



ForeSight

- Flexibility and Resilience in Digital Transformation and Intelligent Automation –
Advanced Skills and Tools for Academia and Entrepreneurs



FOReSiGHT



MAKE IT SOFTWARE

25.2 M

Revenue in 2022 (EUR)

54.9 %

Average annual
revenue growth rate
2019–2022

81/100

Net Promoter Score
in Q4 2021

340+

Employees &
Contractors

20.1%

Average annual FTE
growth rate 2019–2021

“Our mission is to shape and employ technology so it inspires and empowers people and organizations to achieve their utmost potential.”

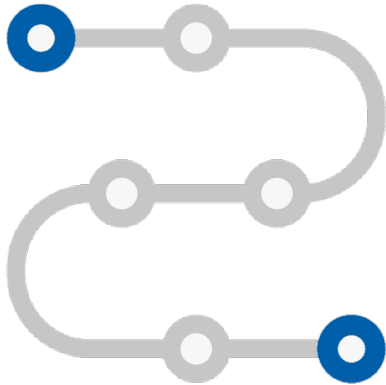
750 +

Successful digital
transformation
projects

41 +

Zitec clients for
5 years or more

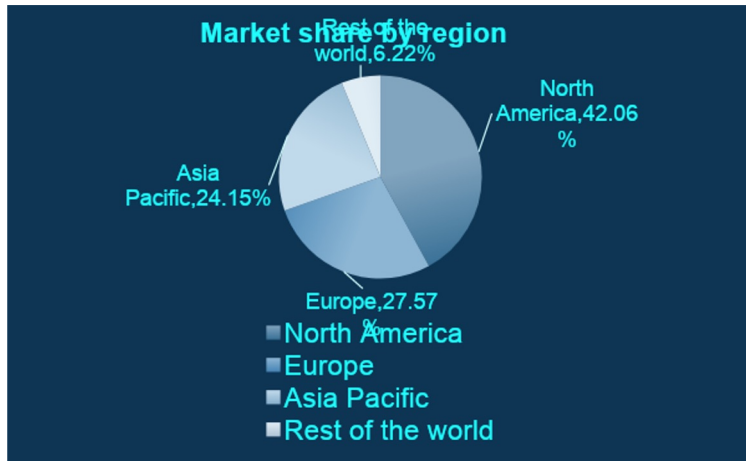
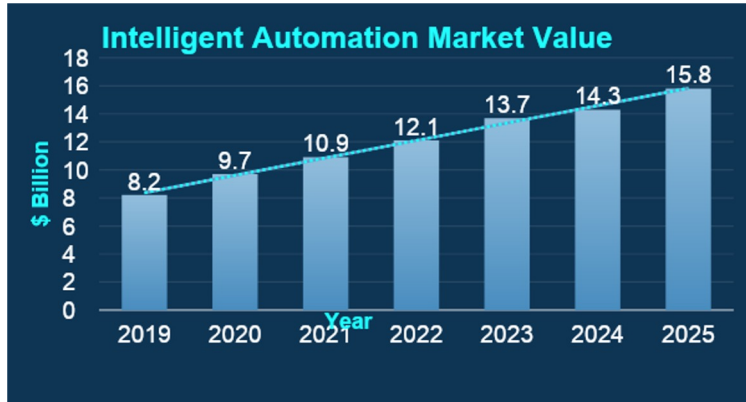
Our Services



- Product Development
- E-commerce
- Digital Marketing
- UX/UI Design
- Cloud Computing
- Continuous Improvement Services
- Security and Data Protection



IA MARKET SIZE AND FORECAST



The global intelligent automation market was valued at US\$8.2 billion in 2019 and is **projected to reach US\$15.8 billion by 2025, at a CAGR of 11.2%**, during the forecast period.






North America region is expected to dominate the global IA market owing to the presence of technologically advanced players in the region and the recent innovations.

Europe region is expected to witness a steady growth as IA is gaining momentum across various industries, including healthcare, BFSI, manufacturing, and retail, among others.

Asia Pacific region is expected to grow at faster pace owing to rapid technological developments, increasing awareness about benefits of the cloud.

Developing nations will remain as business hotspots due to the promising digitization initiatives by government

KEY TECHNOLOGY TRENDS OF IA MARKET

Key Technology	Trends	Growth Driver
Robotic Process Automation 	<p>Adoption of RPA has increased in small and medium organizations that need to monitor their operational cost and human resource more precisely in order to save on unwanted expenses.</p> <p>Additionally, large enterprises are also adopting RPA to enhance their business practices.</p>	<p>Need to automate structured, repetitive processes to focus on core business</p> <p>Businesses emphasize on operational efficiency</p> <p>Changing workforce dynamics</p> <p>High adoption of RPA solutions in the BFSI and healthcare sectors</p>
Artificial Intelligence (AI) 	<p>Artificial Intelligence (AI) has been the fastest growing technology in recent past.</p> <p>Additionally, the COVID19 breakout has accelerated the growth rate at much faster pace.</p>	<p>COVID-19 health emergency across the globe</p> <p>Growing investments in AI technologies</p> <p>Growing e-commerce, streaming content, and increase in internet penetration</p> <p>Need of data analysis at granular level</p>
Machine Learning 	<p>Organizations worldwide are significantly adopting Machine learning enabled solutions to enhance customer experience and ROI.</p>	<p>Technological advancement and proliferation in data generation</p> <p>Growing adoption of cloud-based services</p> <p>Massive investments in artificial intelligence (AI)</p>
Natural Language Processing 	<p>Owing to the rising interest in human-to-machine communications and increasing competition across end users market, organizations are using NLP and ML tools via an AI platform.</p>	<p>Rapid developments in infrastructure and the high adoption of digital technologies</p> <p>Rise in the usage of smart devices</p> <p>Increasing demand for enhanced customer experience</p>
Cognitive Analytics 	<p>The cognitive analytics market is increasing at a significant pace across the globe, this is primarily due to the constant advancements of predictive analytics and the never-ending need for workplace performance enhancements.</p>	<p>Rise in the adoption of the cognitive computing technology</p> <p>Increase in big data analytics, developments of machine to machine technologies</p> <p>Increasing adoption of the internet of things (IoT)</p>

KEY INDUSTRIES DRIVING THE IA MARKET

BFSI

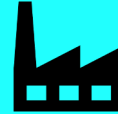


Adoption of **Neo-banking Models** or digital e-business model in payments, retail banking, insurance and wealth management

Rise of TechFin - Apple Card, Facebook Pay, Amazon Lending and Uber Money broke into the financial services field

Customer Intelligence will push the players to invest in big data and advanced analytics

Manufacturing



Utilization of AI and robots to boost mass production eradicating human error

Shift towards smart manufacturing i.e. integrating IOT platform to monitor the manufacturing process

Predictive maintenance of machineries through sensors with predictive analytics capabilities

Use of big data analytics to manage unstructured data

Rising adoption of **precision medicine**

Growing need of **AI solution for remote patient care** and virtual medical assistance

Demand for quick diagnosis and faster treatment

Healthcare



Growing **m-commerce in e-tail** industry

Rise of **Omnichannel retail**

Focus on **automation of in-store operations** and reduce operational expenses

Chatbots to assist with customer service

AI-enabled logistics management to predict buying patterns of customers

Retail



Automotive



Soaring **demand for smart vehicles** and the responding AI and LiDAR investment from Auto-manufacturers

Artificial Intelligence for **Driverless or Autonomous Cars**

Focus on **accelerating Automotive Production**

Utility



Rapid **evolution of energy storage technologies** to optimize cost

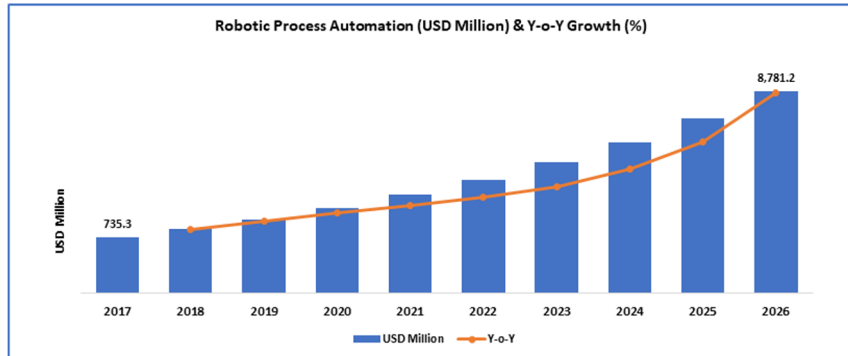
Shift towards **more data driven business model** from current business model

Increasing adoption of AI and smart automation to deliver customized energy management solutions

What is RPA (Robotic Process Automation)?



Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required a human to perform.



Automation is the next disruption of work

“Coming over the horizon is a new wave of opportunity related to the use of robotics, machine learning, and AI. Companies that deploy automation technologies can realize substantial performance gains and take the lead in their industries, even as their efforts contribute to economy-level increases in productivity.”

McKinsey Global Institute

2017

What can automation do for you?

Robotic Process Automation



Emulates a person by executing manual, repetitive tasks



Makes decisions based on set rules

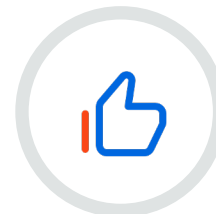


Seamlessly integrates with existing applications

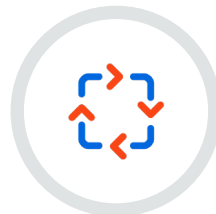
Customer Outcomes



Accelerate Benefits From Digital Transformation



Improve Customer Experience



Reduce Compliance Cost & Risk



Increase Employee Satisfaction & Engagement

What can software robots do?

Here are some of the tasks that can be easily handed over to Robots



Log in to any application



Connect to system APIs



Move files and folders



Extract content from documents, PDFs, emails and forms



Read and write to databases



Open emails and attachments



Scrape data from the web



Make calculations

How can RPA help me?

- **Rapid** ROI
- **Enhanced** Process
- **Better** Customer Experience
- **Eliminate** Repeat Work
- **Improved** Service Delivery
- **Enhanced** Ability To Manage
- **Cost Reduction**
- **Insights** And **Analytics**
- **Non-Invasive** Technology
- **Increased** Compliance
- **Scalability** And **Flexibility**

Anything that can be automated, will be



Finance

- Process-to-pay
- Order-to-cash
- Record-to-report



Supply Chain

- Inventory management
- Demand & supply
- Planning
- Invoice & contract management



IT

- Server & app monitoring
- Routine maintenance & monitoring



HR

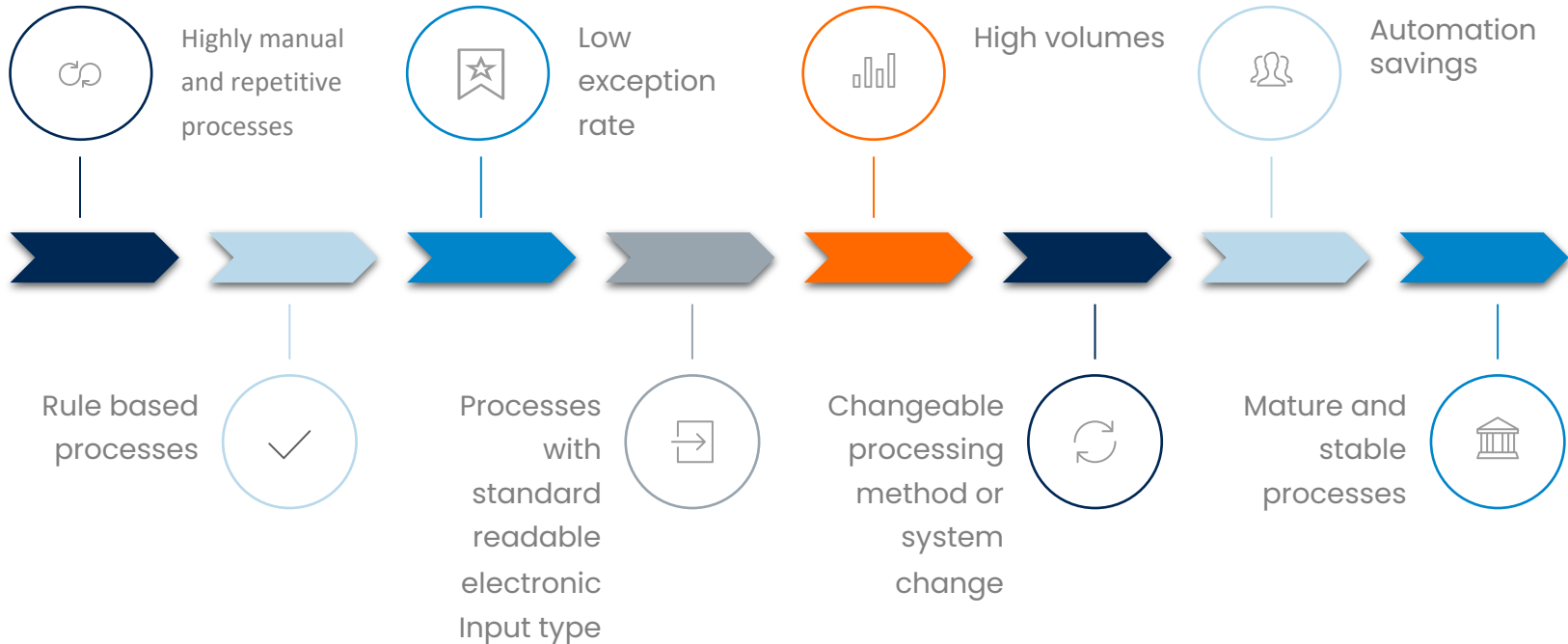
- Payroll
- Onboarding & offboarding
- Benefits administration



Customer Services

- Address change
- Password reset
- Payments
- Scheduling appointments
- Order modifications

What processes should I automate? A guide to choose the processes best fit for automation



Your robots are on it!



Recruiting

Robots provide unbiased scoring of candidates, automate new hire paperwork and onboarding activities

Compensation & Benefits

Robots automate payroll changes, updates to benefits and provide decision support in developing compensation models.

Employee Relations

Chatbots augment HR Helpdesk, answer frequent questions and perform common activities (across all HR, Payroll, Benefit systems).

Safety & Compliance

Robots detect compliance and safety risks, automate common regulatory tasks (I-9 submissions, compliance training validation).

Learning & Development

Robots automate delivery of learning materials, assist managers in building performance plans, verify completion of required training.

Process: Purchase requisition and automation

 CUSTOMER: Global automotive supplier, Germany

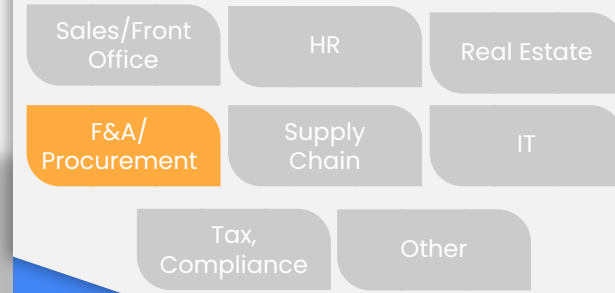
 IMPLEMENTATION TIME: within 5 weeks

THE CHALLENGE

The company ran a back office business process with 30 PRs per week and an AHT of 3 hours. There were two departments involved that used SAP, e-mail, Excel and a web portal on desktop. The information was structured by business users. The rules and decisions were predetermined, and included interactive support at agreed process steps from users. The process had 10% of exceptions, involved the use of paper and of other web technologies.

THE SOLUTION

Paper was replaced by a simple and user friendly web portal that fed purchase requisitions into the UiPath Robot, which, in turn, entered the information in SAP. The robot checked for approvals via e-mail and then created the POs automatically.



THE BENEFITS

- Degree of robotization: 100% of effort automated
- ROI: ~8 months
- Higher standardization of process
- Quality improvement to 0% error rate
- Much faster processing time – reduction of 78%
- User friendly and better user acceptance
- Manual effort reduction to 5%

Process: Daily project management reporting



CUSTOMER: Construction company, Germany



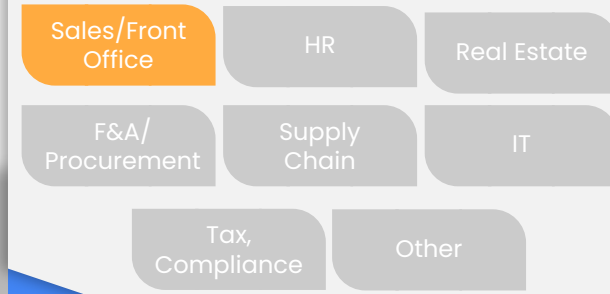
IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The construction company needed to automate a back office process with a volume of 500 e-mails per day and an AHT of 720 seconds per facility manager. There were three departments involved that used two different applications on desktop. The information was fully structured, while the rules and decisions were predetermined. The process had 10% of exceptions and required some re-engineering on the workflow.

THE SOLUTION

The UiPath robot extracted data from various SAP tables, personalized the data for every facility manager and sent the personalized lists via email. The lists include current and future tasks, as well as open items from the past.



THE BENEFITS

- Degree of robotization: 100% of effort automated
- ROI: 6 months
- Massive improvement of customer relationships
- Error rate reduced to 0%
- Manual effort reduction to 5%
- Faster processing time – reduction of 80%
- Improved efficiency of object managers

Process: Search, prepare and delete old admission tickets



CUSTOMER: Construction company, Germany



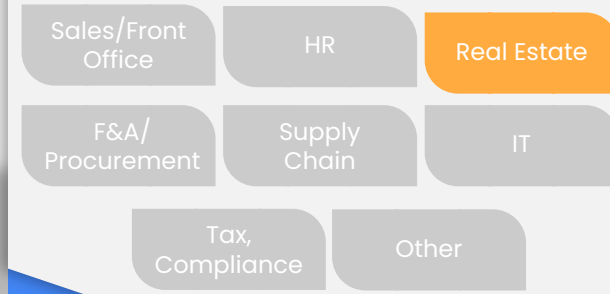
IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The customer needed to automate a back office process with a volume of 500 tickets per day, an AHT of 15 minutes per business admission ticket/employee and 4 FTEs. There were two departments involved that used two different applications on desktop. The information was fully structured, while the rules and decisions were pre-determined. The process included 10% of exceptions.

THE SOLUTION

The UiPath robot searched and took out access card numbers for building admission from an Excel file and added the information in two of the customer's portals. It saved and converted the data, entered the web portal and administered the respective actions (e.g., deleting, enlarging time period, adding new zones, etc.).



THE BENEFITS

- Degree of robotization: 100% of effort automated
- ROI: 4 months
- Massive improvement of customer relationships
- Error rate reduced to 0%
- Manual effort reduction to 10%
- Faster processing time – reduction of 60%
- Improved efficiency of object managers

Process: SAP data extraction and reporting



CUSTOMER: Construction company, Germany



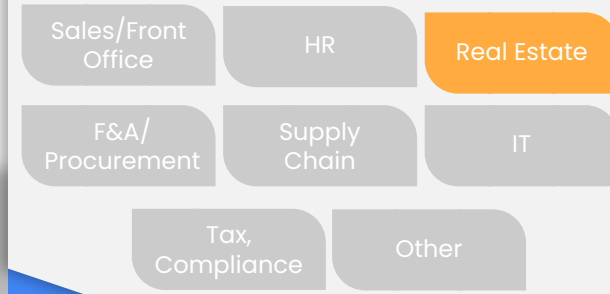
IMPLEMENTATION TIME: within 3 weeks

THE CHALLENGE

The company needed to automate a SAP on Remote Desktop process with a volume of 1.05 GB data per day, a run time of 1.40 hours and an AHT of 14 minutes per report. There was one department involved that used 3 different applications (SAP, Excel and Access) on desktop. The information was fully structured, with pre-determined rules and decisions.

THE SOLUTION

The UiPath robot prepared reports for various given tables in SAP, each having a personalized layout and personalized condition types.



THE BENEFITS

- Degree of robotization: 100% of effort automated
- ROI: 150%
- Error rate reduced to 0%
- Manual effort reduction to 0%
- Faster processing time – reduction of 70%
- Customer has time to concentrate on other processes that involves more critical thinking

Process: Automating Invoices process for special customers



CUSTOMER: HR service provider, Germany



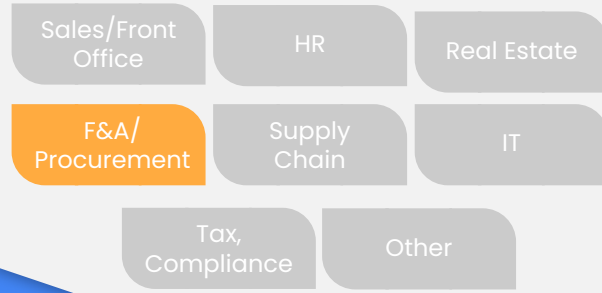
IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The company ran a back office process with a volume of 100 events per month and an AHT of 5 minutes per voucher. There were 4 departments involved that used 2 applications (internal portal and SAP) on both web and desktop. The information was structured, with pre-determined rules and conditions. The process had 15% of exceptions.

THE SOLUTION

The UiPath Robot was in charge with the creation of a very high volume invoices with data extracted from SAP, for a specific customer of the HR provider. Then, the robot uploaded the created invoice to a procurement portal and entered the data into value fields.



THE BENEFITS

- Degree of robotization: 70% of effort automated
- ROI: 3 months
- Error rate reduced to 0%
- Manual effort reduction to 10%
- Faster processing time – reduction of 75%
- Cost savings of 60%

Process: Booking voucher posting



CUSTOMER: HR service provider, Germany



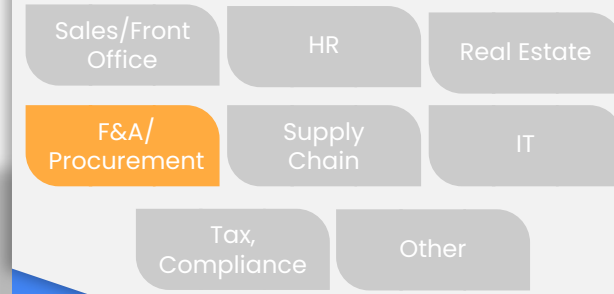
IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The customer needed to automate a back office process with a volume of 2000 events per month, an AHT of 400 seconds per voucher and 3 FTEs. There were four departments involved that used two different applications on both web and desktop. The information was structured, with pre-determined rules and conditions. The process had 15% of exceptions.

THE SOLUTION

The UiPath robot handled the interface between SAP system and web. It exported various documents from SAP (e.g. booking documents, timesheet documents), and uploaded and performed processing in the web portal.



THE BENEFITS

- Degree of robotization: 70% of effort automated
- ROI: 5 months
- Error rate reduced to 0%
- Manual effort reduction to 15%
- Faster processing time – reduction of 85%
- Cost savings of 60%

Process: Create working sick certificates in SAP



CUSTOMER: HR service provider, Germany



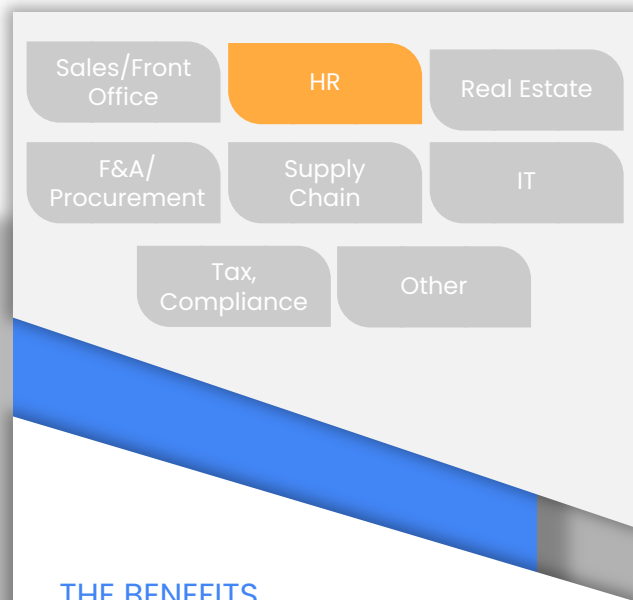
IMPLEMENTATION TIME: within 3 weeks

THE CHALLENGE

The customer needed to automate a back office process with a volume of 2500 certificates per month, and an AHT of 4 minutes per certificate. There was one department involved that used two applications on desktop and SAP. The information was structured, with pre-determined rules and conditions. The process had 10% of exceptions and also involved the use of paper.

THE SOLUTION

The UiPath Robot extracted data from a transaction in SAP, inserted the information in the HR provider's customers' SAP systems and printed it.



THE BENEFITS

- Degree of robotization: 90% of effort automated
- ROI: 6 months
- Massive improvement of customer relationships
- Error rate reduced to 0%
- Manual effort reduction to 5%
- Faster processing time – reduction of 80%
- Improved efficiency of employee

Process: Create reports in SAP web portal



CUSTOMER: HR service provider, Germany



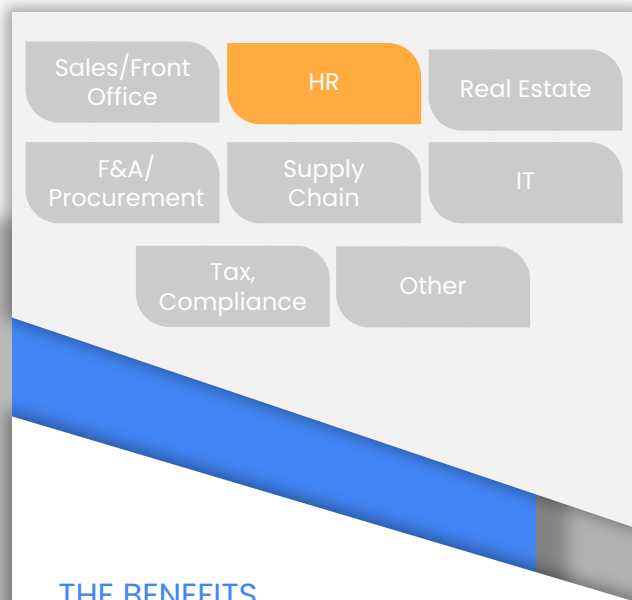
IMPLEMENTATION TIME: within 4 weeks

THE CHALLENGE

The customer needed to automate a back office process with a volume of 50 reports per month and an AHT of 30 minutes per report. There was one department involved that used two applications on desktop, SAP and a web portal. The information was structured, and the rules and decisions were pre-determined. The process had 10% of exceptions and also involved the use of paper.

THE SOLUTION

The UiPath Robot handled a process that extracted data from a SAP web portal, prepared the data in Excel and printed it.



THE BENEFITS

- Degree of robotization: 100% of effort automated
- ROI: 7 months
- Massive improvement of customer relationships
- Error rate reduced to 0%
- Manual effort reduction to 20%
- Faster processing time – reduction of 75%
- Improved efficiency of employee

Process: Maintenance prediction for locomotives



CUSTOMER: Logistics company, Germany



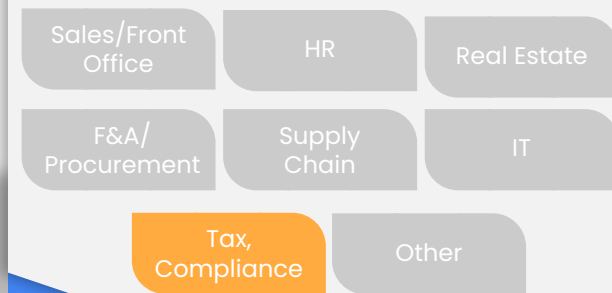
IMPLEMENTATION TIME: within 3 weeks

THE CHALLENGE

The customer needed to automate a back office process with a volume of 1 process per day and an AHT of 30 minutes per data record. There were two departments involved that used 5 applications on desktop, web and SAP. The information was structured, with pre-determined rules and conditions. The process had 10% of exceptions.

THE SOLUTION

The UiPath robot checked various tools and files from SAP to gather maintenance data for the cargo locomotives and consolidated it in Excel files. This helped the customer to predict maintenance hours.



THE BENEFITS

- Degree of robotization: 100% of effort automated
- ROI: 3 months
- Error rate reduced to 0%
- Manual effort reduction to 10%
- Faster processing time – reduction of 50%
- Higher accuracy in maintenance prediction



SPACE WALK

OPEN

Let's start this journey together!