



# Cognitive Augmentation

Addressing industry challenges around digital transformation initiatives (RPA)

# RPA – Towards Cognitive Augmentation

## Overview

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**Your business doesn't need only RPA to stay competitive, it needs "intelligent" RPA.**

Everyone is trying to catch hold of the automation wave going on, be it a customer trying to improve operational efficiency and reducing cost or an IT vendor supplying tools for automation or expertise to expedite initiatives.

Although robotics market has matured in last couple of years and customers are looking ahead for automating mission-critical operations rather than just focusing on automation of back office processes. Cognitive automation still remains elusive for majority of players, but surprising fact is that customers are struggling with even rule-based automation initiatives.

With highly cost consuming tools – most of the RPA initiatives soon lose their momentum due to difficulty in production usage, prolonged development cycles for changes encountered, difficulty in automating medium and high complexity processes. All these factors lead to low productivity advantages for business even after RPA vendors are refining and upgrading their offerings.

Does all this sound familiar to you ?

Since you have already taken a leap and invested heavily in all these leading tools, so what should be the best foot forward to tackle all these disappointments in rule-based automation journey and take a real move towards automation of mission-critical processes.

Compliment your current initiatives and engagements having renowned vendors (providing tools and tool level skillsets) by collaborating with start-ups proven in cognitive space or with lesser known organizations utilizing RPA in their product lines and willing to share technical and practical insights.

Knowledge shared by these kind of players will not only speed-up your rule-based automation journey but brings in additional value of moving towards cognitive augmentation.

Win-win situation for customers as well as tools providers and smaller organizations having practical experience.

**40 – 75 %**

cost savings  
through  
automation of  
certain functions in  
life sciences as  
compared to

**15-30 %**

in traditional  
outsourcing

Source: KPMG

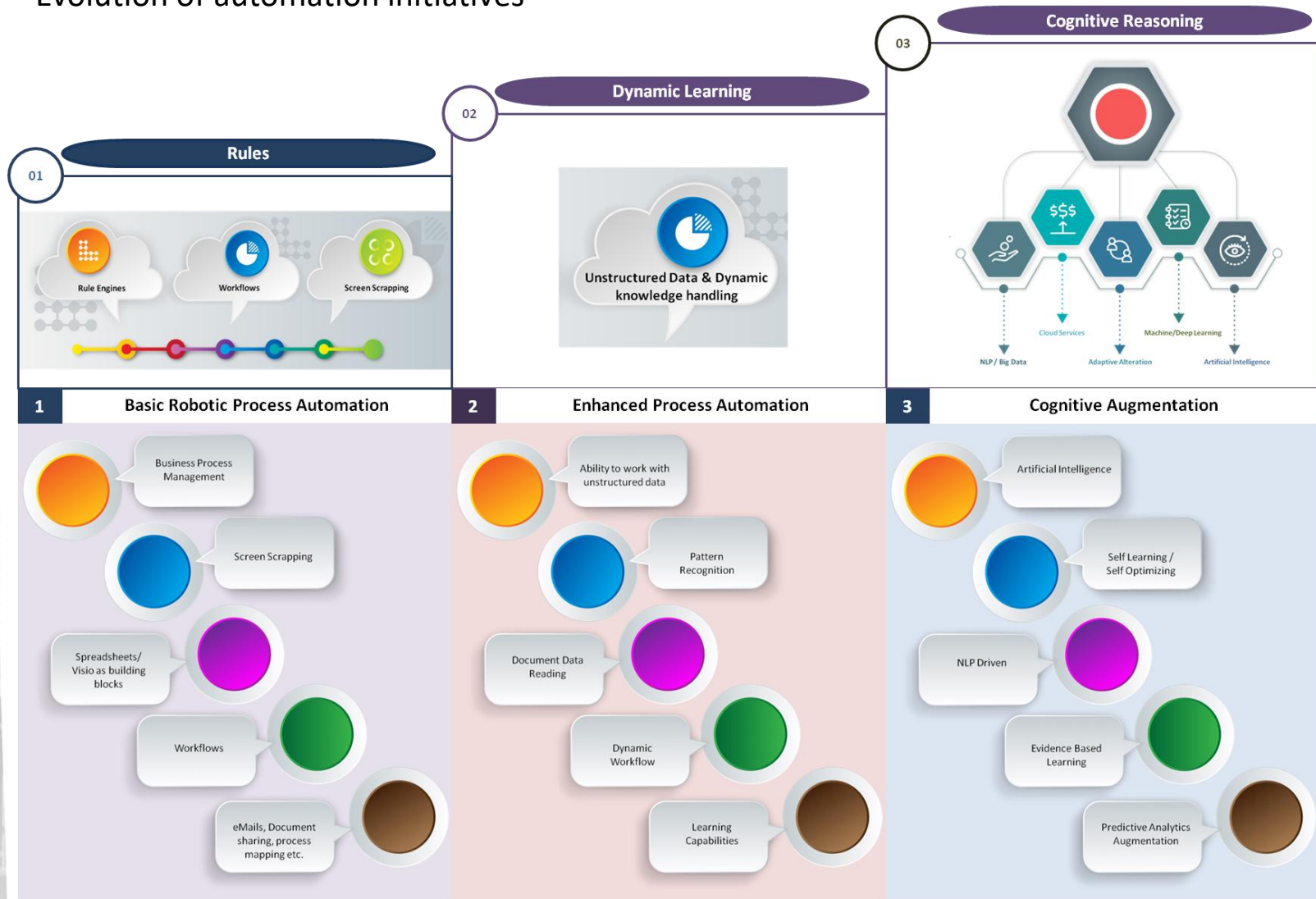
**Novel Patterns**

Sharing Technology Advancements



# RPA – Gradually Moving Towards Cognitive Augmentation

## Evolution of automation initiatives

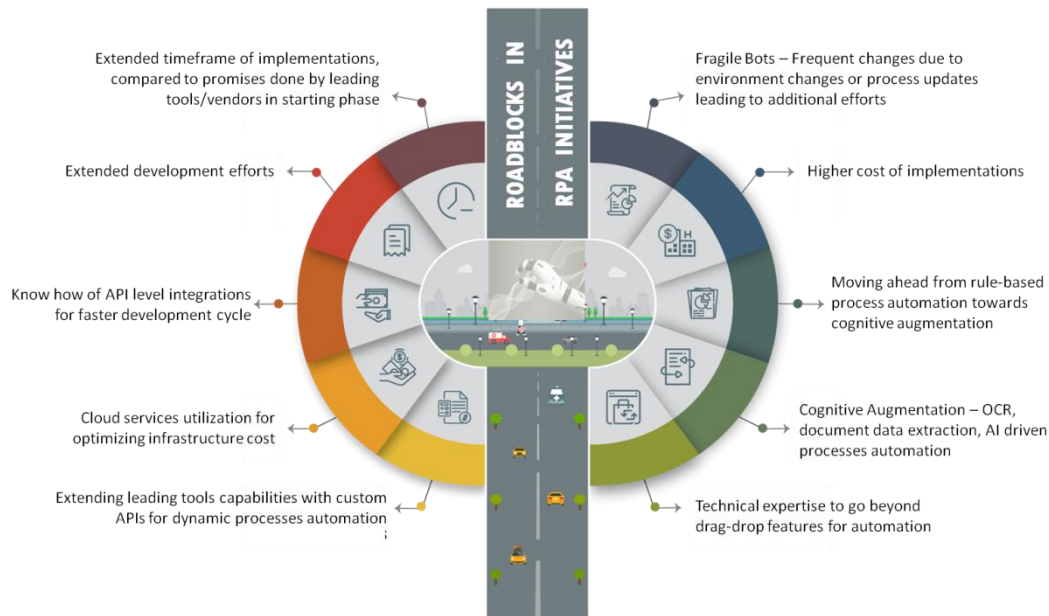


# RPA – Industry Challenges In Current Initiatives

**We are so focused on the light switch that we're not taking about the light.**

Everyone is talking about cognitive RPA but the simple steps for successful implementations of even rule-based automation initiatives are getting ignored.

## Key challenges within RPA initiatives



Its all about complimenting the current set of tools with cloud services, API integrations, smart development and making rule-based automation successful and then taking a jump into cognitive augmentation.

## Our client's top RPA priorities

- ❖ Leverage Cloud Services for on-demand scaling
- ❖ OCR & Document data extraction dependent processes
- ❖ Dynamic/smart Bots having conversational decisions
- ❖ API level integration for reducing fragility of Bots
- ❖ Reduced development cost
- ❖ Cognitive augmentation

# RPA – Our Approach For Addressing Current Challenges

Our practical experience of living through entire journey of RPA initiatives has helped us in getting quicker ROI. We have blended our approach by considering best-fit technology compliments to existing tools for reducing costs, simplifying management, increasing productivity and launch new digital services faster and with higher quality. Key focus area includes:

**Knowledge Sharing** – Our exposure of implementing RPA within our product lines we share upfront with customers, so that mistakes that leads to our learning's can be avoided

**On-Demand Infrastructure** – Always try to leverage leading cloud services for spinning up infrastructure on-demand. Keep shared resources so that multiple bots can share resources

**API Integrations** – Compliment screen level drag-drop development with API level integrations wherever possible so that fragility in web structures can be avoided

**Handholding for Dynamic Processes Automation** – Share knowledge of extensively using OCR and Image Processing techniques in our product lines to automate processes requiring OCR/Document Data level augmentation

**New Technology Adoption** – Practically utilizing new-edge technologies and open-technology based approach has enabled us in utilizing these technologies for both rule-based as well as cognitive augmentation






## Partnering in RPA Journey

Novel Patterns collaborates as partners by sharing, owning and implementing practically proven solutions to fast pace our customers RPA journey.

Our simpler approach of utilizing our experience of implementing RPA in our product and operations for our customers has helped us in addressing current challenges

# Why Partner With Novel Patterns

- We are not vendors but knowledge partner in our customers automation journey
- We share our extensive knowledge in area of OCR, Image Analysis & Document Data extraction for taking our customers towards next milestones in their journey
- First hand showcase of our automation work within our product lines and operations
- Exposure in AI and ML/DL techniques to address mission-critical processes automation
- Work showcasing leading technologies utilization in our product lines

		Case Study 1	Case Study 2
Client		Multiple Banks & NBFCs	Real-estate Developer
Engagement Overview		Credit Assessment process automation	Invoicing process automation
Objective		To reduce assessment time from days to minutes by collating and analyzing data from several touch points	To reduce invoice preparation time and avoiding manual errors
Solution		<ul style="list-style-type: none"> <li>➤ Document retrieval</li> <li>➤ Conversational web data retrieval based on dynamic workflow from public web</li> <li>➤ AI algorithms for document data extraction</li> <li>➤ OCR algorithms for scanned information retrieval</li> <li>➤ ML integration for data analysis</li> <li>➤ Spreadsheet and database writing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Vendor demographic retrieval from database</li> <li>➤ Retrieval of transactions for a particular invoice period from web application/database</li> <li>➤ Invoice report initiation from reporting tool</li> <li>➤ Report generation with all demographic, invoice details and transactions</li> <li>➤ Email initiation for specific vendor from CRM</li> <li>➤ Spreadsheet writing</li> </ul>
Benefits		<ul style="list-style-type: none"> <li>➤ Time of assessment reduced from 2-3 days to 1-20 minutes</li> <li>➤ Infrastructure cost limited to demand due to cloud services usage</li> <li>➤ Single bot addressing data collection from 11 public web interfaces</li> </ul>	<ul style="list-style-type: none"> <li>➤ Invoice preparation and reconciliation reduced from 1 day to 5 minutes</li> <li>➤ Manual error reduction due to automation</li> <li>➤ Ability to handle multiple vendors work with limited FTEs</li> </ul>

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