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# V/ANNUAL CONVENTION

GUATEMALA CITY, GUATEMALA

GLOBAL SERVICES: LATIN AMERICA  
IN THE RACE FOR TALENT



## ROBOTIC AUTOMATION : THE NEXT GENERATION IN BPO

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# RPA: The Future of BPO

# Robotic Process Automation (RPA)

Business process software that performs rules-based, repeatable processes typically done by people today.

RPA software has the capability to

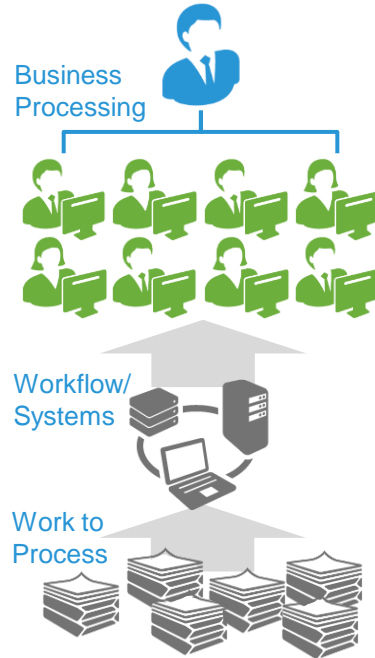
- Be trained to perform simple to very complex processes
- Interact with existing systems and applications currently used by people (i.e. email, spreadsheets, mainframe, etc.)
- Easily integrates into existing business processes and workflows with limited development effort

# Robotic Process Automation (RPA)

## Standard BPO Operation

Business processing heavily relies on manual, repeatable tasks currently performed by costly, error-prone, geographically diverse human workforce.

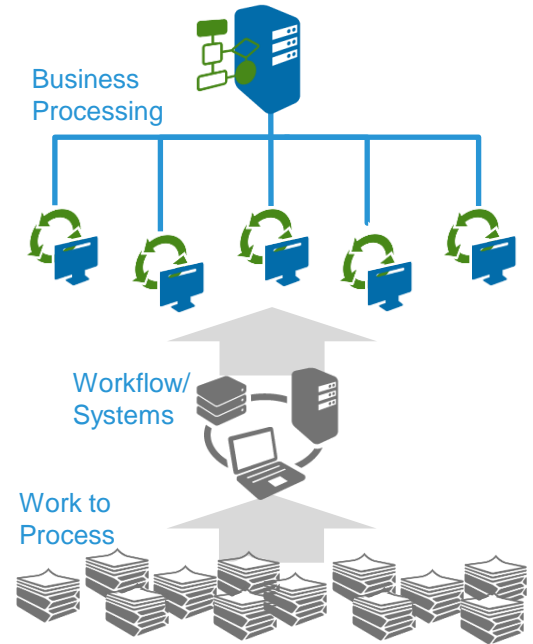
- Interacts disparate systems to perform a single process
- Works multiple shifts takes breaks, time-off, observes holidays
- Takes weeks/months to scale to meet work demand



## Automated BPO Operation

Process automation leverages trained software robots to perform the same business processes as a human but at higher speeds, higher quality, reduced cost and agile scalability.

- Software robots performing business processes
- Interacts with the same disparate systems the same way a human does today
- Works 24/7 & 365 days/year
- This virtual workforce can scale to meet work demand in minutes

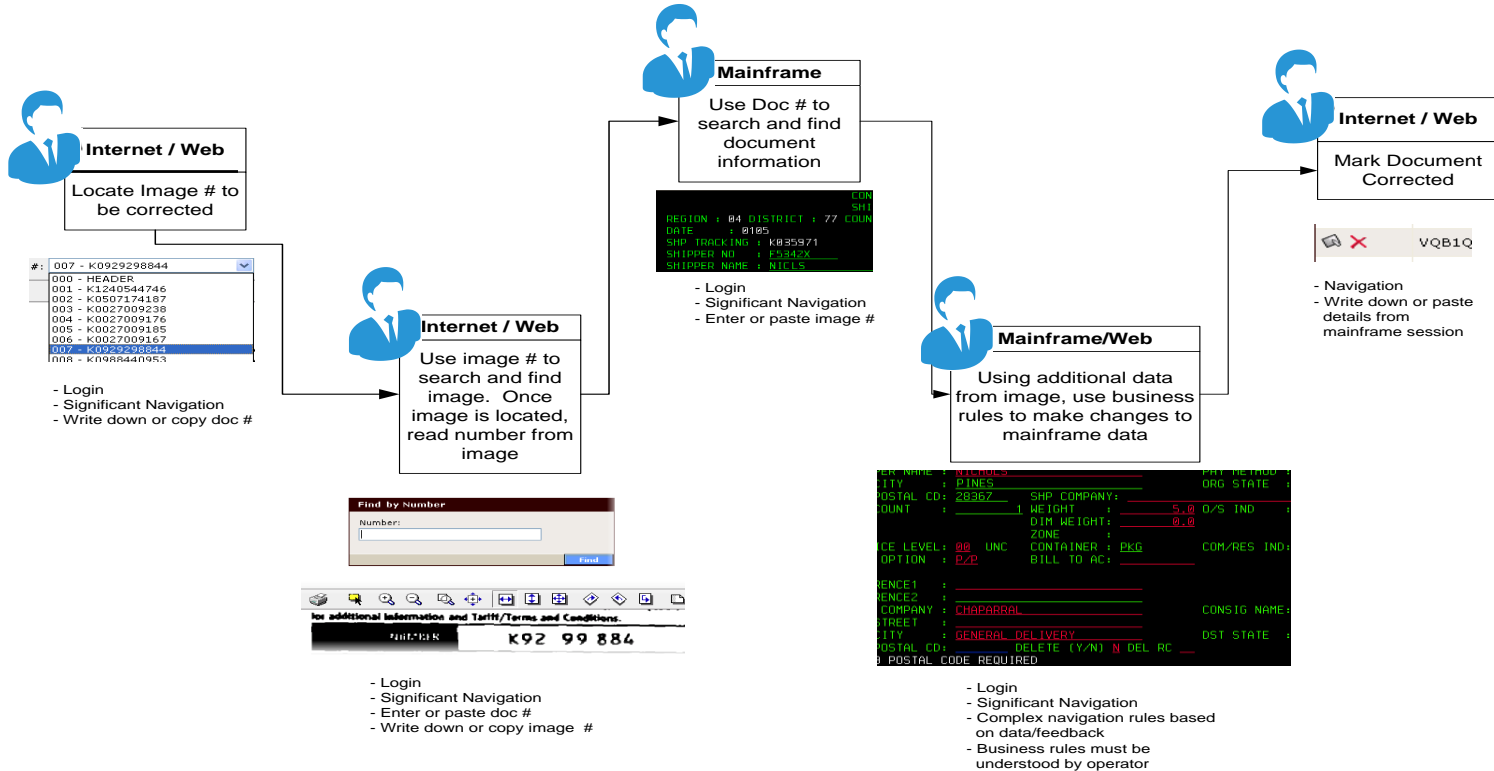


# Problem – Manual Processing



- Display as much data as possible
- Agent left to make sense of it all
- Months of training
- No consistent flow
- Cut-copy-paste
- Manual notes

# Sample Process – 100% Human



# Which Tasks Must a Human Perform?

Man



Machine



Mark Document Corrected



Find Document Information

```
CON  
SHI  
REGION : 04 DISTRICT : 77 COUN  
DATE : 0105  
SHP_TRACKING : K035971  
SHIPPER_NO : F5342X  
SHIPPER_NAME : NICLS
```

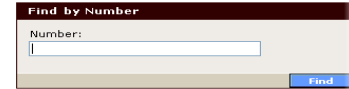
Make Changes to Document Data

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SHIP NAME : NICHOLS          PRY METHOD :  
CITY : PINES                ORG STATE :  
POSTAL CD : 28367          SHP COMPANY :  
COUNT : 1                WEIGHT : 5.0 O/S IND :  
DIM WEIGHT : 0.0  
ZONE :  
CE LEVEL : @@ UNC         CONTAINER : PKG    COM/RES IND :  
OPTION : P/P              BILL TO AC :  
RENCE1 :  
RENCE2 :  
COMPANY : CHAPARRAL        CONSIG NAME :  
STREET :  
CITY : GENERAL DELIVERY    DST STATE :  
POSTAL CD :                DELETE (Y/N) N DEL RC :  
POSTAL CODE REQUIRED
```

Locate Image ID

```
007 - K0929298844  
000 - HEADER  
001 - K1240544746  
002 - K0507174187  
003 - K0027009238  
004 - K0027009176  
005 - K0027009185  
006 - K0027009167  
007 - K0929298844  
008 - K0988440953
```

Search for Image



Transcribe Data from Image



# Re-Designed Automated Process



Human



Machine



**WebDE**  
Transcribe required information from image

- Capture rules greatly simplified
- Shorter learning curve
- Process more documents in less time



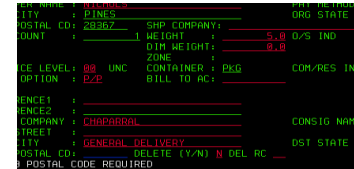
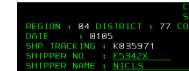
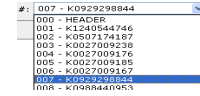
**Windows Program**  
Locate Image # to be corrected

**Internet / Web**  
Use image # to search and find image. Once image is located, prepare WebDE file with image

**Mainframe**  
Use Doc # to search and find document information

**Mainframe/Web**  
Using additional data transcribed from image, use business rules to make changes to mainframe data

**Windows Program**  
Mark Document Corrected







# Automation Advantages

## Simplified Process

- Remove complex navigation
- Eliminate redundant steps
- Happier employees (less attrition)
- Ramp quickly

## Improve Quality

- Consistent results
- 'Harden' business rules
- Improved customer satisfaction

## Reduce Costs

- More transactions / employee
- Training significantly reduced
- Avoid costs of building new systems
- Fewer SLA penalties
- De-couple location from cost

## Expanded Capabilities

- Scale beyond headcount
- Complexity beyond speed/quality



