

Workshop 3

The impact of robotics and AI and what it means for the workforce



Aldo Caiani

Country Manager Italy, Greece, Malta and Cyprus
UiPath



all about people

Ask yourself or your team

- Am I doing boring tasks in my daily activity?
- Do I want to bring more value to my company if I would have more time?
- Do I want to be a real key contributor on new tasks?
- Am I drained in repetitive tasks with low added value?

If your answer is **NO** then join the coffee break now

If your answer is **YES** then is worth to invest the next 50 mins

RPA-Automation VALUE

Employees

1. Enjoy valuable tasks
2. Avoiding repetitive tasks
3. Personal Growth
4. Involvement

Company

1. Value Internal Resources
2. Focus on Added Value
3. Re-Skill People
4. Give New Opportunities

Business

1. Increase Revenue
2. Reduce Costs
3. Minimize Risks

We All Face Pressure From Many Sources



Technology and
process optimization



New technologies



Growth



Outsourcing



Market saturation



Customer expectations



Compliance
and regulation



Cost pressure

Yet Our Core Priorities Stay the Same



Increase revenue
& lower costs



Improve customer
satisfaction



Increase employee
engagement



Reduce compliance
risk

Automation is Now a C-Level Priority

91% of surveyed organizations are using automation technologies

73% are 'very' or 'entirely' satisfied with the returns from automation to date

For **84%** of companies, automation is a C-level executive's responsibility

BUT.....What is RPA?

Automation that interacts with a computer-centric process with a software User Interface providing support

RPA configures software that will automate the activities or tasks previously performed by humans



Robotic automation uses a computer (a.k.a. robot) to run application software in the exact same way that a person works with that software

RPA aims to replace repetitive tasks performed by humans, with a virtual workforce. Humans then make judgmental calls, handle exceptions and provide oversight

What Can Software Robots Do?

Here are some of the tasks that can be easily handed over to the Robots



Log in to any application



Connect to system APIs



Move files and folders



Extract content from documents, PDFs, emails and forms



Read and write to databases



Open emails and attachments



Scrape data from the web



Make calculations

Anything That Can Be Automated, Will Be



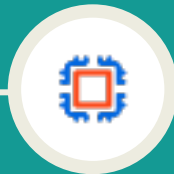
Finance

- Process-to-pay
- Order-to-cash
- Record-to-report



Supply Chain

- Inventory management
- Demand & supply
- Planning
- Invoice & contract management



IT

- Server & app monitoring
- Routine maintenance & monitoring



HR







- Payroll
- Onboarding & offboarding
- Benefits administration



Customer Services

- Address change
- Password reset
- Payments
- Scheduling appointments
- Order modifications

Ways Humans and Robots can Work Together

No Robots	Attended, On Demand	Attended, In Tandem	Hybrid	Partially Unattended	Fully Unattended
	Human involves Robot at defined intervals	Human on computer with Robot process in background	Attended process uses human's computer to kick off unattended background process	Human sets the stage for the unattended process to work	100% automation
					
<p>Examples:</p> All work is manual	<p>Examples:</p> Call center robot pulls info into agent system; saves retyping so agent focuses on customer	<p>Examples:</p> HR Robot works with onboarding team to provision a new employee	<p>Examples:</p> Service Rep turns on Robot to delete customer data from multiple databases as part of a GDPR "right to forget" request	<p>Examples:</p> Robot polls a network drive for files to process	<p>Examples:</p> Robot processes invoices Robot loads data into a system like SAP





RPA improves employees experience and elevates customer outcomes

57% Employees use more intellectual reasoning and provide better customer service

60% Become more satisfied with their jobs and become more engaged

25% End up staying at their company longer

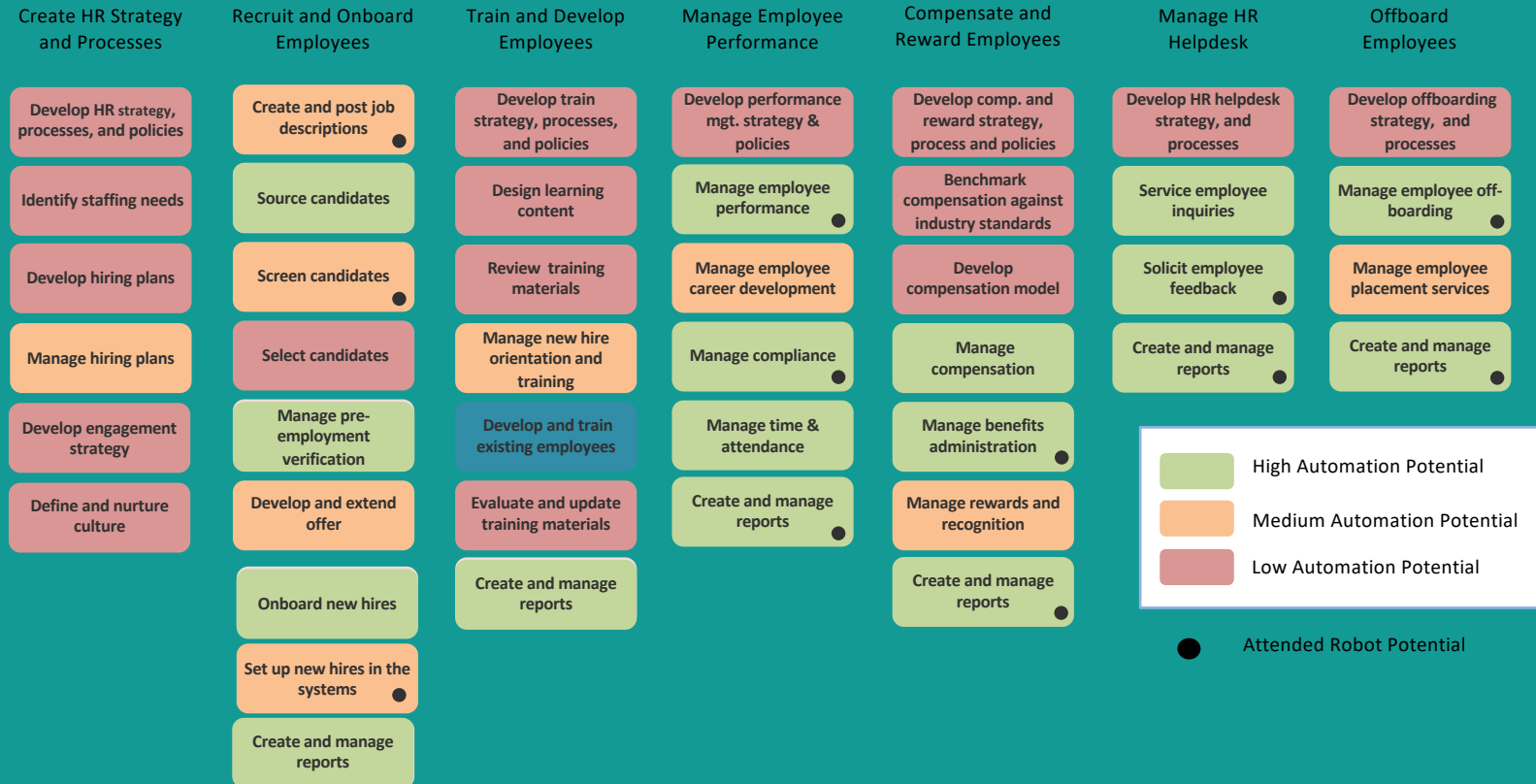
The impact of robotics and AL and what it means for the workforce

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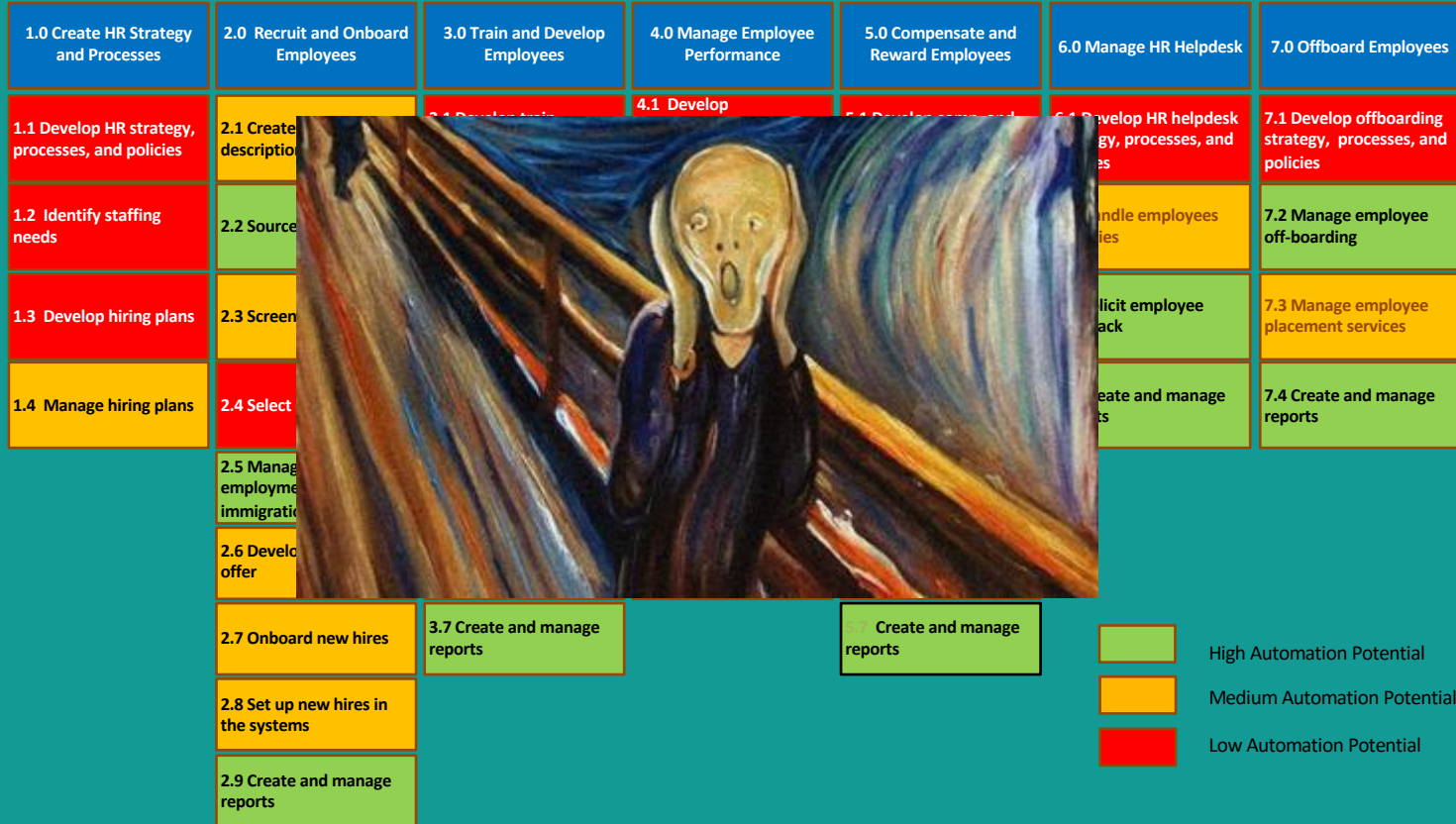


WHAT IS ALL OF THIS IN THE **HR** WORLD...?

HR Processes Examples



Hire-to-Retire Process



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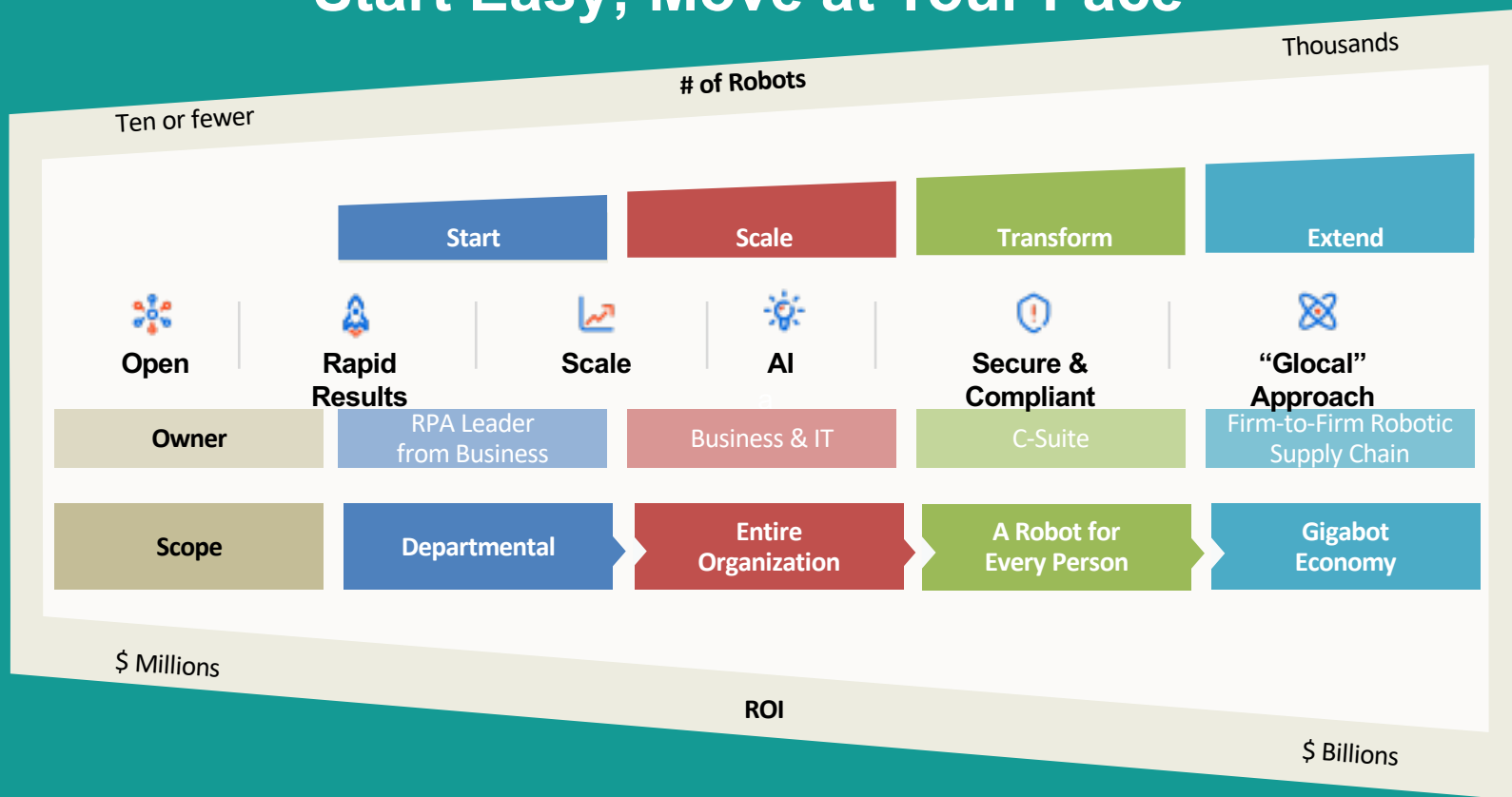
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SUGGESTION ON HOW TO IMPLEMENT A PROJECT

- 1. Identify the most suitable business process for your organization**
- 2. Get help for business partner to define the process workflow**
- 3. Define the KPIs and Metrics you want to achieve**
- 4. Agree the solution needs and implementation timing**
- 5. Apply andenjoy the Results**

Start Easy; Move at Your Pace



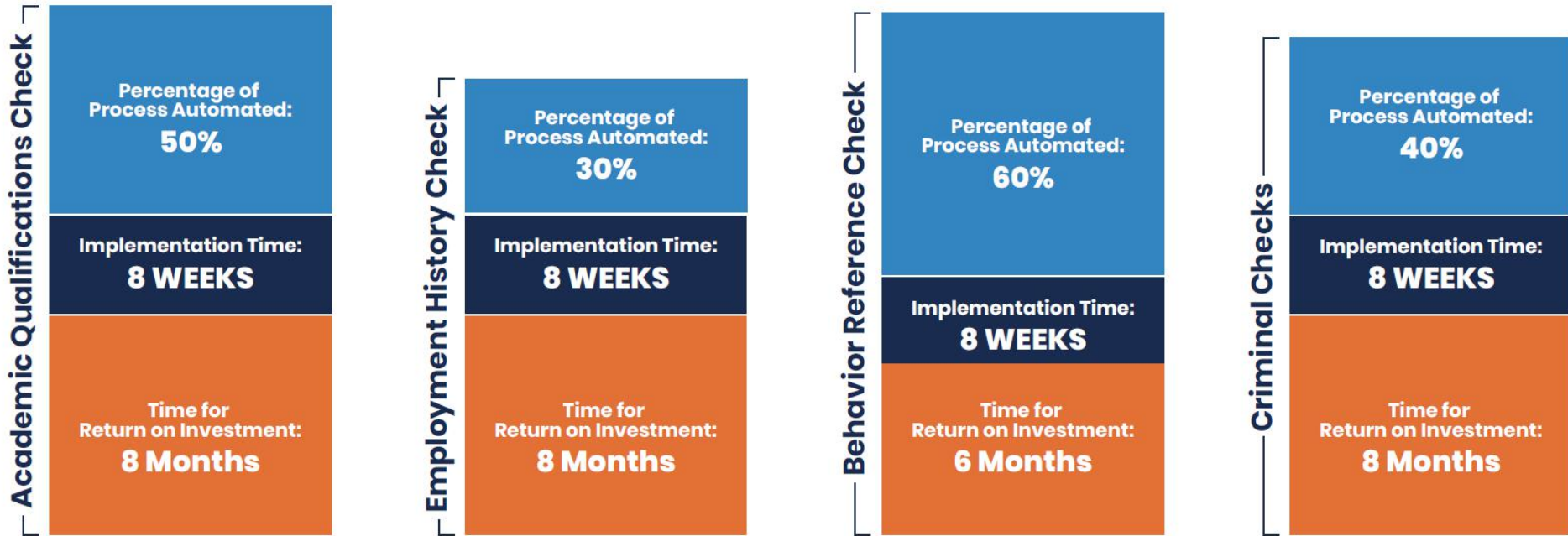
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Business Values and Use Cases

Results of RPA automation with one HR service provider



Unattended Robots Transform Productivity



Implementation Time:

Q2, 2016 - ongoing

162

Robots deployed

\$28.3M

Annualized direct benefits first year

150M+

From increased productivity



GE selected UiPath for software versatility and product vision. We are going to continue pushing the limit on process automation using RPA as cornerstone.



COE dashboard allows senior leadership to see impact by geography and process type

U.S. Center of Excellence is deploying RPA globally across process areas

Processes Automated

- Finance
- HR
- Supply Chain
- IT
- Legal

Global Technology Company Simplifies HR On-boarding



Implementation Time:
Within 2 months



100%
of effort automated



100%
Manual effort reduction

More detailed compliance and non-repudiation audit logs.

6

Months to ROI

1%

Errors reduced to 0%

7x

Faster processing time

Processes Automated

HR Onboarding of new hires.

Nielsen Embraces RPA at Scale to Drive Digital Transformation



Implementation Time:

Within 5 months



100%

of effort automated

230K

Man/hours freed for higher value work

Improvement of SLAs and more detailed compliance.

12

Months to ROI

123

RPA projects in 40+ countries

150+

Certified RPA champions

Processes Automated

Unattended back-office functions in finance, HR, IT, and customer support

Broad and Diverse Use Cases for UiPath Robots



Fortune 1 and World's Largest Company

- Top robot performs the work of 160+ FTEs
- Created 350,000 hours annualized



Largest Credit Union in Florida with \$8.5 Billion in Assets

- Deploys robots to speed lending after Catastrophes
- 11x higher lending following Hurricane Irma



Global RPA Shared Services Multi-National Global Insurance Leader

- Center
- 25 Entities
- Worldwide Live



Largest Insurance Company in Italy

- Established RPA Center-of-Excellence
- 12 business units enabled



Consumer Credit Reporting Agency

- "RPA was not a Cost Play"
- 3x Quality, Speed of Business, Compliance



Technology System Integrator

- **HR** Robots to speed New Hire On-Boarding
- 80% faster

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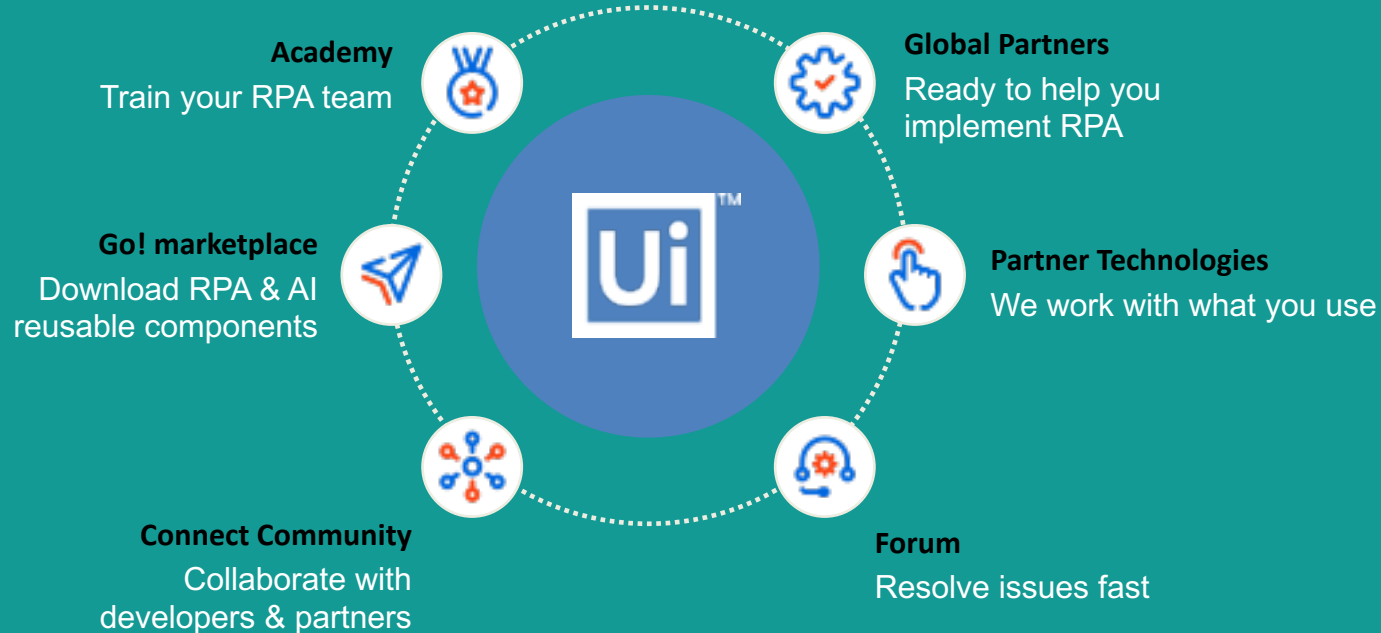
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About UiPath

More Than a Product

Strong ecosystem and enabling technologies



A Leader in the July 2019 Gartner Magic Quadrant for Robotic Process Automation Software

UiPath achieves the **highest**
and furthest overall
position for its
ability to execute and
completeness of vision

UiPath believes this signals a tipping point for automation market growth and adoption

Figure 1. Magic Quadrant for Robotic Process Automation Software



Source: Gartner (May 2019)

About UiPath

Fastest growing

Enterprise software company in history

3,700+

Enterprise customers

60+

Federal, state, and local government customers

3,100+

UiPath employees

\$1B+ in funding

In Series A (2017), Series B (2018), Series C (2018), and Series D (2019)

Leading Investors





THOUGHTS FROM OUR FOUNDER

“

Once you apply automation to remove the mundane tasks from a person, this can bring them joy. That person becomes more valuable to the enterprise.

- Daniel Dines, UiPath Co-Founder and CEO

Thank you!

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