

**Change Without Changing
Robotic Process Automation(RPA)**

Challenges in Service Economy

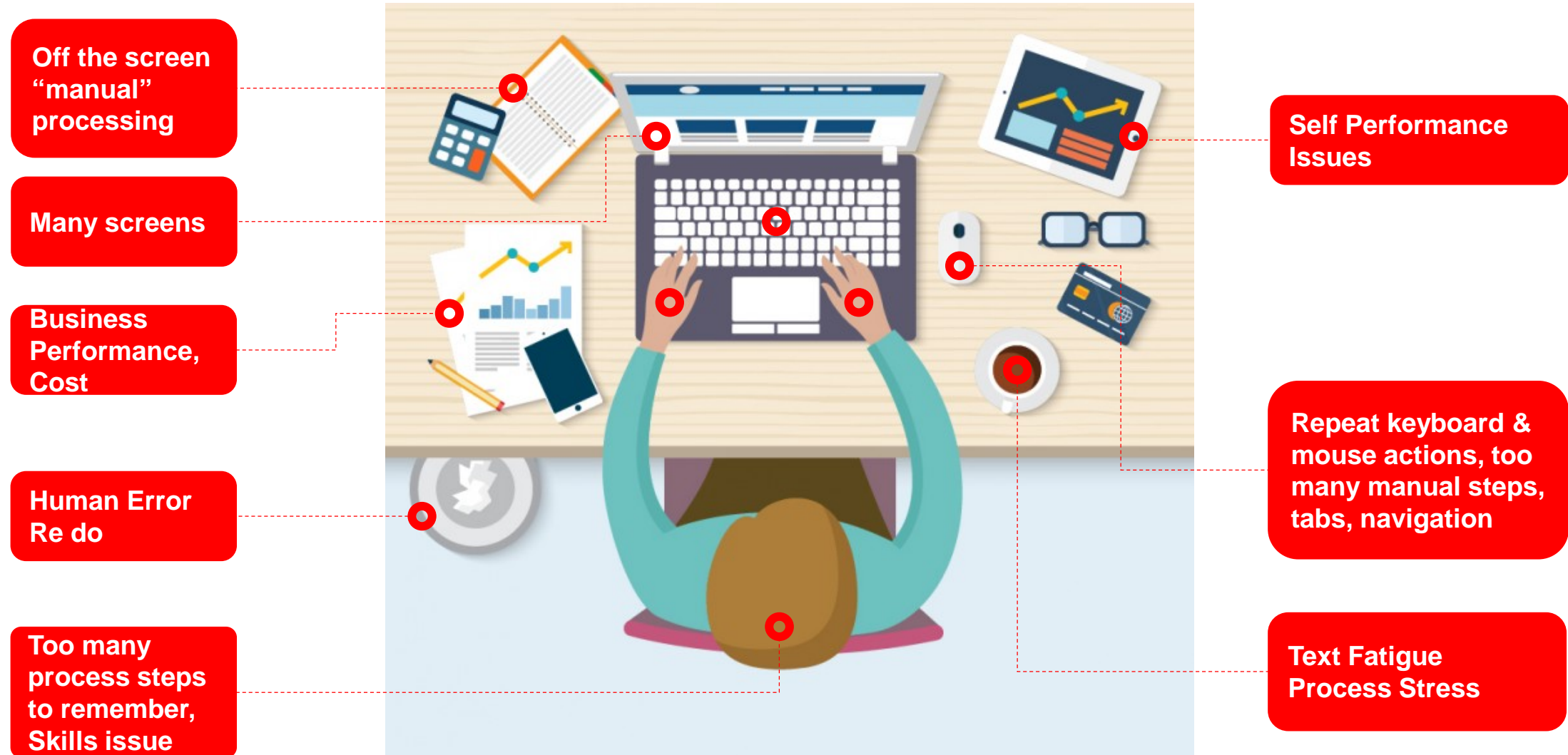
Back Office & Operational Challenges

Banking Relatively high Cost to Income Ratio Over Regulation STP Disruption by Fintechs Core Banking Constraints	Insurance Persistency & Retention Slow Claims Processing Data Quality
FMCG/Logistics Invoice Processing delays Supply chain delay B2B portals data re-entries Cost of Transactions	Others Attrition of Millennials Long delays in BPR, BPM

Contact Center Customer Experience



Our “WORK” in Today’s Service Economy



REAL WORK
Less Service Engagement
Customer Service | Front Line | Back Office

State of Technology In Service Automation Today



State of Technology In Service Automation Today

A Large Bank
Best in class Core Banking
BEFORE RPA
13,500+ ATMs, 6 ATM <u>MSPs</u> , 6 different ATM models, 35 million+ transactions per month
400+ ATM disputes per day
AFTER RPA
Fully automated dispute management, 100% headless Real time, error free Dynamic dispute rule engine Automated notification, Credit/Debit and customer mailers FTEs moved to high skill jobs

A Large Health Insurer
Best in class Claims Adjudication platform
BEFORE RPA
13,000+ claims per day
Error rate 3% 7 minutes per claim for manual verification
AFTER RPA
Error rate reduced to 0.5% that too for exceptions Time reduced to 50 seconds (largest verification consists searching in 3000 entries)

A Large <u>FMCG</u> / Logistics
Best in class CRM, ERP, BPM
BEFORE RPA
Average 30,000 invoices per month
Average 3 days to process invoice 30% Blocked Invoices Average 30 minutes to complete a <u>B2B</u> on shipment related info
AFTER RPA
Invoice processing time reduced to 1 day Blocked invoice reduced to 3% (exceptions) <u>B2B</u> shipment data entry time reduced to 6 minute

No change to existing business applications
No change to existing business process
Implementation time - 12 weeks

GIC Robotic Process Automation

You Already Have Everything You Need...

With GIC Robotic Process Automation(RPA), just emulate your banking staff's execution of repetitive processes with your existing process & applications . RPA is your virtual workforce controlled by your business operations teams, can be trained by business users via configuration, sits alongside your existing technology infrastructure, work with existing IT architecture – no complex system integration. And you can scale this robotic workforce instantly to meet your demands anytime.

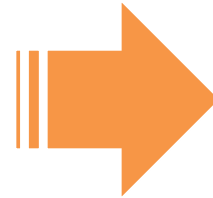
Rapid is the norm, Realize benefits faster!



GIC Robotic Process Automation (RPA)

Automate **WORK**.

Any work process that is **definable, repeatable, and rules-based** the ability to map out a business process and **assign a software robot** to manage the execution of that process, just as a human would.



Let your employees focus on providing **services** delivered by an **engaged** talent pool. Talent is premium.

**Maximize Your Two Biggest Investment
People & Technology**

What We Do in **Banking** Automation?

- Customer Touch Point Automation - Contact Center, Teller, Online, Mobile
- Branch Automation for Personal Banking & Commercial Banking
- Back Office Automation
- Reconciliation, Dispute and Payments Automation - ATM, POS, Cards, Payments
- Robotic Banking APIs for Corporate Banking Customers
- Bank's third party applications - Process & Technology Integration (ATM MSPs, Payment Gateways, Service Providers, Cards API etc.)
- Rapid Feature Enhancements for Bank's CRM/BPM/Core Banking
- STP Automation
- Customer Due Diligence Automation for Personal Banking & Commercial Banking - KYC, AML, CFT and automation of STR and SAR reports
- Rapid Process & Technology Unification of Bank Merger & Acquisitions

Risk Free

All With Your Existing Banking Applications

Robotic Desktop Automation & Robotic Process Automation

What We Do in **FMCG & LOGISTICS** Automation?

- Adaptive, True 360 Contact Center Automation
- Back Office Automation
- F&A Automation
- Supply Chain Systems Automation
- Retail Operations Automation (Customer Transactions)
- Robotic APIs for third party and other service provider integration
- Rapid Feature Enhancements or Scaffolding of CRM/ERP/BPM
- Process & Technology Unification of Merger & Acquisitions

Risk Free

All With Your Existing FMCG/Logistics Applications

Robotic Desktop Automation & Robotic Process Automation

What We Do in **Insurance** Automation?

- Branch, Retail, Point of Sale Automation
- Pre-Underwriting and Auto Underwriting
- Back Office Automation
- Claims Automation
- Robotic Insurance APIs for Corporate Customers
- Third party applications - Process & Technology Integration (Care provider, Service provider, regulatory portals, AML/KYC etc.)
- Rapid Feature Enhancements of Core Insurance Applications
- Persistency Management
- STP Automation
- Process & Technology Unification of Insurance Merger & Acquisitions

Risk Free

All With Your Existing Insurance Applications

Robotic Desktop Automation & Robotic Process Automation

Automation - It is in our DNA

**In Robotic
Automation Since
2009**



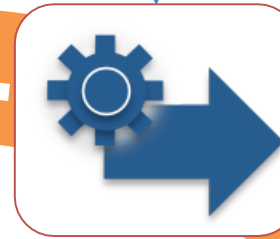
Our automation
knowledge
base &
re-usable
components



Our expertise
in User
Experience
design



Consume or
Expose
Robotic APIs
for all needs



Variety of input & output data sources



Supports comprehensive range
of applications - CRM, ERP,
BPM, Core Banking, OSS/BSS,
Insurance Apps, Travel GDS,
OpenAPIs, Public APIs. Plus,
ability to automate ITOps,
SysOps, SecOps, NetOps



Domain specific best practices
& tools in process study "as
is" and "to be"



Industry leading, Only hybrid automation
platform - Desktop & Robotic



Banking
Insurance
Telecom
ITES
Utility
Travel Services
eCommerce
eGovernance



Our Unique Differentiator

500+ Business Process Automation Use Cases
Business Function & Technology Expertise
Across 10+ Industry Verticals
Industry Leading Platform
Re-Usable Modules

Rapid Implementation
Visible Business Benefits in 12 weeks

Our Most Recent Customers



Our GTM Partners



Our Automation Knowledge, Skills and Platform

Automated 500+ Use Cases
Across 100+ unique application instances



Automated 1,000+
Process Instances Across Various
Business Operations



Industry's Only Hybrid Solution
Desktop Automation
Robotic Automation
Robotic APIs
Managed Robotic Services / Shared Services
Robotic ITOps & SOCOps



Banking | Insurance | Telecom | ITES | Travel Services | Utility | eCommerce | eGovernance

End to End Process Wide, Enterprise Wide



**How are you
driving your
Process
transformation
today?**



**Are you
ready?
Try GIC Automation
Discovery**

