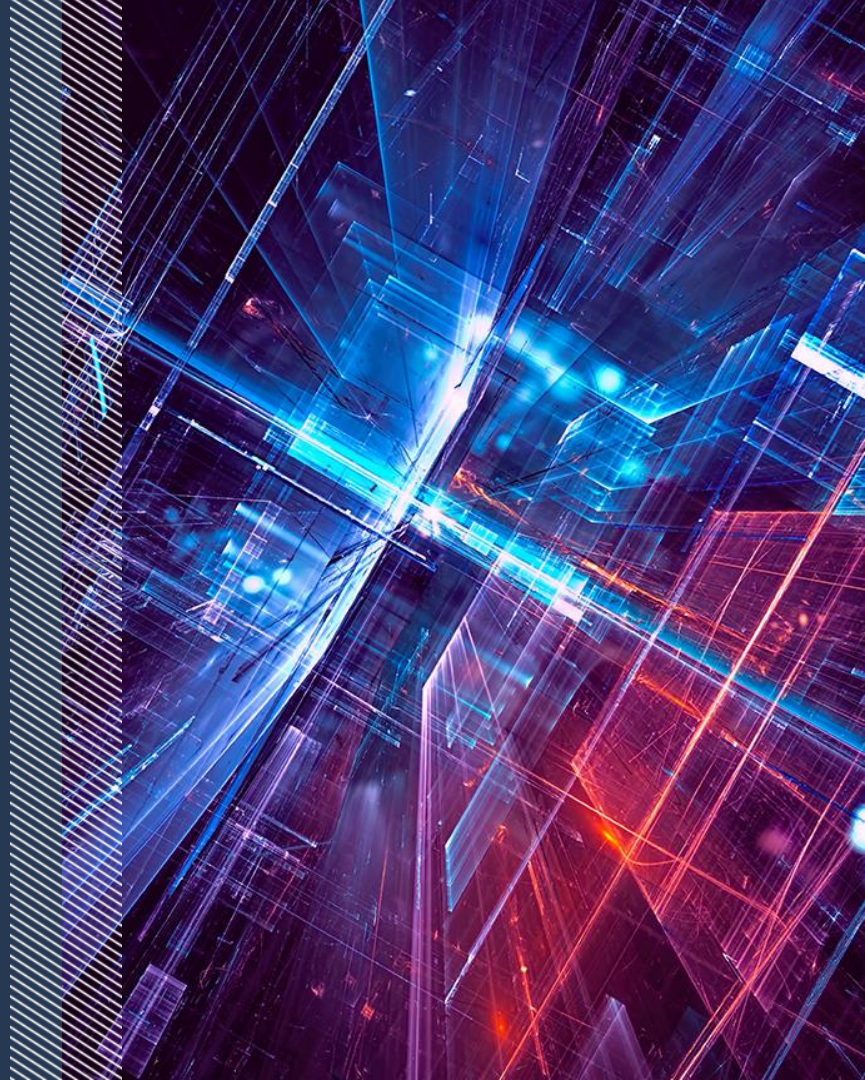




# Intelligent Automation Services

May 2020

<epam>

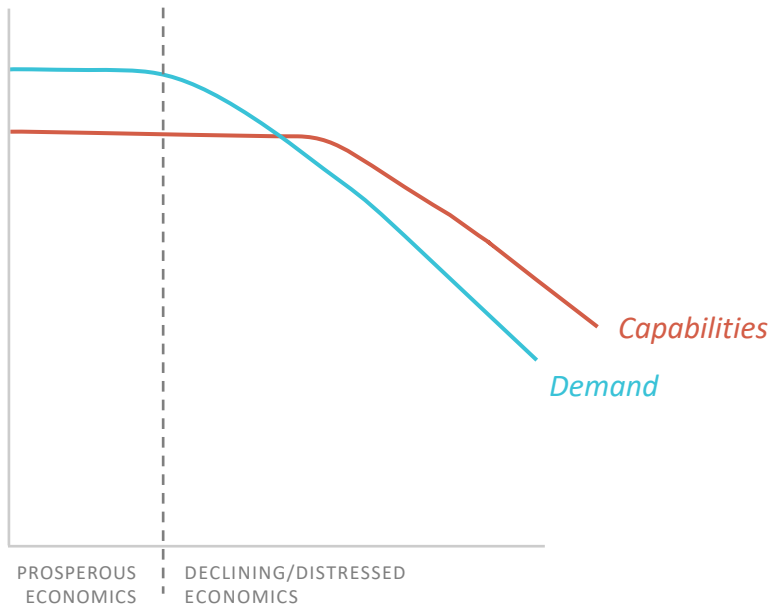


# Intelligent Automation Services

- 1 **BUSINESS AS USUAL... IN UNUSUAL TIMES**
- 2 **INTELLIGENT AUTOMATION SERVICES OVERVIEW**
- 3 **ACTIVITIES, DELIVERABLES & TIMELINE**
- 4 **SUMMARY, COMMERCIALS & ASSUMPTIONS**
- 5 **EPAM IA SERVICES OVERVIEW**
- 6 **SUCCESS STORIES**

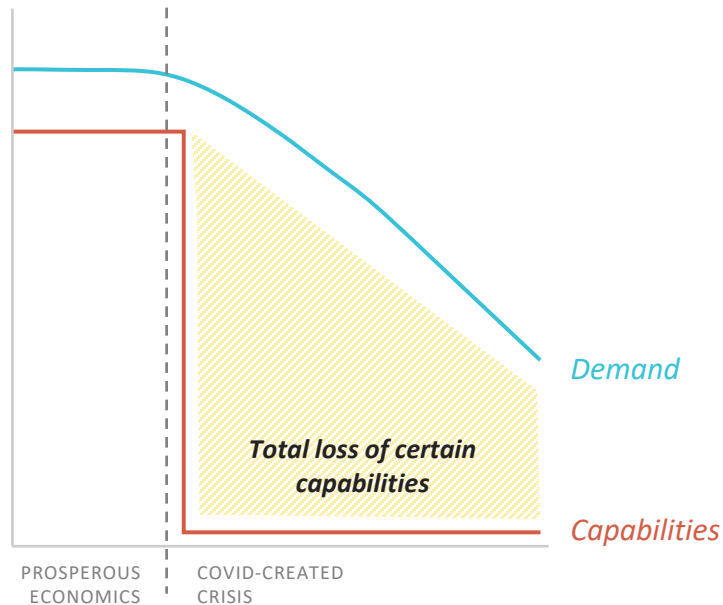


# Comparing controlled to crisis-created contraction



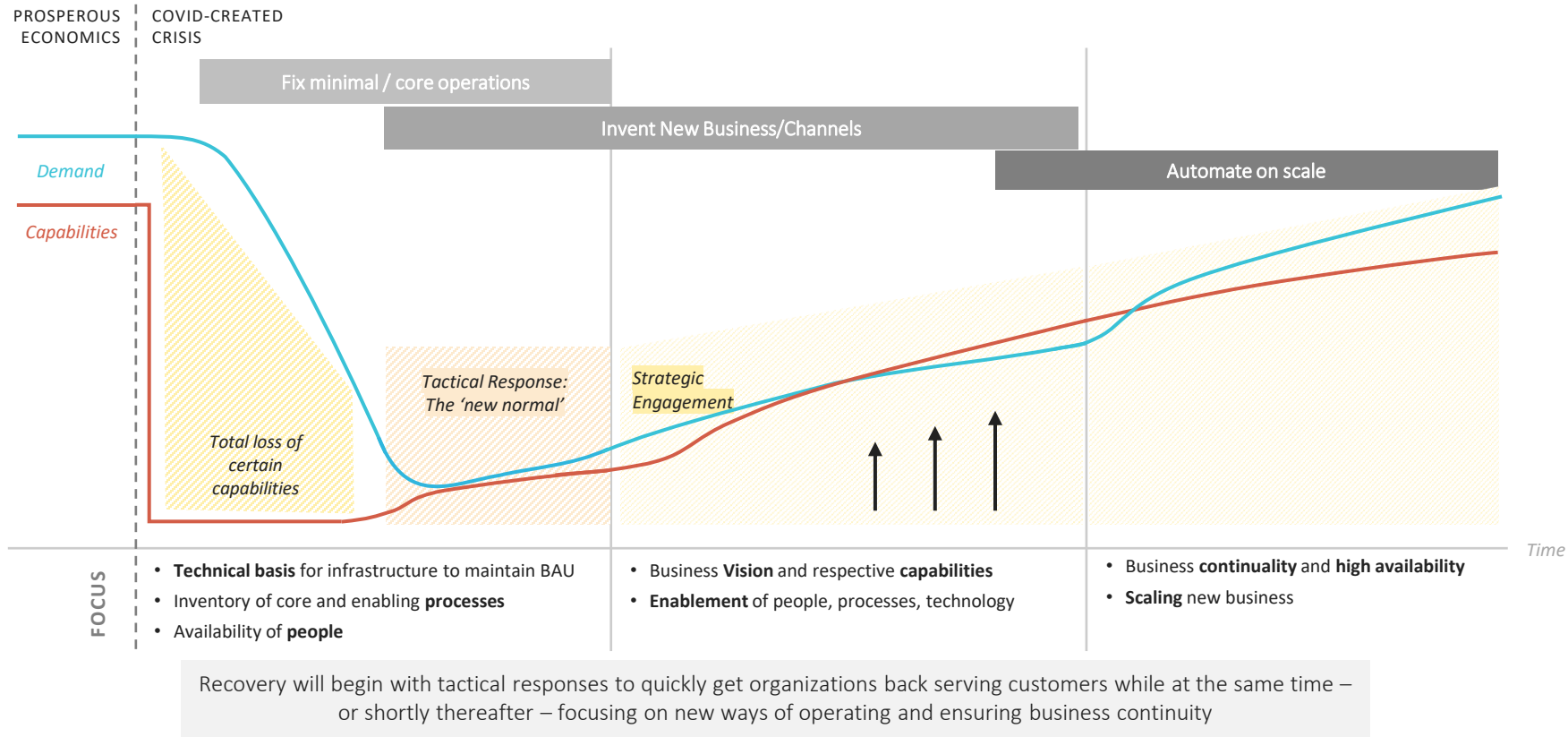
“Normal” economic downturns typically result in a period where organizational capacity and capabilities will exceed demand for some period of time.

however...

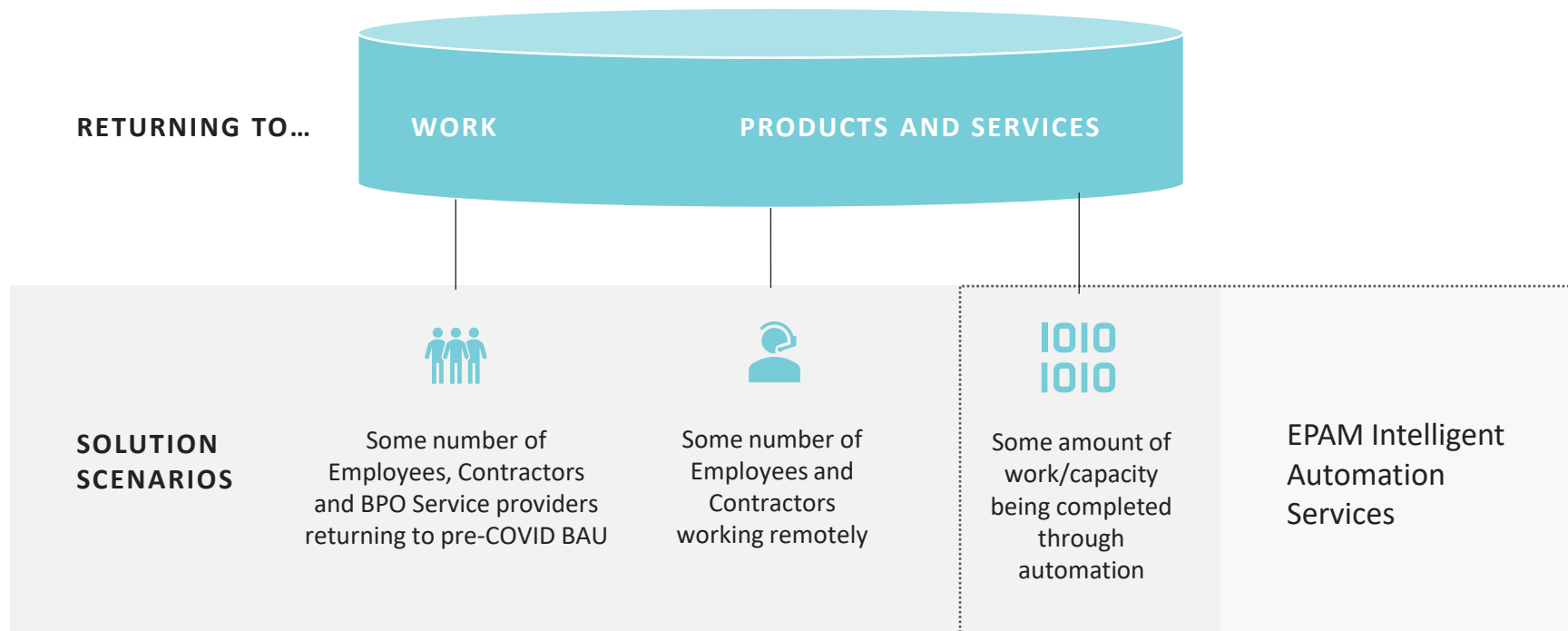


The COVID pandemic has left many organizations unable to fulfill even lower levels of demand due to less and non-productive remote workers and 3<sup>rd</sup> party service providers.

# Recovering to business as usual...in unusual times



# The New BAU



## **INTELLIGENT AUTOMATION SERVICES: OVERVIEW**

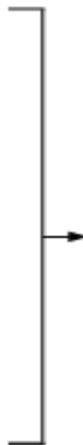
# Intelligent Automation Services: Objectives & Scope

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## INTRODUCE INTELLIGENT AUTOMATION SERVICES TO CLIENT ORGANIZATIONS

### Objectives

- Understand the opportunities for intelligent automation inside Client Organizations due to:
  - a. new needs identified as a direct impact of COVID-19 or;
  - b. the need to accelerate planned IA initiatives

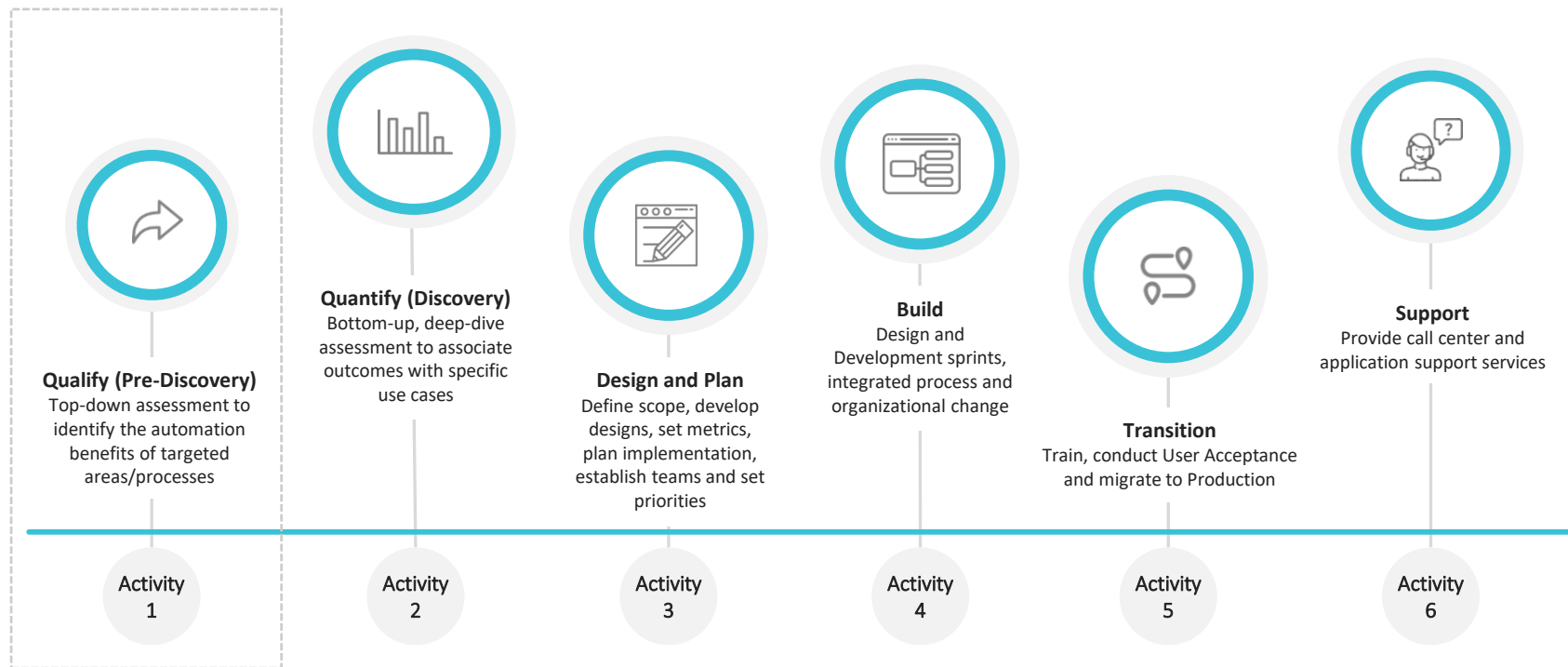


### Scope

1. Quickly identify where intelligent process automation can help ensure continuity of key processes impacted by COVID-19
2. Assign quantitative benefits – based on select KPIs - to automation use cases, process improvements and organization changes.

# Approach - End2End Intelligent Automation

Area of focus for this proposition





# Approach - Why Pre-Discover?

**Pre-discovery is designed to quickly identify where process automation can have a material impact on your business operations.**

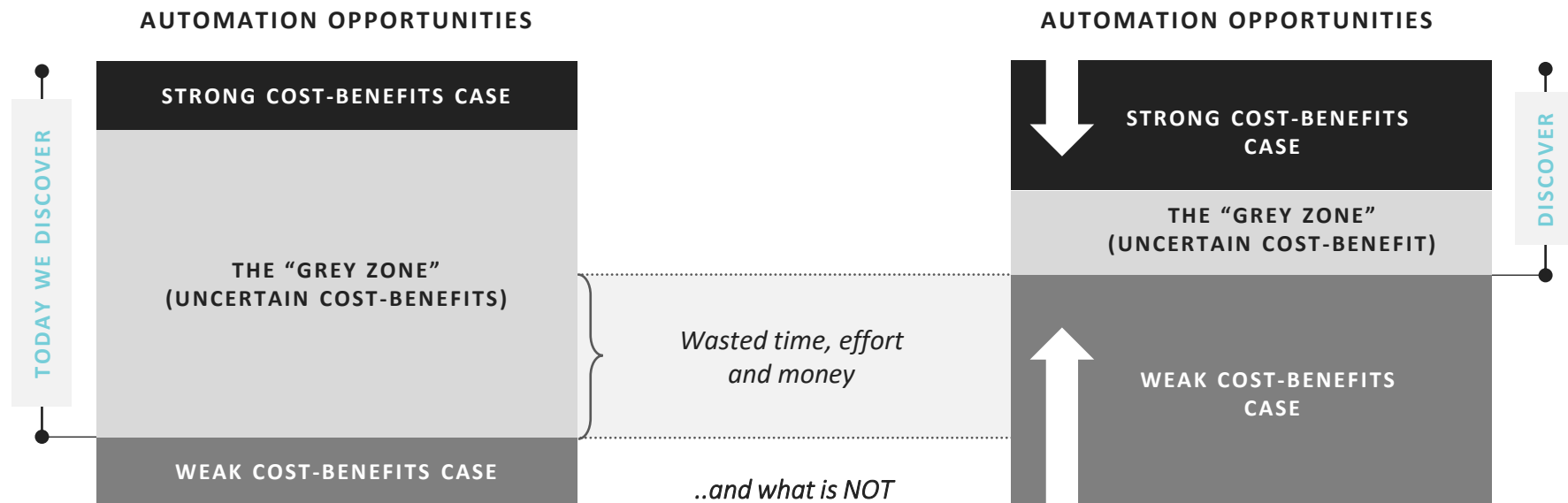
- Evaluate how and where work is done today and codify activities
- Determine which activities will drive better business outcomes if automated
- Provide insight into processes and how they impact your customers

EPAM helps link the key success factors (KPIs) needed from an automation program and then ensures a client's program scope is set accordingly



# Approach - Why Pre-Discover?

Pre-discovery also increases the confidence in Discovery investments by determining what is worth discovering...



# Intelligent Automation Services: Activities and Deliverables

QUALIFY (PRE-DISCOVERY): 2-4 WEEKS Top-down assessment to identify the automation benefits of targeted areas/processes	
COMMON/ SHARED ACTIVITIES	<ul style="list-style-type: none"><li>• Identify 'target' business LOB or function;</li><li>• Specify 'in-scope' business processes;</li><li>• Specify supporting systems and technologies;</li><li>• Identify Process Owners, SMEs and other team members</li></ul>
EPAM ACTIVITIES	<ul style="list-style-type: none"><li>• Conduct top-down assessment of targeted processes with business sponsors;</li><li>• Assess process characteristics (volumes, SIPOC, etc.);</li><li>• Establish quantitative and qualitative benefits (by automation method - BPM, RPA, ML, etc.);</li><li>• Apply prioritization criteria and recommendations;</li><li>• Identify dependencies and constraints;</li><li>• Identify process reengineering and service delivery opportunities</li></ul>
CLIENT ACTIVITIES	<ul style="list-style-type: none"><li>• Provide a single point of contact</li><li>• Provide KPI's and other prioritization criteria and supporting data</li><li>• Ensure governance authority</li><li>• Grant access to documentation, systems, tools and licenses</li><li>• Secure participation of key persons during the whole project</li></ul>
DELIVERABLES	<ul style="list-style-type: none"><li>• Assessment report outlining IA feasibility and high-level opportunities</li><li>• Initial view of quantitative and qualitative improvement benefits</li><li>• High-level recommendations and Discovery Backlog</li></ul>

# Intelligent Automation Services: High Level Timeline

WEEK 1	WEEK 2	WEEK 3	WEEK 4
Identify Process Owners, SMEs and other team members	Conduct technical assessment	Establish ROM quantitative benefits	
Top-down assessment of targeted processes	Identify dependencies and constraints	Establish qualitative benefits	Set prioritization criteria & recommendations
	Feedback		Feedback

# Intelligent Automation Services: Summary

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## 4-5 WEEKS

- Qualify (Pre-Discovery) 4-5 weeks



## 2 FTE

- IA Strategist 1 FTE
- Automation Analyst 1 FTE

# Intelligent Automation Services: Assumptions

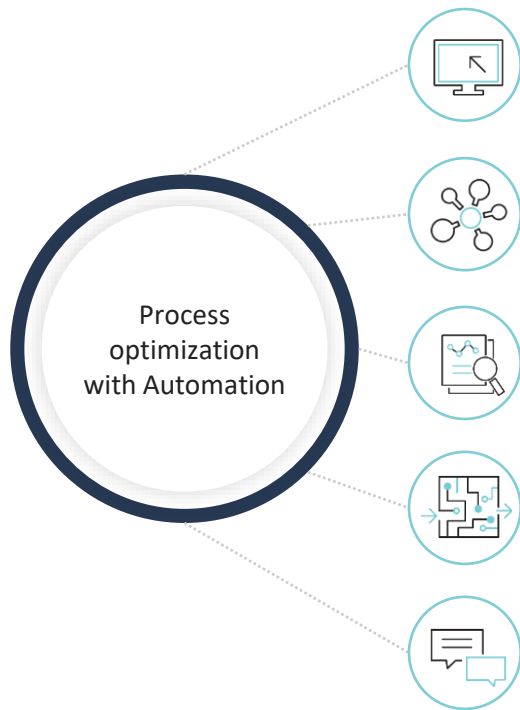
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1. The 4-5 week estimated timeframe is sufficient to pre-discover 1 LOB or 1 business function usually made up of between 1,000 and 2,500 FTEs
2. Key business & technical stakeholders from client side (dedicated client team) will be available throughout the whole project duration to provide sufficient information and assistance
3. Pre-work, capturing a first draft of L1-L3 processes, in-scope work entities, in-scope work groups and supporting in-scope systems, will be completed by the client and provided to EPAM project team during Week 0
4. Workshop scheduling will be completed once the pre-work workbook has been returned to EPAM project team
5. Client project leaders will also, during week 0, provide EPAM project team with target KPIs and any base-line data/information necessary for benefits calculations

## **INTELLIGENT AUTOMATION SERVICES: OVERVIEW**

# Intelligent Automation Offering

## IA CONSULTING



### **ROBOTIC PROCESS AUTOMATION**

Automates routine tasks such as data extraction and cleaning through existing user interfaces.

### **SMART WORKFLOWS**

Smartly integrate tasks performed by groups of humans and machines.

### **DOCUMENT PROCESSING**

Extract information from non-editable documents for further processing.

### **ML AND COGNITIVE ANALYTICS**

Identify patterns in structured and unstructured data through “supervised” and “unsupervised” learning.

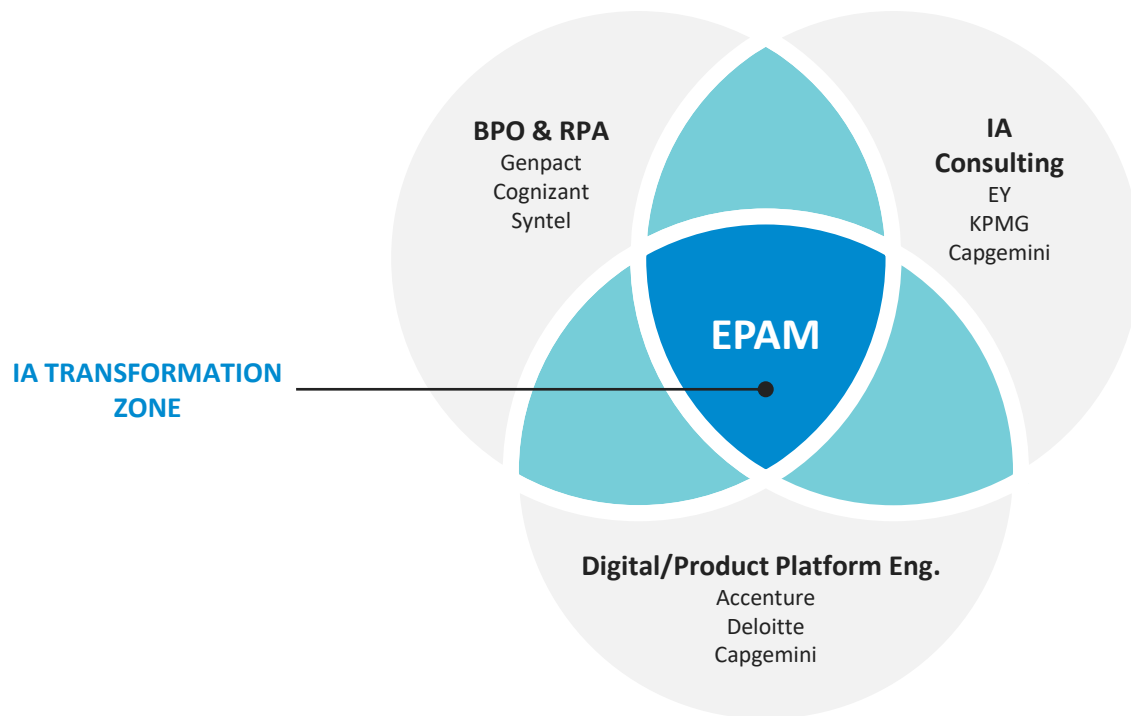
### **VIRTUAL ASSISTANT (CHATBOT)**

Combine machine learning, NLP and conversational interfaces to build a completely virtual workforce.



# Our Approach to IA Services

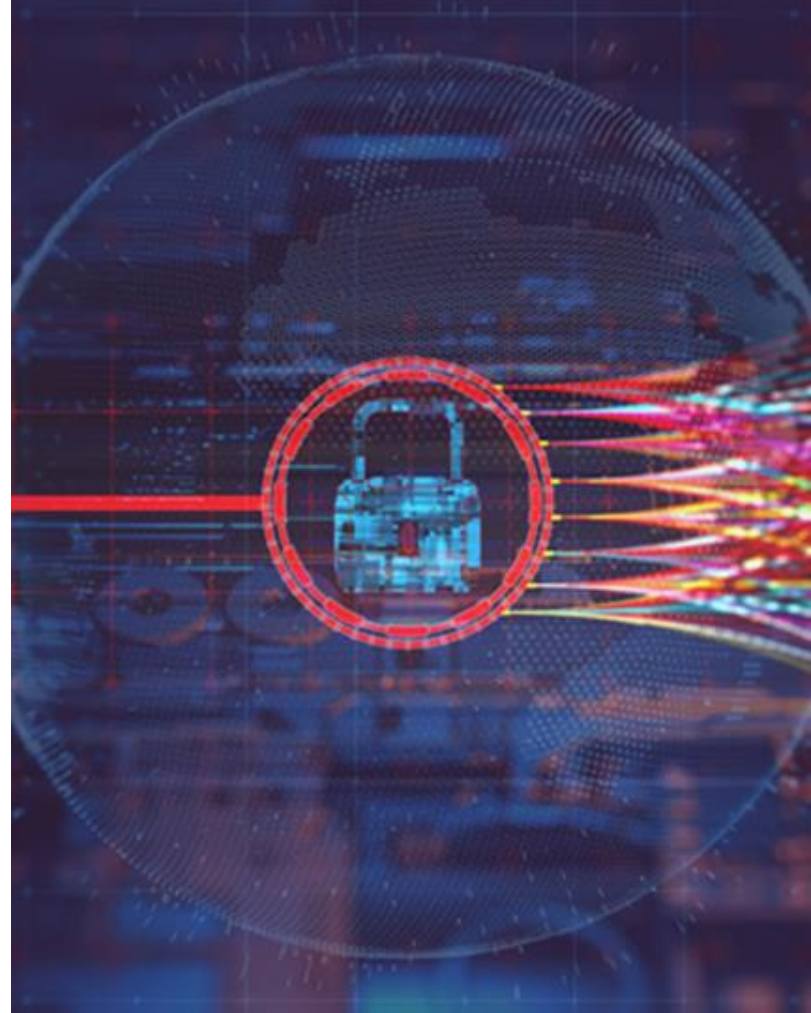
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# Why EPAM?

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- Engineering DNA
- Speed – getting to engineering, production & results fast
- Unique approach:
  - Holistic view
  - Transformation through Automation
  - End-to-end capabilities
  - Focus on adding value
- Investments in own IP
- Alignment with leading IA platform providers
- Extensive vertical domain expertise
- Cutting edge technologies expertise
- Hybrid teams





# Transformation of a large IA Program for major insurance company

## THE OPPORTUNITY

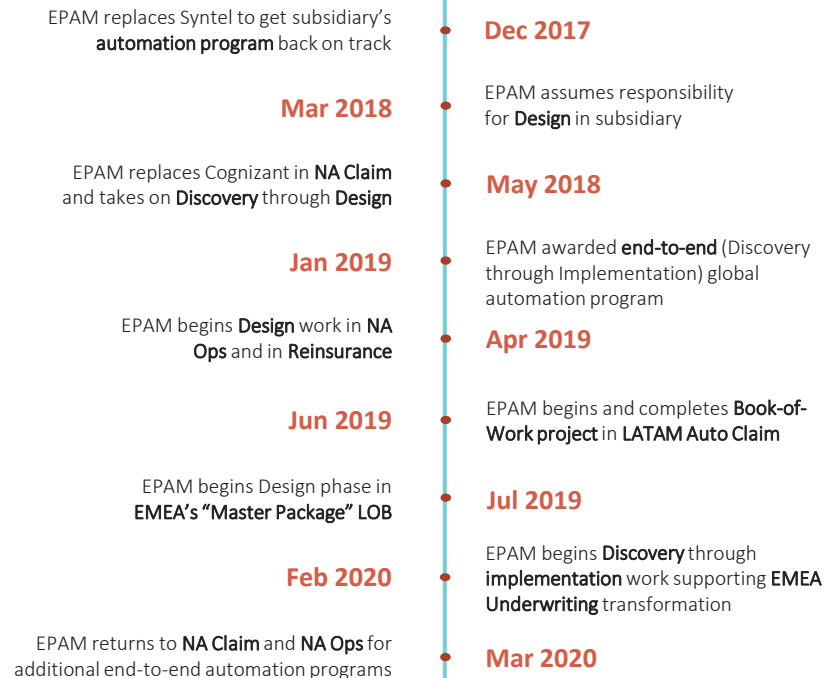
Use **process automation** to reduce \$250m+ in payroll costs.

## OUTCOMES to date (as of Nov 2019)

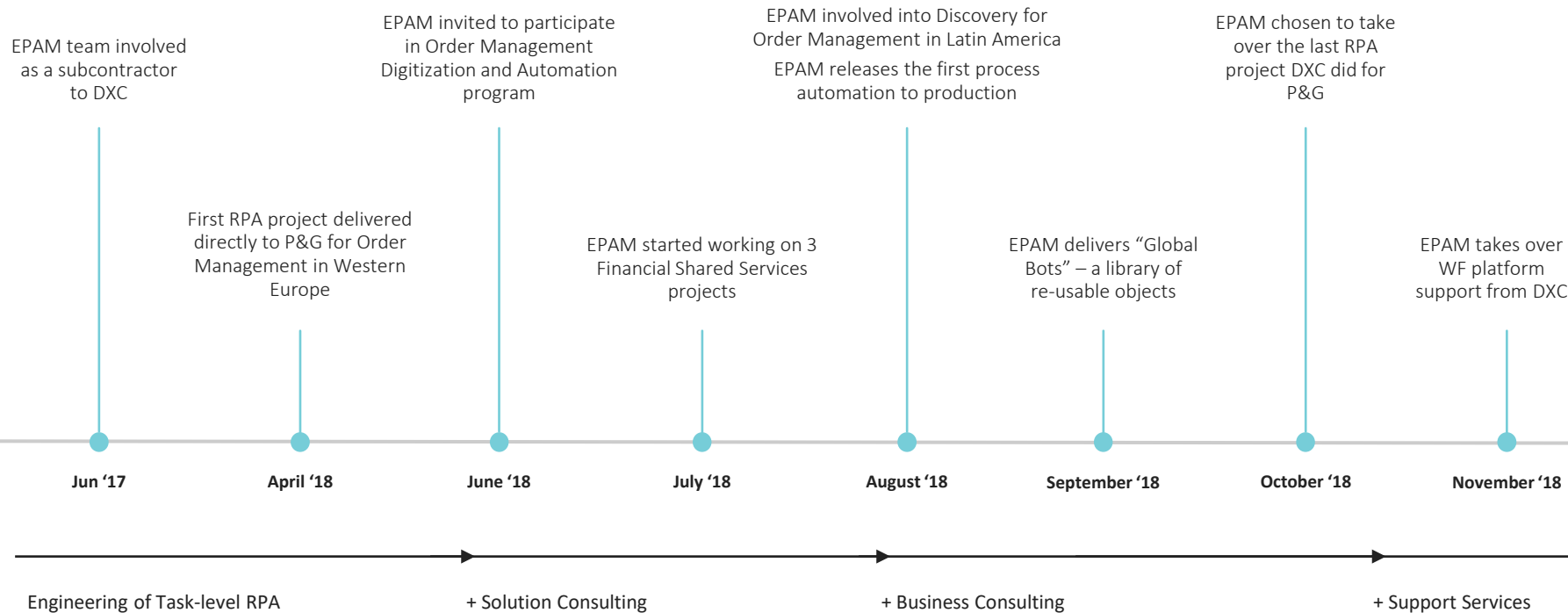
- Use Cases in Production/Support: 72
- RPA Automation rates at 90%+
- ML Automation rates at 65%+
- 5M transactions per year
- \$15M year-over-year savings

Supported the ongoing development of our client's **Intelligent Process Automation ("IPA") Center of Excellence (CoE)** by providing methods, tools and templates.

## EPAM TIMELINE



# P&G - EPAM Automation Journey



# Non-Revenue Orders Processing Automation

## BUSINESS CHALLENGE

Existing workflow heavily relied on Excel templates and manual data entry and required multiple validation cycles resulting in delays.

- 90 people involved
- 1,000 orders per month taking up to 2 weeks to complete

## SOLUTION

- Smart and simple self-service requester portal for intuitive fast order creation
- Fully robotic and touchless order creation
- Automatic approval validation ensuring audit compliance
- Dashboards for order and approval statuses monitoring

EPAM are one of the most professional implementation partners we have had the pleasure of working with. Your collaboration, mastery and the phenomenal speed at which you work have set the standard for Excellent AGILE project methodology.

— *Customer Service Operations Group Manager*

The effort, attention to detail and the agility of all involved has been absolutely fantastic! This project is a real showcase for how AGILE can work and does work when you have the right team on board.

— *Automation leader & concept architect*

# Process Automation for Healthcare

## BUSINESS CHALLENGE

The client has 100-200 new employees per month and follows mostly a manual onboarding process: creating a “New Hire” request in CRM, providing employee details, assigning tasks to different departments, processing assignments, etc.

## SOLUTION

**EPAM accelerated and simplified this process by means of UiPath:**

- Creating accounts for new employees in the Active Directory and assigning appropriate roles to them
- Creating accounts in Dentist web-sites and configuring permissions
- Creating accounts in the time-tracking system

Each of these tasks requires changing status in CRM, restarts most of the steps in case of any issues, and informs the IT department if several attempts failed.

## RESULTS

- 5x time faster turnaround





# Healthcare Systems Automation

## BUSINESS CHALLENGE

The client launched an enterprise-wide claim management system with the perspective to replace one day the separate legacy systems of its business units which were affiliated through acquisitions. Since some components of the full business cycle were still under development, the client had to manually translate all the changes made in the new system to the legacy ones.

## SOLUTION

**EPAM built a UiPath-orchestrated software bot that:**

- Regularly tracks (in Azure Service Bus) patient or claim data changes made in the new system,
- Automatically updates corresponding records in appropriate legacy systems, and
- Generates reports on processed updates and notifies of exceptional cases requiring human attention.

## RESULTS

- Significantly improved data consistency
- Shorter timeframe for achieving data consistency (2-3 minutes for the bot to perform one record update instead of 25-45 minutes)





# Managed Support Services: Team Roles



## CHALLENGE & OBJECTIVES

- OneGuide is a premium service that provides health coaches to Cigna customers. The health coach role is to educate customers on healthy habits and subsequently reduce health care costs.
- Health coaches are highly skilled health care practitioners but have significant amount of repetitive tasks to record customer interactions in multiple systems
- The objective of the project is to automate data entry between multiple systems and to reduce repetitive tasks to allow coaches to more time to serve their customers and to prepare for customer interactions



## EPAM APPROACH

- Intelligent Automation consultants were engaged to propose Automation solutions with business value and technical feasibility from a group of identified opportunities. Two use cases were selected- Unable to Contact (UTC) and Clinical Documentation processes.
- The two processes were re-engineered to minimize changes to SOP while maximizing the number of manual steps to be automated.
- EPAM team worked with Cigna's impacted system owners, production support, and the Automation COE to refine Cigna's automation approach and complete Blue Prism bots within record time.



## RESULTS

- Cigna's Automation COE process was streamlined for Requirements/Solutions Design
- One guide team reduced work hours by addressing:
  - UTC process : from 49 to 19 manual steps to save 2 minutes per occurrence
  - Clinical documentation process: from 29 to 21 manual steps to save 1 minute per occurrence
- Other benefits include:
  - 100% information completeness of note capturing in relevant systems
  - Reduction of human error
  - Operational flexibility
  - Volume scalability with seasonality

