atc.

Let's Accelerate Digital Transformation

December 2019

Nick Reddin, Vice President

Ui Path™

About Nick Reddin

Vice President, ATC

- Has over 25 years of experience in the employment and technology services industry

- Works with Fortune 500 companies in achieving their workflow and technology goals

- Specializes in technology innovation, sales, change management and driving operational efficiencies

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Agenda

Are You Keeping Up With Digital Transformation?
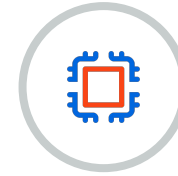
You Face Pressure From Many Sources

Technology and process optimization

New technologies

Growth
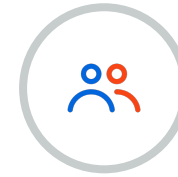
Outsourcing

Market saturation

Customer expectations

Compliance and regulation

Cost pressure

Yet Your Core Priorities Stay the Same

Increase revenue & lower costs

Improve customer satisfaction

Increase employee engagement

Reduce compliance risk

Previous Eras of Technological Disruption

Where would
data centers
be without

Mainframe

Where would the
business world
be without

PC

Where would
software
be without

GUI

Where would
Amazon
be without

Internet

Where would
Uber
be without

Mobile

Where would
Salesforce
be without

Cloud
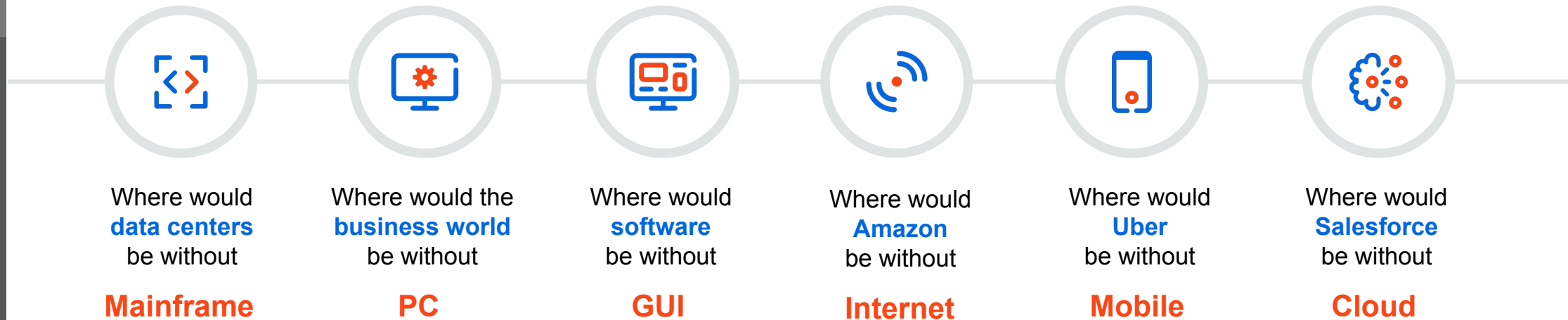
Automation is the Next Disruption of Work

"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

Automate All Possible Business Processes, End-to-End

Hyperautomation: trend #1 on Gartner's list of Top 10 Strategic Technology Trends for 2020

"The combination of multiple machine learning, packaged software and automation tools to deliver work. (...) Hyperautomation refers not only to the breadth of the palette of tools, but also to all the steps of automation itself: discover, analyze, design, automate, measure, monitor, reassess."

- Gartner, Top 10 Strategic Technology Trends for 2020

AI skills (NLP, AI Computer Vision, Intelligent Optical Recognition)

Machine Learning

Process Mining

RPA

Long-running workflows

Native Integrations

Advanced analytics
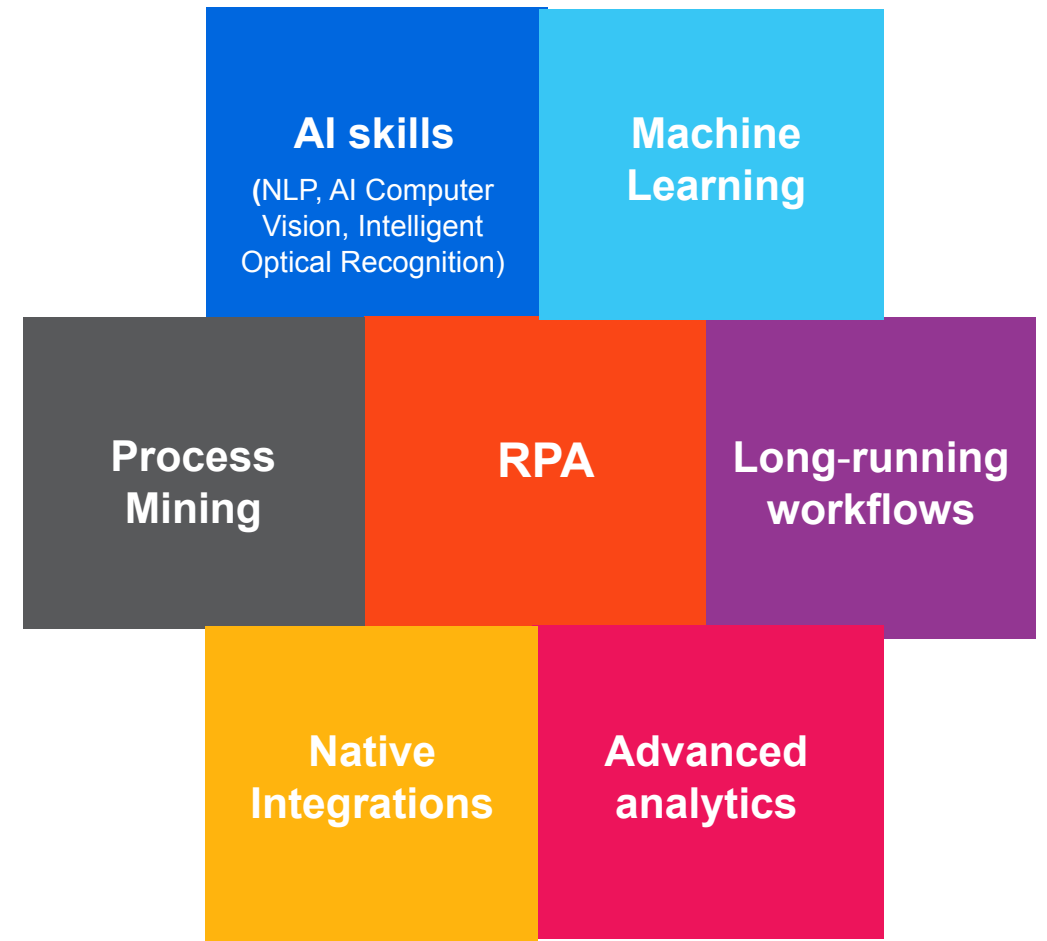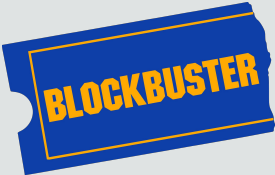
How Will **Automation** Impact Your Business?

93% of organizations say that automation kickstarts digital transformation*

'Automation First' Companies Will Win Their Markets

	Internet First	Mobile First	Cloud First	Automation First
Thriving	amazon	Uber	NETFLIX	Automation adopter
Struggling	BORDERS	TAXI	BLOCKBUSTER	Automation avoider

What Can Software Robots Do?

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

Log in to any application
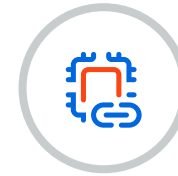
Connect to system APIs

Move files and folders

Extract content from documents, PDFs, emails and forms
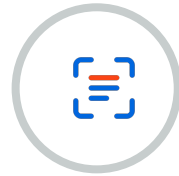
Read and write to databases

Open emails and attachments

Scrape data from the web

Make calculations

Look at That Robot Go!

You are about to see a robot performing the following activities:

Anything That Can Be Automated, Will Be

Finance
- Process-to-pay
- Order-to-cash
- Record-to-report
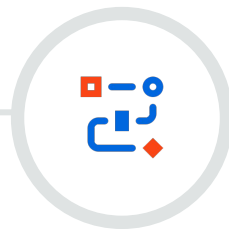
Supply Chain
- Inventory management
- Demand & supply
- Planning
- Invoice & contract
- management
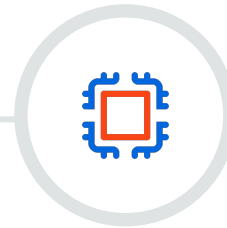
IT
- Server & app monitoring
- Routine maintenance & monitoring
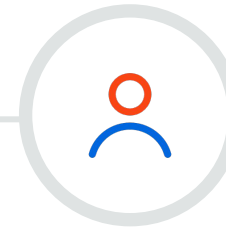
HR
- Payroll
- Onboarding & offboarding
- Benefits administration
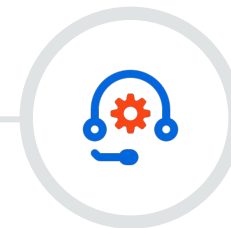
Customer Services
- Address change
- Password reset
- Payments
- Scheduling appointments
- Order modifications

Customers
Love RPA

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Automation Now a C-Level Priority

91% of surveyed organizations are using automation technologies

73% are 'very' or 'entirely' satisfied with the returns from automation to date

For **84%** of companies, automation is a C-level executive's responsibility

"We've gone from people not even having heard of RPA to it being one of the most talked-about things in our planning meetings."

State Auto Insurance

You're in Good Company…

Increase Employee Satisfaction & Engagement

Take the Robot Out of the Human

Rapid Time-To-Value
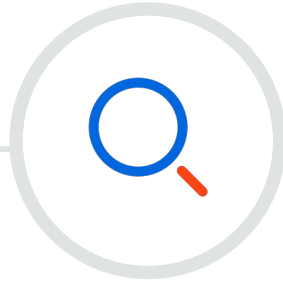
Minimizes Disruption and Errors
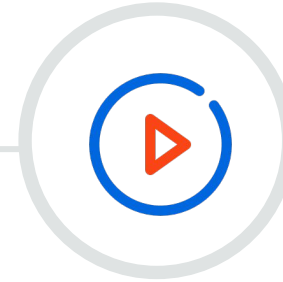
Fast Enterprise-Wide Adoption

Access to Training and Product Support

> We've got three boards now hanging around the office covered in praise from our customers.
> They're happy, and the people on the floor — our employees — they're happy as well. It's a win-win."

Karl Nolan
CEO
Generali Link

GENERALI

The UiPath Enterprise RPA Platform

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Loved by Users, Valued by Business, Trusted by IT

Design

UiPath Studio

Manage

UiPath Orchestrator

Run
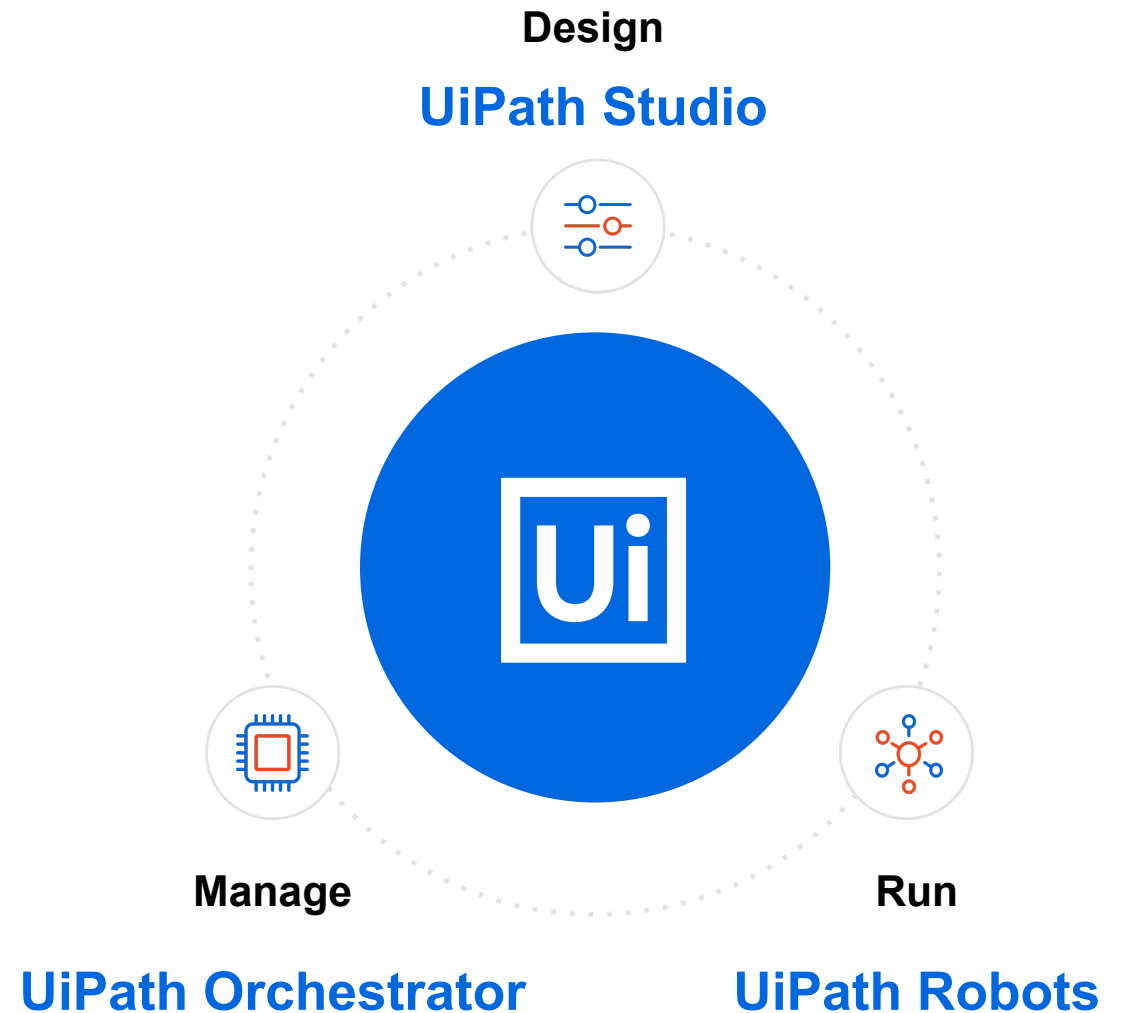
UiPath Robots

UiPath Studio

Powerful, user-friendly IDE, to visually design your automation
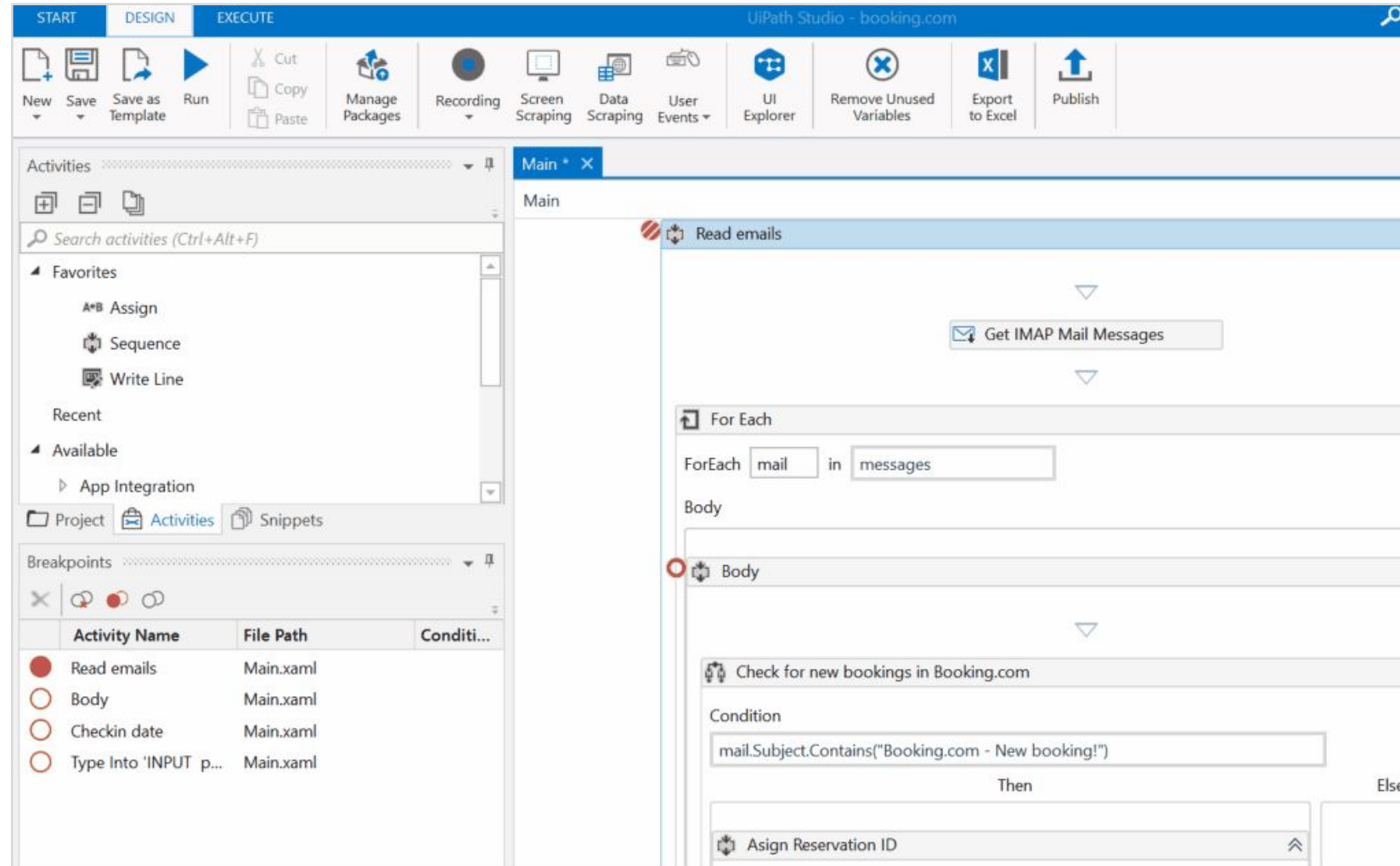
UiPath Robots

Run your automations from a desktop, data center, or the cloud

No Robots	Attended, In Tandem	Hybrid	Fully Unattended
100% human	Human on computer with Robot process in background	Attended process uses human's computer to kick off unattended background process	100% automation
Examples: Brainstorm with your team	**Examples:** HR Robot works with onboarding team to provision a new employee	**Examples:** Service Rep turns on Robot to delete customer data from multiple databases as part of a GDPR "right to forget" request	**Examples:** Robot processes invoices Robot loads data into a system like SAP

Attended Robot   Unattended Robot

Ways Humans and Robots can Work Together

No Robots	Attended, On Demand	Attended, In Tandem	Hybrid	Partially Unattended	Fully Unattended
	Human involves Robot at defined intervals	Human on computer with Robot process in background	Attended process uses human's computer to kick off unattended background process	Human sets the stage for the unattended process to work	100% automation

Examples:

All work is manual	Call center robot pulls info into agent system; saves retyping so agent focuses on customer	HR Robot works with onboarding team to provision a new employee	Service Rep turns on Robot to delete customer data from multiple databases as part of a GDPR "right to forget" request	Robot polls a network drive for files to process	Robot processes invoices Robot loads data into a system like SAP

Human   Attended Robot   Unattended Robot

UiPath Orchestrator

Securely control, manage, and monitor your global digital workforce with multiple deployment options available
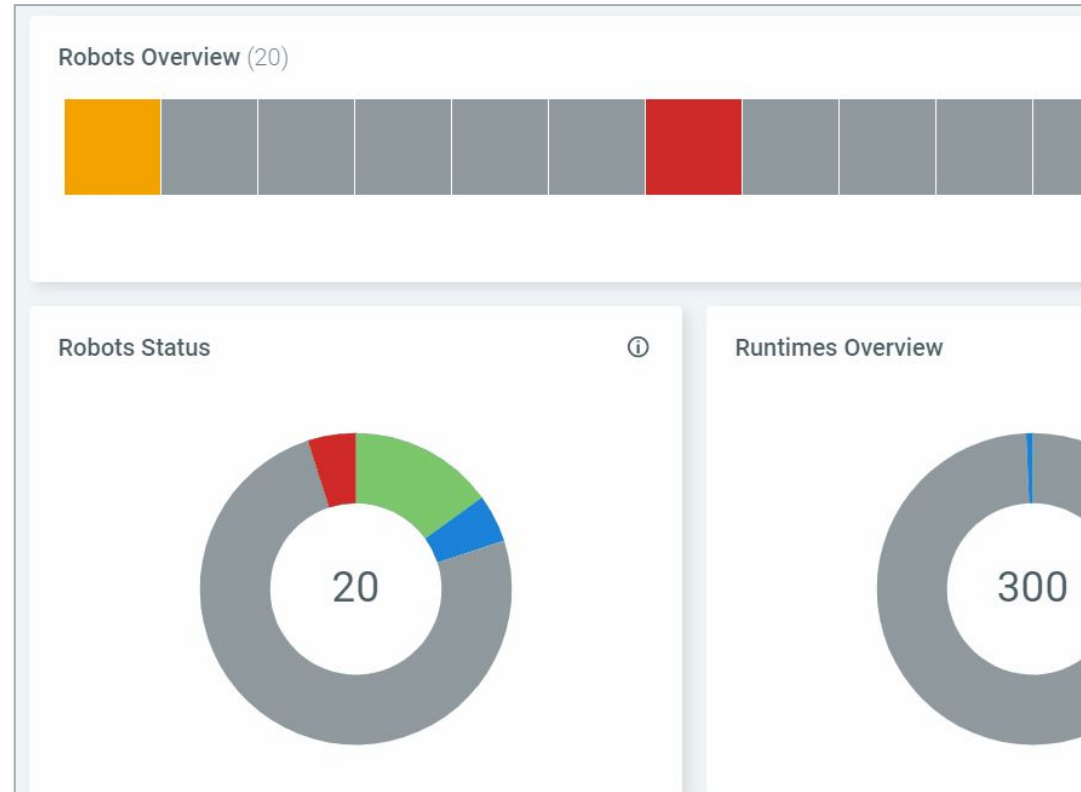
On-Premises

Private Cloud

Public Cloud

UiPath Cloud

Where Do You Start?

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Start Easy; Move at Your Pace
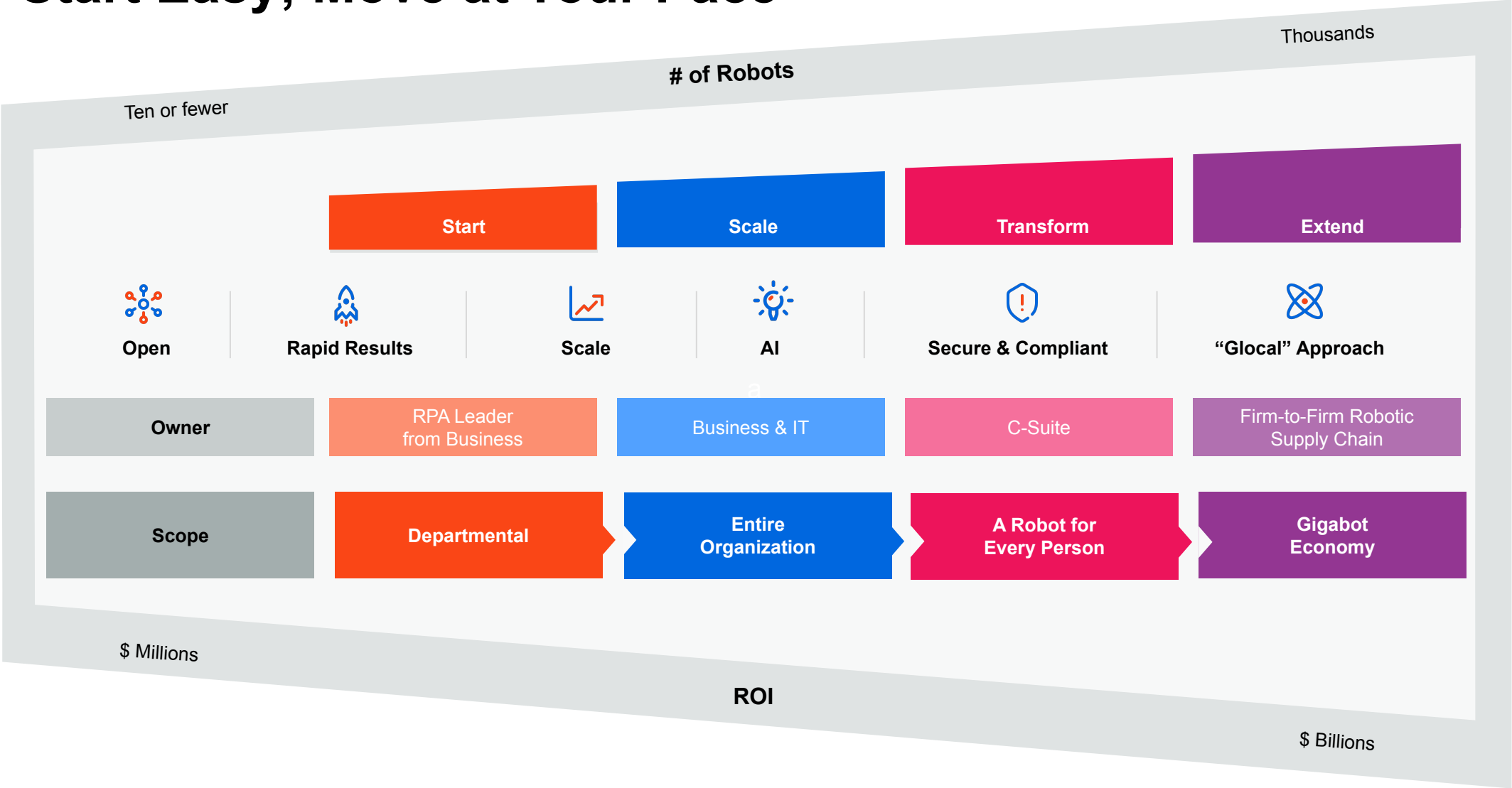
UiPath Robots are Built with Four Core Embedded Cognitive AI Skills

EMBEDDED SKILLS

Visual Understanding
Human-like recognition of UI elements

EMBEDDED SKILLS

Document Understanding
Insight into new sources of unstructured data

EMBEDDED SKILLS

Process Understanding
Opportunities derived from analyzing user patterns

EMBEDDED SKILLS

Conversational Understanding
Sentiment of text, chat, and voice inputs

Embedded AI skills introduce new automation possibilities, enable access to new sources of unstructured data, and improve automation efficiency and robustness.

RPA Creates Better Business Process

Secure & Compliant

Pre-RPA		Post-RPA	Benefits
• Scope of audit	• <10% of volume	• ~100% based on terms	• Compliance
• Process design/execution	• High variability	• Improved consistency	• Standardization
• Ecosystem	• Intrusive automation	• UI-based, code-free automation	• Increased speed Decreased risk
• Manual errors	• Typing-to-timing errors	• Human-robot collaboration	• Accuracy

UiPath Creates Improved IT Governance, Risk Management, and Compliance

Process Security	Development	Platform	Data Security
Controls for newly automated process. *E.g. Segregation of duties*	Secure development of robots *E.g. change management*	Secure environment for robots *E.g., Credential storage*	Transaction information never stored. *E.g. Navigate worry-free through systems*

We Work With What You Use and Love

UiPath Global Technology Alliance Ecosystem

aws · CITRIX Ready · CYBERARK · Google Cloud · IBM · Microsoft · ORACLE · salesforce · SAP Silver Partner

Document Understanding AI

ABBYY · Digital Reasoni · SortSpoke · botminds · accusoft · omni:us · Haystac · APPLICA.AI · ALKYMI · WIZARDTECH SOLUTIONS · KR · CSI Computing System Innovations · VIDADO · PARASCRIPT · IRON MOUNTAIN · ancora · DocAcquire · NVT · DOCUGAMI AI Document Engineering · HYPERSCIENCE · EPHESOFT · ROSSUM · ZANRAN · PIXUATE · RIPCORD · Foxit · MOONOIA · CCi 合合信息 · cloudhub360 · ITyX GOOD TO KNOW. · CELATON · Kodak alaris · Smartlogic · Infrrd · OCROLUS · LUMINOSO · parashift · Fundamentia · EXPERT SYSTEM SEMANTIC INTELLIGENCE · EvolutionAI · KYNDI · ANYLINE · OMNISCIENCE · SOLUMA · FAST ACCOUNTING · AI inside · Arise Innovation, Inc. · HAMMOCK · PFU a Fujitsu company · Automation Lab · TAIGER · cinnamon

Conversational Understanding AI

deepvu · SYSTRAN · RAMMER.AI · Upwire · korei · avaamo · DG DEEPGRAM · DRUID · HUMLEY · techforce.ai · whiz.ai · yellowmessenger · Furhat Robotics · Rheo · pandorabots · pypestream · re:infer · lang.ai · ARTIFICIAL SOLUTIONS · clinc · RASA · TRESM LABS · ZANRAN · VOLUME THE AI AGENCY · SentiSquare · seventynine · THIRDEYE · 朴直科技 · COGNIGY · Yabber · rulai · interface · the assistant · uniphore · ZYNOVIQ · IBM Watson · Iconic Translation Machines · Intellimorph · smaooler · pertimm · BEDORE · AI SQUARED After Internet x Artificial Intelligence · KDDI · mobilus · ndis 変化の一歩先を。 · NetSmile

Process Understanding AI

OpenConnect · QPR · paf now · PUZZLE DATA · minit · Fortress IQ · Cognits Connecting the Dots · celonis · ActiveOps · SIGNAVIO · TENDA by TENDAd Advisor · MeeCap

Content Management & Collaboration

assimilated information systems · 易氣 ENABLE · ayan Tech Solutions · C · AriaTech controls and more...

Specialized ML

ARRIA · NNDATA · skymind · PELAK · Petuum · ParallelM · Namsbel · LARCAI · H2O.ai · FLOWTALE Rethink Big Data · ELEMENT AI · DARL · DataRobot · CANOTIC · arago · Aiera · COGENT LABS · DUCO · cnvrg.io · AWS · systemize consulting · sparkcognition · ABEJA · aiforce solut!ons

Visual Understanding AI

Lummetry · Albert Analytical technology

Test Automation

ARCAD SOFTWARE

Security

DISYS · hycotic · SafeNet · ROBOYO · 42GEARS · ZETTA CLOUD · PENCILDATA

Infrastructure and Architecture

SMS HIGHWAY · High-Tech systems & software · CIEL! Solutii complete de business · SOFIGATE · shibumi · RoboSelf · revolgy · LogicPlum · enTrilogy Solutions · Datashore Solutions · Crawless scraping made simple · cloudtrade · Bitis · elastic · redis

Intelligent BPM

Appian · INTWIXT · businessoptix · SAUCELABS · AutonomIQ · XEELO · SiriusIQ · ProcessMaker · Plant an App · pipefy · moxtra · ICOLABORA · joget · NEWGEN · iGrafx · FireStart · K2 · Scheer · CLEVVA · Clear Software · twixor · UCRYA MAXIMIZE APPLICATION POTENTIAL · AGILEPOINT · Bonitasoft · aura portal · Catalytic · G-NEXT · enate · elma · bizagi · barium

Industries & Others

ZTEC · ANALOG Simplifying the digital world · unison · integrisoft · Supply Blockchain, Inc. · CSA GUIDANCE CONSULTING · axes software · tabscanner · SENSIPLE · QUANTIPLY · INSTANT FACTORING · Swiftqueue CO-ORDINATED HEALTHCARE...EMPOWERED · MEDICAI · MELAX · SANSORO HEALTH · simpleIoT · SOFTTHINK SOLUTIONS Empowering Ideas To Applications · VisiQuate · Retargeting · appzen · SOFTWARE · TOOB · chattermill

Broad and Diverse Use Cases for UiPath Robots

Fortune 1 and World's Largest Company

- Top robot performs the work of 160+ FTEs
- Created 350,000 hours annualized

Largest Credit Union in Florida with $8.5 Billion in Assets

- Deploys robots to speed lending after Catastrophes
- 11x higher lending following Hurricane Irma

Global RPA Shared Services Multi-National Global Insurance Leader

- Center
- 25 Entities
- Worldwide Live

Largest Insurance Company in Italy

- Established RPA Center-of-Excellence
- 12 business units enabled

Consumer Credit Reporting Agency

- "RPA was not a Cost Play"
- 3x Quality, Speed of Business, Compliance

Technology System Integrator

- HR Robots to speed New Hire On-Boarding
- 80% faster

Banking, Financial Services, and Insurance

Telecom, Media, and Entertainment

Retail and Consumer Goods

Industrial and High-Tech

Energy

Health Care and Life Sciences

Services

Federal / Public Sector

HR and RPA

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The HR Transformation Challenge:

Attract and retain the best talent, while maintaining operational excellence

Market Realities

Shifting Employee Workplace Expectations

Dynamic Market Climate

Accessibility of New Technology

HR Priorities

Drive Employee Engagement

Enhance Talent Targeting

Implement Individualized Employee Development Plans

Ensure a Fully Compliant Workforce

Roll-out Aggressive Upskilling Programs

Build a Thriving Culture

Maintain or Reduce Budget

Business Demands

Improve Employee Revenue Contribution

Modern and Upskilled Workforce

Reduce Employee Turnover

Automation First for Human Resources:
Enabling HR to become employee experience architects

| Reclaim your team's time to focus on Employee Experience	by…	automating the operational tasks that weigh your team down
Employee engagement, talent optimization, workforce reskilling, retention, culture change and organizational digital transformation		Onboarding, offboarding, applicant screening, compliance reporting, salary administration, data management and cleansing, cross-system reporting

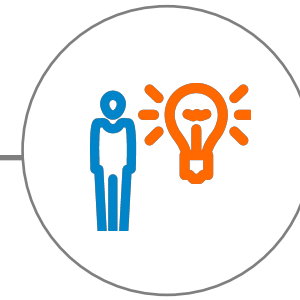# Adopting Robotic Automation for Human Resources
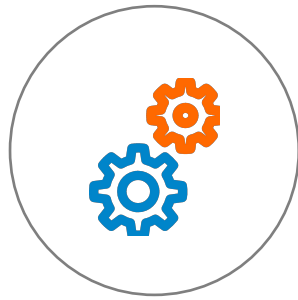
HR Efficiency

Enable HR Professionals to be more efficient in their everyday tasks through robotic process automation

HR Effectiveness

Empower the HR function to focus on improving the employee experience through automation of mundane tasks

Accelerating Human Achievement

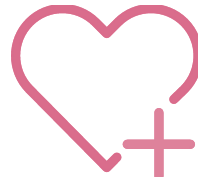Drive digital employee transformation, focused on culture, cross functional alignment and individual effectiveness

HR Use Cases

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What is preventing your HR team from transforming?

Talent acquisition professionals

Benefits professionals

Managing human intensive request processes for payroll, benefits and compensation
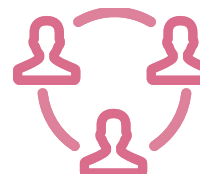
Employee relations professionals

Too much time answering frequent questions about the same subjects and working on repetitive HR activities

HR business partners

Bogged down by common requests and questions, status updates and compliance activities.

Learning and development professionals

Too focused on managing schedules, tracking attendance and ensuring compliance of training mandates.

Robotic Automation enables HR Transformation

Talent acquisition professionals

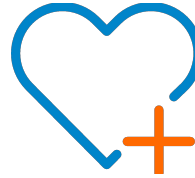Spend less time sourcing and assessing candidates and more time meeting qualified candidates and attending talent scouting events.

Benefits professionals

Focus more on well-being initiatives rather than on health and wellness program administration.

Employee relations professionals

Focus on developing programs that prevent issues from happening rather than investigating cases after incidents have occurred.

HR business partners

Participate in business-unit unique initiatives they never would have had the luxury to attend before.

Learning and development professionals

Focus on reskilling the current and future workforces for the digitally-transformed enterprise.

Agile HR Operations

Recruiting

Compensation & Benefits

Employee Relations

Safety & Compliance

Learning & Development

Optimizing Human Resources Operations with UiPath

Agile HR Operations

Recruiting	Compensation & Benefits	Employee Relations	Safety & Compliance	Learning & Development
Robots provide unbiased scoring of candidates, automate new hire paperwork and onboarding activities.	Robots automate payroll changes, updates to benefits and provide decision support in developing compensation models.	Chatbots augment HR Helpdesk- answer frequent questions and perform common activities (across all HR, Payroll, Benefit systems).	Robots detect compliance and safety risks, automate common regulatory tasks (I-9 submissions, compliance training validation).	Robots automate delivery of learning materials, assist managers in building performance plans, verify completion of required training.

The Impact of a Disjointed Onboarding Process

New Hire Coordinator

IT Admin needs three reminders and forgets to create a Salesforce ID
1 hour (reminders) + 3 hours (delays) + 1 hour (rework) + 8 hours lost productivity

Procurement is late and laptops have to be shipped next day air for 20 new hires at orientation.
2 hours (shipping work) + 8 hours (remote troubleshooting + 16 hours of lost productivity for each employee

Facilities needs special security form for an executive to access the data center.
2 hours (communicate and send form) + potential productivity issues if executive access is delayed

300+ hours of lost productivity
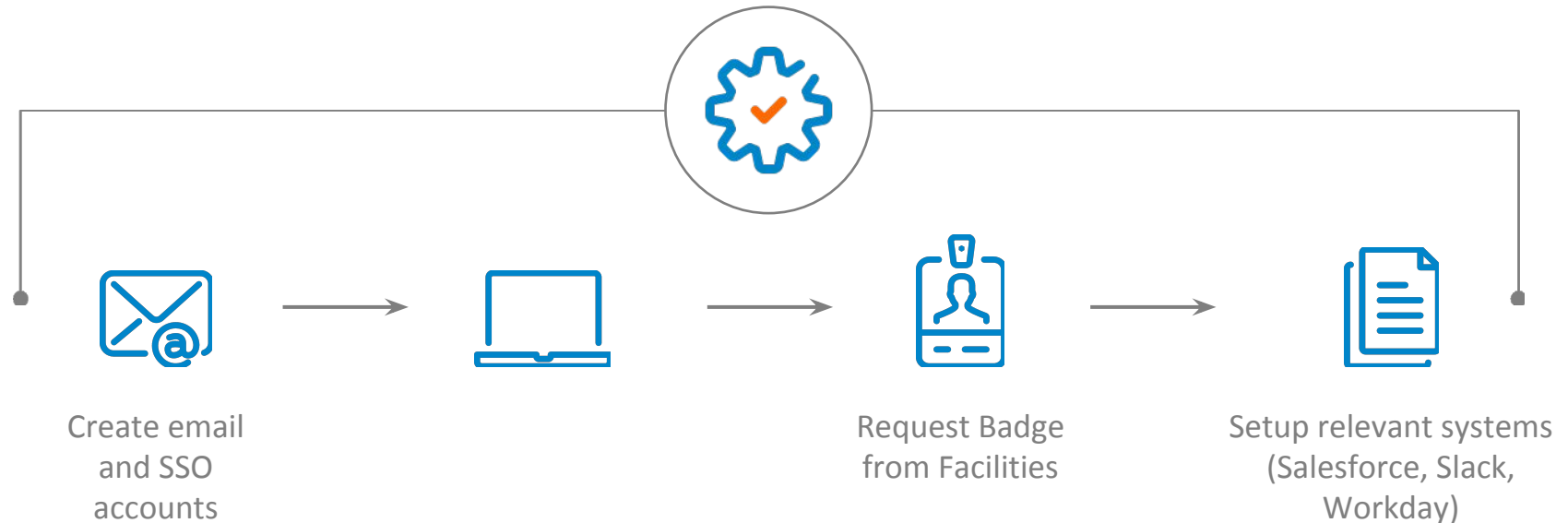
Reimaging the Onboarding Experience

"Found 20 new employees in spreadsheet, begin onboarding?"

"Yes"

"Onboarding complete, send update email to new employees?"

"Yes"

Create email and SSO accounts

Request Badge from Facilities

Setup relevant systems (Salesforce, Slack, Workday)

Question & Answers