

UST SmartOps

UST
SmartOps
RPA &
Intelligent
Automation

ust.com/smartops



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What is UST SmartOps?

UST SmartOps is an AI-powered Cognitive Automation Platform that holistically learns and reimagines your business processes while intelligently digitising and compressing manual workflows. This empowers your people to focus on the opportunities with the highest business impact.



How It Works?



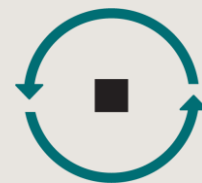
LEARN

UST SmartOps examines your everyday operations to uncover key insights and learns how to enhance actions



ACT

UST SmartOps autonomously designs process flows and generates reports that help identify growth opportunities



OPTIMISE

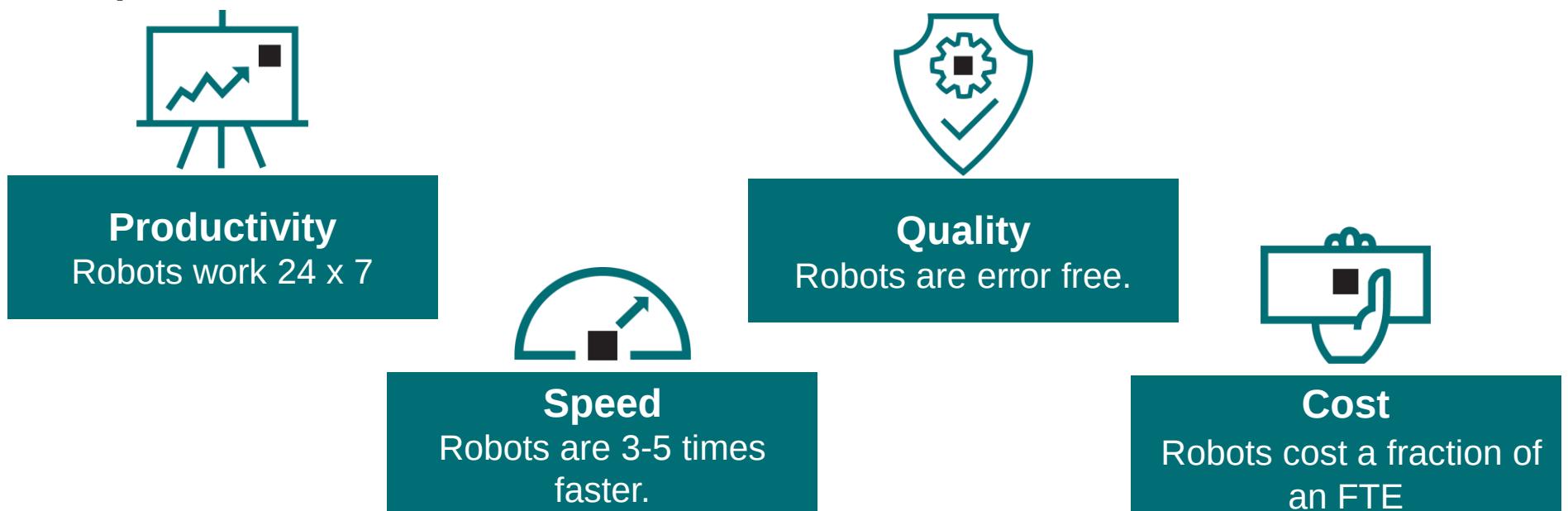
UST SmartOps constantly works to improve your business outcomes by continuously learning and adapting to new information

About UST RPA Practice

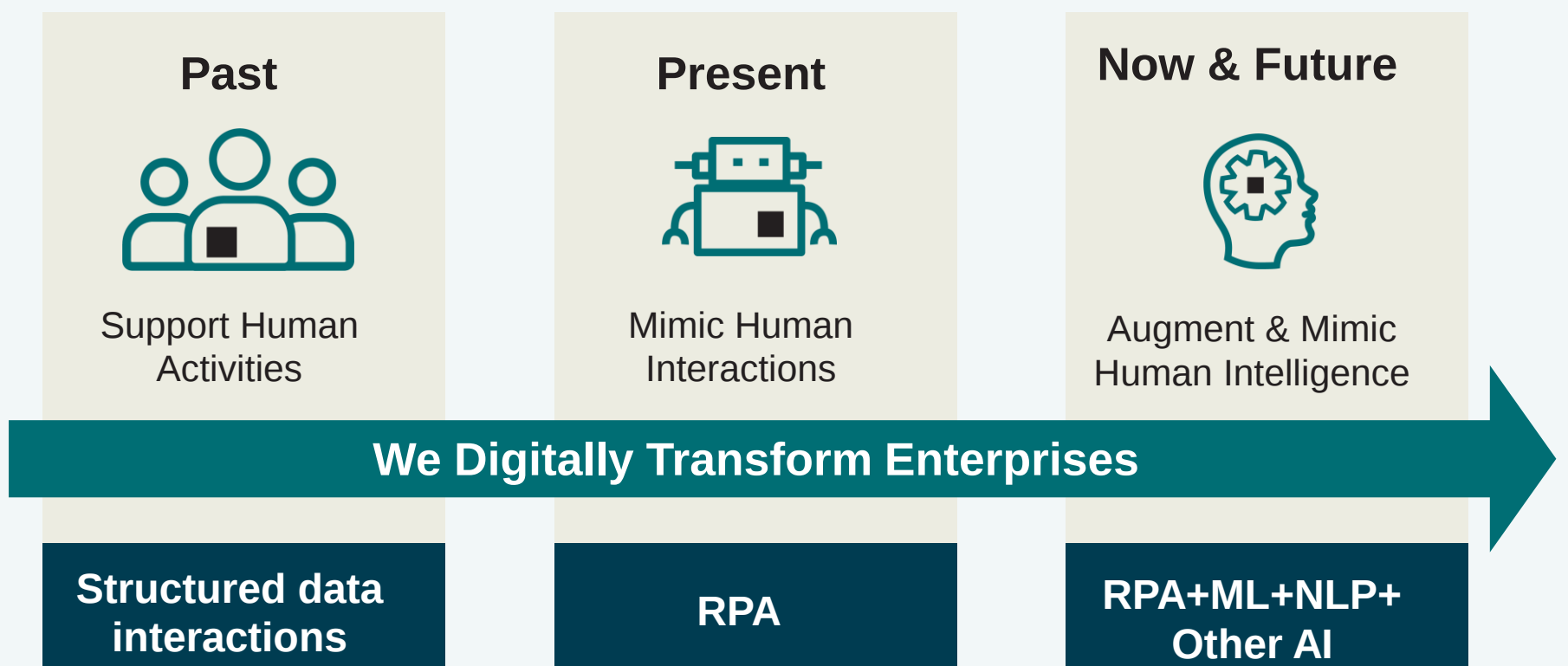
Today enterprises realise, that, traditional levers of standardisation, process optimisation are no longer enough to drive efficiency and productivity in modern day enterprises. The search for levers to demonstrate efficiency & effectiveness, are in the limelight.

With the dawn of RPA, the expectations have been reset. Manual, Repetitive tasks executed with less of cognition but incur considerable cost across the enterprise are taken care of, by RPA bots. The non-invasive nature of the RPA solution enables quicker implementation where business can realize benefit in a span of 6-8 weeks.

The quick wins the Bots offer are:



Our Bots Mimic Human Intelligence



About UST RPA Practice

RPA CoE



Experienced CoE consisting of certified Architects and RPA developers located globally



Highly experienced in core software technologies for building custom solutions.



Strong pool of certified consultants across automation and cognitive tools



Artificial Intelligence



Knowledge management



Intent detection

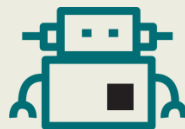


Phone



Chat bot

Perceive Sense



RPA Framework



Natural language Processing



Information extraction



Email



IVR



Voice email



SMS

UST RPA Domains

BFSI

Automated **94%** of account reconciliation, resulting in a savings of 6 FTE for UK's largest asset Management Firm.

Healthcare

Reduced cost of advanced practice clinicians by **40%**, for a large US based healthcare plan & care delivery firm.

BFSI

Automated **65%** of the total volume of the AP invoice processing of a US based healthcare Analytics Giant, resulting in 4X times, faster processing.

Retail

Achieved **22%** reduction in annual IT operational spend by automating 70% of the tickets volume of the largest pharmaceutical chain in UK

Manufacturing

Established a **Centre Of Excellence** for seamless scaling; for a world leader in thermal products for heavy duty vehicles & machinery.

Telecom

Automated end to end flow of alarm remediation for a Finnish multinational telecom giant, resulting in a savings of 15 FTEs.

Our Industry Partnership



Our Client’s Automation Journey

Highly complex tasks with high levels of variance requiring cognitive decision making -- have not been automated at scale to date despite the advances in computing. The threshold for automation has been limited to well defined business process orchestrations and logic that can be expressed in code.



UST Global’ s groundbreaking AI-powered Cognitive Automation Platform(SmartOps) blends seamlessly with RPA to automate complex enterprise operations to future ready business state & establish gains in cost reduction, streamline operations, and uncover unrealised growth revenues for your business. SmartOps holistically learns your everyday operations and reimagines your business processes by digitising intelligently and compressing manual workflows, using built in Computer Vision, Natural Language Processing and other Machine Learning capabilities. SmartOps has assimilated over 32 independent capabilities that replicate the skills of a human Subject Matter Expert. Today, our Bots can Learn, Act & Optimise.

Automation Roadmap & Strategy	Opportunity Assessment, Prioritisation & ROI Illustration	Implementation & Operations Management	Centre Of Excellence Setup
We scheme a time-based plan to assess where your automation landscape stands on the automation roadmap & envision where it has to go & how to get there.	We gauge all the processes within your organisation and measure the scope & feasibility for automation. The automation fit cases are identified & prioritised based on the assessment & an illustration of ROI is conducted by demoing a PoC of one among the identified processes.	We conceive and implement a customised automation plan, develop Bots, test and deploy in your production environment. We also devise the future state operating model and help clients manage the BOT operations	To build internal capability, We also help our clients identify roles and responsibilities, design operating and governance model, train and develop inhouse capabilities for sustenance of automation in an industrial scale.

Accounts Payable Invoice Processing

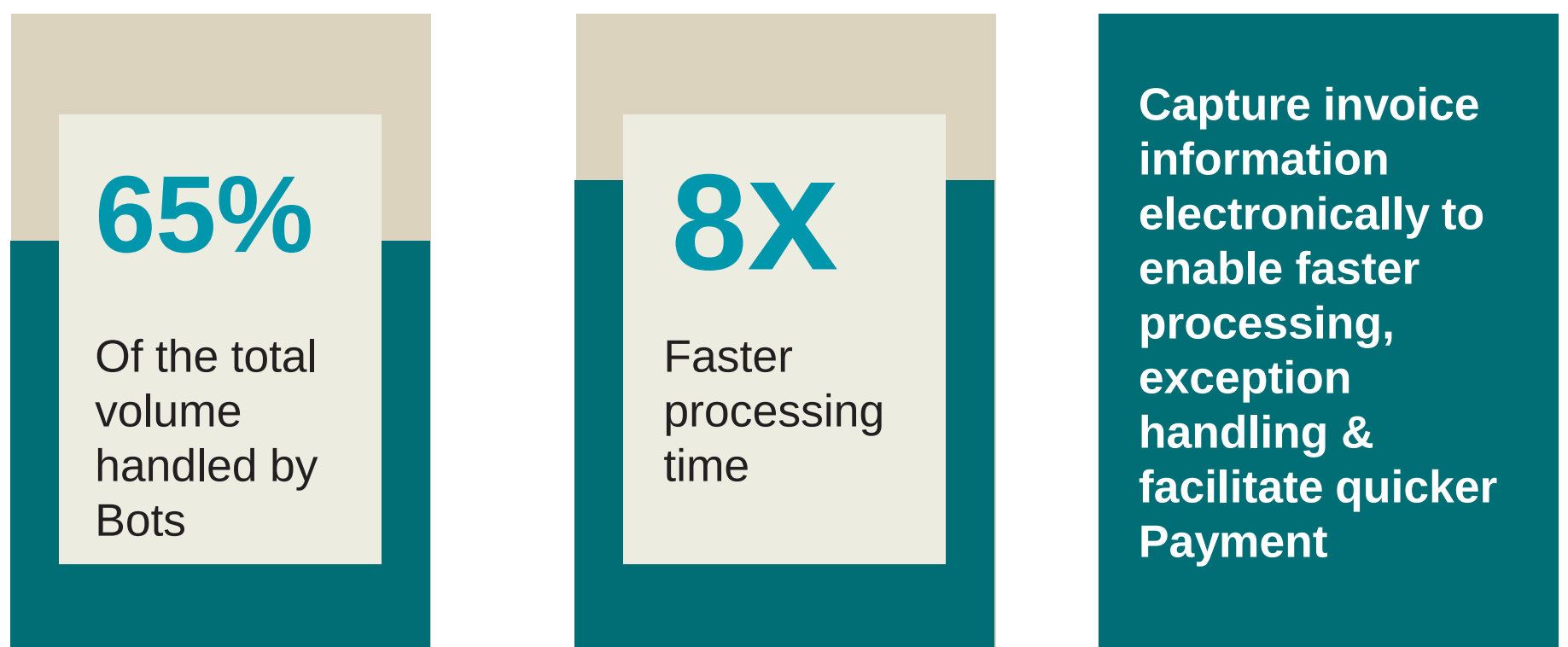
The Challenge

Huge volume of invoices are received on a daily basis from different vendors that needs to be processed within a specified time frame. Agents will have to process the invoice individually, make the necessary validations & issue payment for the concerned vendor's account with the specified amount in the ERP system. The entire process must leave no room for error; however, human error creeps in frequently. Each vendor would have multiple invoice formats & varied manner for process completion

Our Approach

The volume & the no. of vendors & their different invoice formats required an intelligent RPA solution which requires accuracy of the highest order & validation of numerous business rules. UST SmartOps + RPA solution automated the entire process of parsing the invoice, validation the same against multiple business rule, feeding the information into the ERP system & finally submitting for Payment.

The Outcome



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