

SERVOSYS SOLUTIONS

Because Automation is About More than Just One Technology

The goal of any robotic process automation project should be to make the business operate more efficiently and stay competitive. Measuring benefits of the operational efficiency will then not only boost the speed, volume and quality of the output but will also enable improvements on continuous basis. If the team leading the initiative isn't careful about how everything will play out the results could go haywire. It is imperative to choose an RPA tool that is based on practical considerations and is fully integratable to connect and support the existing systems.

Ajay Agarwal and Hareish Gur, a duo of industry experts who graduated from HBTI Kanpur and BITS Pilani respectively, have been at the forefront of innovation for more than two decades. They believed that the producers of technology and consumers of technology often get restricted to 'silos' even as there are opportunities to use multiple capabilities for making a much larger impact. The duo concluded by their observation that the key driver for future growth in automation solutions lies in 'simple solutions' to 'complex problems'. These insights led them to drive Servosys Solutions to the next level where advances in

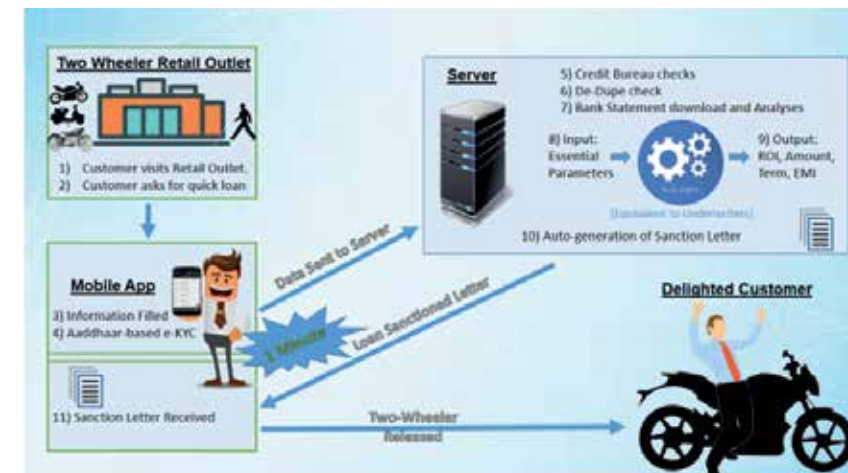


technology have been combined to help clients derive huge practical benefits. This also led to establishment of new benchmarks by Servosys Solutions, the most popular of which is the creation of a Lending Platform that enables straight-through loan sanction in less than "1-minute".

Headquartered in New Delhi, Servosys Solutions is at the core, a Software Product and Technology Services company that draw exhilaration from accepting challenges and solving clients' business problems through innovations. The company designs mobility-enabled rapid business application development platforms to achieve the RPA implementation that is simple, easy to change and cost effective.

Many of our today's IT systems require humans to carry out mundane activities like data entry, validations against masters, transfer of data from one system to another, and so on. For such activities, specific bots delivered by Servosys Solutions outperform a human on throughput, productivity, error rate metrics, and also protects clients' interest against regular wage inflation and data security threats. Moreover, data and document protection is key to the design of Servo product suite. The data and documents are kept in encrypted form.

Generally Robotic systems work on 'pull-based' architecture. However, Servosys platform has an event-driven engine which uses 'push technology'. The architecture of Servosys Solutions



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does not allow the system to ever sleep, thus avoiding the chances of delay. When multiple events get triggered off, multiple parallel robot instances get initiated on the Server to perform the requisite jobs simultaneously.

End to End Automation

RPA alone is capable of replacing human beings only for certain

type of activities that are fixed or predictable in nature. However, several other business situations still give nightmares because the pure-play RPA cannot handle activities like exception handling when straight-through fails, movement of digitized paper documents, capture of real-time inputs from mobile devices, etc. Each of these situations requires technologies outside the pure-play RPA in order to achieve end to end automation. Servosys Solutions excels in combining the other technologies, namely, Business Process Management (BPM), Document Management System (DMS), Mobile Imaging for boosting the power of RPA which facilitate straight-through processing and replaces human with bots.

Beyond RPA

RPA is known for operating on UI much like a human being would thereby allowing integration of disparate IT systems without any need for human intervention, making the process completely seamless. However, contradicting the popular theory, Servosys Solutions' Director Ajay Agarwal, be-

lieves that the true benefits of automation can come only after the customer takes a comprehensive approach and lets other technologies like BPM, DMS and Mobile Imaging play their role apart from RPA taking the charge alone. In an instance, Ajay's thesis comes alive. One of the leading bank groups sought a solution for sanctioning Consumer Durable loans in less than one minute and this also led to setting a new benchmark of competitiveness in the dynamic business of lending. This objective could not have been fulfilled with just the pure-play RPA in place. Servosys designed a solution that completes end-to-end business process after filling of the Loan Application on Mobile App. Steps like eKYC, Credit Bureau Check, Anti Money Laundering Check, Underwriting, Exception Handling, Approving/Rejecting of the Loan, were included that completed the cycle in just 1-minute without any human intervention.

Servosys Solutions has opened their arms wide to also help those customers who want to use Servosys' products and solutions for critical portions of the RPA solutions and use other existing solutions or open source components for non-critical portions of the end to end RPA solution in order to bring down the client's TCO. "We are taking the automation solutions to the next level through innovations and by allowing the users to leverage their existing investments in technology", explains Hareish Gur, Director, Servosys Solutions. With such comprehensive approach to technology enablement, Servosys Solutions is skyrocketing in the Automation domain. ■