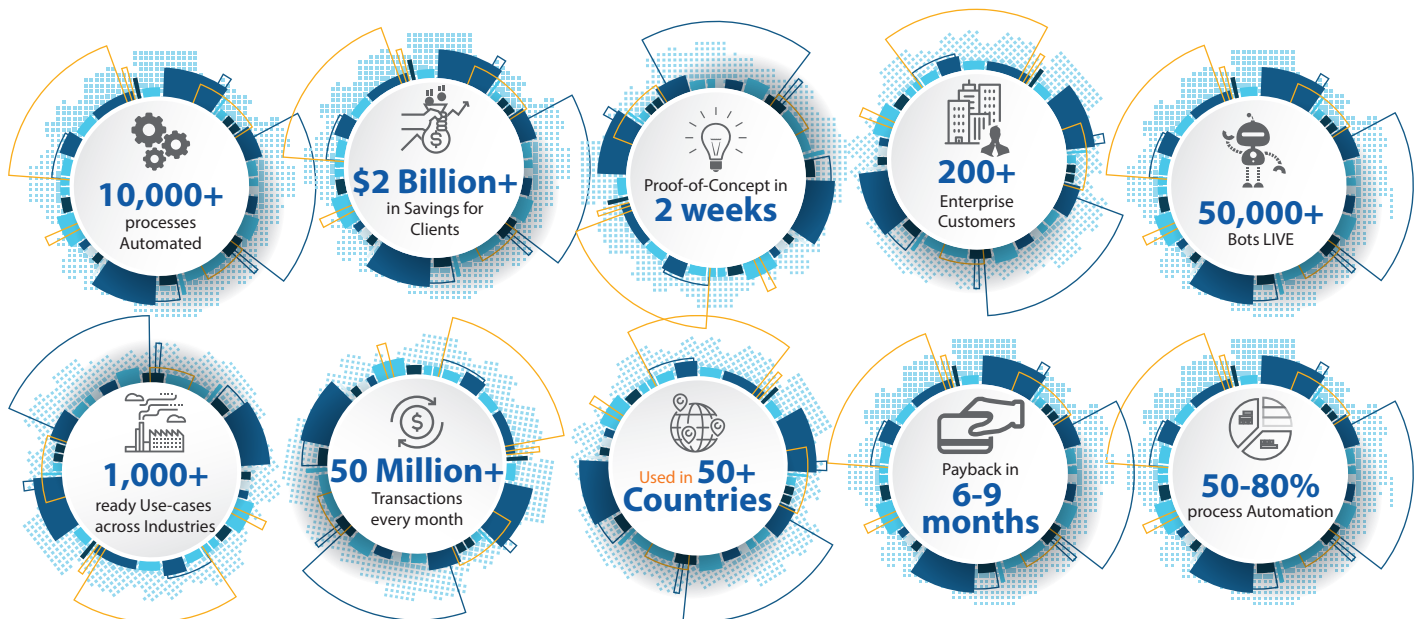


## Robotic Process Automation

Robotic Process Automation (RPA) is the automation of industrial and clerical processes within the enterprise. These processes range from highly complex and evolved processes to medium and mundane processes. Software robots automate these processes which are otherwise done manually by a person.

AssistEdge Robotic Process Automation provides the technology platform to automate any repetitive and rule based human processes. It automates “high touch” processes by modelling rules into software robots that run nonintrusively on existing heterogeneous IT environment. AssistEdge RPA uses the same validation, same security and data to ensure that ‘change management’ within the organization is minimal.

## The AssistEdge RPA imperative for the digital workforce



## AssistEdge RPA amplifies business value through

### Reduction in operational expenses

Over 15% decrease in operational costs

### Turnaround time

20-70% reduction in turnaround times through parallel processing

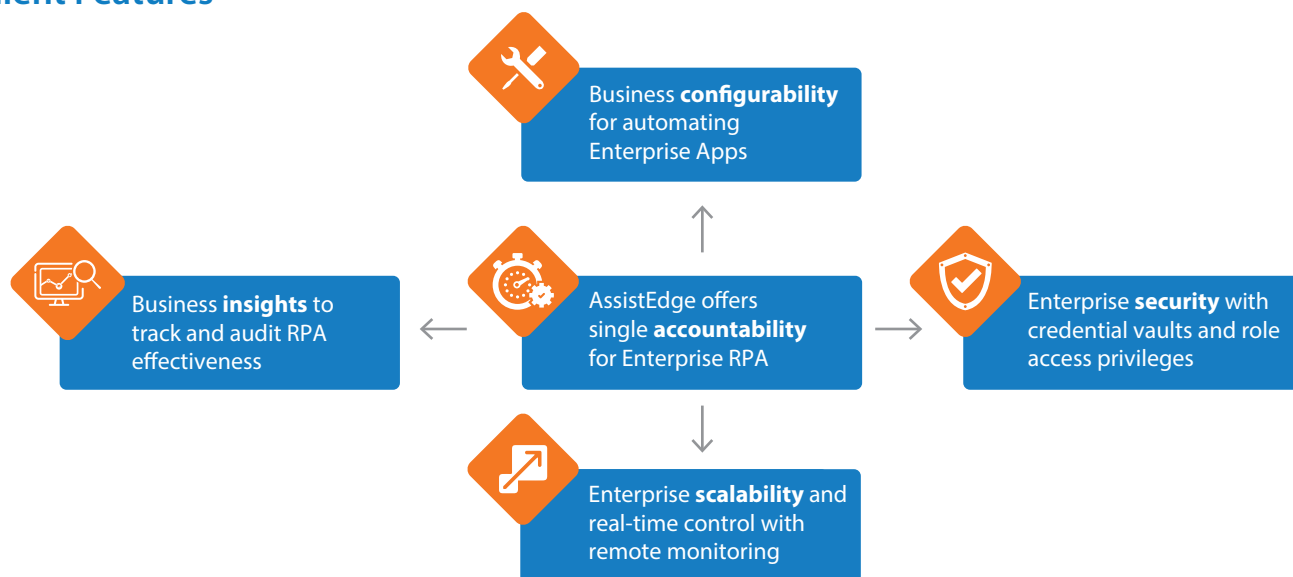
### Improved quality

With low human touch, streamline automated processes ensure 100% accuracy

### Less business variability

Increased over-all business predictability as per the demand

## Salient Features



### Case study 1

For a leading Fortune 100 retailer, AssistEdge RPA automated several steps in the invoice process. These required manual matching due to business complexities and errors in PO's and invoices. AssistEdge RPA achieved end to end automation by translating the manual steps into logical flow controlled by robotic software.

### Case study 2

For a leading Fortune 500 technology corporation, AssistEdge RPA automated steps in the order management process. AssistEdge RPA helped resolve unexpected spikes in the order processing volumes due to system and technical issues with large number of systems in the back office order processing teams.

AssistEdge RPA was implemented in 4 weeks and delivered the following business benefits:

- Reduced costs by over 70%
- Average cycle time improved by 75%
- 100% accuracy of cases resolved by AssistEdge RPA

AssistEdge delivered the following business benefits:

- Reduced overall order completion cycle time by 25%
- Over 87% perfect order index
- 98% first touch resolution

## Sample Use Cases

**Customer Service** : Billing support | Technical support | Order management | Sales support | Retention

**Finance & Accounting** : Order to Cash | Master Data Management | Procure to Pay (P2P) | Record to Report (R2R) | Root cause analysis

**Sales & Fulfilment** : Pre-sales | After sales/ Assurance | Fulfilment | Inside sales | Source to settle | Supply chain | Sales

**Service Desk** : Password reset | Access control | Application support | Software requests

**Human Resources** : Recruitment | Onboarding | Payroll | Benefits administration | HR helpdesk | Learning & Development

### About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys Limited, defines, develops and licenses innovative software products and cloud hosted business platforms. We focus on driving revenue growth, cost effective and profitability for global corporations and their business ecosystems across across the world. Visit [www.edgeverve.com](http://www.edgeverve.com) to know more about our innovations in financials services, insurance, retail, CPG, life sciences, manufacturing and telecom.



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