knowhow
PERFORM NOW

Digital Transformation & Robotic Process Automation

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We **KNOW HOW** diverse **PEOPLE** are.

We **KNOW HOW** complex **PROCESSES** could be.

We **KNOW HOW** vulnerable **SYSTEMS** could get.

We **KNOW HOW** to make *your business* **PERFORM NOW**.

Short overview

Know How started in 2005 as a management consulting company, performing customised business consulting, interim management, training and coaching.

Over the years, we have become a network of consulting vendors clustered on 3 interlinked pillars:

PEOPLE

recruitment, executive search, assessment, training and coaching

PROCESSES

management consulting, GDPR, digital transformation, **Robotic Process Automation** and Business Intelligence

SYSTEMS

outsourced IT (helpdesk, net/sys admin with optimized ticketing service, development) and Failsafe SD-WAN (Software Defined Area Network).

Robotic Process Automation

[Automation first - click here](#)

Robotic Process Automation

The automation first
three-pronged approach.

- **A ROBOT FOR EVERY PERSON**

  Just as Bill Gates envisioned a world with a PC for every desktop, UiPath envisions a world with a robot for every person. When every worker has a robot to help with mundane tasks, it frees employees to use time for higher-level work. Workers feel less stressed and become happier and more productive.

- **OPEN & FREE COLLABORATION**

- **ROBOTS LEARN SKILLS**

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The automation first
three-pronged approach.

- **A ROBOT FOR EVERY PERSON**

- **OPEN & FREE COLLABORATION**

  In business, cooperation and competition are deeply co-dependent. Technologies, too, can work together, and can also work with people. Ideas can mix, mingle, and make magic. By facilitating these unions, whether through our community, our partners or through a combination of both, UiPath creates an environment to nurture automation first and to accelerate human achievement.

- **ROBOTS LEARN SKILLS**
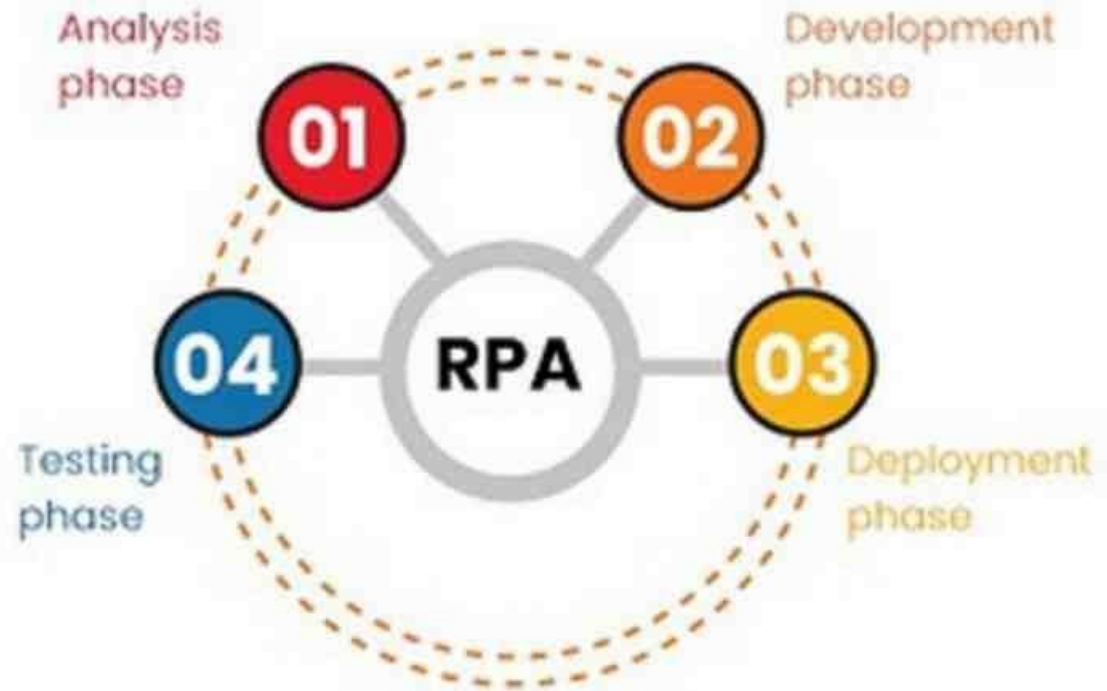
Robotic Process Automation

The automation first three-pronged approach.

- A ROBOT FOR EVERY PERSON

- OPEN & FREE COLLABORATION

- ROBOTS LEARN SKILLS

  We're enabling robots to learn new skills through AI and machine learning. To help humans, robots not only must do the grunt work, but they need to be able to act intelligently. With AI and machine learning, robots can extend the scope of work they complete beyond rules-based-action to judgment tasks.

Robotic Process Automation

As partners of UiPath, we want to maximise your Return On Investment and therefore we support you all the way with:
- suitable licensing plan
- consulting expertise
- development and software integration
- project management
- implementation
- metrics
- follow up

Robotic Process Automation

A few general use cases:

- Quote to cash
- Procure-to-pay
- Extracting data from .pdf, .xls, .csv, .txt, etc & upload to ERP:
    - Bank statements – click here for a 3 min. video
    - Vendor bills
    - Expense notes, etc.
- Financial Planning & Analysis
- Daily cashflow preparation
- Payroll automation
- Expense management

for more general use cases click on EN language / RO language

Robotic Process Automation

Manufacturing Business Area	RPA use cases	Examples
Finance & Accounting	• Invoice payment • AP automation • Bank statement upload: ▶ video/ PDF • Freight rating & payment • Auditing	**Invoice processing** RPA helps to scan invoices of different types and templates from various suppliers and automate enter details in accounting systems like SAP
Operations	• Product administration & masterdata • Inventory re-ordering / MRP • Re-schedulie undelivered orders • Delivery status update • Invoice status comparison vendor ERP - EDI customer	**Administration** RPA in administration will help the industry to get all the other reports of their production and all the other work in their business
Customer Service	• Front office support • Quote creation • Order correction • Product registration • Approval	**Front office support** Employees can access multiple stored data at one place and serve customers better

Robotic Process Automation

HR use cases:

- Candidates status update
  - CV tracking (for GDPR purposes)
  - Candidate status update
  - Sending formal offer letter by email
  - unemployed candidates -> CV auto deletion, according to GDPR rules
- Employees onboarding
  - Enter details in database / update salaries & taxes
  - Create email account
  - Add to mailing lists
  - Generate phone extensions
  - Update lists
  - Request access cards
  - Create accounts
  - Send information material + login codes

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A few **SAP** use cases:

- Sales & Customer Service:
  - **Sales order processing**

    Problem:
    - If data is taken from the order document and transferred manually to the SAP ERP system, it's virtually impossible to completely eliminate errors, no matter how thorough your employees are. Depending on the type of products you are dealing with, employee errors could result in shipping the wrong material across the continent and having to deal with expensive complaints

    Solution:
    - automate everything from receiving the order and reading the order data via OCR to entering the data automatically into your SAP ERP system and booking that data to create the new sales order in SAP
    - verification and validation checks to make sure that the ordered products are in stock

Robotic Process Automation

A few **SAP** use cases:

- Sales & Customer Service:
  - Sales order processing
  - **Automated proposal generation**

    Problem:
    - Often, proposals are created based on product details and SKUs that are stored in the SAP ERP

    Solution:
    - auto-generate both simple and complex proposals that pull product and pricing data automatically from SAP along with data from your CRM solution, such as Salesforce

Robotic Process Automation

A few **SAP** use cases:

- Sales & Customer Service:
    - Sales order processing
    - Automated proposal generation
    - **Sales Data Hygiene - Data validation and reconciliation between SAP and Salesforce**

        Problem:
        - One of the main interests in running a CRM system like Salesforce is having a 360-degree view of your customer. However, some parts of customer-related processes are reflected in Salesforce and some (like the sales order booking, order fulfillment, or invoicing) are happening in SAP

        Solution:
        - to keep your systems up to date, you can validate data between two systems, and have it updated through UiPath Robots. This automation can happen with our unattended Robots. The advantage is that Robots can be implemented quickly and in a non-invasive way.

Robotic Process Automation
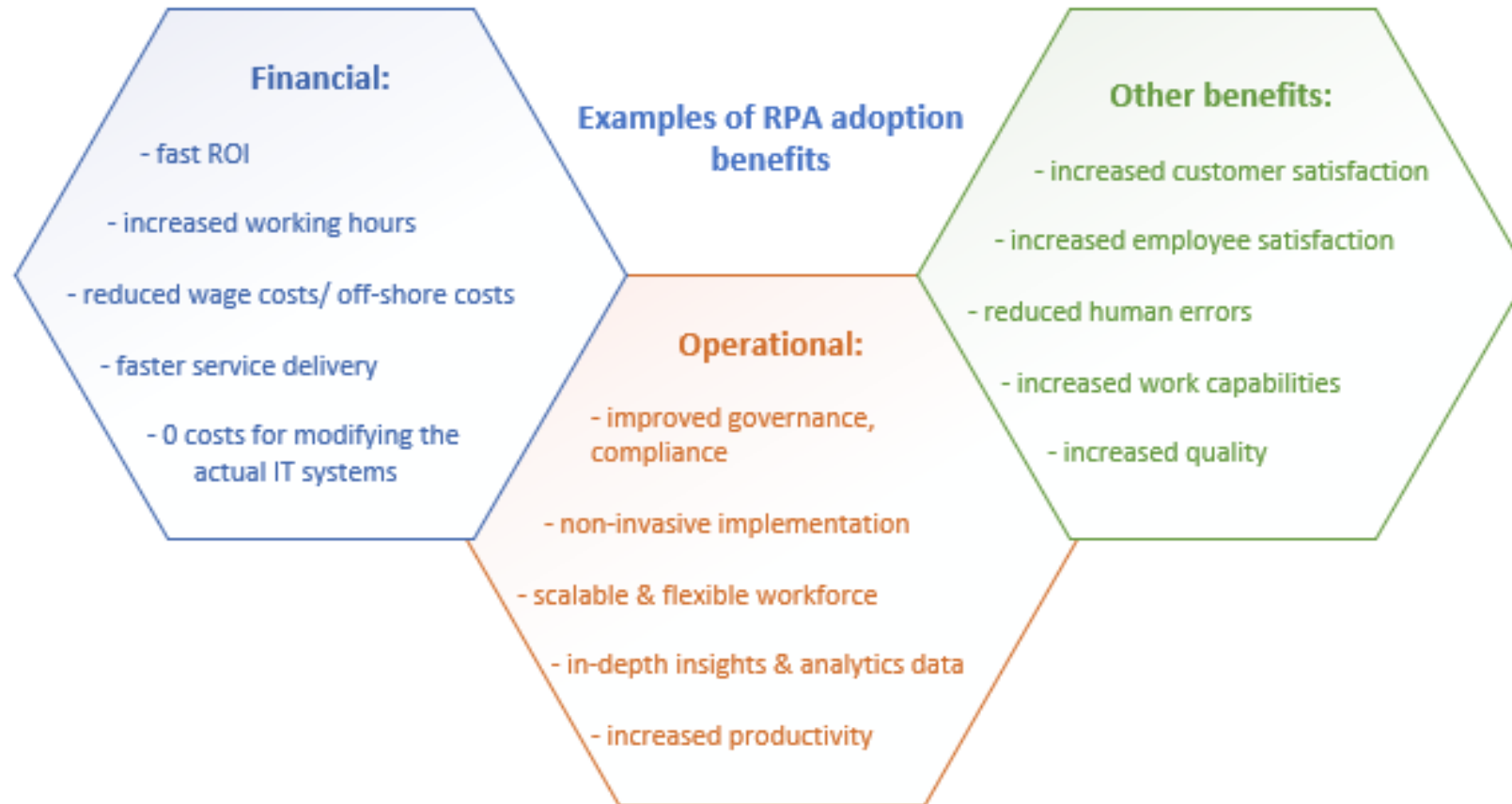
A few **SAP** use cases:

- Sales & Customer Service:
  - Sales order processing
  - Automated proposal generation
  - Sales Data Hygiene - Data validation and reconciliation between SAP and Salesforce
  - **Customer Relationship Management**

    Problem:
    - Customer contact centers rely on a number of different systems provided by a variety of vendors. Level 1 contact desks mostly process a high volume of simple repetitive tasks

    Solutions:
    - Customer representatives can launch a bot whenever several pieces of data need to be synchronized across systems. With the press of a button, the bot completes all actions in milliseconds. This is a simple RPA implementation that can create value quickly.
    - A dashboard can be created for common queries. Customer representatives will fill the necessary data to resolve the issues and bots will use that data in several systems to complete the transaction. Such dashboards will require more effort but still are feasible to create within weeks for most common actions.

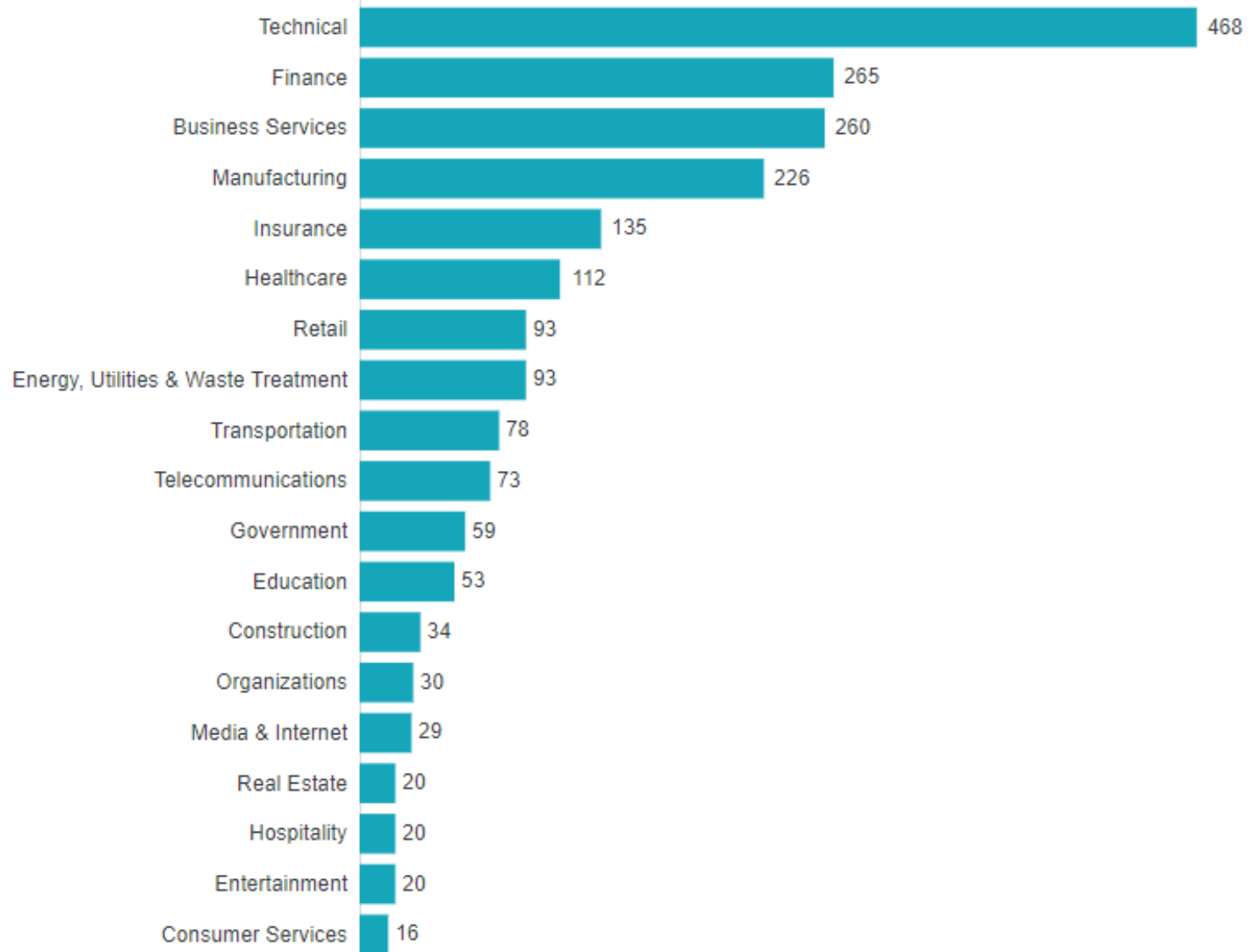© knowhow 2019

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Other **SAP** use cases:

- Supply Chain Management and Procurement process

- SAP S/4HANA migration
- [Invoice processing](#)
- Accounts payable

Robotic Process Automation

Financial:

- fast ROI

- increased working hours

- reduced wage costs/ off-shore costs

- faster service delivery

- 0 costs for modifying the actual IT systems

Examples of RPA adoption benefits

Operational:

- improved governance, compliance

- non-invasive implementation

- scalable & flexible workforce

- in-depth insights & analytics data

- increased productivity

Other benefits:

- increased customer satisfaction

- increased employee satisfaction

- reduced human errors

- increased work capabilities

- increased quality

Robotic Process Automation
– # companies using UiPath platform, by industry

Robotic Process Automation
- some of the companies using UiPath platform

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

Thank you
for your patience

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