

Employing a Digital Workforce through Robotic Process Automation

April 30, 2019

*Webinar presented by UiPath for the Technology Today Series
hosted by the Texas Department of Information Resources (DIR)*



Employing a Digital Workforce through RPA

Welcome!



Host

Joy Hall Bryant

Program Director, IRM Outreach

Texas Department of Information Resources

Presenters



Jodi Ashlock

CIO

*Texas Department
of Licensing &
Regulation*



Krishnakumar Edathil

Enterprise Solution Services

*Texas Department of
Information Resources*



Robert Baptist

Customer Success

UiPath



Paul Graeber

Account Executive

UiPath

Learn More

- DIR website: www.dir.texas.gov
- Visit the DIR **CALENDAR** to view events and access more details. (See link at top of any page.)
- Click on **STAY CONNECTED** on DIR home page (bottom left) to subscribe to discussion groups.
- Use the **SEARCH** field to find specific information quickly.

Today's Program

- **CPE Form** - in handout pane for download or will be emailed.
- Use **Question Pane** to submit any questions or comments.
- **Evaluation Form** displays upon exit. We appreciate feedback.



Agenda



- Introductions
 - Paul Graeber (UiPath)
- About RPA
 - Robert Baptist (UiPath)
- An Agency Point of View: Why Consider RPA?
 - Jodi Ashlock (TDLR)
- Operationalizing RPA for Texas Government
 - Krishna Edathil (DIR)





UiPath

The World's Leading
Enterprise RPA Platform

 **DIR**
TECHNOLOGY
TODAY
Series

4/30/2019

*Presented for the Texas Department of
Information Resources Technology Today Series
(TTS)*

Leader in Independent Reviews

The Leading Enterprise RPA Platform



Gartner peerinsights

FOR VENDORS WRITE A REVIEW MY ACCOUNT

Download as PDF

Vendors and Products	Reviews	Overall Rating
UiPath	321	4.5
Automation Anywhere	188	4.3
Blue Prism	100	4.3
Datamatics	47	4.5
Kofax	37	4.2
Jidoka	27	4.9
WorkFusion	13	4.0
Kryon Systems	4	3.8
NICE	4	3.8



Our top five platform priorities

Open Platform

The extensible platform, open to use and learn. Hundreds of built-in, customizable, shareable activities, deep integration with ERP, BPM and AI technologies.

Rapid Results

Tested and proven to deliver 40%+ faster automation design and deployment. Worldwide implementation support, certified training to become self-sufficient

Path to AI

Built-in intelligent OCR. Integrated NLP services from Google, Watson and Microsoft. Deep learning to reduce maintenance.

Scalability

Deploy RPA at enterprise scale with 25,000+ robots. Manage any variety and any number of processes from front to back-office regardless of complexity.

Security

Defense-grade security and auditing including RBAC, encryption everywhere, Veracode certified Code. Solution trusted by 40+ government agencies.



Democratizing RPA

1. **UiPath Connect!** - an open network for collaboration among RPA professionals, bridging UiPath Academy, Forum, and Go!
2. **UiPath Academy** - The first open online training platform for RPA users (more than 200,000 students)
3. **UiPath Go!** - The Open, Free and Transparent Marketplace for Automation and AI
4. **UiPath Community Forum** - >40K active members
5. **Academic Alliance** – Over 70 Universities enrolled with program launch in May 2019

True Enterprise RPA



The screenshot shows a user profile on the UiPath Connect platform. At the top, the 'UiPath Connect' logo is visible. The profile header features a profile picture of Kristina Kaldon, her name, title 'RPA Developer at UiPath Labs', and a 'Follow' button. Below the header, there are navigation tabs for 'About', 'My Projects (1)', and 'My Components (0)'. The 'About Me' section includes a bio: 'I have been using UiPath since June 2018. Automating has made many aspects of my life better!' and a 'Find me on Social Media' link with an 'in' icon. The 'More Info' section lists: Member Since: Jan 2019, Location: New York, NY, United States, Company: UiPath Labs, Using UiPath Since: 2018, Job Role: RPA Developer, and Certification: Not Specified. On the right, the 'My Achievements' section displays '520 Points', '4 SUPERBADGES', and '5 BADGES'.

UiPath is now on a DIR Contract!

DIR-TSO-4288

Licensing + Professional Services



The Leading Enterprise RPA Platform



What is RPA? | Why RPA?

Robert Baptist - UiPath

Government is constantly under pressure to do more with less...

Budget and FTE Constraints

Unfunded Mandates

Retiring Workforce

Constituent Demands



Supporting Legacy Systems

Attracting New Talent

Security and Data Protection



UiPath's RPA platform addresses each of these macro challenges by enabling agencies to quickly build, operate, and scale a robotic workforce and by empowering the agency through citizen-development to elevate workforce productivity, satisfaction, and to achieve rapid ROI.

What is RPA

[Robotic Process Automation]

Automation that interacts with a computer-centric process with a software User Interface providing support



RPA configures software that will automate the activities or tasks previously performed by humans



Robotic automation uses a computer (a.k.a. robot) to run application software in the exact same way that a person works with that software

RPA aims to **replace** repetitive tasks performed by humans, with a **virtual workforce**. Humans then make judgmental calls, handle exceptions and provide oversight

How can RPA help me?

The Leading Enterprise RPA Platform



RAPID ROI



ENHANCED PROCESSES



BETTER CUSTOMER EXPERIENCE



ELIMINATE REPEAT WORK



IMPROVED SERVICE DELIVERY



ENHANCED ABILITY TO MANAGE



COST REDUCTION



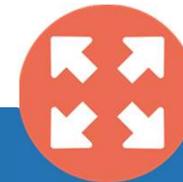
INSIGHTS AND ANALYTICS



NON-INVASIVE TECHNOLOGY



INCREASED COMPLIANCE



SCALABILITY AND FLEXIBILITY

RPA Process Selection

Establishing an enterprise pipeline for RPA opportunities

Identify

Business unit reviews processes for the following criteria

- Highly Manual
- Repetitive process
- Rules based
- High volume/frequency
- Structured input
- Standard inputs
- Low exception rate
- Stable Process/System

The more of this criteria that can be met the most benefit can be achieved.

1

2

3

Prioritize

Prioritize using the following criteria through the COE

- Alignment of benefits to Goals/Objectives
- Time required to Complete Documentation
- Process Complexity

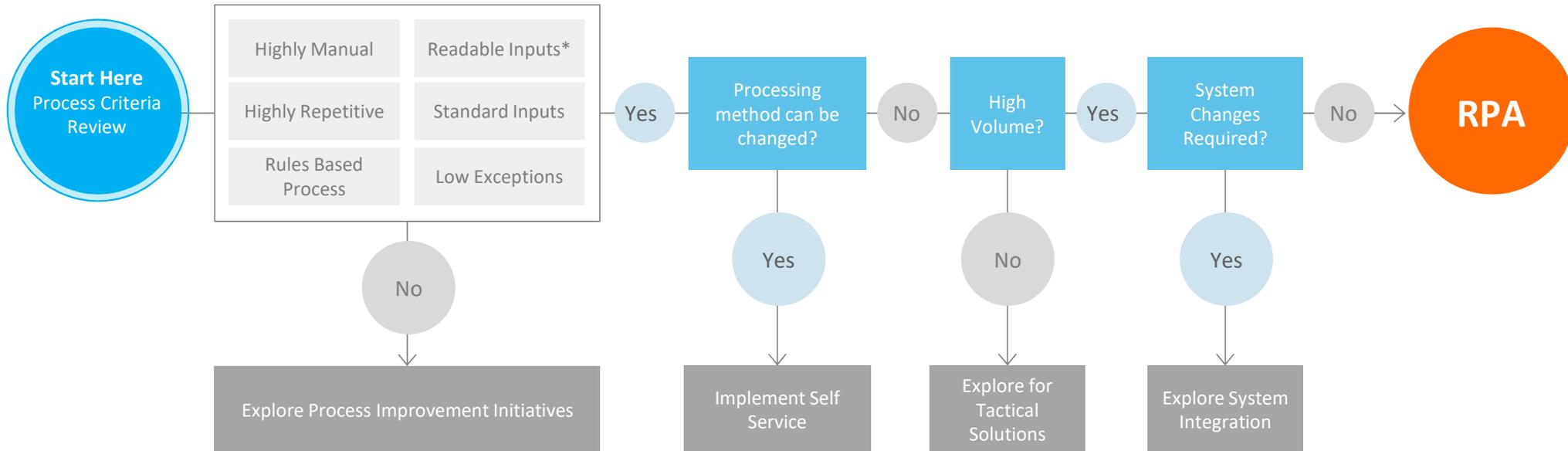
Evaluate

Evaluate for automation benefits

- Cost Savings
- Revenue Generation
- Improved Customer Experience
- Volume / Frequency
- Speed Sensitivity

Identify: Where to Start?

Guide to choosing the best candidate for automation



* Readable Input Type = Excel, Word, email, XML, PPT, readable PDFs etc. Non-readable input type: scanned image with no OCR

Busting the myths about RPA

4 common myths about RPA

RPA IS MAINLY DRIVEN BY COSTS SAVINGS

THE TRUTH IS THAT... costs savings are only one of the key drivers amongst others such as strategical payoffs or operational benefits.

ROBOTS WILL TAKE PEOPLE'S JOBS

THE TRUTH IS THAT... all recent studies performed on companies adopting RPA, show that the vast majority of these companies are focused on increasing the effectiveness and the efficiency of their human workforce instead of eliminating it.

THE ROBOTIC WORKFORCE WILL BECOME AN EXTENSION OF THE HUMAN WORKFORCE.



RPA WILL DEPLOY PERFECT ROBOTS, WITH 0% ERROR RATES

THE TRUTH IS THAT... while robots can replicate the activities their activities with 100% accuracy, changes in their "external" environment - may trigger errors.

ROBOTS CAN THINK JUST LIKE HUMANS DO

THE TRUTH IS THAT... robots only mimic human behavior, combined with machine based cognitive intelligence but can also replicate human reasoning

THE VIRTUAL AND HUMAN WORKFORCE WILL CONTINUE TO CO-EXIST.



How can RPA help me?

The Leading Enterprise RPA Platform

Rapid Roi



Average of 6-9 months, instead of years (BPMS projects) due the rapid speed of automation.

Increased Compliance



Through rule based automation, which can enforce compliance requirements & keep audit trails 100% of the time.

Eliminate Repeat Work



Reducing headcount: The new army of virtual FTEs takes over the repetitive, non-value-adding tasks performed by humans, while humans act as virtual workforce managers - monitoring robots and handling exceptions.

Insights And Analytics



All activities performed by robots can be logged and interpreted through customized reporting tools, for the most part providing visual dashboards that can be adapted for each operational requirement.

Enhanced Processes



Enhances process quality, compliance, security and continuity. RPA expedites processes, leading to an increase in throughput and a boost in overall productivity.

Improved Service Delivery



RPA boosts the quality of services delivered by minimizing manual intervention, errors & work duplication while rapidly decreasing processing times = increasing capacity.

How can RPA help me?

Better Customer Experience



Increasing service quality up to a 100% accuracy rate due to high repeatability and zero fatigue.
Decreasing delivery time – a reduction of up to 90% in cycle times.

Enhanced Ability To Manage



RPA brings improved governance & compliance (requirements are embedded in automation rules), through improved processes & data security, and enhanced disaster recovery (remote server control over the robots).

Cost Reduction



An RPA robot costs a fraction of an FTE and can work 24/7/365, which translates into a cost reduction of 35-65% for onshore process operations and 10-30% in offshore delivery.

Non-invasive Technology



RPA doesn't require any major IT architecture changes or deep integration with the underlying systems (unlike BPMS). RPA offers a reliable, but fast and cost efficient way for a "light weight" integration into processes and IT assets.

Scalability And Flexibility



Once a robot is trained, additional robots can be deployed quickly for either no extra or minimal cost. Scaling the robots up or down due to volume fluctuation takes place in a matter of minutes.

Robotics Technology Center and Evolution to a CoE

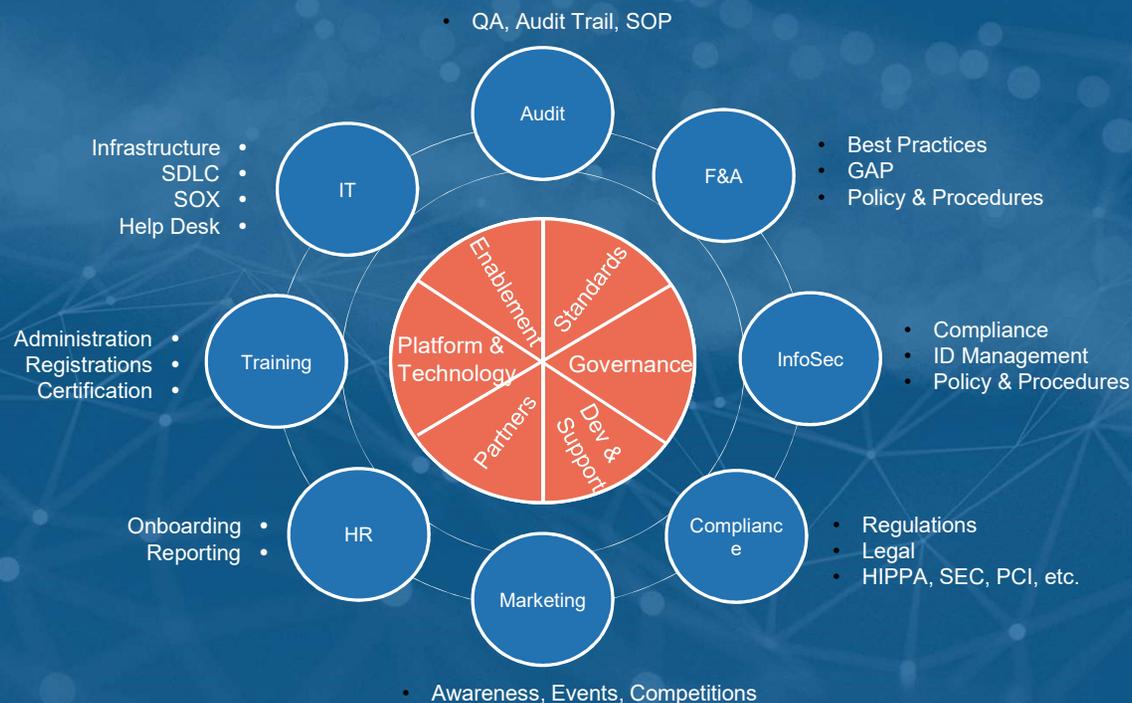
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Starting Centralized, Prepare to Scale

- Start Central
- Establish Partnerships
- Define Policies & Procedures
- Implement Governance
- Create Enablement Programs
- Achieve Maturity
- Plan for Scale



Central Robotics Technology Center (RTC)



Robotics Technology Center and Evolution to a CoE

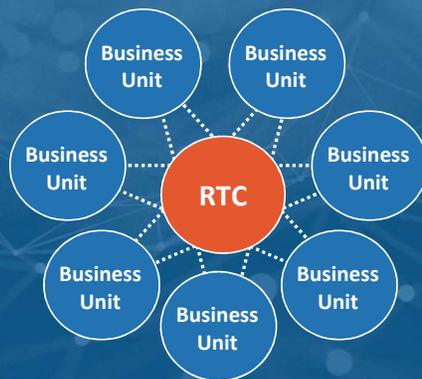
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Evolution from a Central RTC to a Federated Model

Pilot Phase (1-6 Months)

CENTRALIZED

One RTC serving business units at the beginning of the journey.



Scale Phase

Evolution

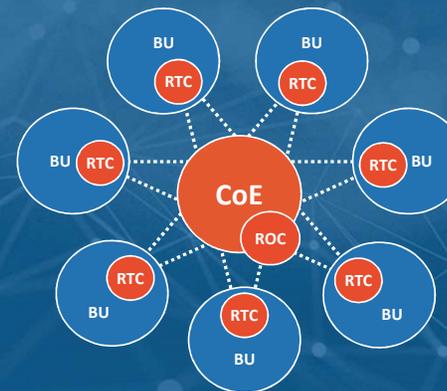
BU enablement, training, and delegation of roles and responsibilities



Transformation

Federated

One governing central CoE, linked to several business focused RTC's



BU's run RTC's

- Process and pipeline ownership
- Accountable for ROI
- Process development
- Change management
- Level 1 & 2 Support

Central owns platform and standards *Central CoE*

- Governance, compliance, standards
- Education, enablement
- Knowledge share, best practices
- Evolves to a true CoE

Operations Center (ROC)

- Infrastructure, licenses, IT ops
- Orchestrator administration
- Monitoring, Maintenance, Support
- Central development services



Center of Excellence

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RPA SPONSOR

Initiates the idea of automation, underwrites resources and protects progress into business adoption.

RPA PROJECT MANAGER

Forms the RPA team to build the setup and deliver the program across business units. Manages the RPA team and the business stakeholders to achieve the expected automation results.

RPA INFRASTRUCTURE ENGINEER

In charge of server installations and troubleshooting.

RPA SOLUTION ARCHITECT

In charge of defining the Architecture of the RPA solution. Guardian of the end to end performance of the agreed solution.

RPA DEVELOPER

In charge of designing, developing, and testing the automation artifacts.

RPA SERVICE SUPPORT

First-line support for the deployed RPA solution.



RPA CHAMPION

Instills the RPA vision and mission within the organization.

Acts as an internal evangelist for RPA.

In charge of ensuring a healthy automation pipeline.

Head of operational management of the virtual workforce.

RPA CHANGE MANAGER

In charge of creating a change and communication plan, which is aligned to the project deliverables, in order to ease RPA adoption within the company.

RPA BUSINESS ANALYST

Process Subject Matter experts located in Business Operations.

In charge of creating the process definitions and process maps used for automation.

RPA SUPERVISOR

Administers, orchestrates and controls the virtual workforce in the operational environment.

Focused on continuously improving the robots' operational performance.



BUSINESS PROCESS REENGINEERING SKILLS | BUSINESS CHANGE SKILLS | OPERATIONAL SKILLS
| IT DEVELOPMENT SKILLS | LEAN DEVELOPMENT SKILLS

UiPath Academy

THE LEADING ENTERPRISE RPA PLATFORM

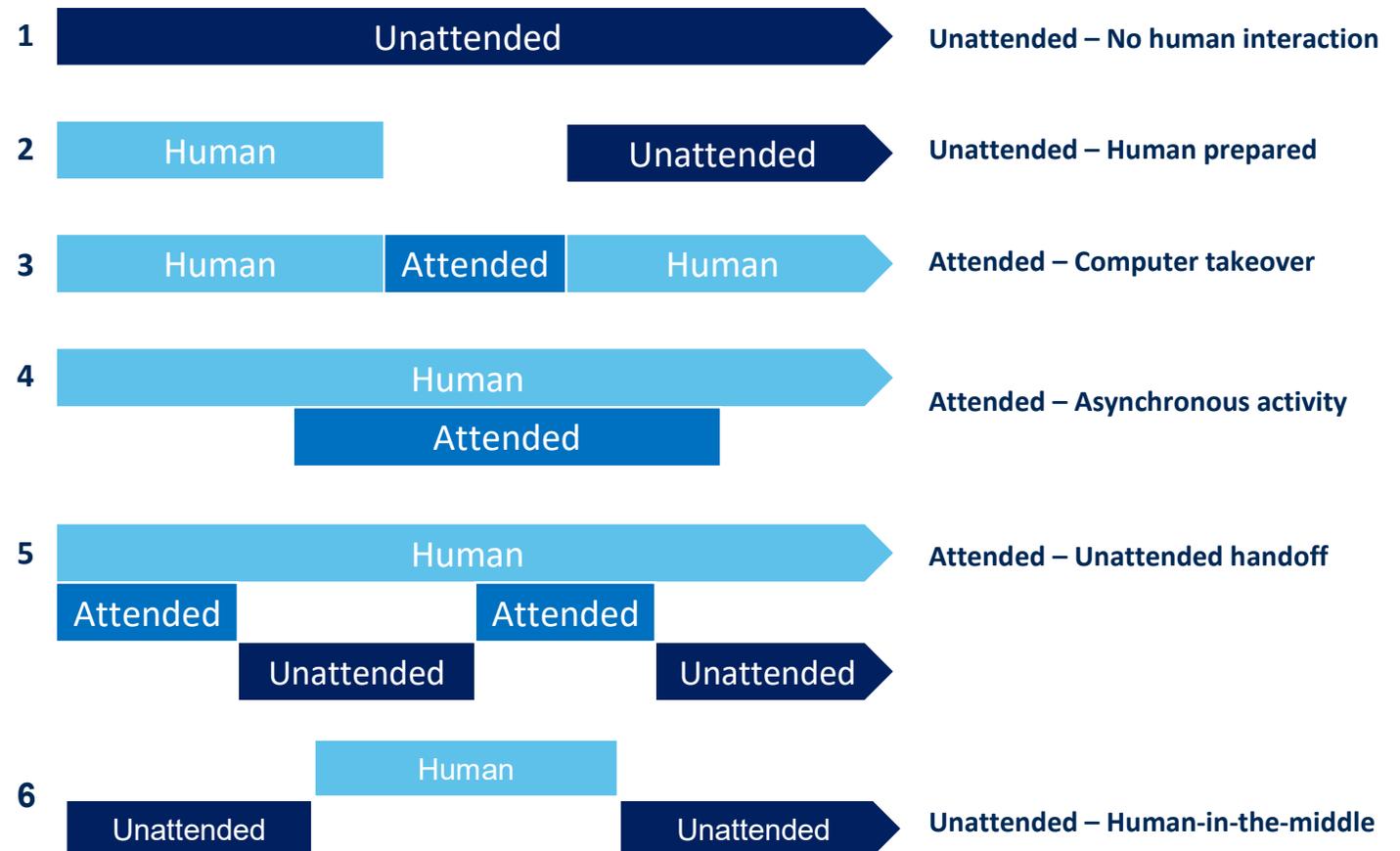
360° training for setting up an RPA CoE



Six Automation Scenarios

A given process could take multiple forms

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ERP Integration | Email Generation | Data Transfer | Reporting | OCR

New Hire and Position Transfers

NASA uses ServiceNow for managing HR service requests and they have integrated UiPath bots with ServiceNow to automate their new hire and position transfer processes. When this processes initiates, a new personnel action requirement auto generates an email. This email signals a UiPath software robot to copy personnel data and the create a new case in NASA's HR system. The bot then kicks off the appropriate process actions to complete the new case. Queue completion times have been reduced from 24 hours to less than one hour.

Funds Distribution

The NASA Shared Services Center (NSSC) and Accounting Divisions leveraged UiPath to automate their funds distribution process. Whenever a budget is approved, a human employee decides how the funds will be distributed throughout the agency or division. These budget decisions are turned into a template bots can read. Then, using the template, the bot distributes the correct funds to each office. The bots then provide spreadsheets with all ending balances back to headquarters for final reporting. ²³



Email Notification | Database Access | Data Transfer

Vendor Compliance Process

The IRS leveraged UiPath to reduce a critical contracting compliance measure from multiple hours to just two minutes.

Annually, IRS contracting officers oversee some 12,000 transactions worth about \$2.6 billion, including about 4,300 new contract awards. For each new award, officers conduct a contractor responsibility determination, a compliance procedure that checks vendors for past bankruptcies, business prohibitions, and other red flags.

The process, involves manually entering the vendor's DUNS number into multiple public databases and compiling a report, taking between two and four hours for each new contract.

Under the new system, officers email the DUNS number to a UiPath bot that automatically scans the databases and returns relevant information in about two minutes.

An Agency Point of View

Jodi Ashlock – Texas Department of Licensing and Regulation



Why Consider RPA?

Business Problem

- Do more with Less
- Growth has led to many different licensing systems
- Growth is going to continue and may include more licensing systems

Experience so Far

- CORA (Cosmetology Robotic Assistant) Proof of Concept
- Artificial Intelligence - Chatbot
- Contracting and Cost Challenges

Art of the Possible

- “Safe to Fail” experiments
- Fail fast
- Chief Innovation Officer and Office of Innovation (ePMO)



What's Next?

Use Cases

- Duplicate Data Entry
- Background Checks
- Customized Letters/Email

Return on Investment

- Challenges with CORA
- Efficiencies, Financials

Roles

- Quality Assurance, Developers

Language

- Digital Assistant vs. RPA

Governance

- Prioritization
- Change Management



Operationalizing RPA for Texas Government

Krishna Edathil
Director, Enterprise Solution Services , Office of CTO
Lead, Texas Cloud Tiger Team
Thursday, May 2, 2019



DIR



Center of Excellence Operating Model



Centralized

One CoE serving agencies at the beginning of the journey



- Focus on quick wins, ROI
- Stabilize the platform
- Develop standards and templates
- Build operations competency
- Formalize agency enablement plan

Evolution

Agency development, CoE training and delegation of roles & responsibilities



As agency competency increases through continuous improvement and enablement, they take on more responsibility in a federated model

Federated

One governing CoE, linked to several smaller CoEs dedicated to agency departments



Agency department owns processes and development

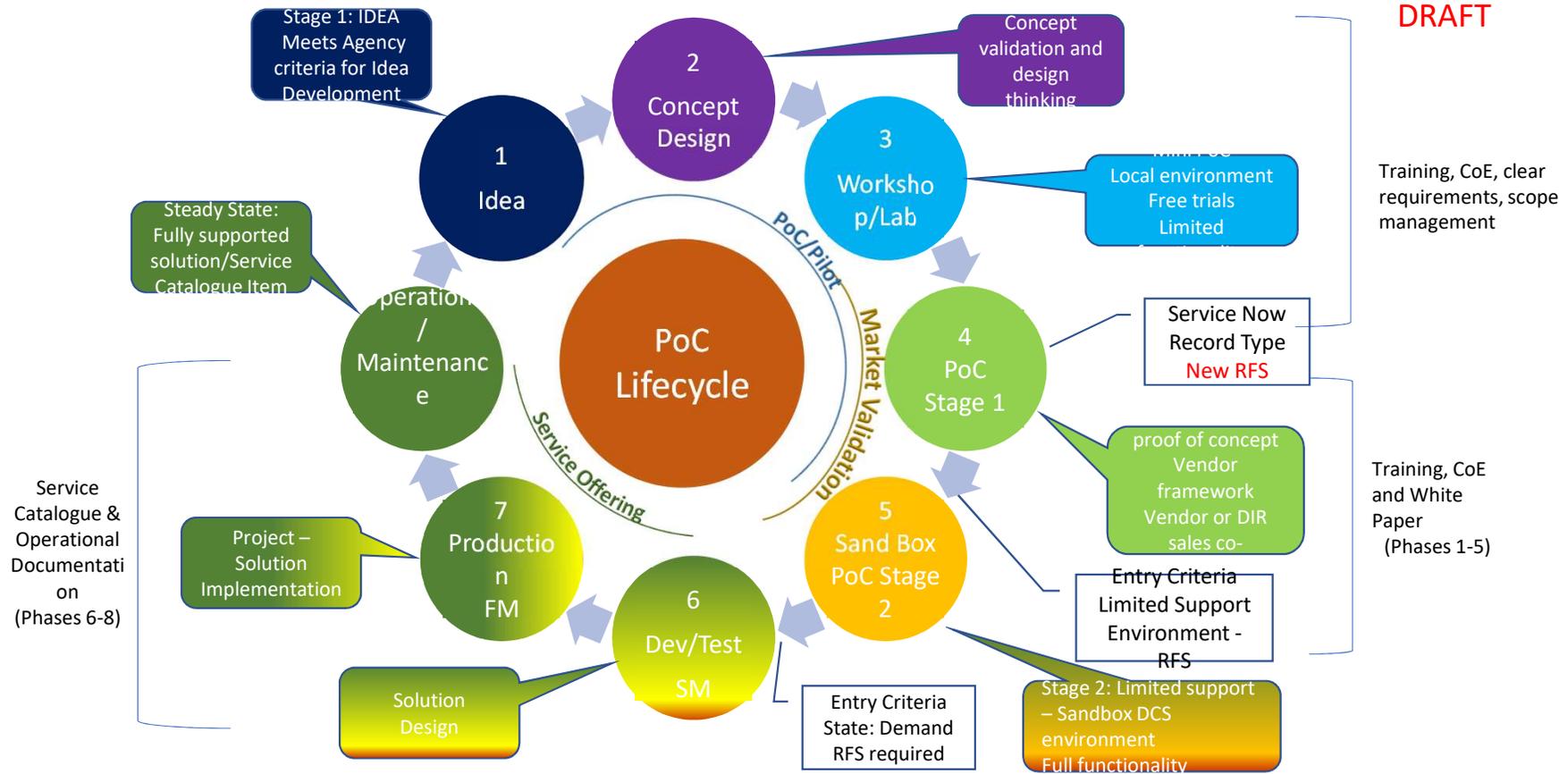
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- Accountable for ROI
- Process development
- Central owns platform and standards
- Infrastructure, licenses, IT Ops
- Governance standards and enablement
- Central development



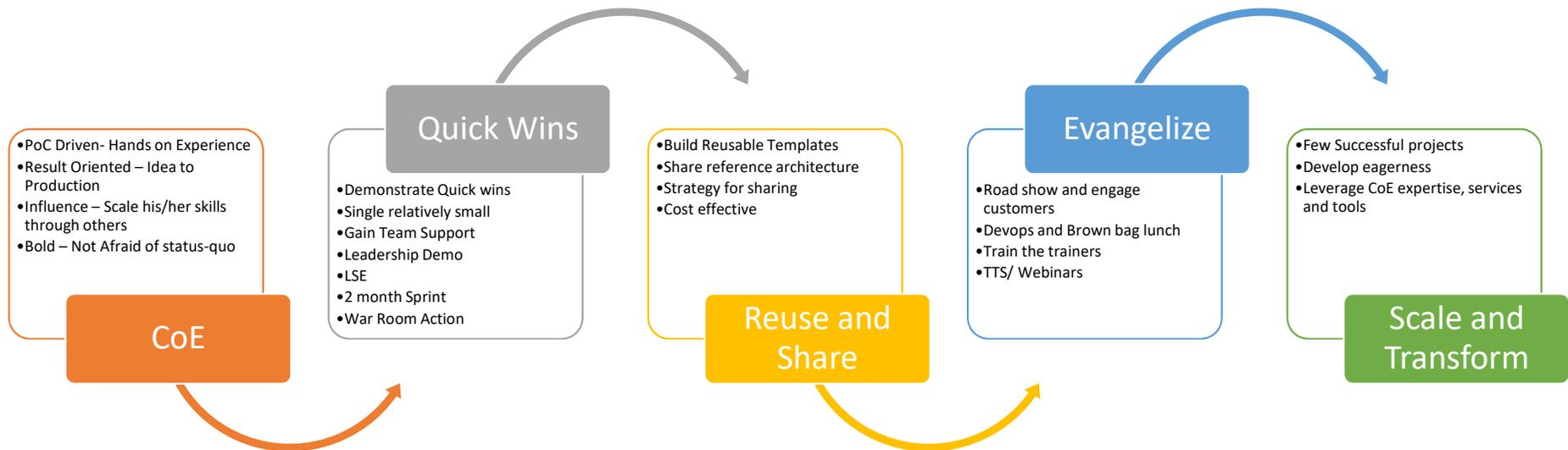
Cloud Adoption PoC Lifecycle – MSI/ SDLC Overlay



DRAFT



Cloud Center of Excellence – Transforming Enterprise

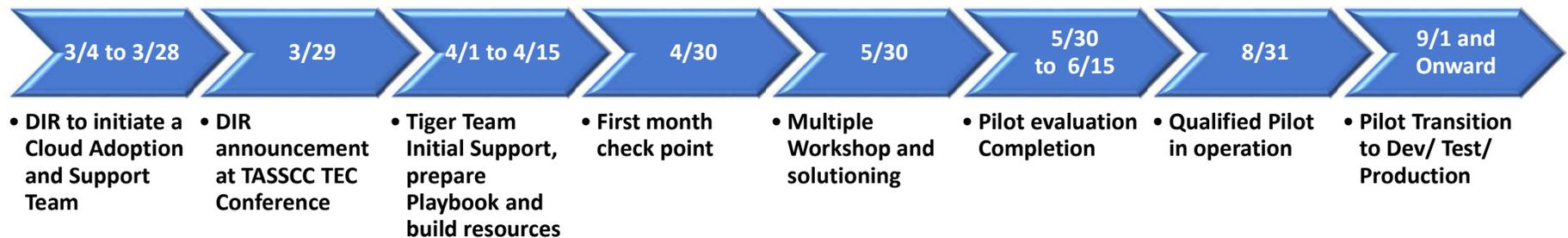




Pilot Timeline (Public Cloud)



Initial Timeline for PoC. However, given the legislative session is on, this could be fast tracked





Call to Action – What Next?



1. Take Advantage of DIR's Co-Operative Contract. Like mentioned above slides, UiPath and other Vendors can make the software available to end users directly
2. Another co-op contract for AI and RPA specific is being drafted and in planning stage by Sept 2019
3. Next Generation Data Center procurements are out on DIR website.
4. Participate in RPA PoCs that DIR has initiated under Allan Martin, IRM- DIR A

Q&A

Please key your questions into the question pane.



Jodi Ashlock
CIO
TDLR



Krishnakumar Edathil
Enterprise Solution Services
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Robert Baptist
Customer Success
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Paul Graeber
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Host
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Thank you!

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