

TCS BPS Robotic Process Automation Services

Business Process Services



Automation is a key focus area for companies seeking to boost agility and rationalize costs. Robotics can play a vital role in this regard by minimizing manual intervention and driving higher process efficiencies. This technology is being adopted at a faster pace due to its affordability and ease of implementation.

Tata Consultancy Services' (TCS') Robotic Process Automation (RPA) Services help reduce the turnaround time for various workflows, resulting in superior agility and higher operational efficiency. Our services use advanced software algorithms to enable informed business decision making. It also enables significant improvement in accuracy of business transactions and adherence to regulatory compliance by eliminating redundant workflows and human intervention.

Overview

Enterprises across industries face significant fluctuations in transaction and demand volumes, rapidly evolving customer preferences, and supply chain volatility. Sustaining revenues in such a dynamic environment requires organizations to demonstrate flexibility in operations. Therefore, organizations must simplify business processes to maximize flexibility, optimize operating costs, manage risks, and enhance customer experience. However, existing enterprise resource planning (ERP) systems are not equipped to eliminate redundant workflows and human intervention.

TCS' RPA Services comprise a portfolio of software robots that enable the execution of business operations, increased operational efficiency, and efficient risk management. Our RPA services are based on the philosophy of emulating human behavior using 'thinking brains' and 'executing arms'. The 'thinking brain' manages activities concerning rule-based processing, memory management, learning, and coordination. On the other hand, the 'executing arm' includes automation components such as document and image parsers, macros and scripts, record-and-replay tools, and OCR/ICR that can be used to execute repetitive processes. Our services are non-intrusive and do not require any changes to underlying IT systems and business processes. Our robots emulate human actions but do not need manual intervention.

Our Solution

Our offering, which harnesses AI, robotics, and machine learning, includes:

- **Information extraction:** Reading various physical and electronic documents; extracting relevant information and translating the same into appropriate formats; feeding data into enterprise systems
- **Document formatting:** Learning branding and layout guidelines for business documents; automating standardization of content branding and formatting
- **Data management:** Aggregating relevant data from ERPs and other enterprise systems; consolidating and repurposing the same to make it ready to use for business users
- **Work allocation:** Assigning work to other robotic systems based on the latter's availability and skills; supervising the robots' output and publishing dashboards for performance tracking



TCS' RPA Services cover the entire spectrum of business process automation

Experience Certainty

TCS' RPA offering helps enterprises realize the following benefits:

Enhanced operational efficiency: Reduce 'run the business' (RTB) costs by at least 30%; scale up or down your deployment of robots according to volatility in business demand; use intelligent machines to streamline work allocation without relying on human intervention for vital business processes

Greater business agility: Reduce the turnaround time for several workflows including data collection, document management, and regulatory submissions; bring down the cycle time for document creation by 90%

Superior decision making: Ensure pan-enterprise information consistency by achieving 100% accuracy during the data capture process; foster informed decision making across the organization

Regulatory compliance: Fully adhere to relevant regulatory requirements by embedding compliance guidelines in the design of the robots

The TCS Advantage

RPA is one of the key components of our ValueBPS™ approach that helps enterprises achieve significant and sustained business outcomes. ValueBPS™ also harnesses our deep domain expertise and operations redesign methodologies such as FORE™, encompasses analytics and insights, IT-BPS synergy, Business Process as a Service (BPaaS) models, and business process management (BPM). By partnering with us, you can also leverage the following differentiators:

Intellectual Property and Assets: We create intellectual property and assets that allow us to create value for our customers. We have built several proprietary assets—including image parsing and processing program, redaction tool, sentiment analyzer, neural search algorithm, and event scheduler—to cover multiple business processes.

These have been developed by the Tata Research Development & Design Center (TRDDC), one of TCS' key research and development facilities, and a part of our Co-Innovation Network (COIN).

Technology and Business Expertise: TCS oversees more than 10 million business process transactions daily, allowing our robotic algorithms to continuously self-learn and build knowledge. We have over 45 years of experience providing technology services including application development and maintenance, and enterprise solutions. Our experience ensures that the RPA deployment is well integrated with existing systems, secure, and scalable.

Robotic Process Automation Experience: TCS offers over 70 different robotic process automation components that address practically all business process scenarios and offer integrated domain-specific solutions.

About TCS' Business Process Services Unit

Enterprises are looking to drive sustainable growth and profitability, and stay relevant to their customers in increasingly regulated, competitive, and global markets. TCS fosters proactive and strategic partnerships with its clients to achieve these goals.

Our ValueBPS™ approach helps enterprises achieve significant and sustained business outcomes by leveraging our deep domain expertise and operations redesign methodologies such as FORE™. Our approach also encompasses robotic process automation (RPA), analytics and insights, our unique IT-BPS synergy, Business Process as a Service (BPaaS) models, and business process management (BPM).

TCS' Business Process Services include core industry-specific processes, analytics and insights, as well as enterprise services such as finance and accounting, HR, and supply chain management. Our cross-industry solutions ensure faster realization of business value. TCS has consistently been recognized as the leader in various service lines by leading analyst firms.

Contact

Visit **TCS' Business Process Services** unit page for more information

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

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