

Power your Operations with

**RPA**

**Service Offering**

2005291041RPA/BPM



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INTEGRA MICRO SOFTWARE SERVICES

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**AUTOMATE**



**RPA IS THE NEW NORMAL**

## Client Challenges

Where am I today in the automation journey?

What should I automate to be more business centric?

How should I automate to get accelerated automation benefits?

How should I strategize my automation to be more competitive in my market?

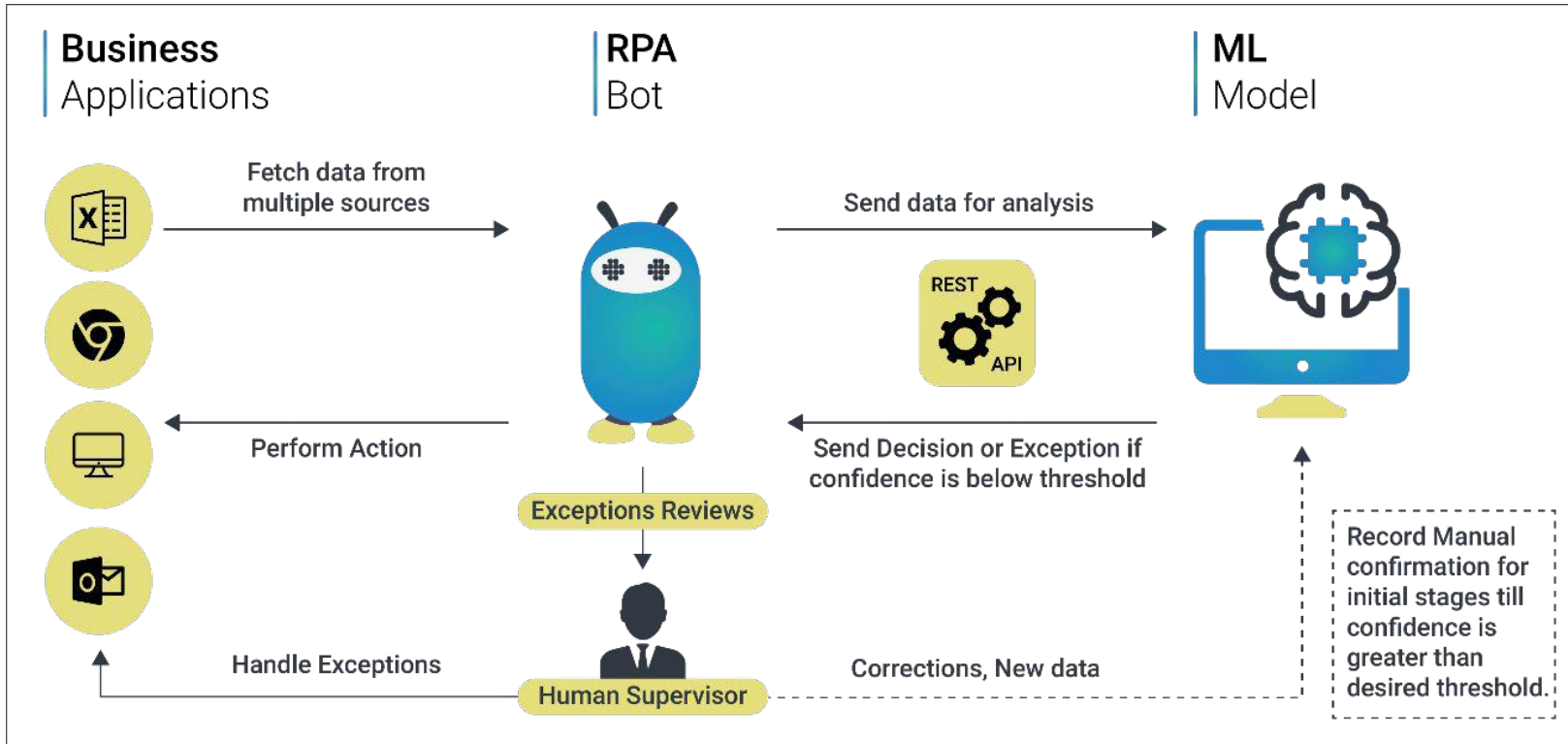
## IMSS Assessment

Collect right information, data and artefacts.

Helping the client support team understand the current challenges and issues.

Scoping an automation pilot solution and roadmap to address the challenges and issues.

**It's  
all about  
outcomes**




Scope, Data Collection & Assessment  
BPM with scripts, macros,  
batch programs, minibots

IMSS RPA for  
Transactional  
Automation

Identify judgement  
based  
evolutionary  
processes

Transition to  
Intelligent  
Automation



# Try at 3-day IMSS Digital Garage

A sandbox to see technologies and ideas in action for your business.

Work more like startup in a safe sandboxed environment while not breaking your business.

Scope your RPA PoC / Pilot within 3 days for a flat cost. The garage focuses first on your business outcomes.

Want something simpler? Try our free workshop.

Virtual workshop. Half-day. No charge.







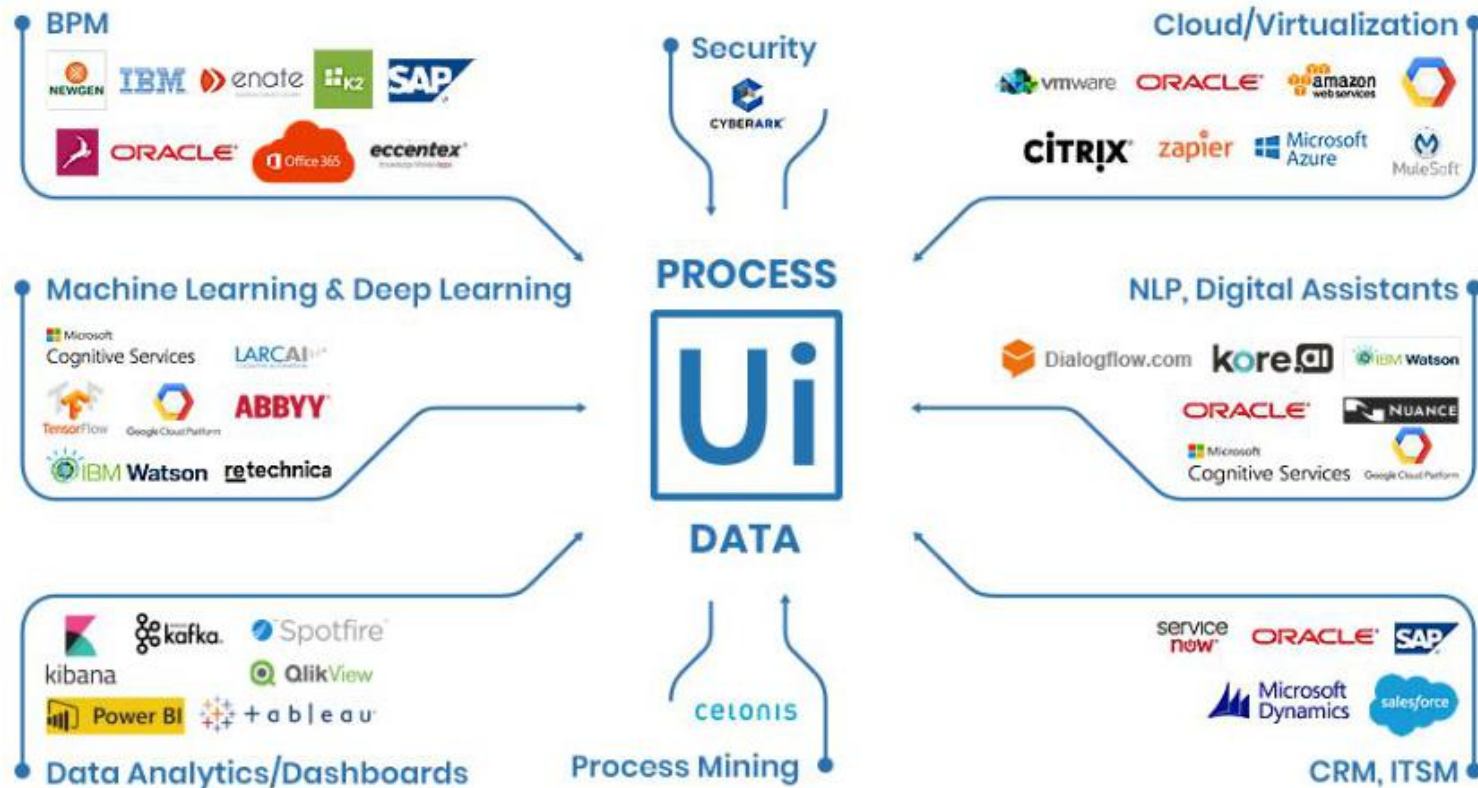
50% of top 50 Fortune Global 500 companies use UiPath. In 2019 UiPath was named a leader in the Gartner Magic Quadrant for Robotic Process Automation Software.



IntelliBuddies® (formerly Aldynamiks) is an AI infused Robotic Automation Platform which comes bundled with all the essential tools and technologies for automation of your front and back office operations.



Enterprise Robotic Process Automation With Zero Cost Licensing. Openbots is the only Enterprise Robotic Process Automation Platform with ZERO Bot Licensing Costs.







How we helped companies with our  
RPA BOT solutions and services



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A Case Study

# Citizen Services Applications for the Government of Karnataka

Directorate of Electronic Delivery of Citizen Services (EDCS) and Centre for e-Governance (CeG), Government of Karnataka



## Client Profile

Directorate of Electronic Delivery of Citizen Services (EDCS) is mandated by the Government of Karnataka for implementing e-Governance Projects which are associated with delivery of services to citizens through electronic modes eg., ICT enabled centers, etc..

## Summary

Over the past few years, EDCS and CeG have contributed immensely by helping the citizens of Karnataka to reap the benefits of Information and Technology (IT). These departments have also spread their wings to various innovative projects with the help of e-Governance to ensure that the common man gets access to the benefits and schemes rolled out by the State Government.

EDCS Directorate operates BangaloreOne, KarnatakaOne & e-District Projects, managing web portal project and implementation of (State Service Delivery Gateway) SSDG projects.

CeG have helped the State Government to set up two state-of-the-art data centers, MPLS technology-based Karnataka State Wide Area Network (KSWAN) and core applications such as e-procurement and HRMS, Sachivalayavahini that cuts across various Departments, Users, Citizens, etc..



## Solution



Seva Sindhu is an initiative of Govt of Karnataka to deliver the Government services at the doorsteps of the citizens. This one stop solution will be integrated with various service delivery channels of Govt of Karnataka and aims to bring to all departmental services on one platform. The objective is to provide Government services in a cashless, faceless and paperless manner.



## Results

IMSS taken the complete responsibility of design, development and integrating the department services into this solution using ServicePlus which is unified platform based on multi-tenant architecture for delivering electronic-services to citizens, an application which is quick to learn and easy to use with minimal effort or very less skill set.

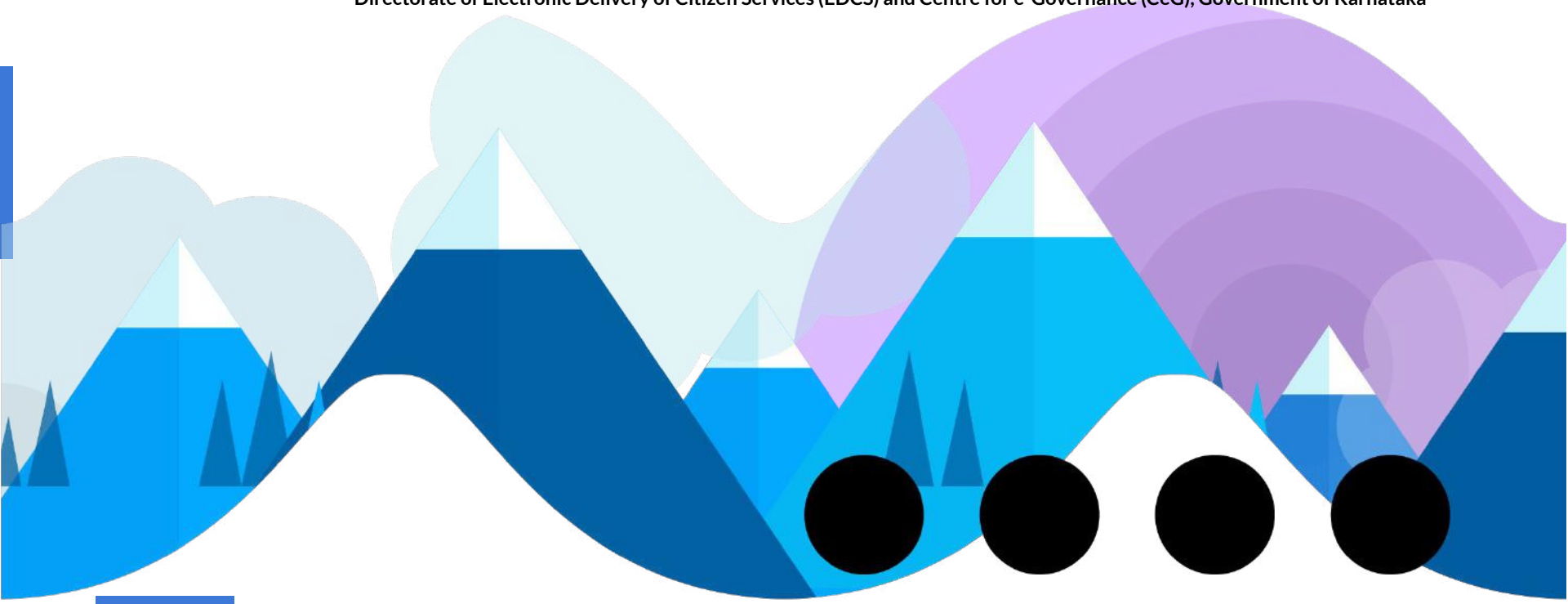
Currently 70 departments and more than 640 services are LIVE which brought Karnataka government into No. 1 position in providing best citizen services in the country.



A Case Study

## Fund Utilization & Performance Monitoring Automation

Directorate of Electronic Delivery of Citizen Services (EDCS) and Centre for e-Governance (CeG), Government of Karnataka



## Client Profile

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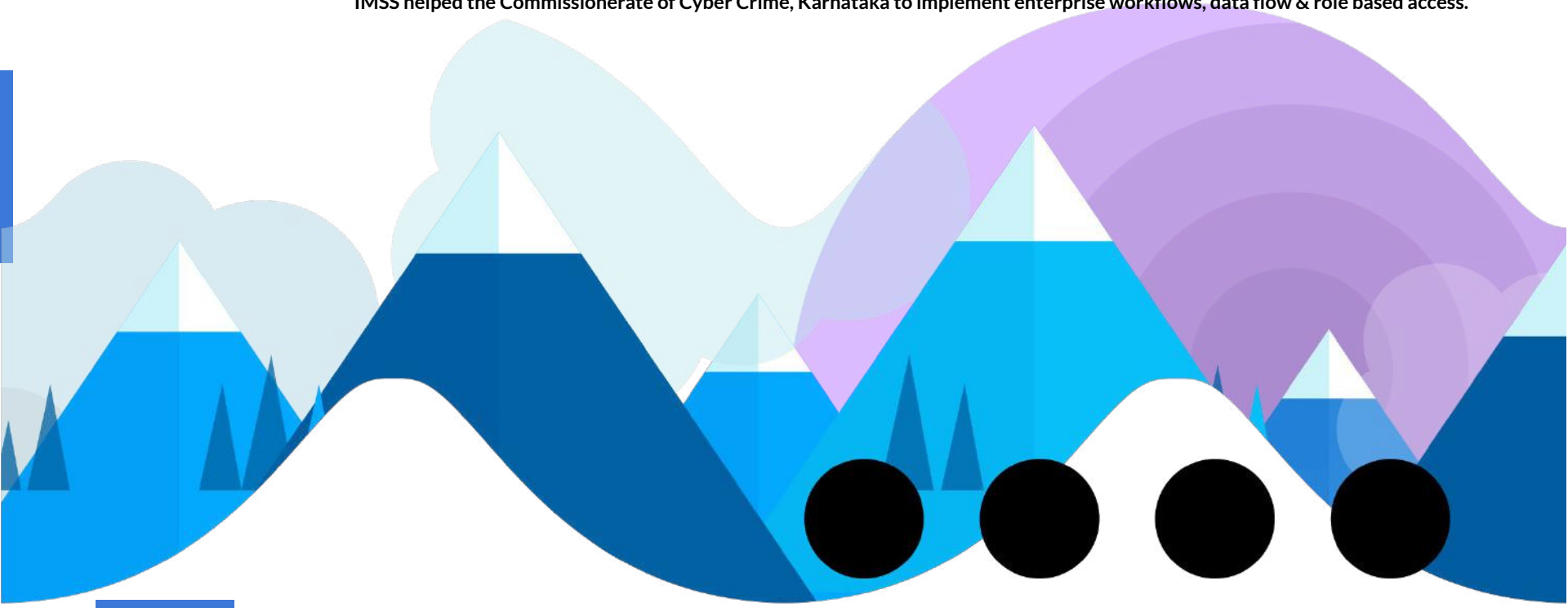


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A Case Study

## IT Enablement Applications for the Karnataka Cyber Crime Dept.

IMSS helped the Commissionerate of Cyber Crime, Karnataka to implement enterprise workflows, data flow & role based access.



## Client Profile

Bangalore was the first city in India to get a cyber crime police station. Residents can lodge their complaints related to internet with the Cyber crime division. This is an initiative of Government of Karnataka to facilitate victims/complainants to report cyber crime complaints online.



## Summary

IMSS has been involved in supplying the expertise required in various processes and functions of the cyber crime department. The department has been rendering services in registering all computer-related complaints, and profiling the investigated crimes.

The department has long been employing services of multi-disciplinary groups various fields including renowned software companies, academic institutions and IT consultants.

The department is the nodal agency to receive complaints regarding all computer related crimes, designing / printing of fake currency notes, internet hacking, and software piracy which falls under Copyright Act among others.





## Results

IMSS provided the development, maintenance and enhancement services across multiple phases of the project.

There are over 12 modules in the project and the following objectives were achieved.

- Communication between its offices
- Workflow oriented
- Monitoring the performance of the department
- Maintain crime records
- Keep track of status of cases
- Data flow from police station till DGP office
- Multi users, role based and bilingual application



### Business Challenge

The accounting team of the client processes huge number of invoices and most of the data entry work is manual. They needed to enhance accuracy, reduce errors and save the time & effort it took to enter the invoice information to ERP application and desired to introduce business workflow automation for the same.

### Digital Transformation with IMSS

IMSS designed and developed a comprehensive RPA based solution to address the above issues. A BOT / Digital Worker has been developed and the BOT undertook the human work with a much better overall performance and turn-around time, lower error rate and improved compliance. The overall process has also been optimized and greater visibility has been achieved into the process.

### Business benefits

**85%**

performance improvement  
in turnaround time &  
process compliance

**75%**

lower error rate  
for invoice processing,  
data entry

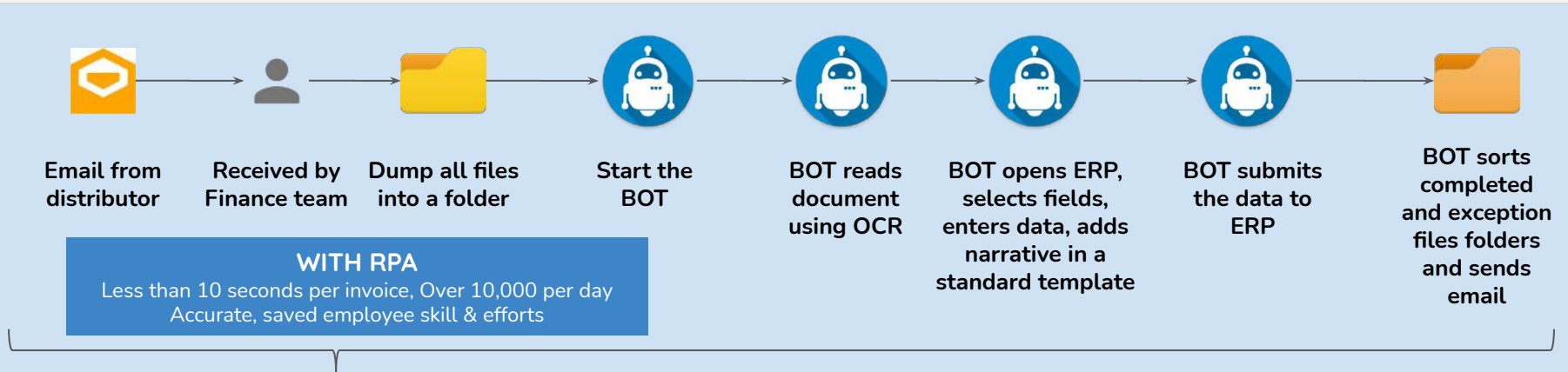
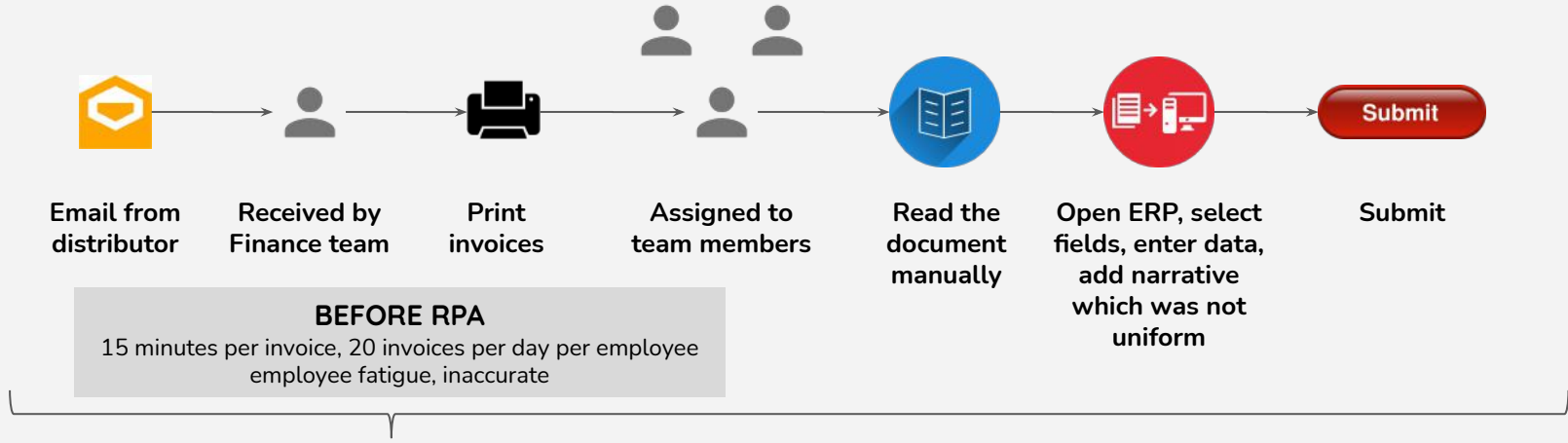
# Invoice Processing with RPA for a distributor

Enabling a large distributor improve  
data accuracy and productivity with  
IMSS BPM & RPA services

The client is a leading document imaging and printing solutions provider and is one of the largest scanning and printing equipment distributor in India.

### Opinion from CLIENT

“IMSS helped us with  
Requirement Gathering  
Solution design.  
Automate the Invoice  
entering flow. Installation  
and deployment onsite  
and System Testing”







### Business Challenge

The accounting team of the client processes huge number of Statement of Accounts (SoA) and most of the data entry work is manual. They needed to enhance accuracy, reduce errors and save the time & effort it took to process the billing and usage information and they desired to introduce business workflow automation for the same.

### Digital Transformation with IMSS

IMSS designed and developed a comprehensive RPA based solution to address the above issues. A BOT / Digital Worker has been developed and the BOT undertook the human work with a much better overall performance and turn-around time, lower error rate and improved compliance. The overall process has also been optimized and greater visibility has been achieved into the process.

### Business benefits

**75%**

performance improvement  
in turnaround time &  
process compliance

**90%**

lower error rate  
for invoice processing,  
data entry

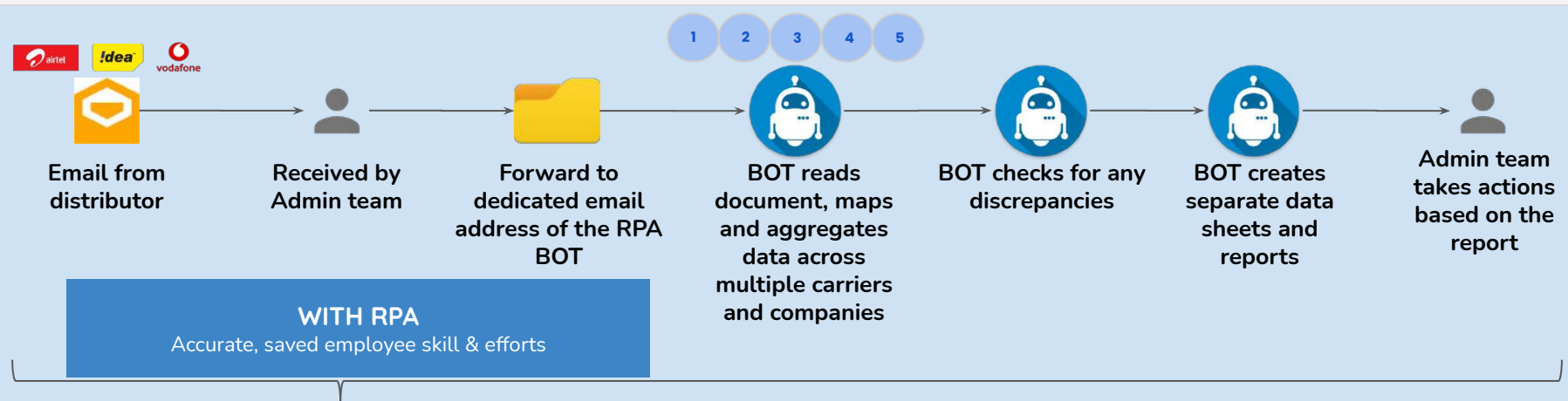
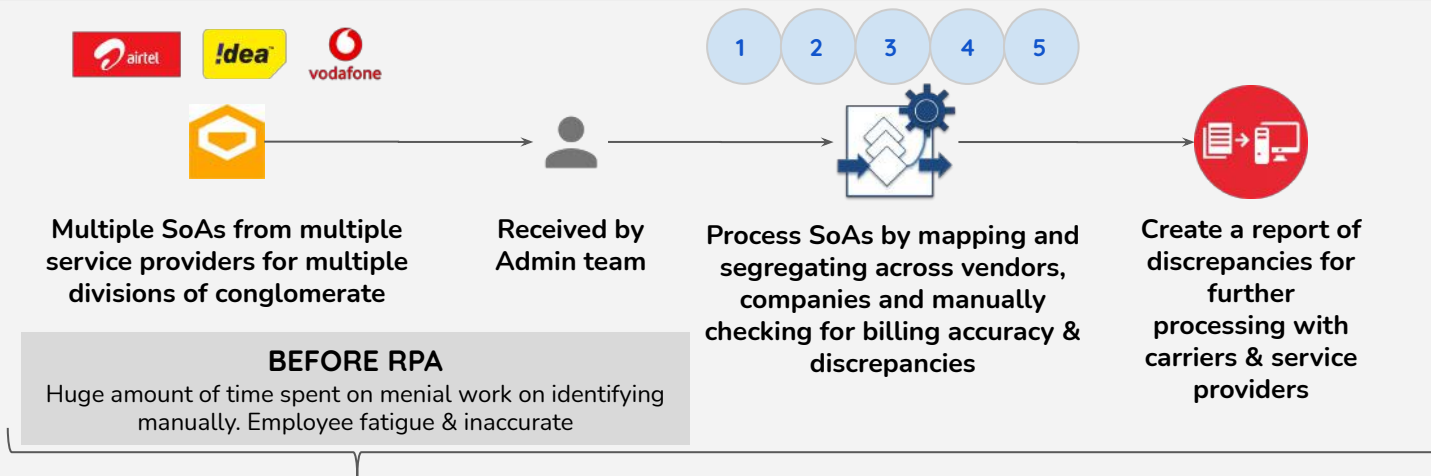
# Processing of telecom bills with RPA

Enabling a conglomerate of companies  
with 17000+ mobile connections to  
quickly process and identify  
discrepancies

The group is made up of diversified activities and businesses with field agents, distribution, software services with over 17000+ mobile connections.

### Opinion from CLIENT

“IMSS helped us with requirement gathering, solution design, automate the Statement of Accounts (SOA) entering flow. Identify discrepancies and take swift needful actions”





# REPORTS

## Business Challenge

The reporting team of the client which includes engineers and BPO agents processes huge number of reports compiled from multiple portals and most of the data entry work is manual. They needed to enhance accuracy, reduce errors and save the time & effort it took to enter the information to reporting application and desired to introduce business workflow automation for the same.

## Digital Transformation with IMSS

IMSS designed and developed a comprehensive RPA based solution to address the above issues. A BOT / Digital Worker has been developed and the BOT undertook the human work with a much better overall performance and turn-around time, lower error rate and improved compliance. The overall process has also been optimized and greater visibility has been achieved into the process.

## Business benefits

**85%**

**performance improvement**  
in turnaround time &  
process compliance

**75%**

**lower error rate**  
for invoice processing,  
data entry

# Report Generation BOT for a large BPO

Automating reporting for a BPO which processes over a billion service interactions per year

The client is a Business Process Outsourcing company which provides customer service management, digital customer journeys, analytics and personalization services.

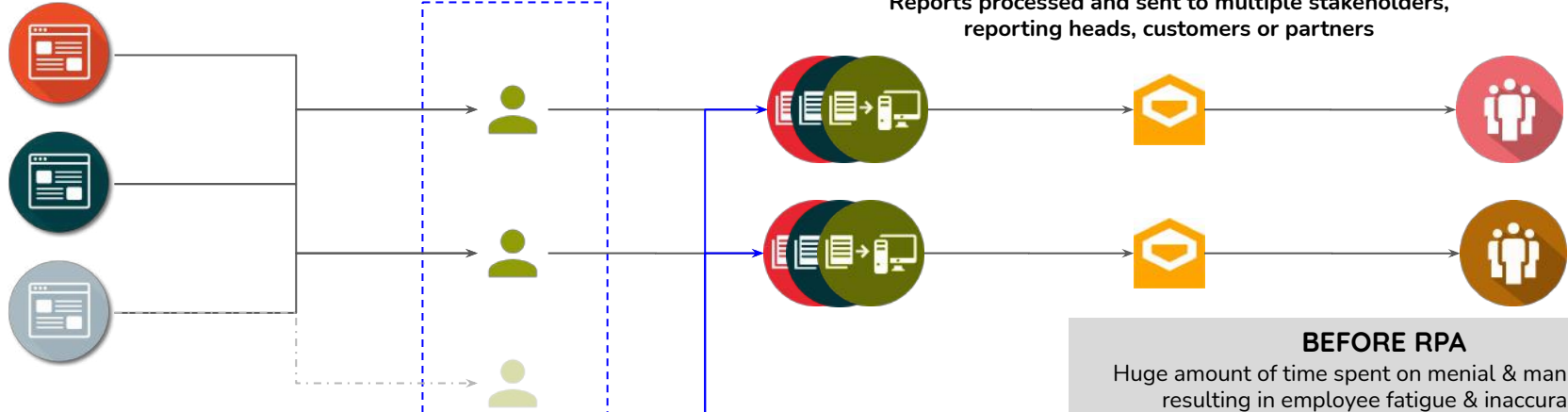
## Opinion from CLIENT

“IMSS helped us with Requirement Gathering Solution design. Automate the Report Generation flow. Installation and deployment onsite and System Testing”

Seven (7)  
report portals

Extract Reports Consolidated and  
compiled by Engineers & Agents

Reports processed and sent to multiple stakeholders,  
reporting heads, customers or partners



RPA BoT by IMSS frees human  
employees for other productive  
tasks



RPA BoT  
by IMSS



1500 person hours of human effort  
saved per month just on reporting  
~10 working months

**WITH RPA**  
Accurate, saved employee skill & efforts



### Business Challenge

The human resources teams of the companies that are part of the group processes payrolls which includes compiling deductions and payables based on receipts submitted and most of the data entry work is manual. They needed to enhance accuracy, reduce errors and save the time & effort it took to enter the information to reporting application and desired to introduce business workflow automation for the same.

### Digital Transformation with IMSS

IMSS designed and developed a comprehensive RPA based solution to address the above issues. A BOT / Digital Worker has been developed and the BOT undertook the human work with a much better overall performance and turn-around time, lower error rate and improved compliance. The overall process has also been optimized and greater visibility has been achieved into the process.

### Business benefits

**85%**

performance improvement  
in turnaround time &  
process compliance

**75%**

lower error rate  
for invoice processing,  
data entry

# Payroll processing BOT for a large conglomerate

## Enabling a conglomerate of companies with 2000+ payrolls to process every month

The group is made up of diversified activities and businesses with field agents, distribution, software services with over 2000+ payrolls.

### Opinion from CLIENT

“IMSS helped us with Requirement Gathering Solution design. Automate the Report Generation flow. Installation and deployment onsite and System Testing”

Multiple (6)  
companies



Receipts, Tax Proofs and Bills submitted by employees of respective companies



Company A, HR

Company B, HR

Company C, HR

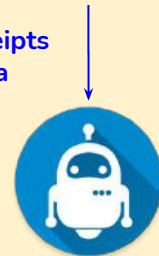
**BEFORE RPA**  
Huge amount of time spent on menial & manual work resulting in employee fatigue & inaccuracies

Compile and calculate deductions and payables and manually enter to ERP



HR dumps summaries of all receipts with appropriate metadata

120 person hours of HR effort saved per month



RPA BoT by IMSS



RPA BoT reads data using OCR, opens ERP, enters data and compiles reports

**WITH RPA**  
Accurate, saved employee skill & efforts





### Business Challenge

The customer relationship management teams of the customer receive the support tickets raised by the customers. The teams must manually aggregate data from multiple portals and the ticket emails and most of the data entry work is manual. They needed to enhance accuracy, reduce errors and save the time & effort it took to enter the information to reporting application.

### Digital Transformation with IMSS

IMSS designed and developed a comprehensive RPA based solution to address the above issues. A BOT / Digital Worker has been developed and the BOT undertook the human work with a much better overall performance and turn-around time, lower error rate and improved compliance. The overall process has also been optimized and greater visibility has been achieved into the process.

### Business benefits

**Improved**  
performance  
in turnaround time &  
process compliance

**Lower**  
error rate  
in service center  
assignment

# CRM Ticketing BOT for Customer Support

Enabling a multinational hardware and electronics corporation with ability to process 10,000+ tickets every month

Customer is a multinational hardware and electronics corporation, specializing in advanced electronics technology with product range including PCs, tablets, smartphones, monitors, projectors and cloud solutions for home users, businesses and governments.

### Summary

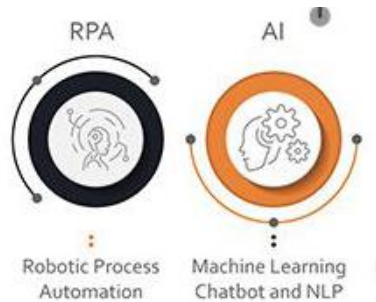
“IMSS helped customer with Process Discovery, Feasibility study, Design & Development of BOT to automate the service ticket assignment process.”

### Previous Approach before IMSS Solution

The previous process included multiple software solutions deployed to handle specific steps and manual intervention was needed at many stages. The issues / tickets were raised by corporate customers and the data was checked by employees for warranty status and was manually entered in a CRM portal.

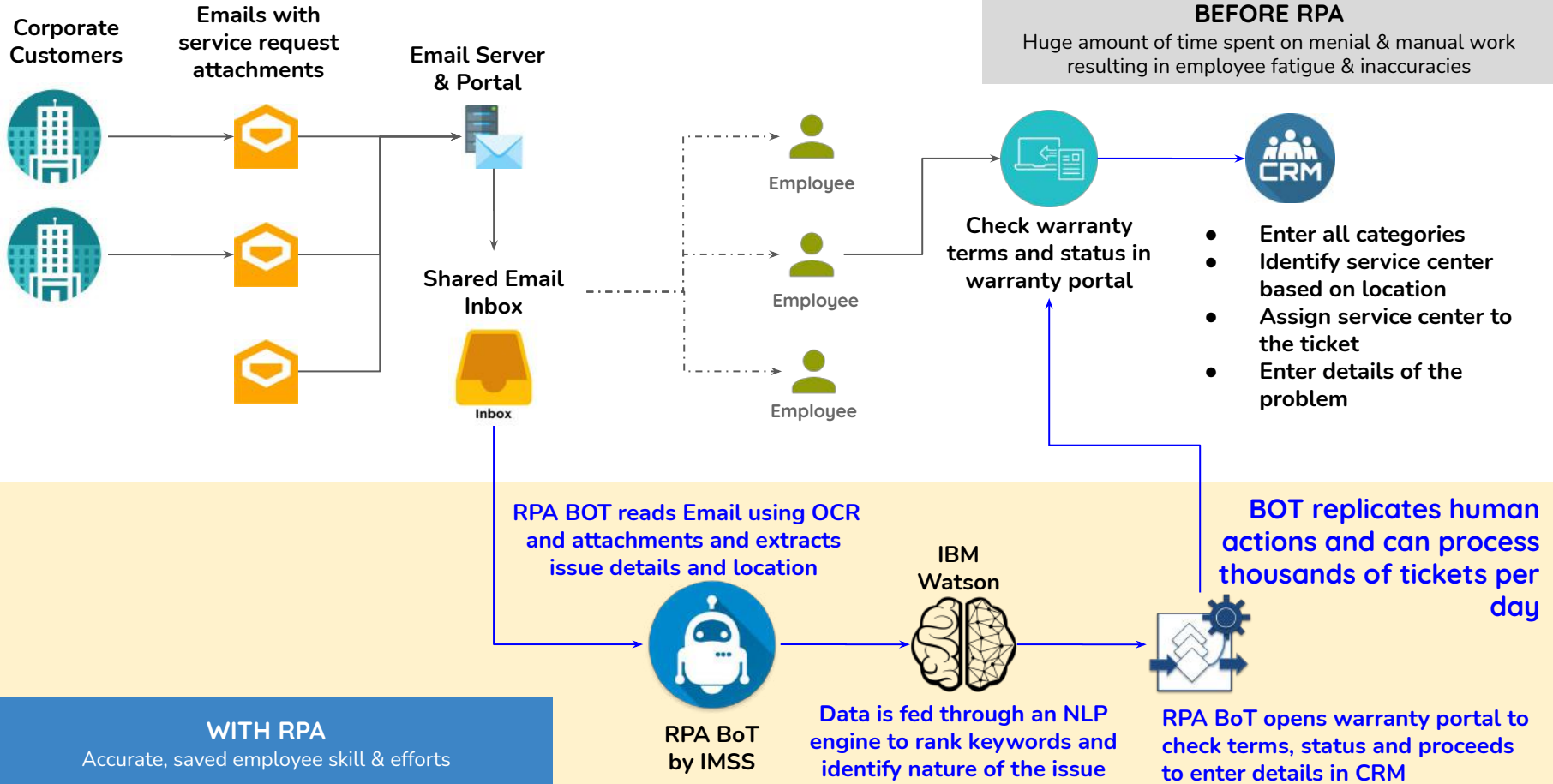
This resulted in a huge amount of time spent on menial & manual work resulting in employee fatigue & inaccuracies. Also, the nature of the issue was determined on a case-by-case basis and was subjective to employee judgement.

### Highlights of IMSS solution



### Solution developed by IMSS

- The RPA BOT is developed as a layer over and above the existing process, thereby ensuring minimal to no disruption to customer SLAs or employee processes.
- When a corporate customer raises an issue, the email is received.
- Instead of a human employee processing the information from the email, the RPA BOT accesses the same email and mimics human actions.
- The RPA BOT developed by IMSS fetches the data from the email and extracts issue details and location information of the customer.
- The RPA BOT then sends the extracted data through IBM Watson Natural Language Understanding service for advanced text analysis.
- The NLP engine understands the data, extracts and ranks keywords based on context and accurately identifies the issue. It can also understand if multiple issues are present within the same ticket.
- The RPA BOT takes this contextual information and identifies the nearest service provider who is closest to the customer.
- Then the BOT replicates manual human processes and opens the warranty portal to verify the warranty status for the customer.
- BOT proceeds to enter the data into the CRM portal and assigns the ticket to the identified service provider.
- Human intervention is needed only for exceptions.
- Without any fatigue and lesser inaccuracies the RPA BOT developed by IMSS will free human employees for more productive tasks.
- The BOT is capable of processing thousands of tickets per day.





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# Thank You

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**IMSS | Digital | Automate | Accelerate | Assure**

**About IMSS**

IMSS is a reliable provider of software services in Digital Automation, Application Development, Consulting & Outsourcing.

The insights and quality services we deliver help build trust and confidence in our customers. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people and for our clients.

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