Technologies Powering Digital Transformation

NICHETECH

Presented by Yasser Mufti

About us

We are a team of automation experts dedicated to revolutionizing how businesses operate. By harnessing the power of Robotic Process Automation (RPA), we empower organizations to streamline their workflows, eliminate repetitive tasks, and significantly enhance productivity. Our innovative solutions are designed to unlock your workforce's true potential, allowing them to focus on strategic, high-value activities that drive growth

Company Overview

A Canadian based company with regional office in Dubai and Development staff around the world we have developed our niche in the automation arena.

With a team of certified RPA professionals and a proven track record of successful implementations, we are a trusted leader in the automation industry. Our deep technical expertise, combined with our extensive experience across various sectors, enables us to deliver customized RPA solutions that address the most complex business challenges. We stay at the forefront of technological advancements, ensuring our clients benefit from the latest innovations and best practices in RPA

Evolving Digital Automation Landscape

RFID

RPA
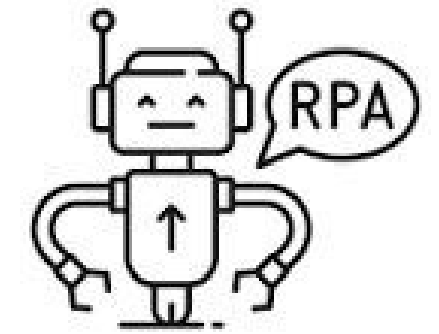
In todays's fast-paced coporate world, **Operational inefficiencies, high cost of operations** not only makes customers uncompetitive but also cause unsatisfied customers due to delivery delays.

To survive and stay competitive company's need to make timely decision based on accurate information. To do this information needs to be centrally captured digitally from wide range of manual sources including unstructured data, video, images etc.

Robotic Process Automation: The Future of Corporate Work Environment

BOTs relieving humans from manual, high volume repetitive tasks
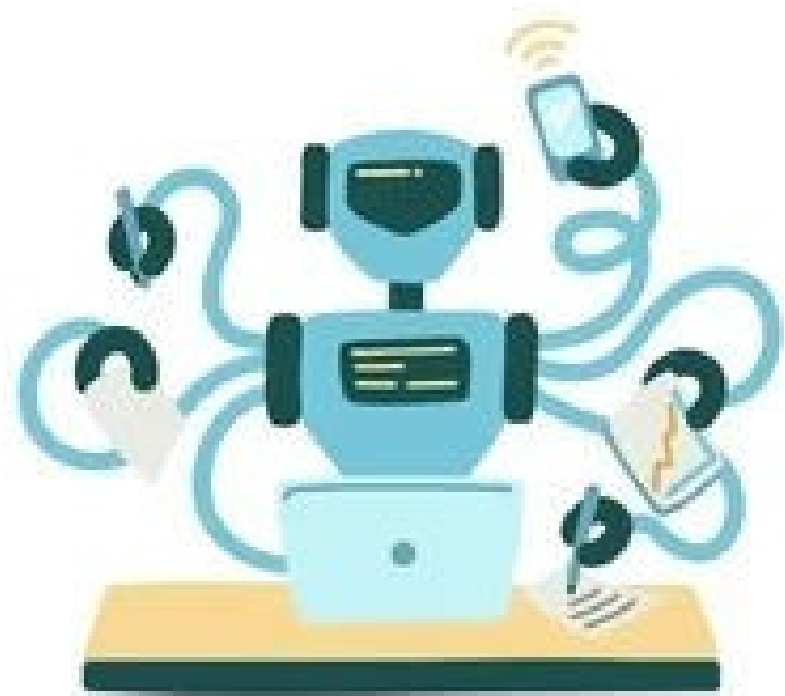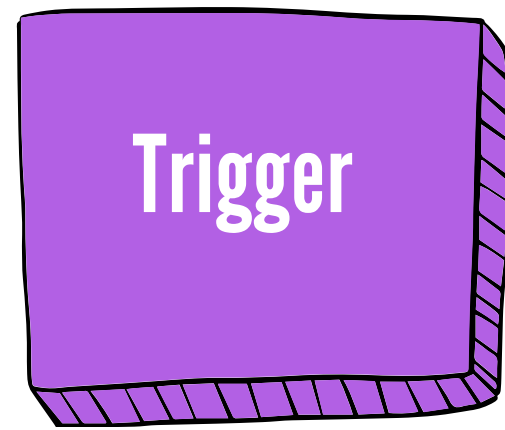

Automated

Manual

Specialized Software Robot (BOT)

Undertake repetitive, rules based, mundane tasks quicker and in an efficient manner. Bots mimic human actions, enabling faster processing times and improved accuracy.

**RPA uses BOTs to interact with Applications just like a person would.**

BOT
PROCESS

Trigger

- Receipt of Email
- Presence of file in a folder
- Schedule
- Object Interface (Click a button or keystroke)
- Specific Window Opening or closing
- Windows Service Change State
- API Call to control room

Acquire Data
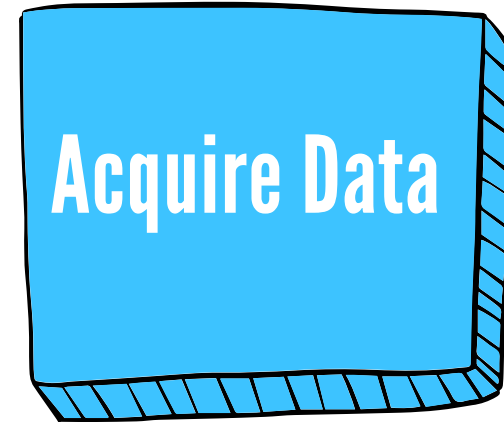
- Extract Data from email
- Retrieve a task from workflow.
- Extract Data from excel sheet.
- Extract data from a web page or thick client
- Read data from database
- Get data from database

Use the Data
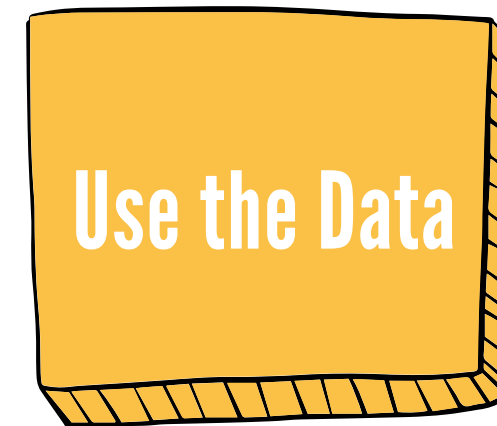
- Open Local websites of applications
- Fill out web form
- Compare data from multiple sources
- Navigate a web page
- Copy Navigate from one application to another.
- Update a system of record.

Delivery

- Send an email with results.
- Update/create a output file on a shared drive
- Update the results in a database
- Update a workflow application.
- Log a record of all actions taken and business rule executed.

What can a BOT do

Standard RPA BOT

- Logging into Application and systems
- Moving Files and Folders
- Extracting, copying and inserting data
- Filling in forms
- Completing Routine analysis and reports

Intelligent BOT

- Interpreting Text
- Engaging in chat and conversations
- Understanding unstructured data

Industry Adoption of BOTs
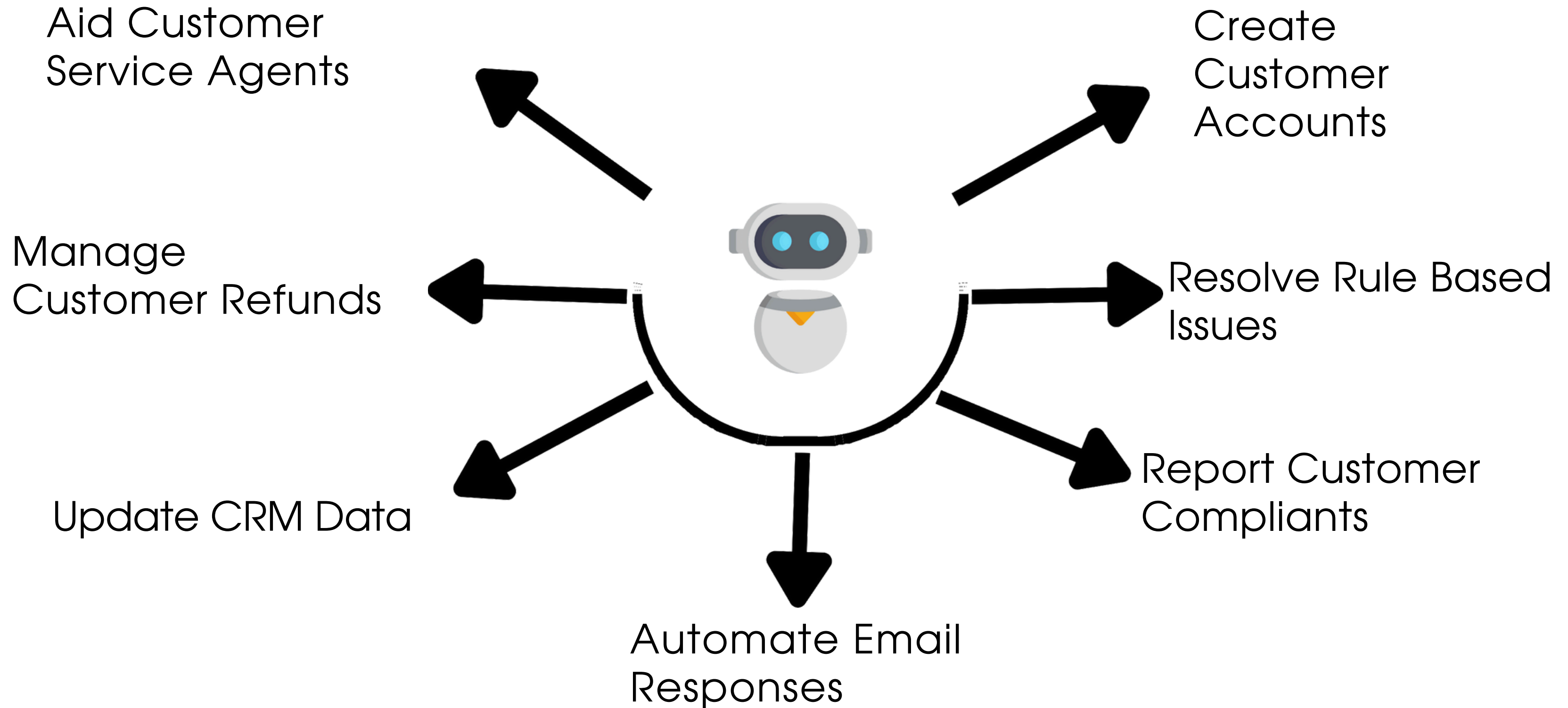
Describe your content

Describe your content

Describe your content

Services

TELECOM

MANUFACTURING

REAL ESTATE

Use Cases by Department

Finance and Accounting	Human Resources	Customer Services	Information Technlogies	Sales and Marketing
Invoice Processing	Employee Onboarding	Customer Management	Database Administration	Customer Journey Optimization
Payment matching and Processing	Employee offoarding	Update CRM	System Administration	Update CRM
Automate Journal Entries	Employee Data Management	Access Management	Backup Management	Proposal Generation
Account Reconciliation	Recruitment Management	User Administration	Patch Management	Social Media Monitoring
3 Way Matching	Compensation Management	Incident and Change Managemen	Daily Checks	Competitive Intelligence and Price Monitoring
Vendor Onboarding	Time Record Validation	Progress Chasing	Provisioning	Enhanced Sales Intelligence
Automate Workflow and Approvals	Earning and Deduction	Update or Close Support Tickets	Network Support	External Website update
Financial Planning and Analysis	Payroll Payments		Test Automation	Automate Rewards and Gifts
Regulatory Reporting	Learning and Development administration		Automate SLA reports	

RPA Use Case in Customer Service

Aid Customer Service Agents

Create Customer Accounts

Manage Customer Refunds

Resolve Rule Based Issues

Update CRM Data

Report Customer Compliants

Automate Email Responses

| Benefits	Narration
Customer Facilitation	BOTs help as a virtual assistant that works 24x7 answering customer queries, upselling products and much more. BOT allows for personalized customer service for every customer acrosss different channels for best engagements. BOTs helps customer narrow down item searches and guide them towards secure checkout.
Process Improvement	BOTs help to standardize process leading to consistent service levels. Unlike Human BOTs do not get tired or fail to follow steps. Once defined BOTs follow the same steps which are also auditable
Increased Production Level with decreased inefficiency	BOTs can be made to work 24x7 tirelessly thus increased production. They can be scaled up or down with minimum cost increase unlike the traditional manpower based way of working where increased production is associated with inreased payroll

AI + RPA: Intelligent Automation

RPA & AI: THE NEW POWER COUPLE

Intelligent Automation
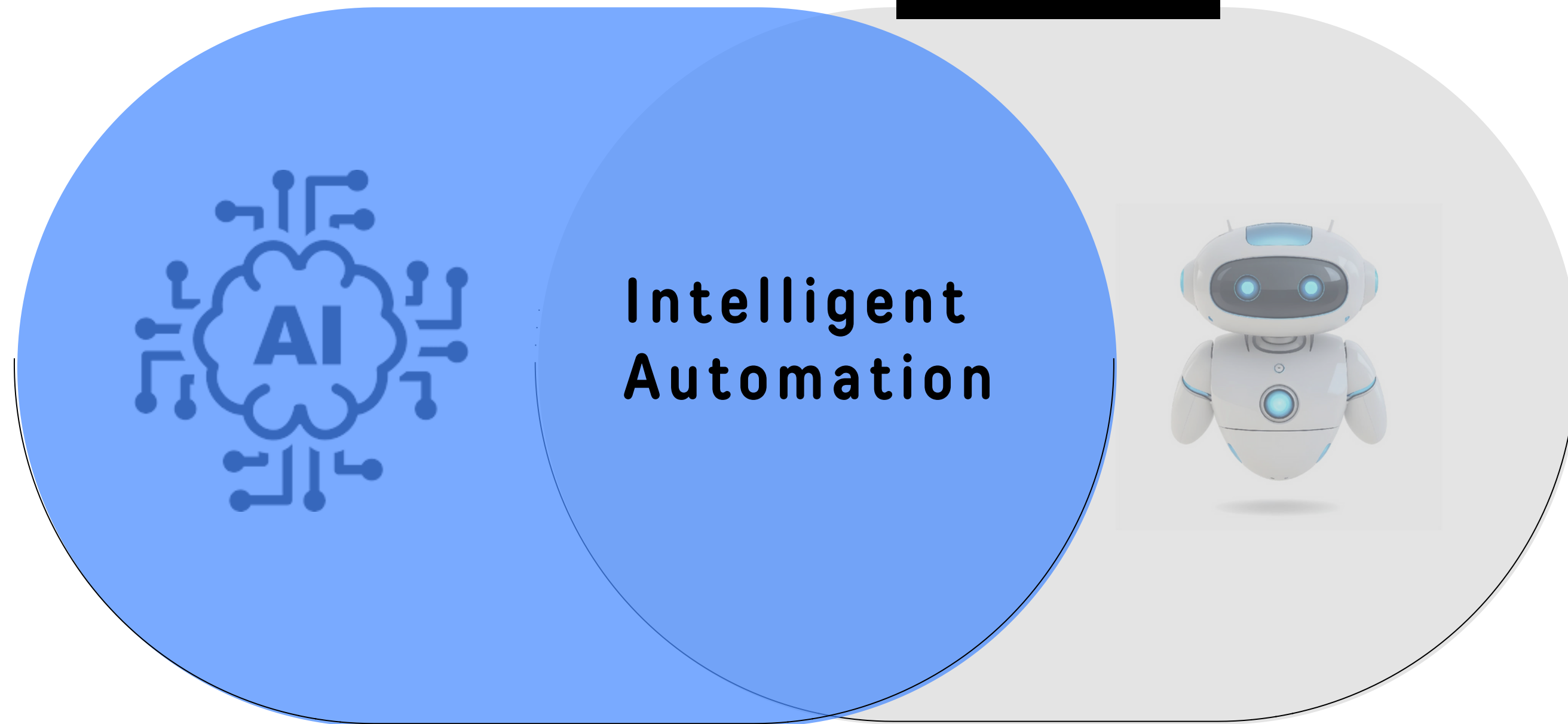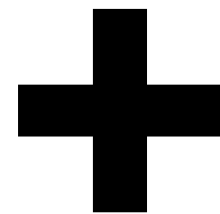
AI+RPA: Intelligent Automation (IA)

What is Intelligent Automation
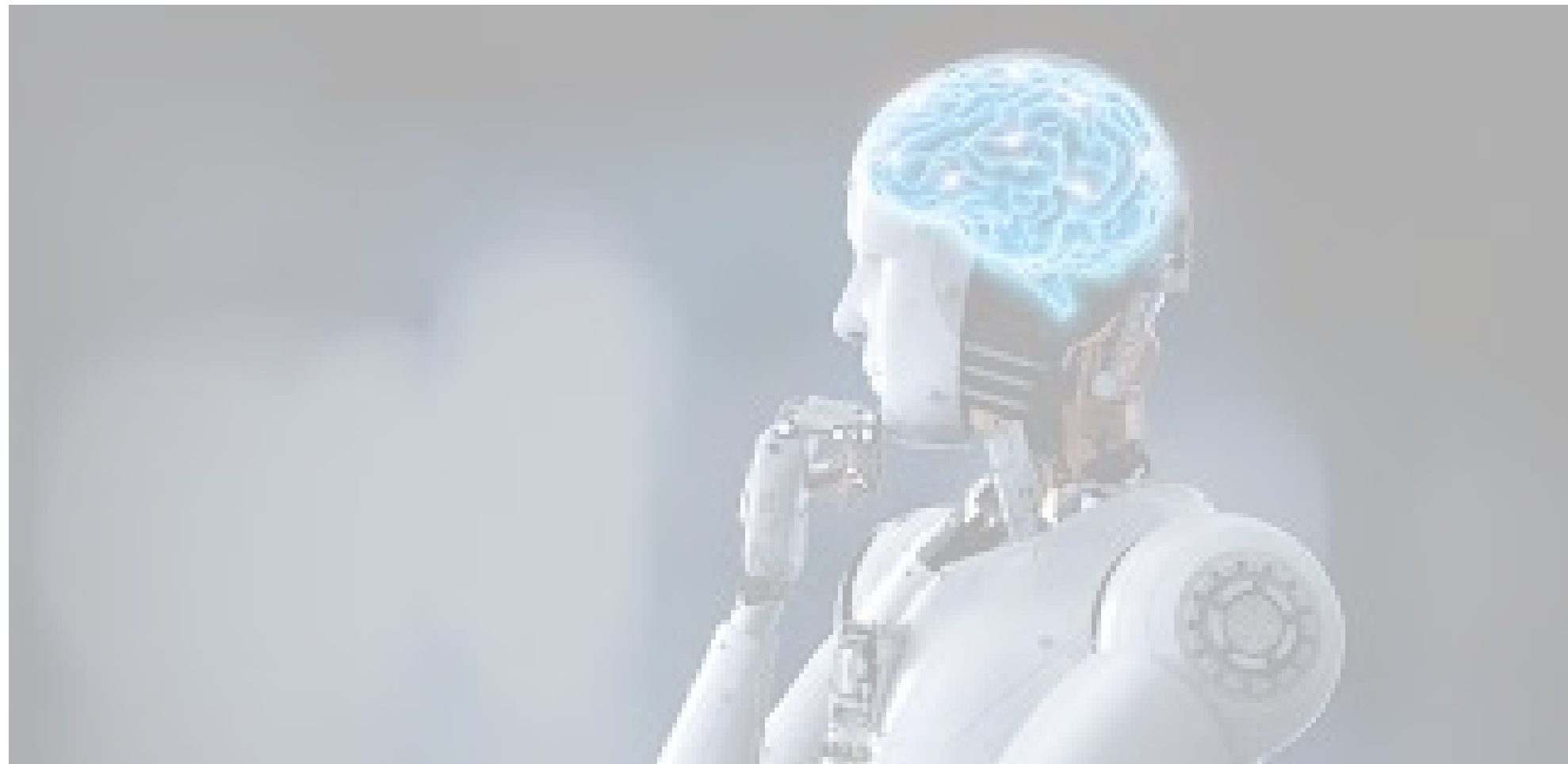
Where as a BOT only automates a task it is progarmmed to do. A AI Driven BOT (Intelligent Automation) can learn how to automate a task through Cognitive Decision Making capabilities
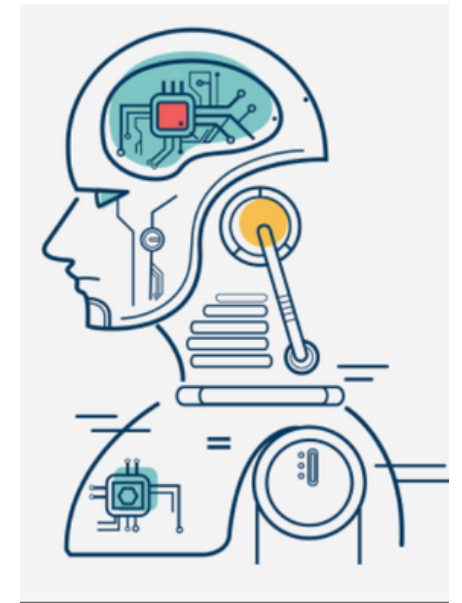
Difference between IA and RPA

RPA BOT

Artificial Intelligence

Intelligent Automation

+

Knowledge & Insight
Visual Perception
Problem Solving
Learning
Collaboration
Planning & Sequencing

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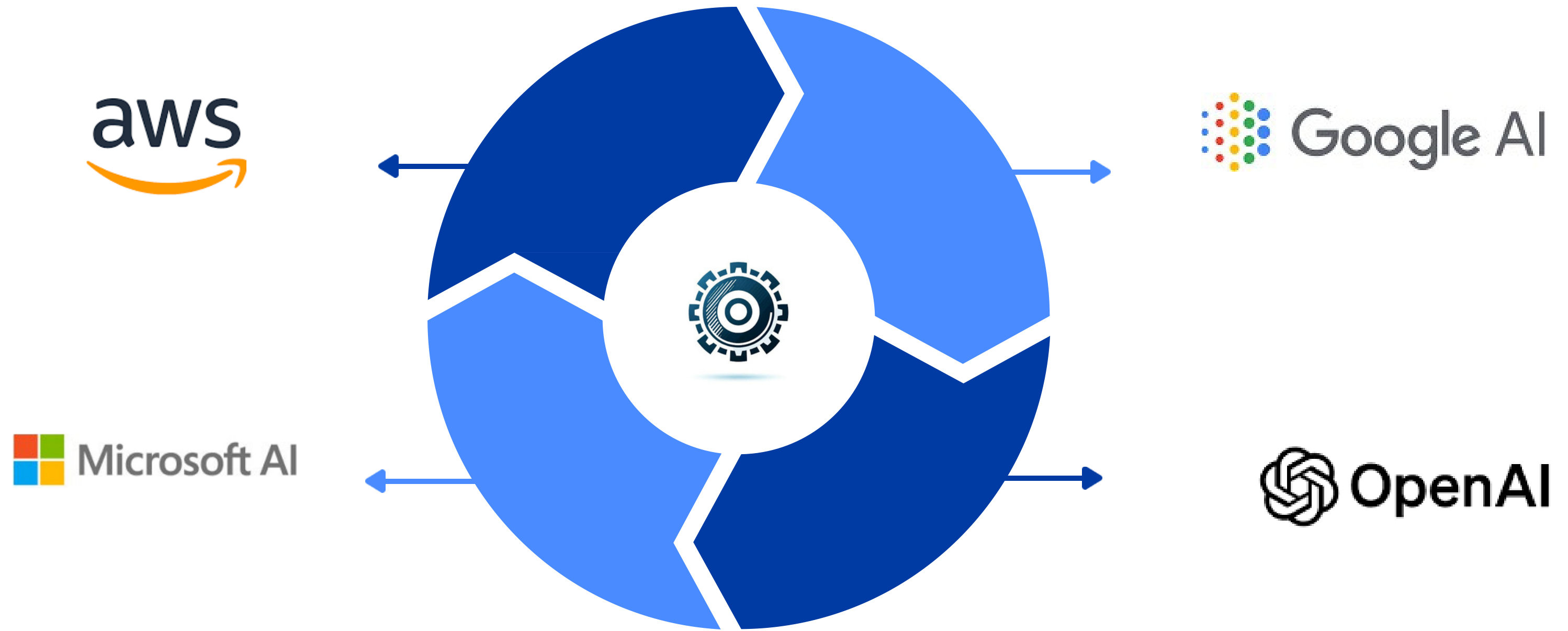
SOP

Standard

Operating

Procedure

Artificial Intelligence Powered RPA BOTs

Revolutionlzing business operations

The handshake between RPA and AI opens new Horizons to the world of automation. AI adds coginitive capabilities to the automation projects.

Track Automation through Industry Leading A.I Models

aws

Google AI

Microsoft AI

OpenAI

Benefits of RPA

Implementing RPA offers numerous benefits, including increased efficiency, reduced operational costs, and enhanced compliance

Organizations can scale their operations without increasing workforce size, allowing employees to focus on more strategic tasks, thus fostering innovation

Despite its advantages, organizations face challenges in RPA implementation, such as **integration** with existing systems, managing change, and ensuring **data security.**

Addressing these challenges is crucial for successful adoption and maximizing the potential of RPA technologies.

Future of RPA

The future of **RPA** lies in its integration with **Artificial Intelligence (AI)** and Machine **Learning (ML).** These technologies will enable bots to handle more complex tasks, learn from data, and improve decision-making processes, further enhancing operational **efficiency**.

Conclusion

In conclusion, **Robotic Process Automation** is set to redefine business operations by maximizing **effiency** and driving **innovation** .As organizations embrace RPA, they will unlock new opportunities for growth and transformation in the digital age.

Thanks!

Do you have any questions?
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