Robotic Process (RPA): Automation

Transforming Businesses

What is RPA?

RPA is a software platform that mimics a human action in completing a transactional, rules-based task where structured data and pre-defined rules and parameters are used. RPA can be used to perform myriad tasks to achieve high levels of efficiency and accuracy. This makes RPA economically efficient than any other automation solution that currently exists.

85%

Percentage of large and very large organizations who are expected to have deployed some form of RPA by the end of 2022, according to Gartner.

Application Areas:

Financial Services	Supply Chain Management
Cyber Security	Human Resource Administration
Accounting	Customer Support/Service
Data Extraction/Management	IT Service Management

Why should you care?

RPA can be used to automate day-to-day manual tasks and processes, which are repetitive, prone to error, and involve a lot of digital data that are seasonal and time critical. The result: Significant improvements in timelines as well as the quality and productiveness of the company's resources.
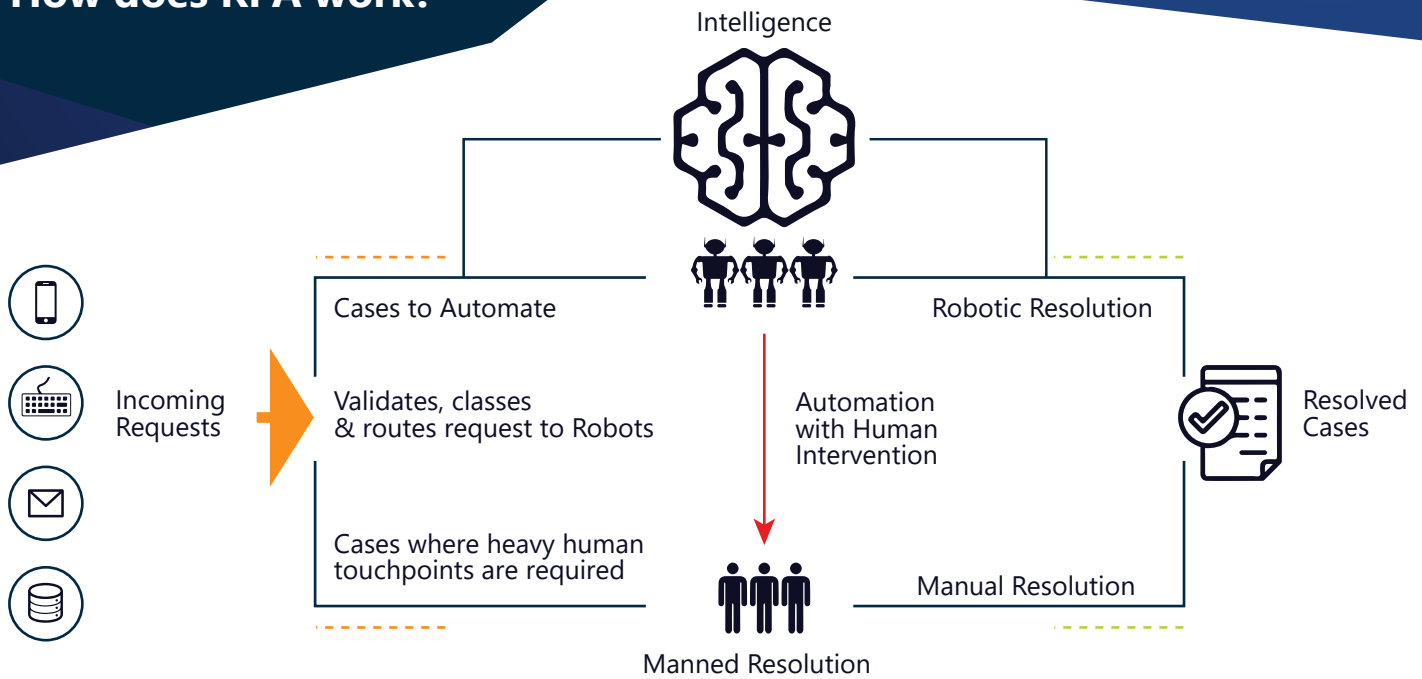
How can Happiest Minds help?

Provide Customized Solutions To:

- Boost your productivity
- Help optimize resources
- Ensure higher compliance
- Save on cost
- Eliminate errors and manual interventions
- Improve process quality
- Increase turnaround time

Tools & Technologies Used:

- Machine Learning
- AI and Deep learning
- Natural Language Processing
- Cognitive Intelligence

How does RPA work?

Intelligence

Incoming Requests

Cases to Automate

Validates, classes & routes request to Robots

Cases where heavy human touchpoints are required

Robotic Resolution

Automation with Human Intervention

Manual Resolution

Manned Resolution

Resolved Cases

Happiest Minds Case Studies: Delivering Value to Businesses

Solution:

For a US-based IT asset management services company, Happiest Minds implemented a cognitive automation tool, captured subject matter knowledge and resolved incidents quickly.

Value Delivered:

- Optimized resources.
- Resolution time per task reduced by an average of 45 minutes to less than 2 minutes.
- Saved outage cost by 15%.
- Mean-time resolution reduced by 90%.

Solution:

For a large manufacturer of Agro products in India, Happiest Minds implemented RPA, connected with SAP and VMs inside the network, and automated all manual tasks involved in month to date and year to date sales report and daily MIS report for the products manufactured.

Value Delivered:

- Improved quality.
- Eliminated data entry errors due to manual work.
- Turnaround time to complete the entire process reduced to 2 minutes.
- Reduced overall cost of user management.
- Increased efficiency and reliability.

If RPA has piqued your interest and you would like to explore how it can help in improving your business, please reach out to us at business@happiestminds.com

About Happiest Minds Technologies:

Happiest Minds, the Mindful IT Company, applies agile methodologies to enable digital transformation for enterprises and technology providers by delivering seamless customer experience, business efficiency and actionable insights. We leverage a spectrum of disruptive technologies such as: Big Data Analytics, AI & Cognitive Computing, Internet of Things, Cloud, Security, SDN-NFV, RPA, Blockchain, etc. Positioned as "Born Digital . Born Agile", our capabilities spans across product engineering, digital business solutions, infrastructure management and security services. We deliver these services across industry sectors such as retail, consumer packaged goods, edutech, e-commerce, banking, insurance, hi-tech, engineering R&D, manufacturing, automotive and travel/transportation/hospitality.

Headquartered in Bangalore, India Happiest Minds has operations in USA, UK, The Netherlands, Australia and Middle East.