Telecom Consulting

Robotic Process Automation

tieto

Digital workforce for business modernization

Robotic process automation mimics human actions associated with a variety of business processes; to be precise the intelligent software is the robot that can help you automate any repetitive business activity in any industry. Robotic process automation is a software automation capability that lets organizations automate repetitive, rule based tasks as if a real person was doing them across applications and systems without building complex system integration. Robot in the RPA is the software that resides on a PC and interacts directly with business applications. It is now seen as an effective way to reduce costs and improve performance. It is effectively being used in retail, banking, manufacturing, telecom, and even healthcare and welfare industries.

RPA is becoming an integral part of the telecom business processes. It's easy to see why. Enterprises are under immense pressure to digitize operations, and they see a future where routine operations are fully automated. RPA is essentially seen by Telecom providers as part of their automation strategy. Telecom providers are leveraging RPA capabilities to drive significant improvements in operational efficiency. The CSPs would be able to focus more on their core business and customers with the repetitive tasks taken over by automation.
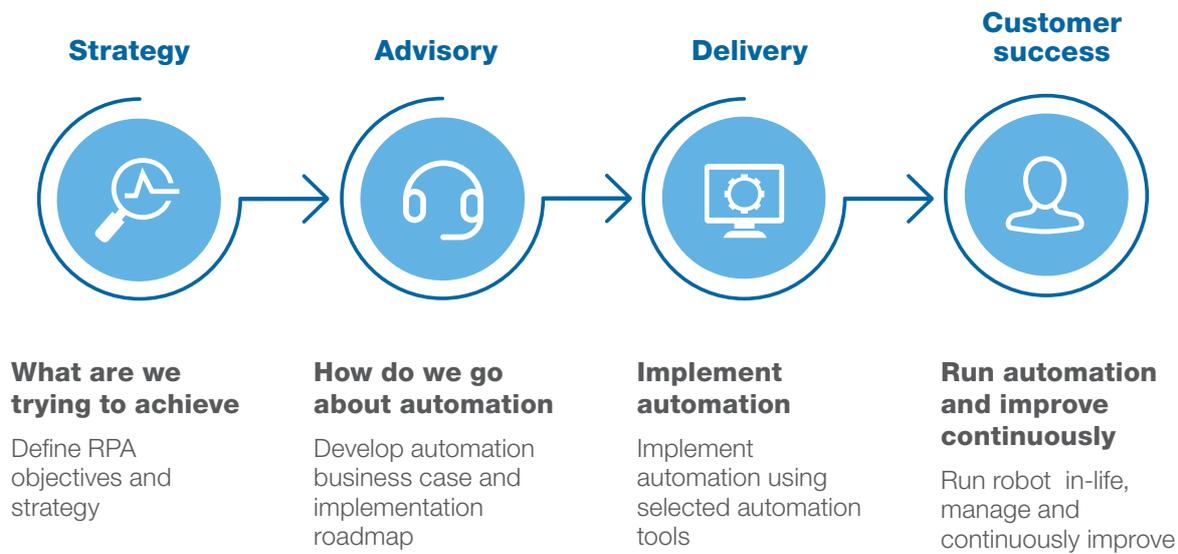
Solution Overview

Tieto Robotic process automation software enables digitalization and transformation of processes that would help achieve significant improvement in the common/ repetitive operations and bring in higher accuracy at a reduced cost. Trained robots are virtual workers that complement human workforce and execute rule-based information processes, improving accuracy and efficiency. It is technology agnostic and can handle applications across mainframe, legacy, bespoke application or web service enabled. Tieto RPA solution for Telecom Clients helps the providers to leverage RPA capabilities to reduce costs, improve data quality, boost customer service, and to drive significant improvements in operational efficiency.

Tieto's Robotic process automation centre of excellence supports customers in analysing and defining various RPA functions, capabilities, and processes. The COE includes helping the customer to build up a CoE service catalogue, define and refine an automation strategy, framework and methodology and identifying the automation tools and templates to be used.

Robotic Process Automation (RPA) solution approach

Strategy

Advisory

Delivery

Customer success

What are we trying to achieve

Define RPA objectives and strategy

How do we go about automation

Develop automation business case and implementation roadmap

Implement automation

Implement automation using selected automation tools

Run automation and improve continuously

Run robot in-life, manage and continuously improve

Tieto Robotic Process Automation (RPA) Centre of Excellence
Execution Framework

Given the emerging challenges for RPA implementation, Tieto has evolved a comprehensive Centre of Excellence (CoE) led approach which addresses key enterprise concerns on robot management and governance.

Organization & Staffing

> RPA CoE Governance & Management

> Training & Capability Development

> Roles & Responsibilities

> Vendor /Partner Management

CoE Service Catalogue

What services will be provided by RPA CoE?

Automation Strategy, Framework & Methodology

How automation opportunities will be identified, progressed for automation and change managed?

Automation Tools & Templates

What automation tools will be used ?

RPA Demand & Program Management

How will RPA will be program managed from budget, stakeholders engagement, demand, risk, performance, quality, reporting management perspectives?

Best Practices Repository

Use Cases Segregated on Functional Areas

Design Patterns

Documented Process Flows

Standards

Technical & Performance Standards by RPA CoE

In-Life Support

Process/ Robot Management & Governance thro Mission Control Centre

Tieto offers advisory services to the Telecom customers for their RPA needs. The following figure offers a clear picture of Tieto's RPA offering.

RPA CoE Service Catalogue

Service Group		Services	Automation
Strategy & Roadmap	〉	• Enterprise Automation Vision & Strategy • Automation Business Case • Automation Roadmap Development • Automation Tool Evaluation & Selection	**Deterministic** Secure automation of business processes across heterogeneous technologies
Management	〉	• Program, Budget, Risk Management • Automation Portfolio & Demand Mgmt. • Performance, Quality & Reporting Mgmt. • Knowledge / Partners Management • Organization & Staffing	**Intelligent** User activity intelligence and robotic self help
RPA Execution	〉	• Use Cases Identification & Development • Release Planning & Management • Workflow Development & Automation • Automation Testing • Training and Change Management	**Cognitive** Adaptive learning, speech recognition, natural language processing, pattern identification algorithms
In-Life Support	〉	• Mission Control Centre (MCC) • Standards, Continuous Improvement	

Tieto has a flexible approach to operating/commercial models for Centre of excellence set up as shown in below picture. Tieto's 'On Demand', 'On Premise' and 'Custom' commercial models can be leveraged as per the objectives of the customers.

Tieto Robotic Process Automation (RPA) Centre of Excellence
Operating Model Options

On Premise

- RPA Centre of Excellence (CoE) completely set up in Telco premises.
- All major functions such as strategy, Management, Execution & Support owned and run by the Telco.
- Capex + Opex based model with full control. Service automation s/w licenses bought by Telco directly from a service automation provider
- Tieto helps with set up and run of the model

On Demand

- This model entails telco buying service automation as part of a suite of integrated services delivered by Tieto
- RPA Centre of Excellence (CoE) set up in Tieto premises.
- Services are configured by Tieto and consumed by Telco on demand
- Flexible commercial models primarily Opex based models. This could entail buying service automation as a cloud service

Custom/Hybrid

- Hybrid/custom model in which major services groups such as strategy, management, execution and support can be split and configured between Telco and Tieto
- Flexible commercial models such as fixed price, T&M or gain share

Key Benefits

- Leverage the newer features to enhance the automation benefits with tools that add artificial intelligence features over time

- Make significant savings in back-office operations costs quickly, enabling client to reinvest IT budget in other digital innovations and growth

- RPA software are a great source of detailed and accurate performance data in the form of analytics. Processes, transactions and exceptions and errors can be analysed and barriers identified to eventually streamline and smoothen the respective processes.

- As per the requirements of the customers, the automated workforce can be increased or reduced with little or no extra expenditure. It is also easier to train the workforce at the same time.

- Near zero error rates

- Adherence to regulatory and corporate rules

- Per 'headcount' costs at a fraction of a traditional workforce

Key Features

RPA offers the following features or process characteristics that can give our customers the added advantage over other systems in the identified areas.

- Steady volumes – consistent volumes instead of fluctuating volumes (higher the better)

- Rule based – Decisions are based on simple rules instead of judgement (higher the better)

- Structured input data – Structured data e.g. xml, excel instead of free text, emails (higher the better)

- Too many exceptions – Standardized processes with few exceptions (lower the better)

- Number of underlying applications – Too many applications required to accomplish the goals (lower the better)

- Dispersed teams – Dispersed teams operating on process are preferred (higher the better)

- Stability – Processes that don't change with geography, LOB etc. (Higher the better)

- Error prone – Processes that are amenable to human errors (higher the better)

Success stories

Customer: Leading Nordic operator

Challenge

Customer wanted to reduce operations cost and improve productivity of the back office staff, reducing error rate to nearly zero.

How Tieto helped

We implemented a three pronged approach; Automation, consolidation and process efficiency. `The processes were categorized as full automation, partial automation, and manual lean. Those process which manual were done in the most optimal manner. The automation scripts gave the biggest business benefits by accounting for nearly 70% of the benefits.

What customer achieved

Customer could reduce back office cost by minimum 1.0 Mn USD without impacting internal or external customers. Customer could absorb additional volumes during the year without additional costs with optimization of headcounts without loss of jobs. Tieto helped customer to improve business process and SLAs that would remain part of its RPA strategy.

About customer

The customer is a telecommunications and internet service provider operating in Europe region.

> ## Want to know more?
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Tieto aims to capture the significant opportunities of the data-driven world and turn them into lifelong value for people, business and society. We aim to be customers' first choice for business renewal by combining our software and services capabilities with a strong drive for co-innovation and ecosystems.

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