

# Digital Workplace Automation

We help enterprises in their end-to-end automation journey to achieve higher efficiency, scale operations and reduce operational costs with the help of intelligent automation and RPA.

## OVERVIEW

Our Digital Workplace Automation services help enterprises reduce waste and become more efficient through business process automation. As a result, our clients realize benefits such as cost reductions, improvements in employee productivity, and increases in revenue/margin.

- ▶ Business Process Optimization
- ▶ Robotic Process Automation Engineering
- ▶ Robotic Process Automation Operations Support

## USE CASES

### ▶ SUPPLY CHAIN USE CASE

**Supplier Contract Management:** Automation of contract clause compliance verification and exception notifications.

### ▶ IT USE CASE

**Admin Tasks:** Automation of password reset requests integrating IT service management and internal IT systems for self-service password management.

### ▶ SALES & MARKETING USE CASE

**Competitive Pricing and Monitoring:** Retail ecommerce price scan and monitoring automation for competitive market price positioning.

### ▶ HR USE CASE

**Compliance Reporting Automation:** Automated generation and compilation of reports required for governance compliance.

## OUR SERVICES



### Business Process Optimization and Re-engineering

- Consulting-led process discovery
- Technology assisted automated process mining and discovery, leveraging platforms like Kryon, Aria, or Celeon
- Customized design thinking using the proprietary Pactera EDGE FUEL methodology to unearth process efficiency gaps
- Accelerated automation enablement and experience design through repeatable solution accelerator templates. These use the Pactera EDGE CInDE framework.



### Smart Automation and Task Optimization

- Engineering design and deployment of bots
- Cognitive AI-assisted workflow integrations for smarter and faster business process optimization
- Knowledge mining and digital knowledge design and management
- Bot platform migration
- End-to-end process ROI analytics enablement



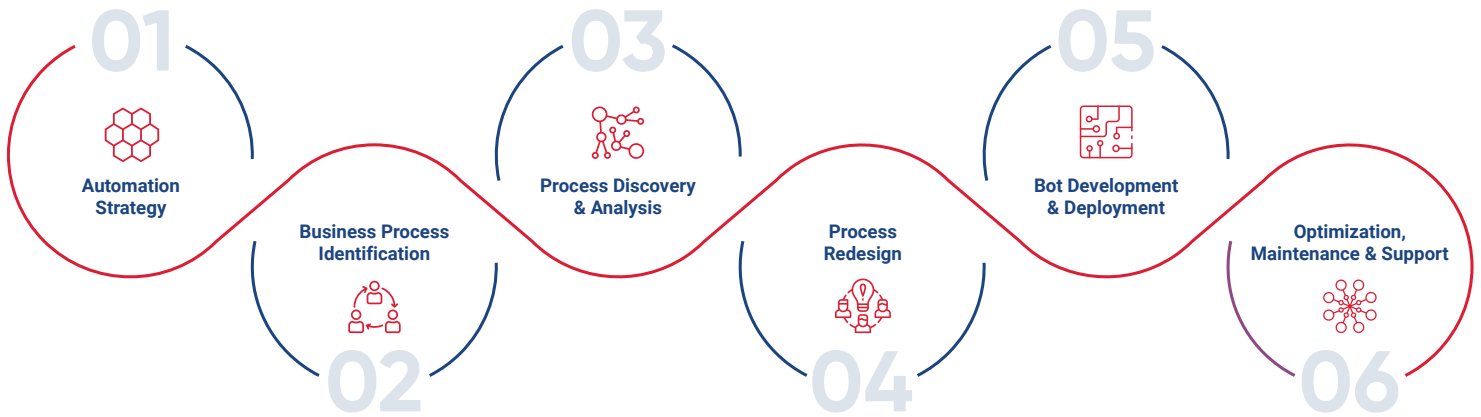
### Automation Infrastructure Optimization and Support

- 24x7 Automation Maintenance and Support for bot operations management
- Bot infrastructure optimization (auto scale dynamic assignment and monitoring) for reducing licensing and hardware costs
- Service level agreement monitoring and remediation

## WHY PACTERA EDGE

- ▶ Comprehensive coverage of end-to-end services including Strategy Consulting, Data and AI, Automation Engineering, and Support under one umbrella
- ▶ Delivery coverage from a global team of certified professionals based out of the US, India, and China
- ▶ Process re-engineering consulting
- ▶ Expertise in all leading robotic process automation solutions (UiPath, Power Automate, Automation Anywhere, etc.)

## HOW WE DO IT



### CASE STUDY

LARGE PHARMA COMPANY

## IT Automation

### THE CHALLENGE

In a manufacturing plant, the process of resetting a password is time-consuming, hampering employee productivity. The process also poses security and compliance risks.

### OUR SOLUTION

#### Automated Password Reset Request

**Processing:** Fully automated solution, using a combination of Web application and robotic process automation (**UiPath**) automating ticket generation, password reset, and user notification.

### RESULTS



- ▶ Reduced handling time from 3 hours to 15 minutes



- ▶ Increased availability of services to 24/7



### CASE STUDY

CHEMICAL ENTERPRISE

## Chemical Enterprise

### THE CHALLENGE

The finance department of a chemical group needed to process 50,000+ invoices every year. The department needed to classify and summarize invoices, extract invoice information, verify the authenticity of the value-added tax, and input invoice information into the company's internal system.

### OUR SOLUTION

Automated series of processes such as extracting invoice content, classifying invoices, and verifying the authenticity of invoice. We used using OCR and robotic process automation, leveraging the **Microsoft Power Automate Platform**.

### RESULTS



- ▶ Reduced error rates by 70%+



- ▶ Freed up more than 90% of employees' time

### CASE STUDY

BANKING FIRM

## Financial Automation

### THE CHALLENGE

Getting data from big banks is cumbersome, requiring the time-consuming, error-prone, and laborious process of producing Excel reports. Managing data for multiple vendors is complex, and the data is not organized. Inventory reconciliation is highly repetitive and tedious. It takes a long time to calculate required data, and the level of staff enthusiasm is low.

### OUR SOLUTION

Our RPA solution built on **Automation Anywhere** platform, automatically logs into the websites of major banks to obtain specified data. The solution integrates the data into a standardized form, and then sends an email to the designated person to take action.

### RESULTS



- ▶ Freed up more than 90% of employees' time

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DATA, INTELLIGENCE, EXPERIENCES & GLOBALIZATION  
FOR THE MODERN ENTERPRISE