



# Enterprise RPA Best Practices

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**INTRODUCTION**

**RPA BEST PRACTICES**

**CUSTOMER PANEL**

**WHAT'S NEW – 2018.4 RELEASE**

# Agenda

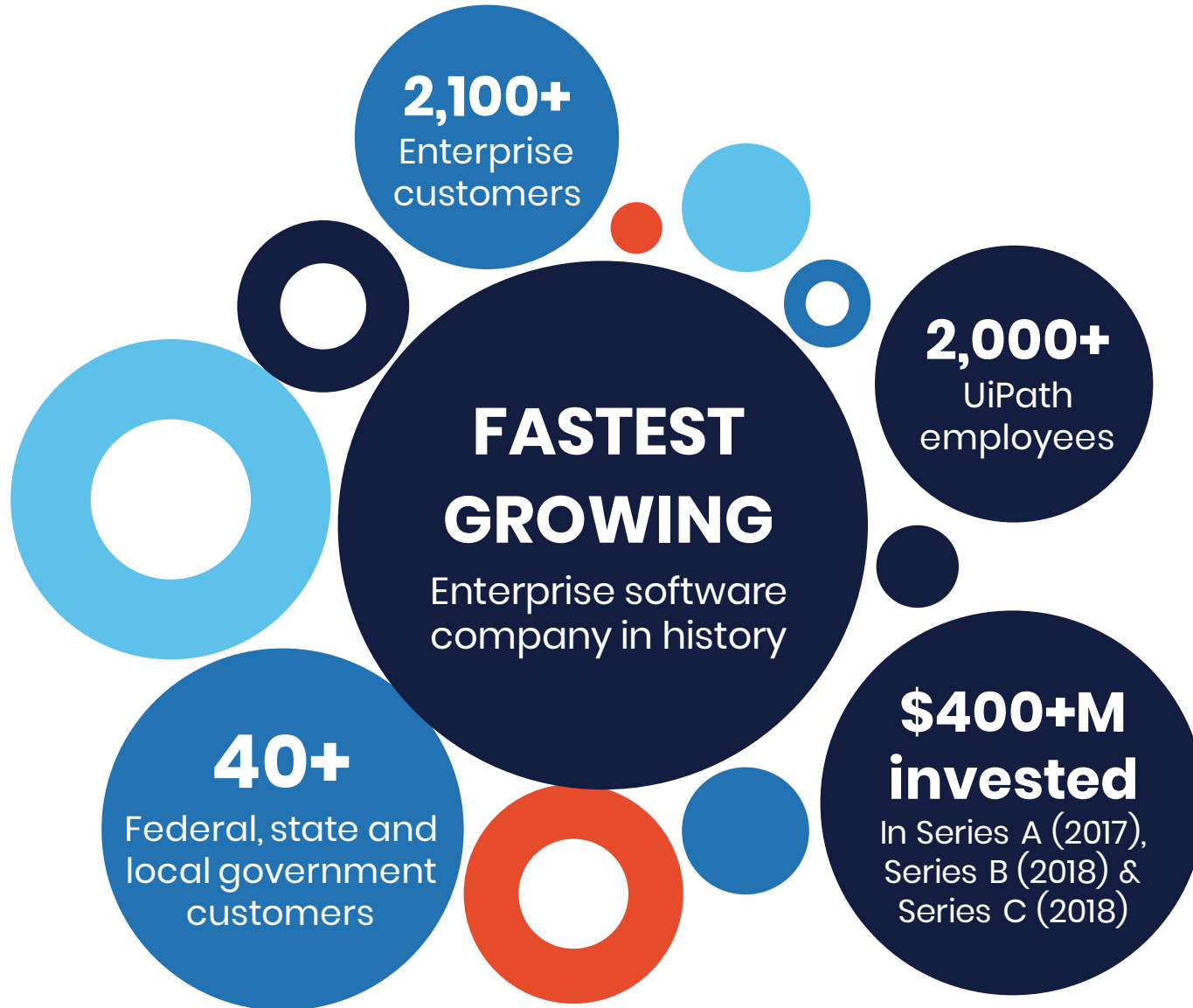
# Ashim Gupta,

Chief Customer Success Officer,  
UiPath



- Previously served as senior vice president and chief information and automation officer for GE's Finance and Shared Services Group and CFO of GE Water
- An expert at boosting operational and financial performance for businesses, with deep experience implementing ERP solutions and leveraging automation and analytics to simplify and enhance processes.
- Oversees a team of Customer Success experts who work closely with UiPath customers to maximize the adoption, self-sufficiency and business value of their RPA journey through proven deployment methodology and strategic change management.

# UiPath by the Numbers



## Category Leader

FORRESTER® Everest Group®  
From insight to action.

HfS Research  
The Services Research Company™

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Credo.

# Your Voice is Being Heard

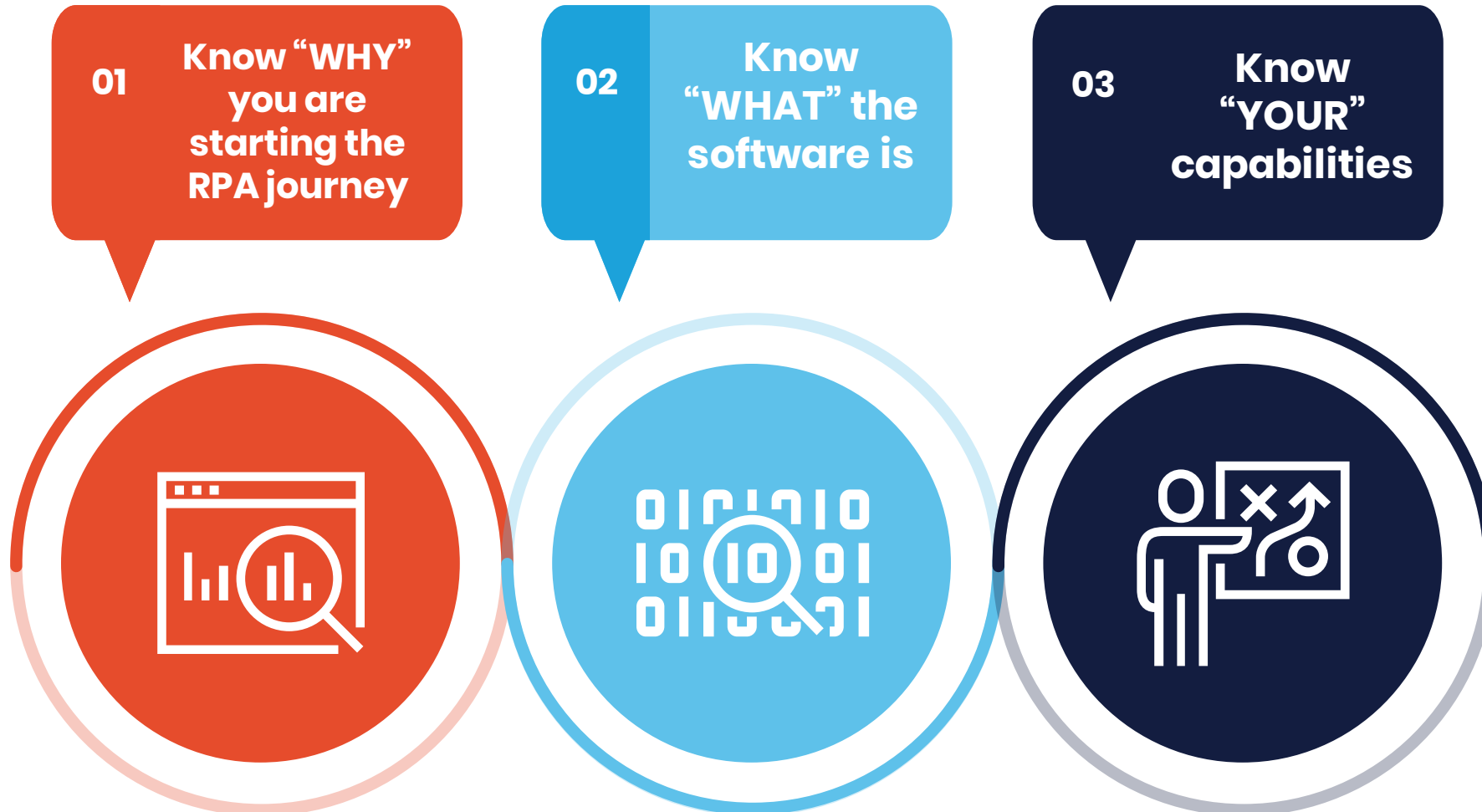


Gartner  
peerinsights™

Vendors and Products	Reviews	Overall Rating
UiPath	321	4.5
Automation Anywhere	188	4.3
Blue Prism	100	4.3
Datamatics	47	4.5
Kofax	37	4.2
Jidoka	27	4.9
WorkFusion	13	4.0
Kryon Systems	4	3.8
NICE	4	3.8

**321 Reviews**  
**4.5 Score**

# Starting the Journey: POC, Pilot and Deploy



# Why start the journey?

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## Everything is changing

- Need to simplify architecture
- Data more valuable than oil
- Speed of decision making
- Shortfalls of large IT projects
- Millennial work expectations

## RPA is a perfect response

- Functionally agnostic
- Consistent process execution
- Executes @ speed of network
- Flexible, faster, larger ROI
- Higher value roles

# Proving the product...

70-80% of cost will be development

## Big Scale



Grow Productivity

Security, Control and Governance at Scale

## Security



Enterprise security and auditing

Ensure all Enterprise Security and Risk Compliance levels

## Path to AI



Machine-Like to Human-Like

Computer Vision, Machine Learning, NLP and Cognitive

## Ease of Use



Ease of Use and Faster implementation

Built-in integrations, recorder, drag-and-drop, and low-code

## Ecosystem



Innovate Together

Customers, Partners, Technology Alliances and UiPath

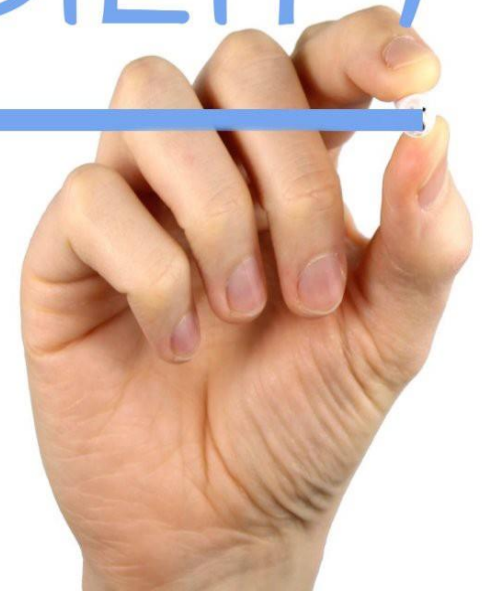
# Proving your capabilities...

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- Infrastructure readiness
- IT & business partnership
- Speed of execution
- Pipeline readiness
- Change management

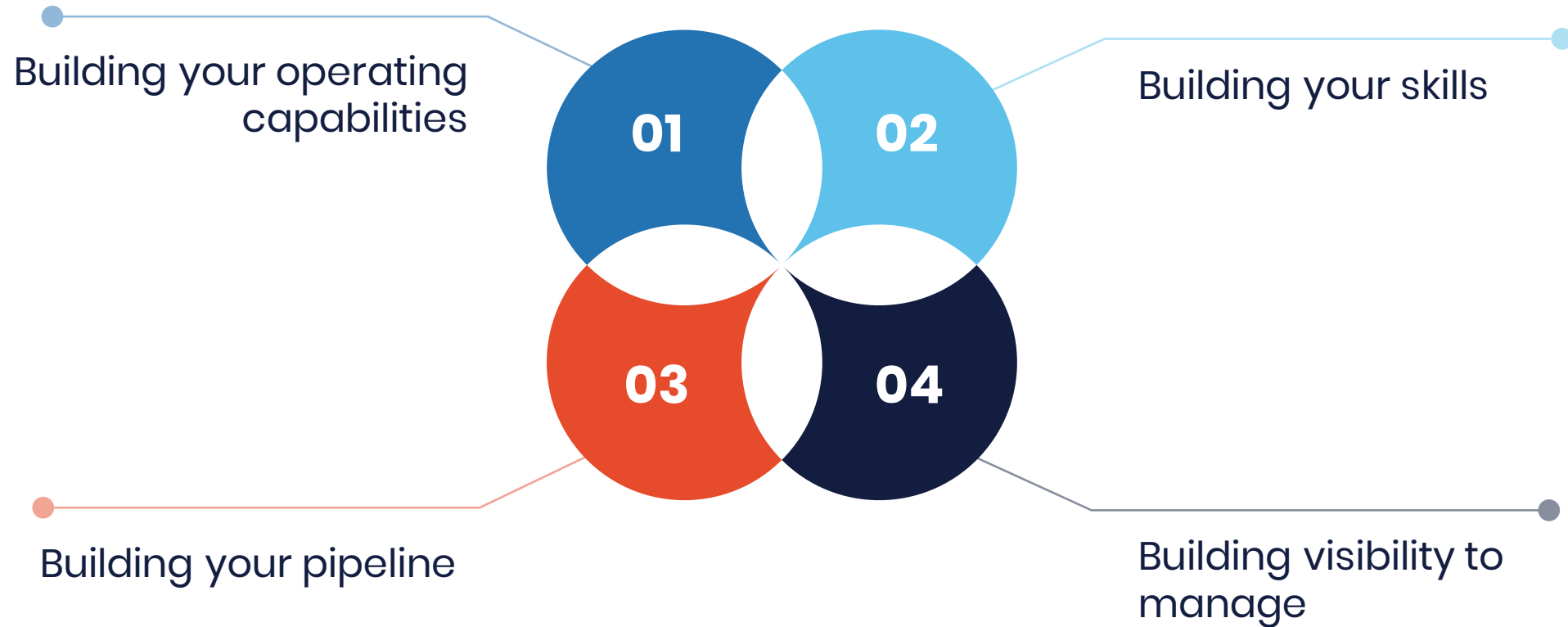
CAPABILITY

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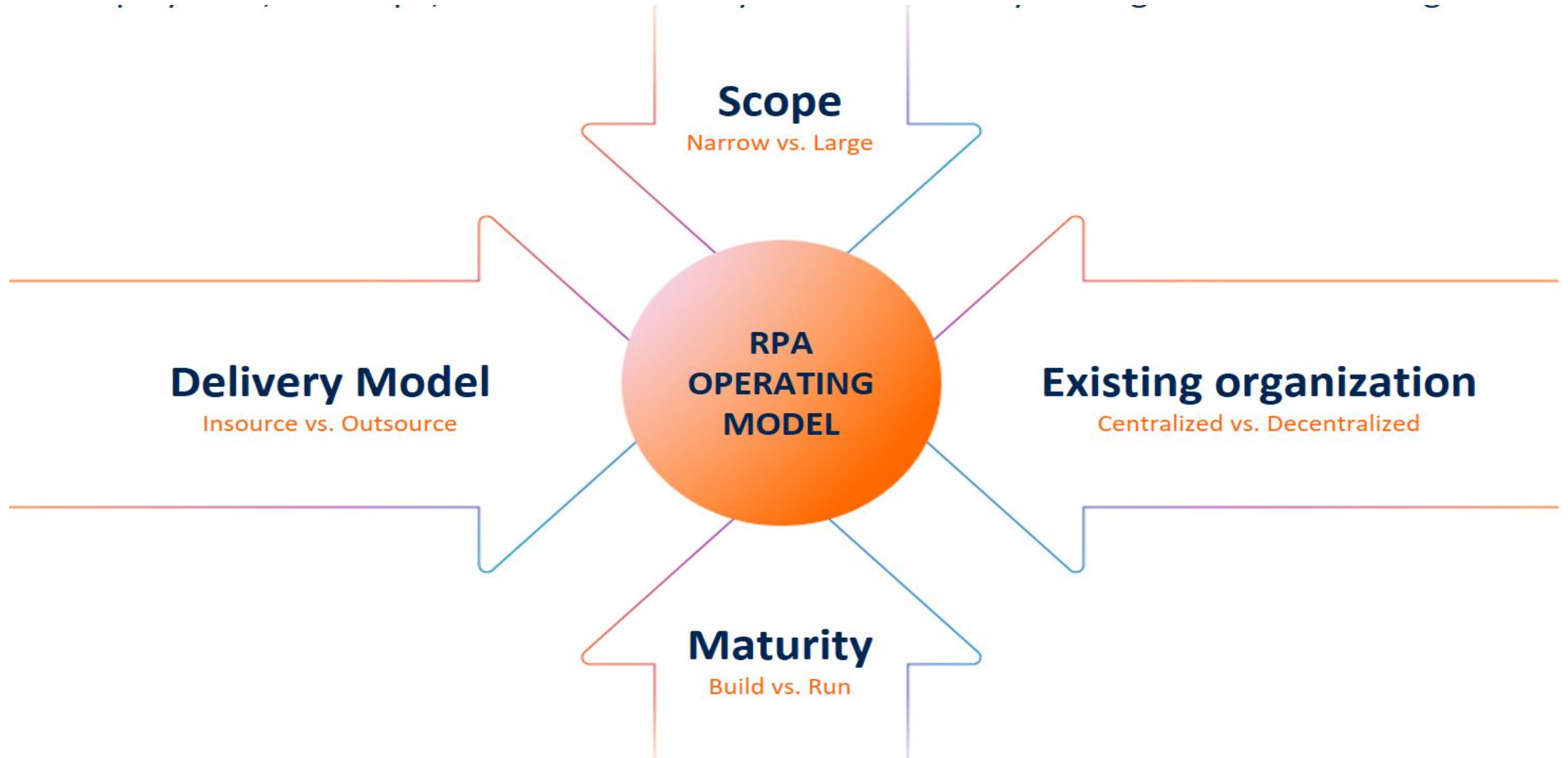


# Scaling to significance

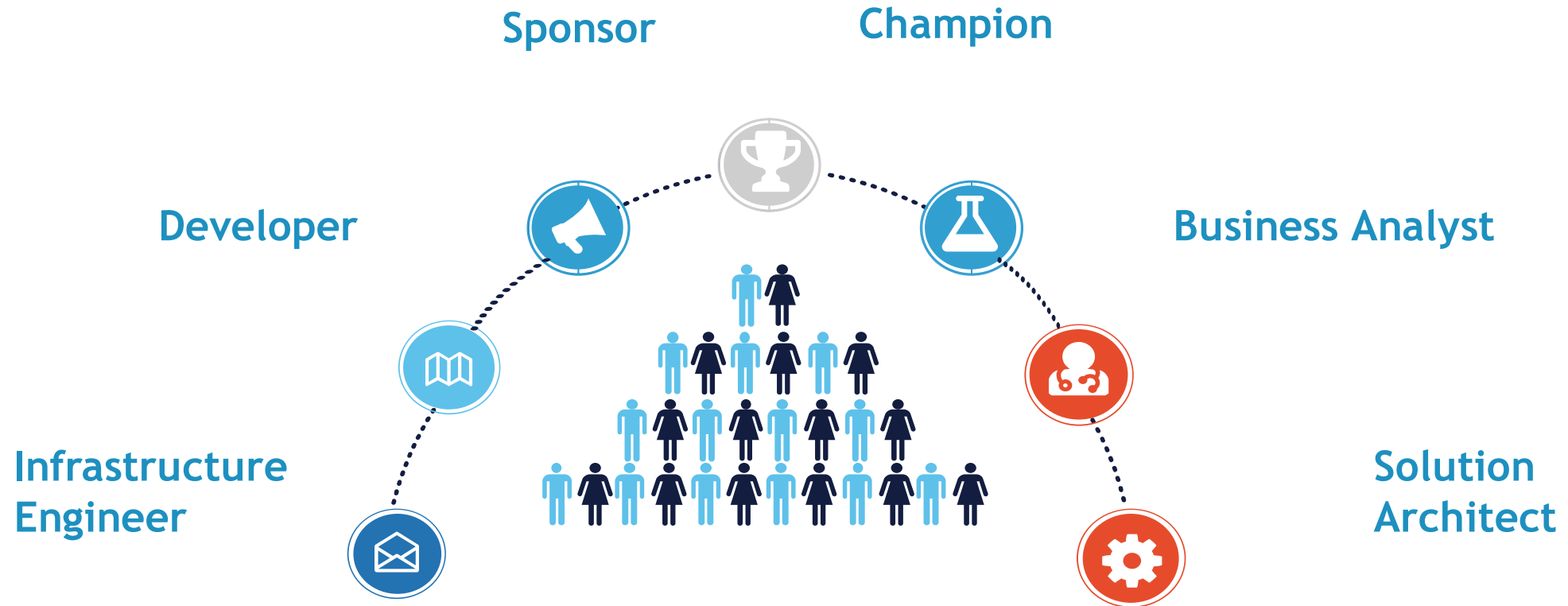
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# Building your operating model...



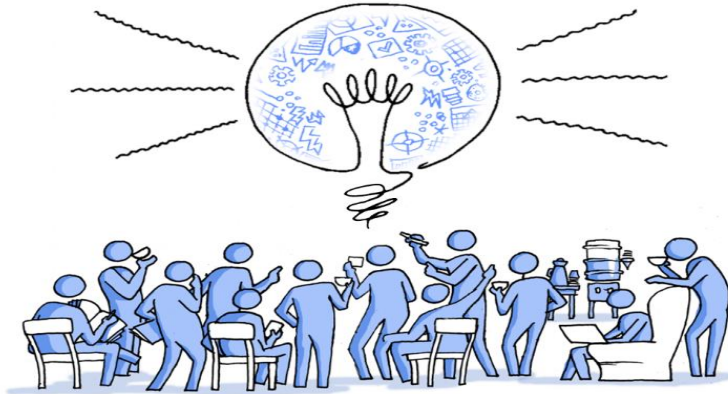
# Your Robotics Operating Center



Developer certification critical...Use UiPath Academy & Community

# Examples of driving awareness

## RPA Days



- **Demonstrate RPA to business teams**
- **Breakouts to dissect business process**
- **Build basic automation in the workout**

## Skills vs Technology



- **“Data Roomba”... Audits & corrects data**
- **“Reconciler”... Reconciles data sets**
- **“Data Transfer”... Downloads & uploads**

# Building visibility to manage

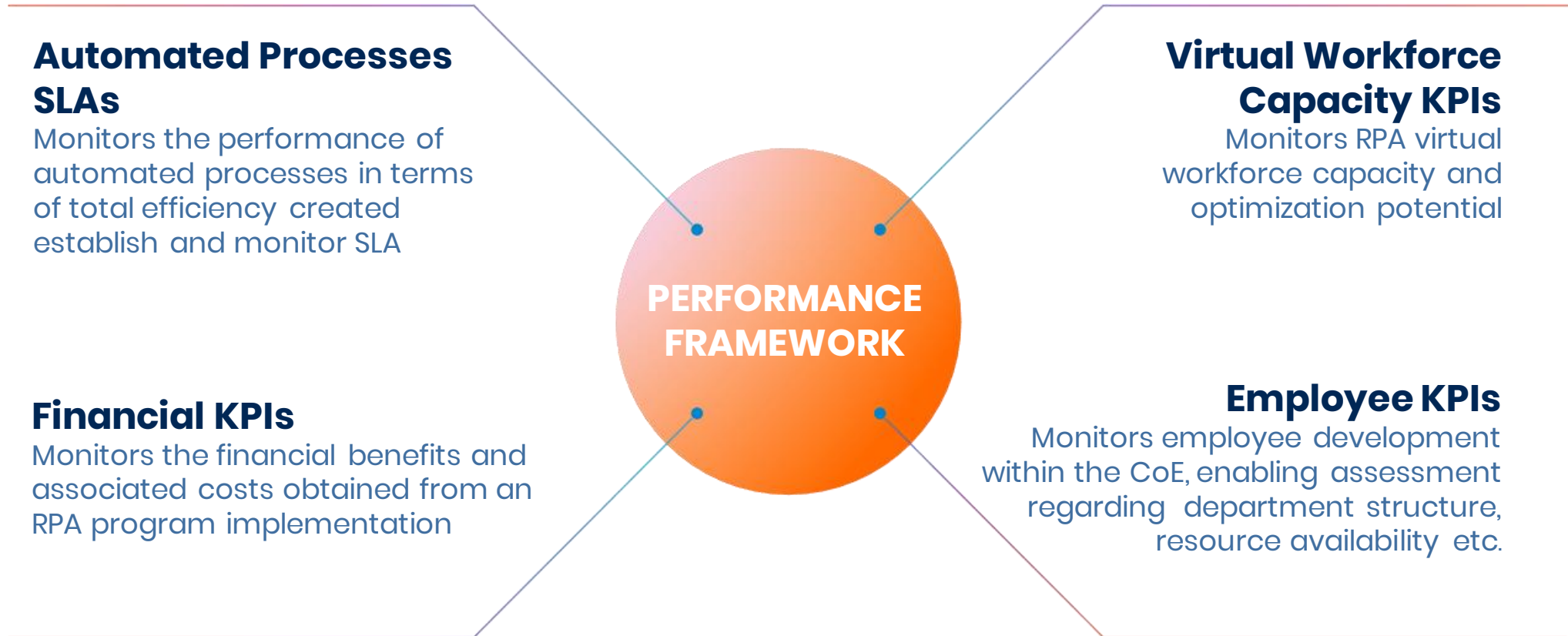
The screenshot displays the UiPath dashboard interface. On the left, a sidebar lists various business processes such as C&B, MSA, Closing, POD confir..., Billing, B2P, S2T, Accounting, Global Opt..., Buy Desk, SFDC, Cash Applic..., Immigration, Sales Orders, and Logistics. The main content area is titled 'Robotic Process Automation' and shows data as of 6/18/2018. It features a summary table with the following data:

Metric	Value
# Total (excl...)	166
# Deactivated	63
\$ Deactivated	2.2M

Below the summary table, there is a 'Completed Robots' section with a bar chart showing the number of deactivated robots by region:

Region	# Deactivated	\$ Deactivated
ASIA	~100	\$1.4M
LATAM	~50	\$961.0K
MENAT	~50	\$944.0K
EUROPE	~50	\$821.4K

The dashboard also includes filter options for Center, Region, Status, Stage, and Functional Owner, and a 'Clear Selection' button. A detailed view of a specific process, 'Proof of Delivery and Automated POD Request', is visible on the right side of the dashboard.





# Customer Panel

# Meet our Panelists

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**Jairo Quiros**

VP of Global Shared  
Services, Equifax



**Cortney Dominguez**

Corporate Operations &  
Technology Leader, World  
Fuel Services



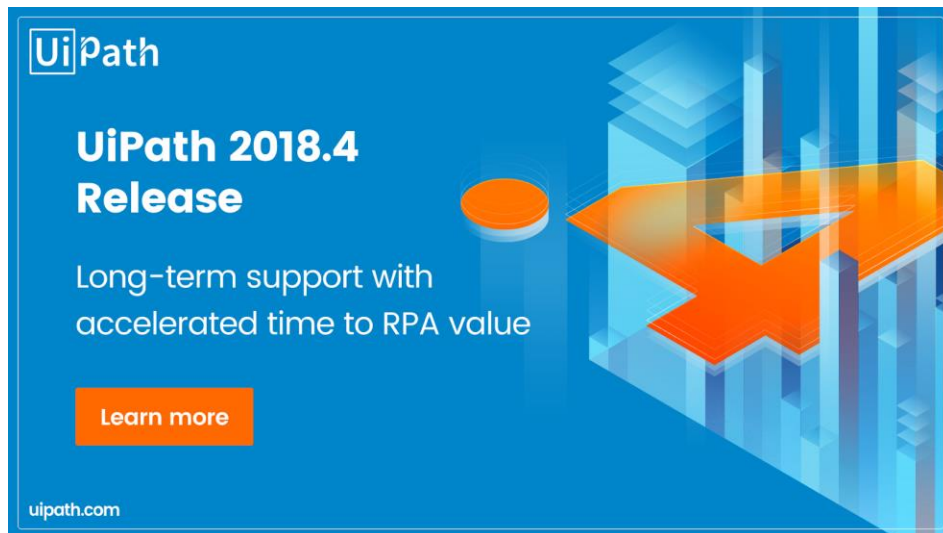
**Rachel Summers**

Director of Operational  
Excellence and Business  
Transformation, Shared  
Service Connected Ltd



# Q&A

**API based automation component for SAP business processes Native support for Citrix XenApp automation New document digitization and Validation Station capabilities**



## Plus...

- Light and dark themes available for Studio and Orchestrator
- Multi-factor authentication and single-sign on improvements
- Global error handler provides dynamic error handling
- GSuite support with 16 new activities for convenient automation
- AutoStart automations with user logon
- Floating Studios enable easy support for developers using non-dedicated PCs and non-persistent VDI
- Studio licensing via Orchestrator



**Thank you!**



## Jairo Quiros

VP of Global Shared  
Services, Equifax

Equifax Inc. is a consumer credit reporting agency. Equifax collects and aggregates information on over 800 million individual consumers and more than 88 million businesses worldwide.

- RPA journey started in 2017
- Demand for RPA was bottom-up
- Employees created a self-funding model
- RPA is less about a cost play and more about productivity
- Payback periods in 6 months or less



## Cortney Dominguez

Corporate Operations  
& Technology Leader,  
World Fuel Services

World Fuel Services provides marketing and financing of aviation, marine and ground transportation fuel products and related services to commercial and corporate aircraft, petroleum distributors, fleet owners and ships at more than 3,500 locations around the world.

- RPA journey started in 2018
- Initial demand came bottom up but now it's being pushed from the top down
- First automation was on the Community version for pricing operations
- Achievement: 1 bot does the equivalent work of one person a week
- 2019 automations will focus on financial operations and core accounting



## Rachel Summers

Director of Operational  
Excellence and Business  
Transformation at Shared  
Service Connected Ltd

SSCL delivers a range of high quality shared services for their Government and Police clients, enabling them to operate more efficiently and more effectively. The company helps to reduce costs whilst introducing innovative ways of doing things better – right across the public sector in the UK.

- RPA journey started in 2018
- Started with a different vendor and switched to UiPath
- Focuses on Finance, Accounting, HR, Recruiting and Payroll
- Team of in-house RPA developer
- Created a robust cycle for identifying and validating processes before they go into development