A visual dashboard makes RPA benefits tangible to business CASE IF - WEBINAR

Erik Lien RPA Supervisor

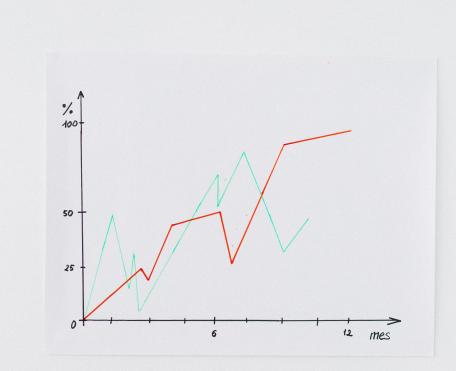
lf

Asko Mustone

Elias Levo Digital Workforce

A visual dashboard makes RPA benefits tangible to business

- Support business management
- Justify the purpose of the RPA operation
- Improve delivery productiviness
- Improve your automations in production
- Justify investments in RPA





Forrester

Forrester Wave[™] Leader 2021

Midsize RPA Services -Q1 2021 Report



ONLY LEADER-CATEGORY SERVICE PROVIDER IN EMEA





A visual dashboard makes RPA benefits tangible to business CASE IF - WEBINAR

Erik Lien RPA Supervisor

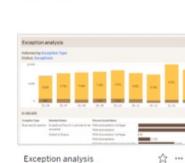
lf

Asko Mustone

Elias Levo Digital Workforce A visual dashboard makes RPA benefits tangible for Business - Case If

Views 7 Seet All Image: Cost organization overview Image:

1234





\$...

Sort By: Sheet (first-last) : • III •



Automation rate

☆ …

if...

Q&A

Asko Mustonen

Erik Lien RPA Supervisor

2.7

Elias Levo Digital Workforce

Thank you for joining!

ww.digitalworkforce.com www.rpasupervisor.com

The *HyperAutomation* Orchestrator





The challenge

Organizations struggle to manage their intelligent automations. Holding back scaling and increasing total cost of ownership.





The solution

A digital supervisor for digital workforce.

Real-time Insight

Business oriented



Live monitoring, reporting & notifying AI driven planning and prioritization based on SLA's Automated operations



Fully automated RPA operations Dynamic Interaction



HiL, pre-built connectors and integrations, API's



RPA Supervisor

Your digital supervisor for your digital workforce.

Monitors

Orchestrates

Manages

Interacts



Live monitoring, reporting & notifying



AI driven planning and prioritization based on SLA's



Fully automated RPA operations



HiL, pre-built connectors and integrations, API's



Customer benefits

Reduced cost of RPA ownership:

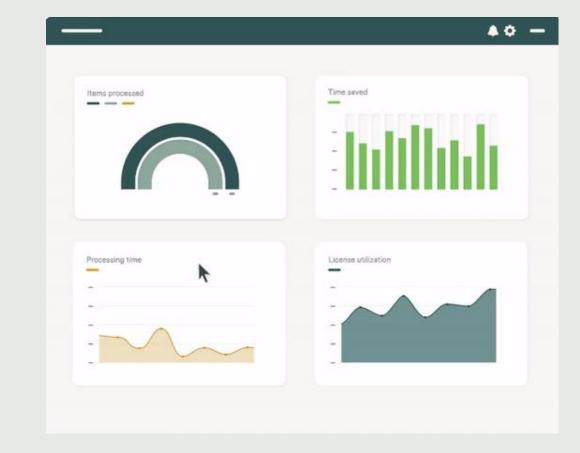
- ✓ 50% increased RPA capacity
- ✓ 75% saving in manual RPA management effort

Improved RPA service

- $\checkmark\,$ Response times reduced by 85%
- \checkmark Stabilizing the digital workforce
- $\checkmark\,$ Live information and notifications 24/7
- ✓ Advanced analytics
- ✓ Human-in-the-loop functionality

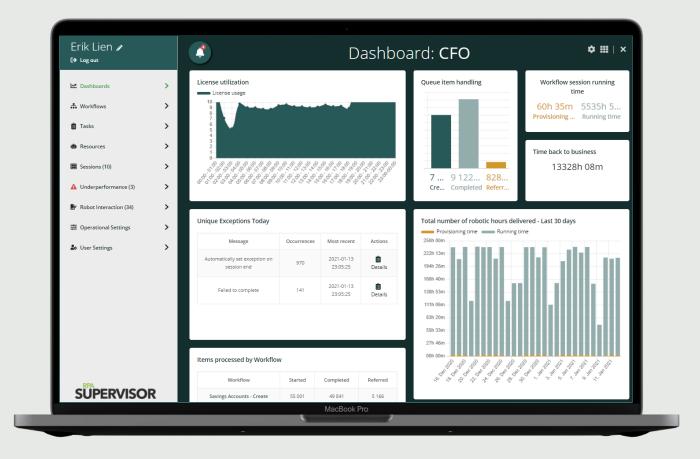
• Scaling made easy

- ✓ Reduced cost, increased insight allows our customers to scale up 100% faster
- ✓ Supports multi-vendor strategies
- Support cloud, on-premise and hybrid implementation and reduces barriers to moving to cloud
- ✓ Supports On-demand RPA licensing





Monitor – A digital window to your operations



• Monitoring, reporting and notifying

- All aspects of RPA operations are monitored
- Available for the whole organization
- Customizable dashboards
- Choose from 50+ infographics covering all aspects of operations:
 - value creation
 - Utilization
 - Response times
 - Exception analysis and more
- Event notifications

.

Providing the whole organization live insight into the business operations, value creation and potential of the digital workforce.



Orchestrate – Dynamic prioritization of business processes

🗠 Dashboards	>	Name T	Status 🗢	Pending Items	T •	Sessions T			H Add
A Workflows	>	Register	Workflow	Workflow: Credit Card - Cancellation				×	
📋 Tasks	>	B2B Transactions	Task:	Task:					×
le Resources	>	Credit Card - Cancellation	Operation	al parameters	Blue Prism Proces	s Configuration			
Sessions (10)	>	Credit Card - Register	Workflow	Workflow Credit Card - Cancellation					
▲ Underperformance (3)	>	Customer Masterdata	Task name	Task name Credit card - demo					
😰 Robot Interaction (34)	>	Customer Onboarding	Response tir	ne	Completed withi	n 30 minutes	*	Config	Create
幸 Operational Settings	>	Fidelity	Working hou	irs	24/7		~	Config	Create
a User Settings	>	HIL Customer Lookup	Resource Gr	oup	Accounting		*	Config	Create
er oci scungs		Invoice Processing	Trigger		Pending items in	a Blue Prism Queue			~
			Blue Prism C)ueue	Credit Cards			~	Config
		Loan	Queue Item	State	High priority		*	Config	Create
		Savings Accounts - Create	Parallel sess	ion limit	∞				
			Pending iten	n threshold	Prefer amassing	1	pendi	ng items befo	ore running
			Time betwee	en sessions	Prefer waiting 0)	minutes s	ince last sess	sion started
SUPERVISO							Sav	ve and close	Close

- Al driven planning and prioritization based on SLA's
- No more scheduling
- Simply input process SLA's
- Processes dynamically prioritized 24/7
- Multiple process triggers
 - Work in queues
 - Time based
 - Files and folders
 - Sequence
 - Manual
 - API's
 - HiL

Creating business value with higher service level and a more responsive digital workforce.



Manage – Automatic handling of production events and incidents

Erik Lien 🖋 🕞 Log out		<u> </u>	Tasks						
🗠 Dashboards	>	Workflow T -	Task Y $\hat{\phi}$ Status $\hat{\phi}$ Next Y $\hat{\phi}$ Pending Y $\hat{\phi}$ Deadline Y $\hat{\phi}$ Workers Y $\hat{\phi}$	≎ 11					
Workflows	>	Savings Accounts - Create	Account Reque Workflow Task Underperformance Profile: Default	Config × Actions •					
 Tasks Resources 	>	Savings Accounts -	Create						
Sessions (10)	>	Create	signat Work Profile name	Actions 👻					
Underperformance (3)	>	Savings Accounts - Create	Finish Mature production Rems	Config					
Robot Interaction (35) Operational Settings	> ~	Savings Accounts - Create	Create Veron Veron deadline outlook is poor for more than 30 minute	s Config					
Blue Prism Queues Blue Prism Processes		Loan	Regist Loans Freezing sessions						
Blue Prism Licenses Automatic Windows Login			Regist Reset machine if session freezes for more than 5 minutes						
Underperformance Profiles Planned Downtimes		Loan	Loans Missing in action (e.g. BP crashed)	Config					
Toggle Hidden Items Audit Logs Single Sign-on		Loan HILM. Loan Overrunning (e.g. eternal loops)							
Adapters and Satellites	>	Loan	HILLO Reset machine if session runs for more than 240 minute HILLO Departmention of a session runs for more than 10 minute	Config					
🏖 User Settings			Appro Reset machine if queue item locked for more than 10 minute	s Actions •					
SUPERVISOR	2	Loan	Appro Delete Save and dose Close	-					
			MacBook Pro						

• Fully automated RPA operations

- Handles 90% of operational issues
- Restarts terminated processes
- Login & logout of users
- Checking for locked screens
- Planned downtime functionality
- Restarting VDI's due to:
 - Terminations
 - Frozen sessions
 - Eternal looping
 - Off-line/unavailable VDI's
- Providing a more responsive, stable automation platform with less resources.



Interact – Making RPA the hub for hyper automation

Erik Lien 🖋 🗘 Log out			Rc	bot Interac	tion		
🗠 Dashboards	>	Manual Loan	Status T 🔶	Title T \diamond	Created T -	Deadline Y \diamond	
A Workflows	>	Request	New	Transaction 335644102: Invalid to-account	2021-01-14	In 50 Minutes	Open Form
📋 Tasks	>) Log 🔲 Open Form	New	Transaction 413985926:	2021-01-13	In 50 Minutes	Open Form
Resources	>	Customer Lookup -		Outdated business address	23:38:18		opentoini
Sessions (9)	>	FMR	New	Transaction 486420405: Invalid to-account	2021-01-13 22:43:14	In 50 Minutes	Open Form
▲ Underperformance (3)	>	🔚 Log 🔳 Open Form	New	Transaction 745480981: Invalid to-account	2021-01-13 22:38:06	In 50 Minutes	Open Form
Robot Interaction (35)	>	SAP Test	New	Transaction 642170697: Invalid to-account	2021-01-13 18:59:36	In 50 Minutes	Open Form
幸 Operational Settings	~	🖃 Log 🔳 Open Form	New	Transaction 562815758: Outdated business address	2021-01-13 17:22:11	In 50 Minutes	Open Form
Blue Prism Queues Blue Prism Processes			New	Transaction 409868327: Invalid to-account	2021-01-13	In 50 Minutes	Open Form
Blue Prism Licenses Automatic Windows Login Underperformance Profiles			New	Transaction 463096768: Invalid to-account	2021-01-13 13:22:29	In 50 Minutes	Open Form
Planned Downtimes Toggle Hidden Items			New	Transaction 556783866: Invalid to-account	2021-01-13 13:19:43	In 50 Minutes	🗉 Open Form
Audit Logs Single Sign-on Adapters and Satellites			New	Transaction 716470858: Outdated business address	2021-01-13 13:11:57	In 50 Minutes	Open Form
Loser Settings	>		New	Transaction 534873384: Invalid to-account	2021-01-13 13:11:24	In 50 Minutes	Open Form
RPA			New	Transaction 472385900: Invalid to-account	2021-01-13 12:46:35	In 50 Minutes	Open Form
SUPERVISOR	2		New	Transaction 346511902: Invalid	2021-01-13	In 50 Minutes	E Open Form
			MacBook F	Pro			

- Dynamically connecting RPA, AI, core systems and humans
- Human-in-the-Loop
- Efficient connectors for MS and a growing number of standard business solutions and low code platforms
- Easy to use public API's
- Providing the power of dynamic SLA based orchestrations to all your automation platforms



Scandinavian banking group

- 300+ RPA processes
- 10 individual banks
- 67% reduction in run team
- From 12/7 to 24/7 operations
- 55% increased utilization
- Implemented in 2 weeks





Global retailer

- 200% scale up in 12 months
- No increase of run team
- 24/7 service
- More insight
- Business involvement



• Next: Hyper automation with RPA Supervisor as the hub.





