

Capgemini's Business Services and UiPath deliver superior business outcomes through robotic process automation

RPA as a critical component of BPO

According to a HFS Research study*, robotic process automation (RPA) is experiencing an unprecedented level of attention, with a third of major enterprises planning significant investments.

RPA is a fast-growing technology that employs software robots to take over repetitive, tedious, rules-based business tasks. Although it is a relatively mature technology today, RPA continues to revolutionize the way companies undertake their business processing—allowing business users to simplify, accelerate and improve the accuracy of manual and repetitive tasks. RPA is driving process improvement to the next level in functions such as HR, Finance and Accounting, and Supply Chain management.

By enabling high operational performance, exceptional accuracy and sharply lower costs, RPA technology has become a powerful means by which BPO providers can deliver high value services to their customers. RPA technology can also be applied to a broad spectrum of labor intensive processes found in virtually any organization.



Choosing UiPath as an intelligent automation partner was an important milestone for us, and none of UiPath's competitors could match their capabilities across a range of selection criteria."

Lee Beardmore

**Vice President, Innovation,
Capgemini's Business Services**



The strength of the Capgemini-UiPath partnership

With more than 75% of our customers delivering their applications via virtualized desktop technologies, it was vital for us to develop a solution that delivers impeccable automation in remote desktop scenarios, with full support for enterprise security compliance and governance best practices.

After a rigorous evaluation of leading RPA software providers, examining their products against precision, non-invasiveness, ease of use and price, we chose UiPath's robotic technology platform to develop and roll out our global RPA solution.

Designed for process automation and system integration at the enterprise level, Capgemini-UiPath's integrated RPA solution helps our clients reduce operational costs, improve efficiency, boost productivity and job satisfaction. This is done across multiple industries and services where operations usually involve large volumes of transactions with multiple data sources, without compromising our clients' data or applications.

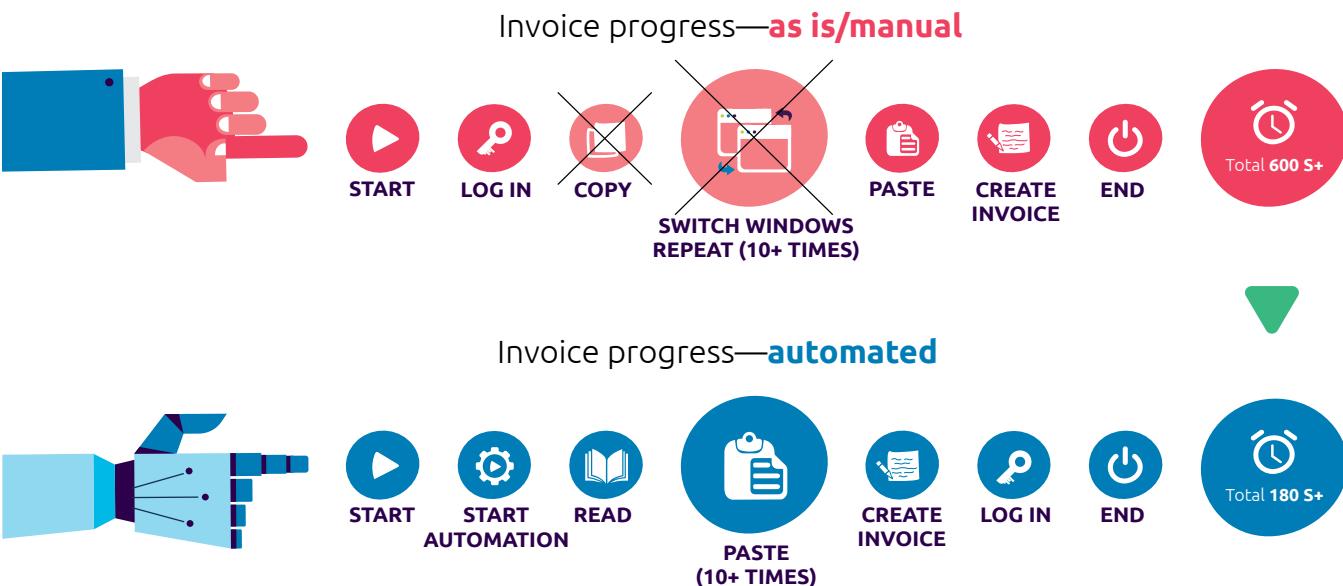
This makes RPA a compelling value proposition, especially for BPO service lines where there are tremendous opportunities to raise operating margins and exceed customer service level agreements.

A Center of Excellence for self-sustaining RPA

Creating a Center of Excellence (CoE) is a prerequisite for developing an internal, self-sustaining and scalable RPA competency. The CoE establishes a rollout plan, articulates effective governance, accesses controls and outlines improvement opportunities inside a performance management framework.

Within the CoE, UiPath develops and delivers specific functional and technical support for RPA deployment, and business users are trained to acquire the expertise for the implementation phase. Typically, this includes:

- **Training**—UiPath provides training and expert solution certification for a Capgemini team of more than 50 developers involved in the RPA solution project.
- **Methodology**—we work collaboratively with UiPath to create a development and deployment methodology that includes enterprise security and governance best practices, highly scalable rollout of robots and support for a full automation lifecycle (assessment, implementation, and test and deployment). This methodology incorporates our enterprise-grade controls for Big Data storage, release management, deployment and change management frameworks.
- **Collaboration**—our innovation team has built up a collaborative relationship with UiPath to develop new automation solutions. This relationship, together with UiPath product technology, is the cornerstone of our RPA collaboration agreement with UiPath.



Source: "Robotic Process Automation—robots conquer business processes in back offices," Capgemini Consulting, 2016.

RPA reduces repetitive human work

Within the first six months of the global rollout of our RPA solution, about 50 “robots” automated around 150 processes, delivering approximately a million transactions to external customers. This has reduced the repetitive work volumes of our clients’ human teams, reduced the error rate and reduced the impact of workload peaks.

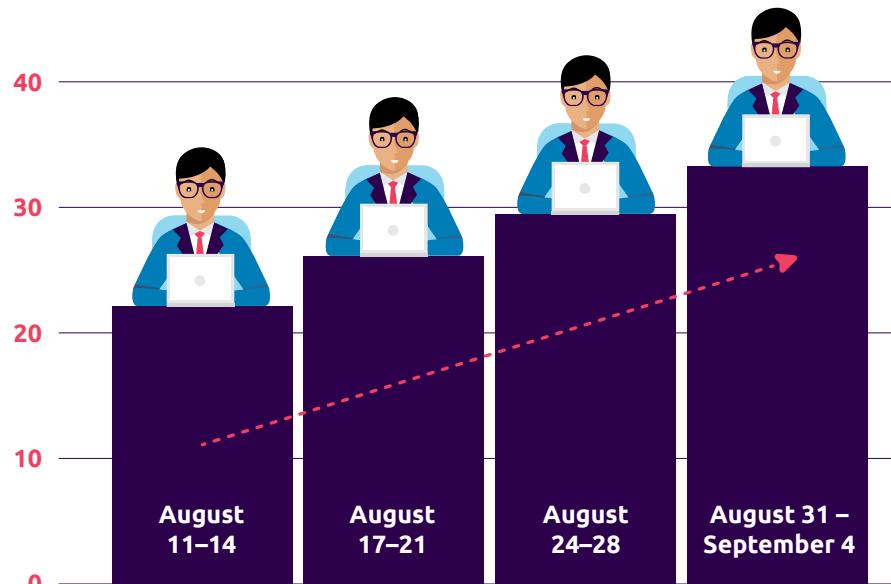
Through using an agile implementation approach, the UiPath-Capgemini solution resulted in automating one process per person per week. In little more than three weeks, 20 person-days had been saved—rising to 30 person-days after another two weeks.

Through automating back-office processes, UiPath deployment can lead to a dramatic reduction in invoice processing time from ten minutes to three—a decrease of 70%.

RPA reduces invoice processing time

UiPath software robots are also effective at delivering value beyond just relieving employees of repetitive work. They also improve the process, because unlike members of the delivery team, robots don’t have to continually switch between applications as they copy-paste.

Typical engagement: the amount of human days saved per week by automation across a calendar month.



The amount of human days saved per week by
automation across August and early September 2017.

An example of this efficiency is illustrated by “posting”—the final step of invoice processing. Rather than the familiar, repetitive, swivel-chair technique, a robot copies data from various sources in one sweep, and then populates all the ERP fields in another single sweep—simple and quick.

Automating the claim payment process for a leading Swiss insurer

A leading Swiss commercial property and casualty insurance provider with more than 100 years of service to its customers in North America was outsourcing approximately 36,000 claims per month using 27 FTEs.

With the speed of claim processing becoming a concern, the client deployed Capgemini-UiPath’s automation solution to carry out its routine claims payment work. This led to numerous benefits for the client, including:

- 50% of claims successfully processed, with exceptions transferred for manual processing.
- 50% savings on FTEs, with one robot doing the work of two FTEs.
- Up to 40% efficiency savings.
- Repurposing of FTEs to higher value work and from areas where manual processing is required.
- Reduction in turnaround time from three hours to 45 minutes.

“ Our relationship with Capgemini is based on great mutual respect for the expertise each company brings to the RPA table. Capgemini recognizes UiPath’s technology as next generation, for its scalability at speed and serving as the backbone for AI to digitally transform global businesses. For our part, UiPath is tremendously impressed with the remarkable RPA deployment and implementation innovations continually produced by the Capgemini team.”

Daniel Dines
CEO, UiPath



About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2017 global revenues of EUR 12.8 billion.

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*HFS Research, "5 Things Companies Must Get Right With RPA", Fersht/Snowden, June 2017

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About UiPath

Built for both business and IT, UiPath is the leading platform for enterprise Robotic Process Automation (RPA). More than 700 enterprise customers and government agencies use UiPath's Enterprise RPA platform to rapidly deploy software robots that perfectly emulate and execute repetitive processes, boosting business productivity, ensuring compliance and enhancing customer experience across back-office and front-office operations.

With a thriving RPA developer community of more than 120,000 worldwide, UiPath is on a mission to democratize RPA and support a digital business revolution. Based in New York City, UiPath's presence extends to 14 countries throughout North America, Europe and Asia. The company is backed by \$183M in series A & B funding from Accel, CapitalG, Kleiner, Perkins, Caufield & Byers, Credo Ventures, Earlybird's Digital East Fund and Seedcamp. UiPath's Series B valuation exceeded \$1 billion.

For more information, visit

www.uipath.com

"Our global partnership with UiPath lies at the core of our RPA efforts for our BPO clients and is used extensively by our global Center of Excellence. We have also developed extensive logging, auditing and analytics capabilities to supplement the RPA core to create an automation platform that meets the needs of a BPO service provider."

Lee Beardmore

**Vice President, Innovation,
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