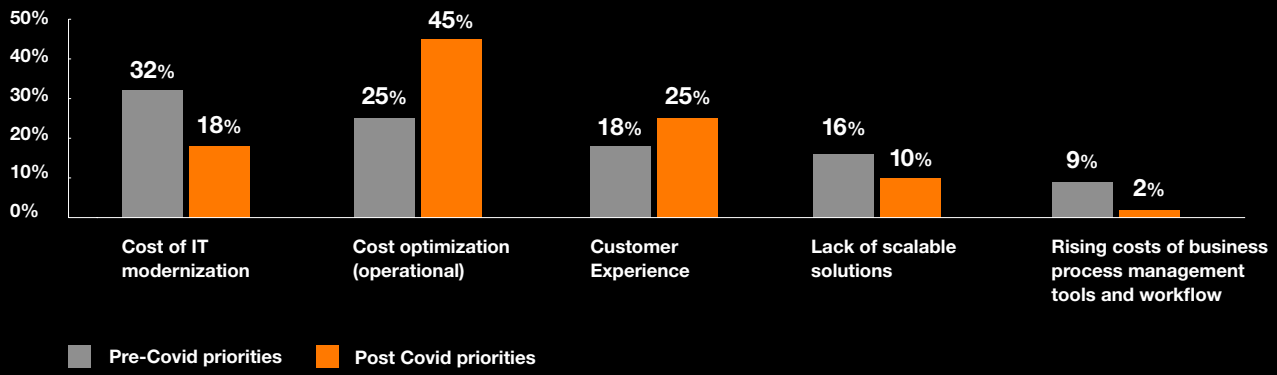
Addressing business challenges

Companies these days are exposed to both, traditional and modern, digital era issues. RPA can help companies address both these business challenges by providing solutions that allow them to streamline operations, maximize resources and deliver enhanced customer experience.

Companies are always looking for ways to **reduce costs and remove errors** caused by workers performing repetitive, often tedious, process work. This isn't a new thing: the challenge in the modern era is similar to that of manufacturing in the past, where automation made production cheaper and more reliable by removing certain human constraints from the process.

Today however, businesses needs to be more resilient, and also need tools to underpin sustainability and business continuity requirements. RPA can help here by securing business continuity and adding resilience with intelligent automation.

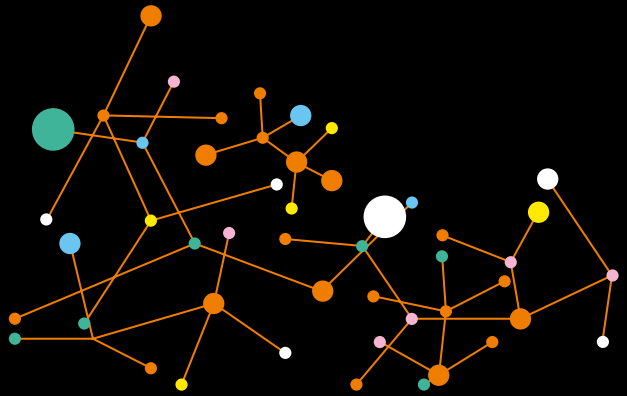
Shifting focus – RPA deployment priorities pre and post COVID



Addressing business challenges

Seeking to achieve **continuous innovation and improvement** in your organization is another business challenge, enabling your business to do things it could not do before. That might mean freeing up customer service agents in your contact center to engage in more emotive interactions, leaving an RPA chatbot to take care of routine, quick-win engagements. Or it might mean automating processes in your supply chain, letting RPA handle inventory management, order processing and fulfilment tasks, or to automate manual data entry functions.

In a challenging business environment, companies need to **maximize efficiency** throughout the organization. Some of these challenges can be addressed by business process workflows, but that still leaves the company with manual dependency on workflow tools that need to be used, configured, monitored and managed, adding to rising cost of these tools. RPA can help organizations by further automating business processes, delivering increased efficiencies throughout the business value chain.



What are the benefits of Robotic Process Automation to business?

RPA technology can help save time, reduce errors, maximize resources, and be more cost efficient, by automating processes and systems that were previously manual. Where can RPA deliver improvements in business?

Increase of data entry accuracy and speed

RPA enables more accurate and quicker data entry than its manual equivalent. Bots don't get tired or distracted, they don't make typos or enter data into incorrect fields. Bots also record additional information about a document, like metadata on when it was received, how it was submitted, who in the company has seen it, and more.

Time savings

RPA bots can work 24/7, 365 days a year, at 100% capacity. Human employees need to take time off for holidays or illness, and some people are simply more productive than others.

Scalability with innovation

RPA adjusts to the needs of the business: if bots have too much work to do, just add more bots. It's easier and cheaper than hiring and training human workers to perform data entry tasks. RPA can also be the starting point of an AI journey, by delivering business intelligence with digital transformation.

Increase of productivity

The round-the-clock nature of RPA means bots get more work done in the same time a human worker can. In data entry tasks, a bot can perform the same amount of work as several human employees, freeing them up for more complex or productive tasks.

The data factor

With data volumes exploding, traditional data processes handling, like simple data entry, data mining, or data analysis done by human employees, is no longer viable. Companies now need automation to collect, store and analyze data to produce insights that can deliver value to the organization and drive the business forward.

Quality improvements

RPA helps drive continuous service improvement by enabling detailed process assessments and identifying process loopholes where revenue leaks can be eliminated. RPA also helps improve process quality: according to Deloitte, 57% of companies look to increase process quality through innovation. Robot-based end-to-end-processes reduce the need for human involvement to exception processing, which increases consistency.

Optimization of labor costs and capacity

RPA helps companies drive significant savings in terms of personnel/full-time equivalent (FTE). The average cost of a robot is one-third the cost of an FTE. Thanks to uninterrupted working time and increased performance through continuous learning and optimization, RPA offers cost savings and margins plus rapid ROI, typically less than 1 year.

Employee morale improvements

RPA enables human workers to move away from repetitive tasks and focus on higher-value work which can deliver greater value to customers. Result can be improved morale across the organization and happier, more productive employees.

Leaner and greener business

Process mining and RPA can help a company to transform into a greener business and contribute to environmental goals. Bots streamline operations and thus minimize material waste, shorten cycle-times, and increase production, driving greater energy efficiency.

Our worldwide customers already benefit from RPA implementation

Invoice processing

52 hours saved per week, 80% productivity increase

Asia's leading logistics company for freight forwarding and transportation notified eight processes in its invoice processing. Deployment included end-to-end training and change management, plus automated language translations to save more time and enhance customer experience. Results included weekly savings of over 52 person hours, improved work productivity of up to 80%, and reduction in error-prone manual interventions.

Event monitoring

average handle time reduced to under 20 seconds

The world's largest chemical producer, based in Europe, needed to reduce average handle time (AHT) for incidents. Orange implemented a self-orchestrated work process with Monitoring Bot to understand alerts in the company's fax software, collating and creating work request tickets on ServiceNow and reducing AHT to under 20 seconds. Results included reducing risk for SLA breaches, a €50,000 penalty saving, and an unattended 24x7 monitoring process to proactively notify missing faxes.

Service management

reduced average handle time for each request

The world's largest cosmetics company has an operations center in India and wanted to make it more efficient. Orange worked with the customer to provide a solution which automated activities like alert monitoring and management, request classification, logging from multiple tools, plus troubleshooting and communications. Results included reduced AHT for each request compared to a Service Desk agent, and improved agent activities reducing human errors.

Customer profile processing

Orange customer in Africa wanted to accelerate digitization of back-office activities, including customer profile processing. This could be as many as 20,000 identification profiles per day. Orange performed a proof of concept and then deployed an automated solution which could process up to 7 million transactions per year, underpinned by an algorithm which reduces exceptions.

Optical character recognition (OCR)

Orange customer needed to convert scanned documents into digital data, to be stored, sorted and searchable. Orange provided an advanced OCR solution featuring machine learning (ML) and natural language processing (NLP) plus built-in API for fast integration with any system.

70%

By 2024, more than 70% of the large global enterprises will have over 70 concurrent hyperautomation initiatives mandating governance or facing significant instability[5]

Orange RPA expertise and capabilities

Orange RPA expertise is cross-industry. Our consultants understand how RPA works and what benefits it can bring when applied correctly to your business and sector. Example RPA use cases across verticals include:

Contact center

- Simple and complex chatbots and interactive voice response (IVR) for volume deflection and self-service
- Agent Desktop Applications Integration & Dash boarding
- Virtual assistants for query resolution
- Customer experience (CX) enhanced

Retail and Supply Chain

- Quote to Customer (QTC) / Quote to Bill (QTB)
- Automated bills of material
- Automated administration and reporting
- ERP automation
- Purchasing order automation

Financial Services

- Auto-invoice processing (multilingual)
- Automated cash app
- Cost accounting
- Cash allocation
- Account processing

IT Services

- Automated suite for incident and event management
- Automated incident resolution
- Bot-enabled service portal/catalogue
- Auto-ticketing and resolution

Aviation

- Ticket generation, cancellation & rescheduling
- Optimizing supply chain and logistics
- Financial processing
- Workflow automation
- Automated Procurement & order processing

Utilities

- Automated workflow for shipment tracking
- Automated document management and processing
- Auto-cash and dispatch

Healthcare

- Provider medical billing
- Prior authorization (PA)
- Physician credentialing
- Electronic health record (EHR)

Banking & insurance

- Mortgage Processing
- Trade and Claim Processing
- Credit Reporting
- Customer onboarding
- Customer authentication

Embark on the hyper-automation journey with Orange consultants

Each company has its unique needs and Orange is a partner with a multilevel ecosystem that lets you call upon a broad range of expertise and partners. We provide you with data science and automation experts at every step of your journey, across the whole data-driven value chain.

Discovery phase

Orange consultants begin with an **initial discovery phase**, to understand your requirements at a high level. This includes process scoping and tool deployments, plus formalizing expectations and agreeing key success criteria.

Due diligence

We conduct detailed consultancy-led due diligence to understand your business processes as they currently are and create **As-Is** and **To-Be Flow**, process mapping, and solutions designs as per integration needs. At this stage we also conclude solutions and implementation plan based on required timelines.

Implementation

Based on assessments and requirements obtained during the due diligence phase, we **execute digital integration** of software and solutions based on tool selection and requirements signed off post-due diligence. We then carry out testing and rollout.

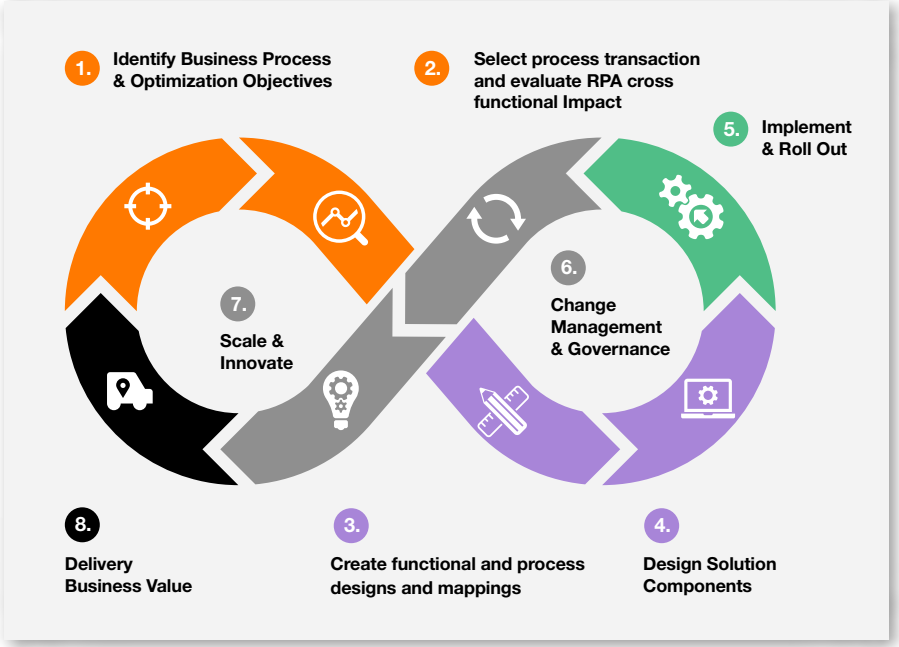
Empowerment

The next stage is **capability transfer plus governance and change management**. Here we enable customer workforces and implement knowledge transfer. We also manage change and establish an overarching RPA governance structure for customers.

Business value

The journey moves on to **benefits and value delivery**. This is where we track benefits, implement ROI trackers and focus on customer and user experience to ensure your RPA engagement delivers what you expect.

The RPA engagement process



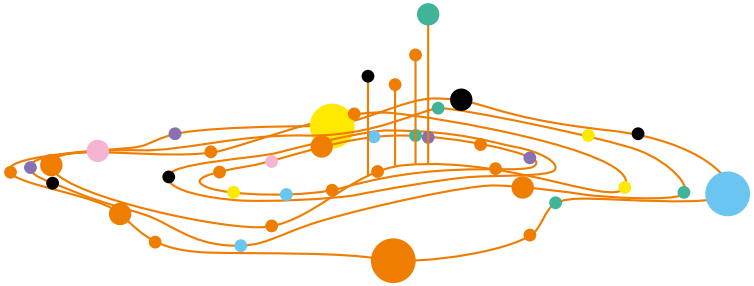
RPA as an embedded layer within Orange digital ecosystem

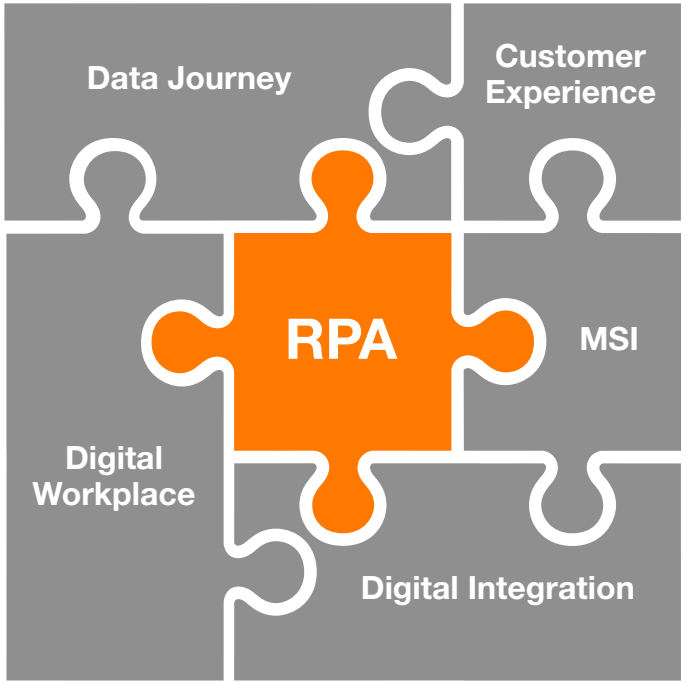
Orange RPA capabilities beyond successful hyper-automation implementation

Orange has developed a proprietary engagement methodology and toolkit to deliver an overview assessment quickly and effectively to measure current operational landscape and cost. The initial business case assessment report explains the return of investment (ROI) that can be expected from RPA implementation.

78%

Companies that have already implemented RPA expect to significantly increase investment in RPA by end of 2021[6]





RPA as an embedded layer within Orange digital ecosystem

Digital Workplace

RPA development programs can enable Digital Workplace to self-enable automation for remote work environment.

Adaptation

Adopt technology that equips employees and automate from almost anywhere

Robotics powered employee experience

Robotics components library allows employees to seamlessly connect to all digitally eligible applications and devices

New ways of collaboration

Mobilize all conventional conversational documentation from traditional tools to digital ones (speech-to-text conversion, speech/text analytics, sentiment analytics)

85% **By the end of 2022, 85% of large and very large organizations will have deployed some form of RPA[7]**

Data Journey

Bots provide support along the end-to-end data journey working with the most critical aspects of the data value chain providing faster and more accurate handling.

Collect

RPA bots extract data from application across multiple environments

Transport

AIOps automation and enhancement of IT operations powered by the same intelligence as RPA is applied to monitoring traffic and predictive maintenance. RPA bot validates the data sets from a given database before processing

Store & Process

RPA powers cloud workforce in dedicated RPA environment

Analyze

RPA bots can create modules to effectively analyze, predict, and diagnose events based on historic trends

Share & Create

Accurate and timely sharing of the information across multiple channels to unify customer experience and data availability

RPA as an embedded layer within Orange digital ecosystem

Customer Experience

RPA helps re-define customer interactions by creating virtual communication channels and measuring real-time customer experience.

- Intelligent chat-bots and virtual assistants
- Agent desktop modernization, agent performance dashboarding and agent workflow assistant

Multisourcing Service Integration (MSI)

- Low-Code simplicity when adding actions to flows
- Replacing multi-point integration scenarios with omni-channel RPA platforms
- Reducing run costs through single RPA platform maintenance, thereby reducing the risk of service disruption

RPA as an embedded layer within Orange digital ecosystem

Digital Integration for Business Processes

Robotic Process Automation supports Digital Integration (DI) in each stage bringing multiple benefits to the final integrated solution.

Business Automation

Business automation plays a very vital role in DI because it acts like a binding layer to create an omni-channel digital platform. This deployment of RPA is enabled by:

- API automation
- Computer vision
- Intelligent / machine learning based automation

Enterprise Architecture

Enterprise Architecture uses the outcomes of business and system analysis to **make the right decisions** based on RPA, machine learning and data visualization tools which enable to **automate manual tasks at each level** and deepen the use of analytics in decision making.

When linking multiple partners together, RPA enhances **data reconciliations**. It matches processes at transactional level to automatically clear matching entries and identify mis-matches, helping to investigate and fix error entries at source improving data governance.

Business & System Analysis

During this business discovery-intensive phase **automated process mining** provides the core benefit of RPA. **Data federation** is the capability to collect data from many different sources and aggregate it in an easy-to-analyze format, which in conclusion improves analytics capabilities.

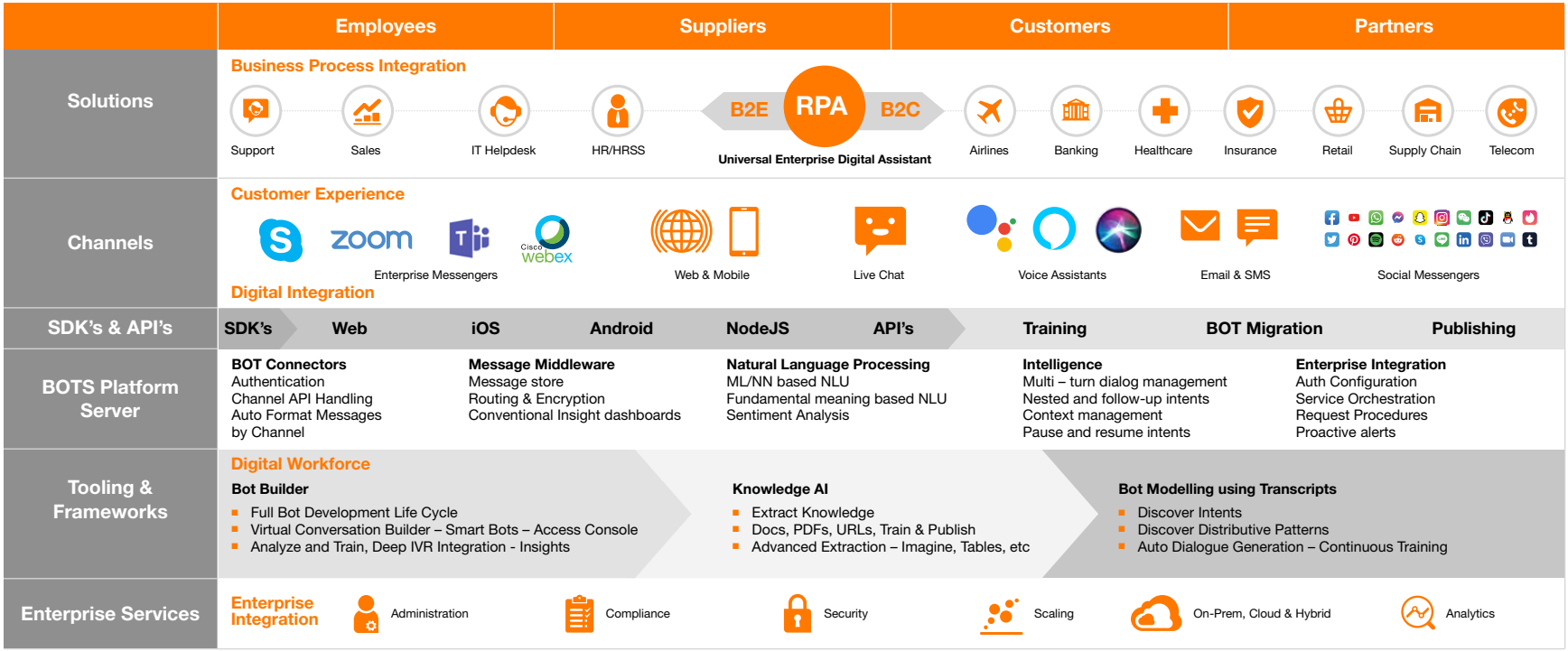
Ecosystem Enablement

We target automation deployments more holistically, by encapsulating **APIs with RPA Bots. API and RPA works in partnership** to create single platforms, which are capable of addressing multi-sourcing service integration requirements. This is achieved by following capabilities:

- Business agnostic consulting workforce
- Multi-sourcing partner and vendor platforms
- Embedded analytics for advanced data journey
- Indigenous / In-built support and maintenance
- Flexibility to scale up

RPA as an embedded layer within Orange digital ecosystem

RPA and hyper-automation together with digital integration enabling operational efficiency and value creation.



Orange: a service provider and integrator you can trust

We are a proven network-native digital services company with unique capabilities in business innovation, big data, edge computing, machine learning, artificial intelligence, automation and digital integration. We help our customers across the globe transform their industries, reimagine their services and create a positive impact for the sustainable future.

With a business process-led consulting approach, we will map your business needs, study your operational landscape and integrate RPA into your ecosystem in a bespoke end-to-end journey.

Expertise on top leading platforms

To boost your digital capabilities, we extent to other automation platforms.

UiPath™ AUTOMATION ANYWHERE Go be great. servicenow IB. INTELLIBOT

Driving innovation and co-innovation

€672m
Dedicated in Research and Innovation

100+
Research partnerships with laboratories and universities

500+
Startups supported

Resources

1000+
business & technical consultants

3
regional RPA Centers

220
countries & territories

100+ RPA experts in our software factory

130
AI specialists

Experience

1000
running operational RPA use cases

400+ robots
created and deployed

10 years of research in AI

€34m
savings for our customers

To find out more about how you can maximize global mobile connectivity across your enterprise, visit https://www.orange-business.com/en/products/hyper-automation-consulting

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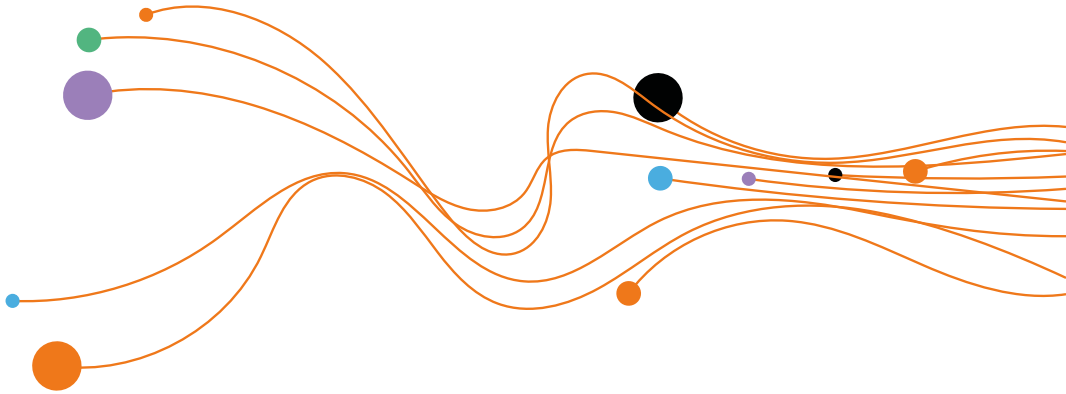

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