



SVAM
INTERNATIONAL, INC.

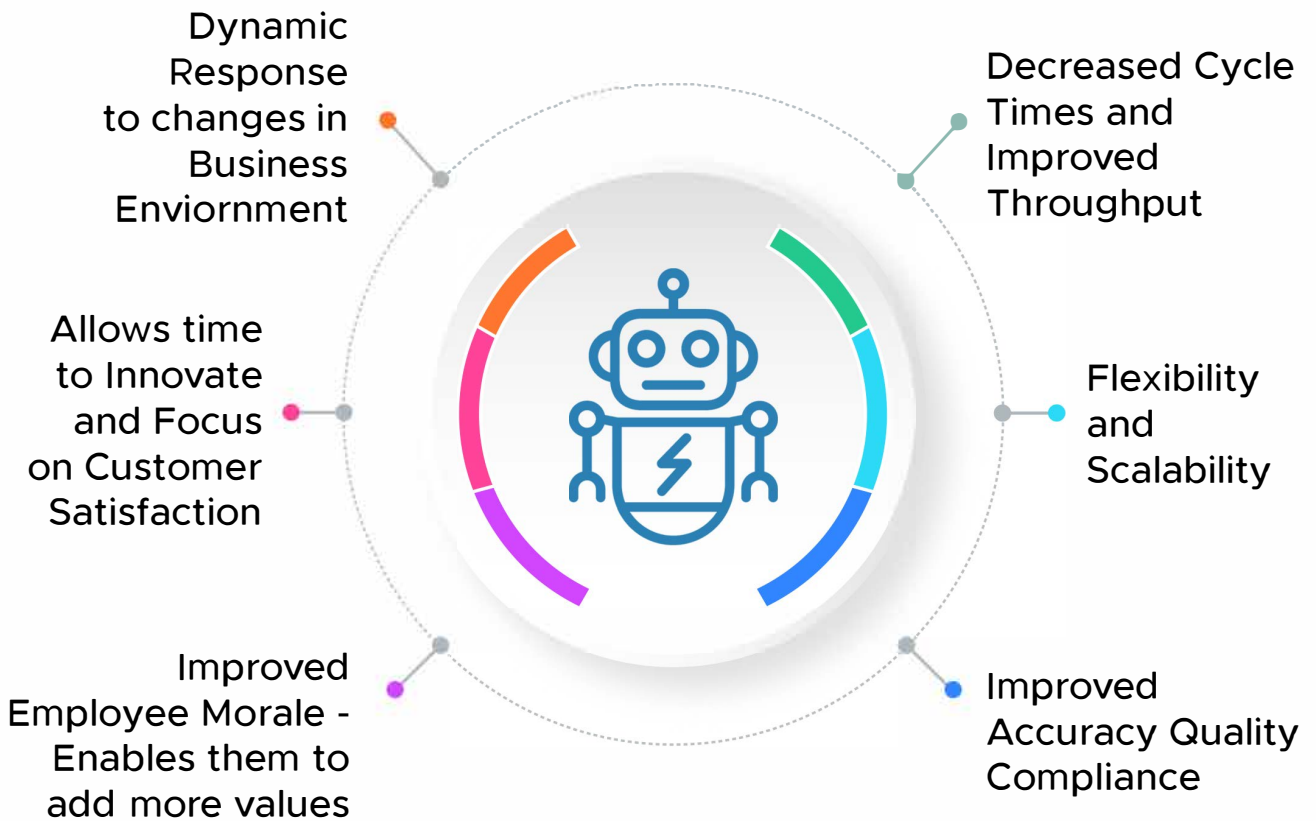


INTRODUCTION

At SVAM, we believe in enabling our customers to become more effective & efficient. Automation is a key driver to meet these goals. Robotic process automation reduces effort, cost & time while it increases quality & compliance that improve standardization & scalability. SVAM has consistently delivered solutions to eliminate or reduce manual processes that consume valuable time and resources. The deployment of automation solutions by SVAM International has resulted in

- ▶ Saved Man-hours
- ▶ Reduction in Errors
- ▶ Productivity Gain
- ▶ Improved Compliance
- ▶ Business Agility toward changes in the environment
- ▶ Improved Public Perception





SVAM has a strong team of RPA architects, developers, business analysts and functional experts who help customers complete end-to-end deployment of robots. Some of the salient benefits derived by the customers, thanks to SVAM's approach to RPA, include:

- ▶ Rapid deployment of bots
- ▶ Minimal disruption of underlying systems and processes
- ▶ Highly modular architecture to ensure extensibility
- ▶ Ease of maintenance to adapt to changes in the environment
- ▶ Scalability
- ▶ Low upfront investment

In summary, automation of manual processes guarantees effective & efficient functioning & limits errors. It ensures time-critical activities are completed so that the processing and reporting can be completed promptly with minimal human intervention. Additionally, SVAM's approach to RPA makes it quick & easy for the customers to achieve these results.



Fast benefit realization



Minimal upfront investment



No disruption to underlying systems



Led by the business, with support from IT



Highly scalable, adapts to changing business environment

Relevant Utilization of RPA

RPA allows for a variety of automations and process improvements to be implemented at substantially lower costs than traditional automation methods. Based on our understanding of the customer's processes, we identify specific utilizations relevant to the customer. As the SVAM team analyzes the processes with the customer during the requirement gathering phase, more such application areas are identified, accordingly, the list below is not exhaustive.

01 Transferring data between disparate systems

Various business processes typically involve multiple applications, and accordingly, data needs to flow, back-and-forth, between these applications to complete the process. Traditional solutions like ETL, Information Exchanges, Scripts are generally used for supporting such processes. RPA provides a much cheaper and easier to implement solution for such processes, especially when the volumes are not very large, and accordingly, expensive traditional solutions do not offer sufficient RoI.



Additionally, RPA is technology-agnostic. The technology used to build an application is immaterial because RPA mimics human actions in the front-end user interface of systems and applications. Accordingly, there is no dependency on the availability of Services, API, or even access to backend databases. This makes it very useful in the case of legacy applications or third-party applications, which may not offer modern architecture with APIs or Services.



02 Rule-Based Decision Making

In typical business processes encountered with most customers, the business rules or standard operating procedures (SOPs) are fairly clear (they may or may not be documented). When a business process is automated, the robot needs to decide what actions to take in different scenarios. This is commonly accomplished based on a set of rules provided. The rules are based on business logic or the SOPs of an organization. Rules can be modified according to the user's needs, and the robot will use the set of rules step by step.

In more complicated processes, human judgement is required to complete a process. In such cases, SVAM develops robots that work with human operators to complete the process. Such implementation typically relieves the human operator of their jobs' dull and monotonous parts. It allows them to focus on the parts which require human intellect and a deep understanding of organizational knowledge which cannot be codified into rules.

As advances are continually being made in Artificial Intelligence, Machine Learning, Natural Language Processing and OCR, accordingly, the decision-making capabilities of robots are continually expanding, allowing for, progressively, more automation with less dependence on human operators. SVAM brings these concepts of continuous improvement and the capability to integrate with new technologies to automate processes



03 Workflow Automation

Further to automating the individual components of a task, workflow automation uses technology to streamline and connect tasks as part of a holistic process. It is the canvas on which automation technologies join together to make the flow of work as efficient as possible – whether it is a task performed by an RPA bot, an instruction given by an operator, or a trigger from an application. The robot decides when to do what and manages the entire workflow, which may have any number of processes. This involves dealing in multiple robots working in conjunction leading to the entire workflow.

04 Structured Information

When handling a complicated workflow, or a simple process, a robot may be required to exchange information with personnel; by creating a structured format for the robot to interact with human operators, the reliability of automation can be significantly increased without reliance on NLP, AI or OCR.

Common methods such as forms, applications, and service requests exist to collect information. These are already structured, and common aids create a structured exchange of information between robots and human operators. It is key to note that this structured interaction need not happen through software applications created specifically for the purpose, but rather happens through emails, text messages, messaging clients (MS Teams) or user interface to communicate with a robot directly.

Implementation of email or messaging based on structured information increases adoption radically, eliminates costs of developing custom applications and allows for end-to-end automation.



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