

**AHKK** systems

OUR PEOPLE - YOUR STRENGTH

# THE FUTURE OF WORK

**NICE**<sup>®</sup>

Dialed a phone?



Used an elevator?



Set an alarm clock?



Used a dishwasher?



Done math with a calculator?



# Moore's Law is just circuitry

*BITS...that abstract, frictionless place where algorithms, architecture (the conceptual design of computing systems), and applied mathematics govern the rate of progress*

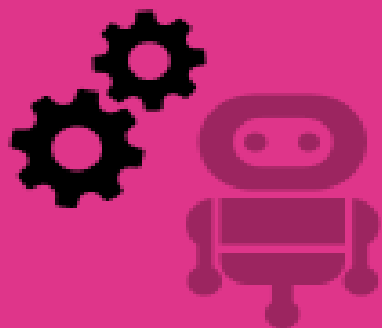
## Complex Production Planning Problem



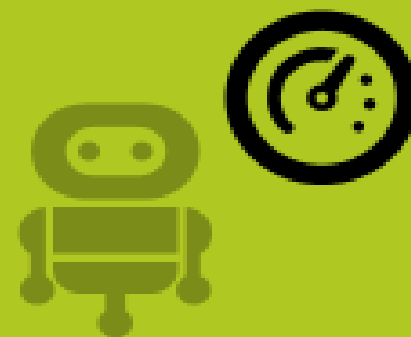
## What is Robotic Process Automation (RPA)?

*A capability (Software and Services) that allows you to transact in any IT application or website typically in the same way a human would, to perform complex rule based work*

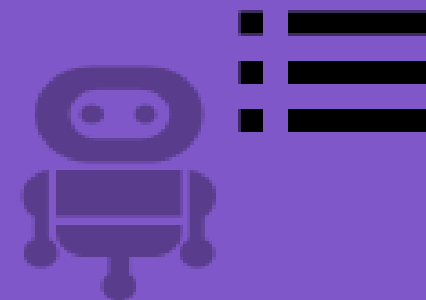
## NICE Robotic Automation



**EXECUTES**



**MONITORS**



**MANAGES**

Repetitive processes that don't require human judgment, allowing employees to focus on **more engaging, value-added ones.**

## RPA Qualifiers



RULES BASED

NATURE OF WORK

JUDGMENT BASED



STRUCTURED DIGITAL

INPUTS / OUTPUTS

UNSTRUCTURED ANALOGUE



USER INTERFACE

INTEGRATION OPTIONS

API / DATA



TEXT & NUMBERS

DATA TYPE

IMAGE INTERPRETATION



## RPA Efficiency Drivers



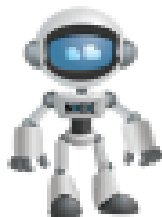
## The Benefits



**24x7**

**Robots work 24x7**

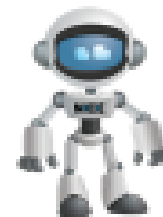
Robots work nights, weekends, and don't take breaks



**Fast**

**Robots are faster**

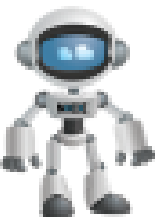
Robots handle a process 4-5 times faster than a human being



**Flawless**

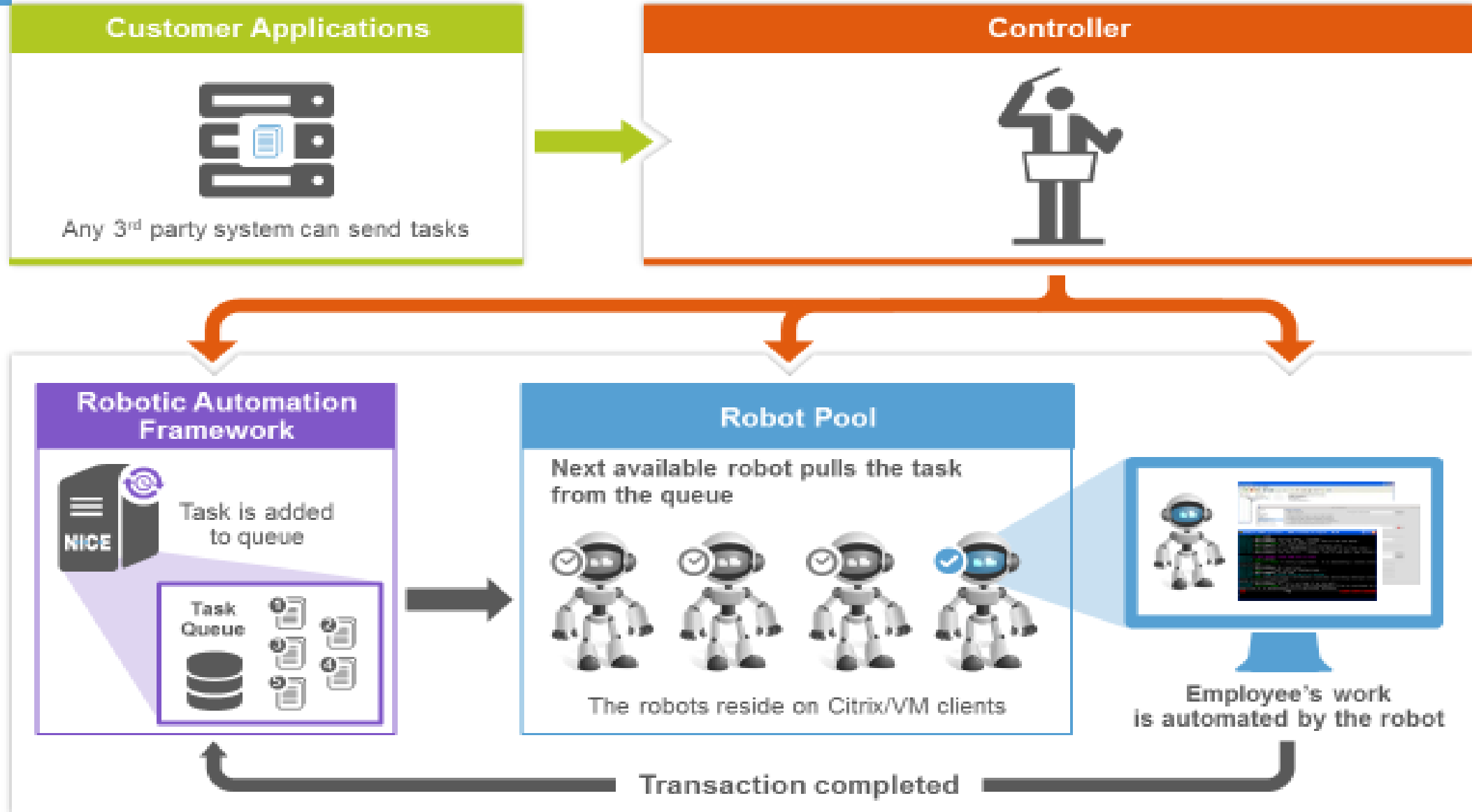
**Robots don't make errors**

So processes are completed flawlessly





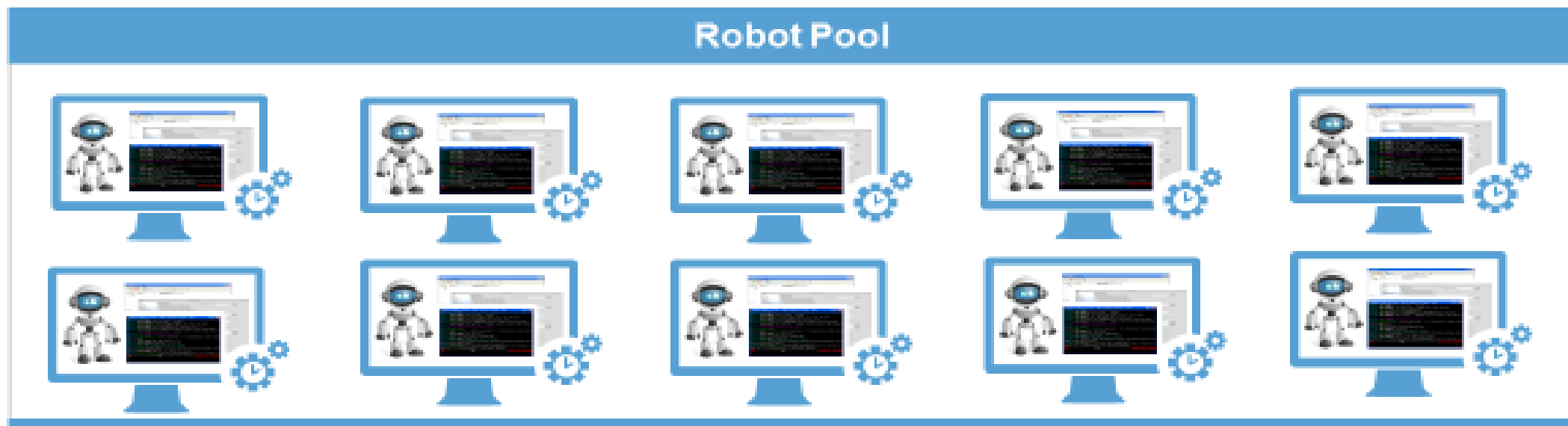
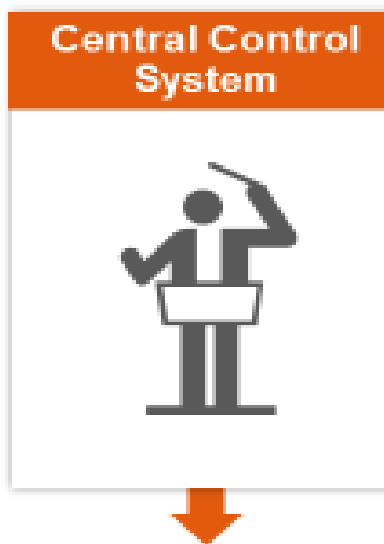
## How Does it Work?



# Control Capabilities

## + Scalability

When additional processing time is needed, **additional robots are easily added**



# Control Capabilities

## Scalability

When additional processing time is needed, **additional robots are easily added**



## Availability

A watch dog mechanism to restart **automatically** failed robots

## Monitoring

- Transaction **success/rejection**, including specific reason
  - For quick recovery and continuity of automation flows
- **Robots and queue status**
  - Number of transactions
  - Maximum wait time



## Alerts

Display alerts when thresholds are **breached**. For example:

- Number of unhandled automation requests
- Failed requests in the last 24 hrs
- Robot average handle time
- Number of active robots

# Taking ALL Safety Measures



**Ability to run behind  
a locked screen**



**Obscure  
Sensitive Data**



**Secure Communication  
(over HTTPS)**



**Data Encryption**



**Version Control**



**Active Directory  
Integration  
(LDAP or Win SSO)**

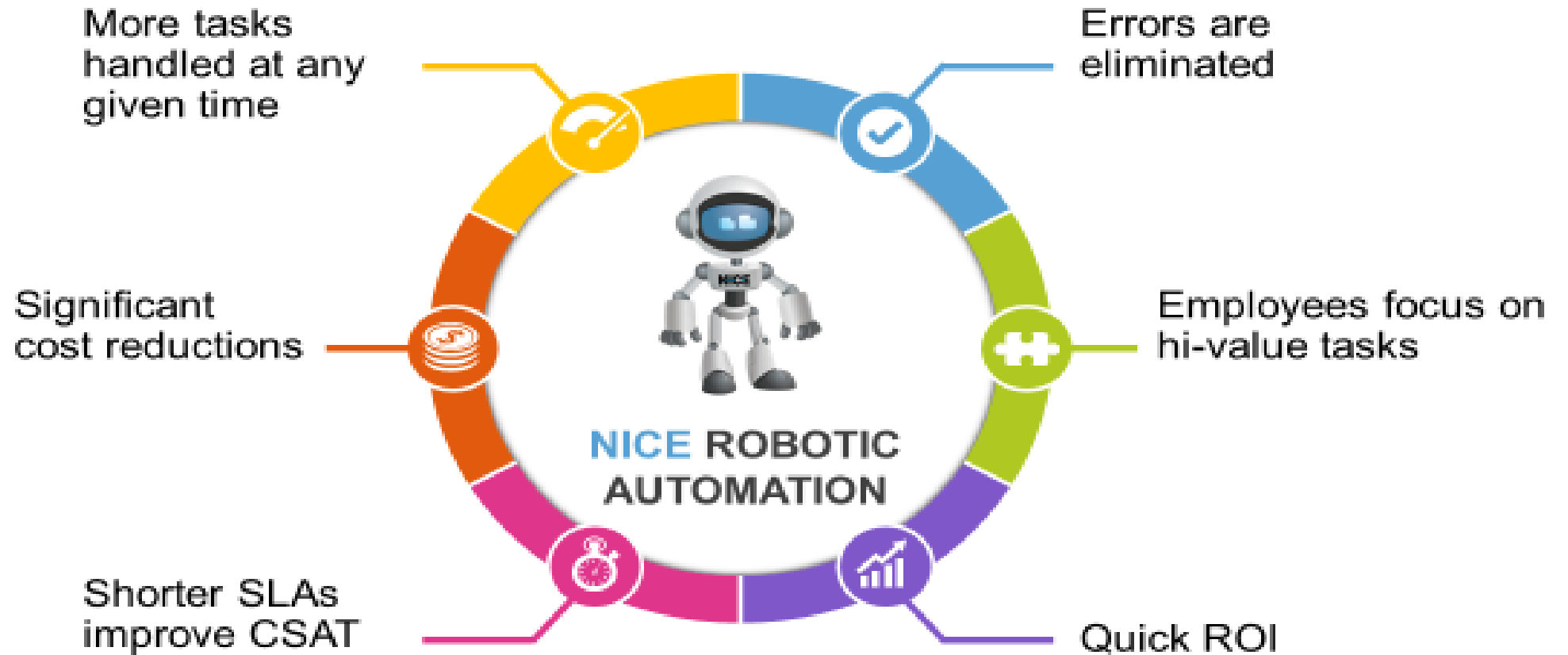


**Track every process.  
Audit everything**



**Role Based  
Access**

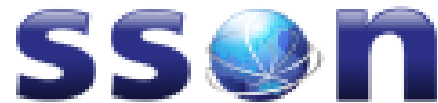
## In Summary



## Join the Revolution

“ **41%**

of 450 Service Center leaders **want** Robotic Process Automation from their service providers ”



“ **50%+**

of enterprises are starting to look at Robotic Automation as a **viable option** ”



“ **56%**

of business leaders believe Robotic Process Automation will have a **profound impact** in the next five years ”



## CHOOSE YOUR LEVEL OF AUTOMATION



**AHKK** systems

OUR PEOPLE - YOUR STRENGTH

**THANK  
YOU**

**NICE**<sup>®</sup>