HCLTech | Supercharging Progress™

Robotic Process Automation (RPA)

Creating a new world
with Virtual Humans

Understanding Hyperautomation and RPA

Gartner defines Hyperautomation as a 'business-driven disciplined approach that organizations use to rapidly identify, vet and automate as many business and IT processes as possible.' In simple terms, Hyperautomation involves the orchestrated use of multiple technologies, tools or platforms, including RPA and AI, to enable business processes complement human workforce tasks and enhance competitive advantage.

Robotic Process Automation (RPA) is the use of software robots to handle high-volume, repetitive, rule-based enterprise tasks and allows for enterprise attention shift to more strategic and developmental activities.

Why RPA?

Reduces cost	System agnostic and non-invasive in nature
Shortens time-to-market	Short time-to-investment recovery
Enhances service delivery	Easier management and control
Drives predictability with advanced analytics	Instills higher job satisfaction

What are the tasks well suited for RPA?

Frequent, repetitive and well-defined data-entry or execution of a series of steps

Tasks that require inputting and/or synchronizing data between multiple systems

Supervising or checking the data entry work of humans against an established

Data migration into newly developed systems or data extraction and reporting tasks

Executing or making decisions based on predetermined rules

....And MORE!

Why we should be the partner of choice for your transformation journey

We at HCLTech, believe that catering to the "right here, right now" requirement is the paramount factor in enhancing and ensuring customer loyalties today. Our differentiators can help you "think like an agile startup and deliver like a lean enterprise."

- Strength of **1000+** process, product and domain experts

- **>2000** use cases of successful engagements across industries and functions

- Dedicated **RPA center of Excellence (CoE)** tailored to customer's needs

- **Best-in-class partnership** with leading RPA product players and academia

- **End-to-end** visibility of solution

- Putting skin in the game with **flexible engagement** and commercial models

Our Partners

AUTOMATION ANYWHERE

blueprism

Microsoft

Ui Path

Our Success Stories

Banking

HCLTech partnered with a leading European bank to set up an RPA CoE that enabled deployment of 200+ bots across 80+ processes throughout internal and third-party applications with innovative price construct. It offered Toscana-driven business process re-engineering for retail banking operations, elimination of paper-based transactions, and automation of repetitive manual activities. This optimized efforts equivalent to 350+ FTEs, reduced cycle time by 70%, and enhanced scalability for seasonal peaks.

Capital Market

Leveraging 3-lever BPM framework, HCLTech implemented RPA for a large custodian bank, where Pushing & Posting Trades were carried out manually, and broker statements were downloaded from various web applications for reconciliation. Such manual interventions made the process significantly more error-prone. RPA bot automated the reconciliation process and resolved trade breaks as per predefined business rules for the upstream system. This helped the client optimize resource utilization by 60%.

Public Services

We partnered with a prestigious global consulting firm for an Asian chemical major with the objective to improve its highly manual procurement process, with ~33,000 transactions annually. The network spanned across multiple vendors and locations, which led to 50% of extra time being spent to complete the purchasing process and a significant increase in labor costs. HCLTech's lean recommendations streamlined the purchase process while the RPA reduced the PR-to-PO processing time by eliminating manual dependencies.

Manufacturing

A large defense manufacturer received 350k+ invoices annually generated through multiple systems/applications by its thousands of vendors. The format of invoices varied from handwritten, image, scan, PDF, among others, rendering the processing and tracking practice inefficient. HCLTech deployed its patented ML/NLP based product, EXACTO – an intelligent text extraction tool, to handle physical invoices. Besides, the deployed RPA bots crawled across systems to collect data from varied sources for invoice processing, thus reducing the AHT by 60%.

Healthcare

HCLTech performed skill gap analysis for a large pharmaceutical company that was searching for a partner for its RPA CoE. Leveraging its unique model, which had by then accomplished 140+ use cases, HCLTech established the 'build – test – deploy' operating model and deployed RPA bots, delivering measurable enhancement in CoE performance.

Telecom

A telecom service provider had non-standardized network operations spread across 16 geographies and utilizing thousands of resource-hours daily across SBTS, E2E Txn, handover alarm, radio frequency optimization, and user access management. Extensive manual activities made the processes inefficient and error-prone with high turnaround time for service requests. HCLTech deployed an RPA incumbent and, through agile automation, delivered annual savings of €30 million along while improving process accuracy and ensuring 100% compliance. This was one of the largest RPA engagements in telecom domain with 100+ consultants automating 700+ processes.

Consumer Services

The client manually collected DobleClick for Publisher (DFP) reports for all the advertisement campaigns and prepare a report at the month end. This report was utilized to provide product prices, create new campaigns, research, and vendor management, among others. The delay in reporting meant that the client could not effectively interface with customers in an agile manner. HCLTech automated the report creation using RPA, resulting not only in 70% reduction in human effort but also on-demand report generation for more informed strategic discussions between stakeholders.

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