

Business Process Management CoE

Robotic Process Automation Enabled Back Office Operations

Back office operations are the foundation and force-multiplier for the success of the entire organization, making it necessary to increase the efficiency of staffs by allowing them to focus more on high-value innovative activities and automate all the low-end activities that consumes bandwidth. Digital workers are changing the way human work across the world. The bots are carrying out routine back office processes of information work, freeing people to do more complex tasks

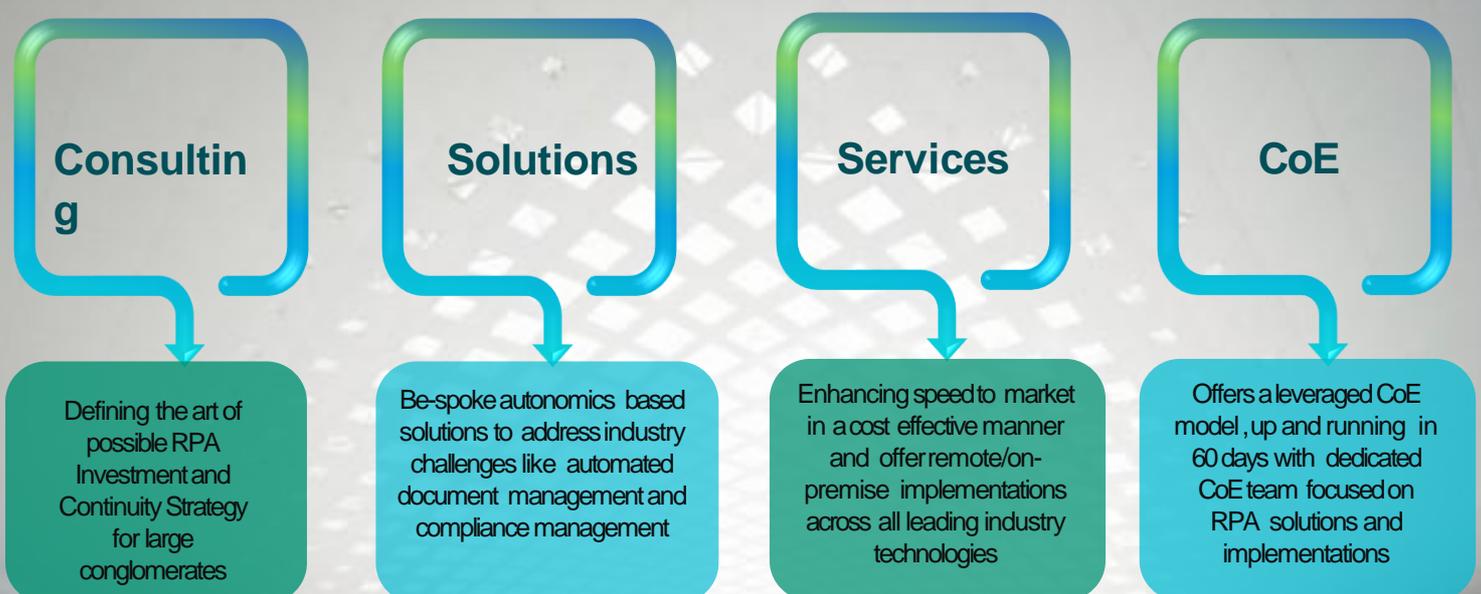
Building high performing teams by OPTIMIZING BACK OFFICE PROCESSES

Robotic process automation (RPA) is the application of technology that allows people to configure computer software or a “robot” to capture and interpret existing applications for processing a transaction, managing data, triggering responses and communicating with other digital systems. Machine learning, artificial intelligence and other technologies are coming to the rescue in the form of RPA with a great value proposition for businesses burdened with tedious and repetitive tasks. RPA can expedite back-office tasks in human resource, finance and accounting, procurement, supply chain management, customer service, information technology operations with an access to multiple existing systems. In addition to saving time, RPA tools are also vital for enhancing the quality and enabling faster availability of data.

By bringing in robots for the routine activities brings in lot of advantages in the short term and pave way towards the artificial intelligence in the longer term. RPA is expected to save companies 50-70% on labor costs by making intelligent use of resources, near-zero error rates, improved compliance and reduced process cycle time. It is expected that by 2021, RPA will enable over 4 million robots doing office, administrative and sales related tasks. The RPA Software Market is growing at a CAGR of 70+% and is expected to cross \$8Bn mark by 2023.

FIS offers a blend of pure play RPA technologies, AI based solutions, reselling relationships, advisory and implementation capabilities in unique engagement models. We have partnerships with RPA technology vendors across the board – from leaders to niche and we recommend that long term strategy should drive technology investments. As a technology leader, FIS also offers its in-house RPA solutions utilizing industry platform with layer of AI, Data Science that yields better ROI, accuracy, TAT and quality. FIS has helped various clients across different industries through digital transformation. We promote the best-fit technology solutions customized to each automation candidate to enhance returns on investments, as well as the scope of automation. Our virtual workforce is system agnostic, non-invasive and require minimal investments. Our team specializes in various routine back office tasks like data entry and validation, transaction processing, downloading and importing, multi-system data reconciliation, messaging and notifications, fraud detection etc.

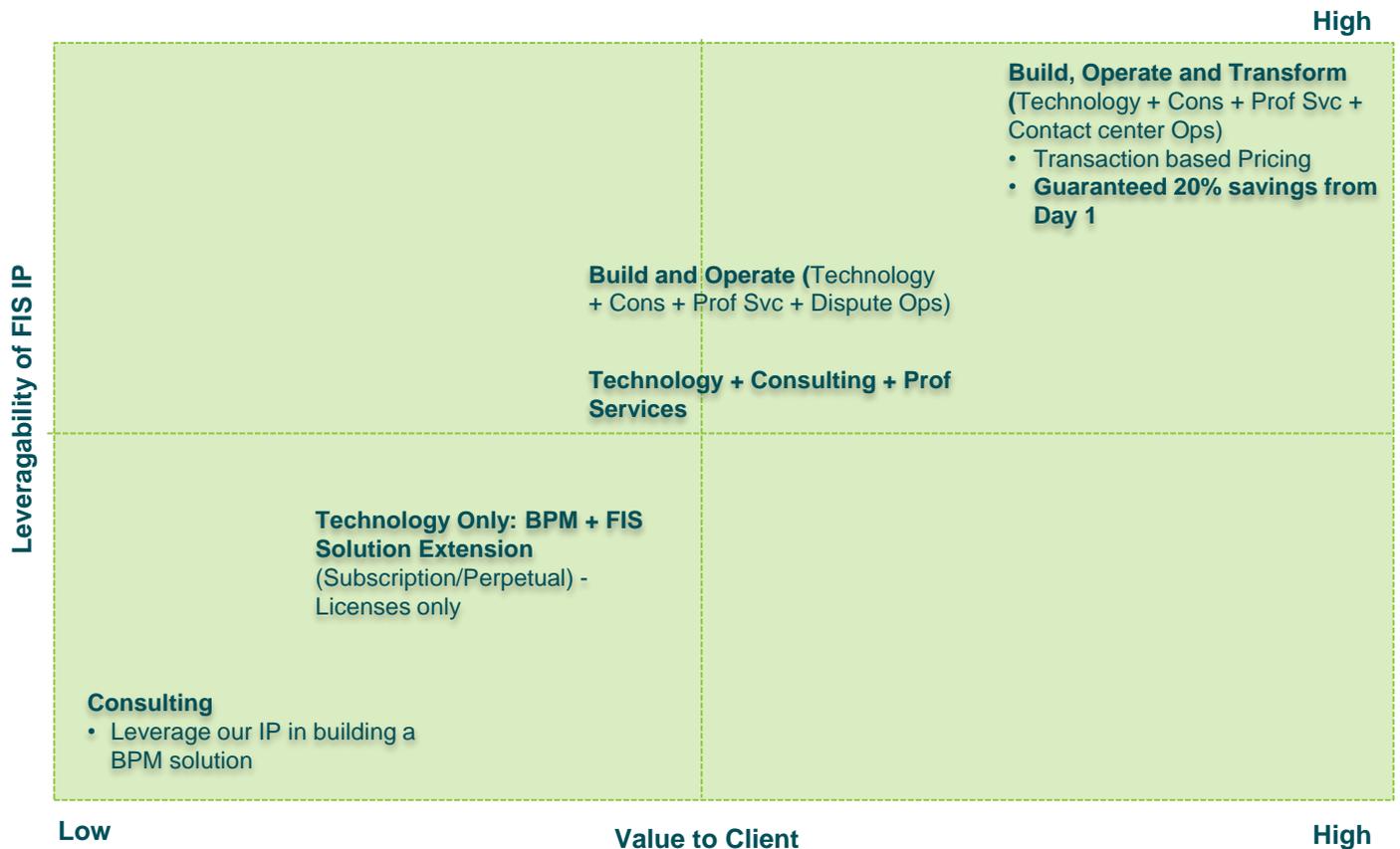
FIS offering matrix for RPA implementations



Approach to create EFFICIENT BACK OFFICE

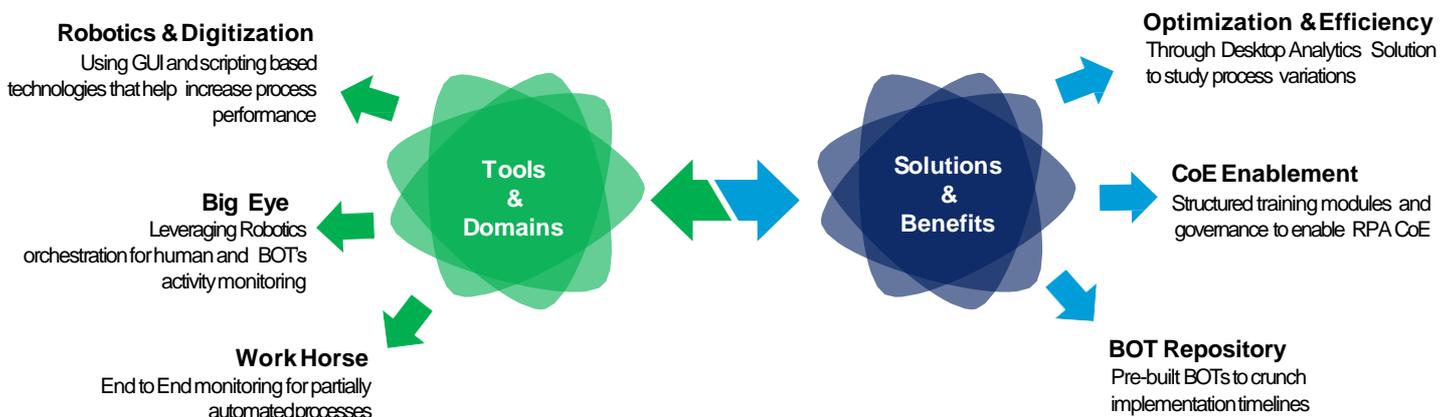
Currently, automation technology is best-suited for processes that are highly repeatable, rule-driven and urgently needed but have requirements that are too tactical or short-term to be addressed by lengthy IT project approaches such as service-oriented architecture (SOA) or business process management suites (BPMS).

The use of RPA is changing the workplace dynamic. Rather than deploying entire teams to collect and structure information to support further processing or decision-making, companies are using automation to carry out repeatable tasks with more ease and precision than ever before. Aided by groundbreaking technologies and remarkable advancements in robotics, back-office operations are being transformed into future-ready business support centers with demonstrable gains in efficiency and productivity while cutting down on process complexities.



FIS RPA Solutions - 'Ops-in-a-Box'

FIS' Ops-in-a-Box solution covers all aspects of the transformation plan from process assessment and planning to technology requirements identification and development and implementation



RPA has the potential to deliver value ACROSS ENTIRE ORGANIZATION

SUCCESS STORIES

Client was struggling with its queue management tool and CRM application processing. A strong need for automating back office operations was sensed in order to drive efficiencies while maintaining C-SAT levels for back office.

FIS team applied combination of Robotics, SOA and Offshore Associates to reduce transaction cost for client.

Achieved over 75% FTEs reduction in back office operations and deployed 50 robots in production.

Client required an AI-based document management solution to make process efficient and error free.

With FIS Back Office RPA solution, client was able to automate 65 FTE account maintenance operations process with help of 18 BOTS.

Reduced 180+ FTE over next two years with 200+ processes automated for a large back office operation.

WHY FIS

Diverse Solutions: FIS offers a blend of pure play RPA technologies, AI based in-house solutions, reselling relationships and advisory capabilities.

Operations and Process Transformation: for large engagements driving significant cost savings to clients

Adaptive Engagement Model: FIS offers a variety of engagement models from co-sourced or managed service COE model, to providing guaranteed outcomes

Be-Spoke Solutions: Ability to bring together machine learning, autonomies, BPM and core development skills to build platform based solutions that address industry challenges



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