

# Making the Back Office function smarter

Transforming capability, costs and security through intelligent use of automation

## MEETING THE CHALLENGE HEAD-ON

Serving customers, supporting sales and delivering for the business creates many pressures. Delivering savings in cost-to-serve or enhancing existing customer / user experiences can compound this.

The team spends much of its time switching between applications or combing through spreadsheets and documents in order to stay on top of transactions and events and to provide continued support to the business.

Recent reports suggest 40% of workers spend >25% of their time on manual repetitive tasks - with many suggesting that it's much higher for support functions. Accenture estimate that 60-80% of financial processes can be automated.

Automating and Securing critical processes can help in all of:

- Gathering and processing information to tight deadlines - e.g. month-end
- Accuracy and Compliance
- Eliminating Fraud Risk around processes for making / requesting payment

Imagine the cost-savings if the manual work that ties down knowledgeable / expert resource could be taken away? Think what you could do with that resource if it was freed up?

## WHAT COULD IT BE WORTH?

EY have undertaken extensive research to calculate the benefits of automation by activity.

The table to the right shows the resource that would be released by activity-types.

All of these activities involve human fingers on physical keyboards (or mice) and real human eyes flicking between applications to read information on an actual screen.



## WHERE CAN AUTOMATION BE APPLIED?



Processing Activity	FTE reallocation and reduction
<b>Data Input</b> <i>Extracting data from several applications and reading emails, files and folders, etc</i>	60-80%
<b>Data Output</b> <i>Sending data obtained from the execution of the process (email, file transfer, web-based, report generation, etc)</i>	50-70%
<b>Reconciliation</b> <i>Understanding, combining and checking data received from several applications (e.g. cash reconciliation, invoice checking)</i>	40-60%

Source: EY "A Robotics Led Finance Function" 2017

## LET US MAKE IT SIMPLE FOR YOU. LET'S INTRODUCE JO

Jo is a Digital Workmate. Jo takes fingers off keyboards and eyes off screens.

Think of Jo like a new team member - Jo accesses existing systems (which means there is no need for complex integration).

Jo carries out the same tasks as a human user - but is faster (typically 10-20x), always does it the same way, doesn't take holidays and can work around the clock.

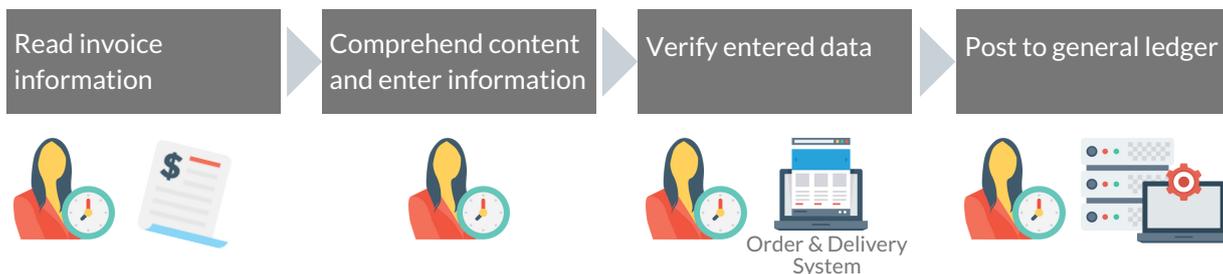
Deploying Jo is like training a human user. The difference is Jo only needs training one time and can then be left to get on with it. Managing change is easy - Jo just needs a bit of retraining and can then get on with the task (or tasks) in hand.



### EXAMPLE: ACCOUNTS PAYABLE

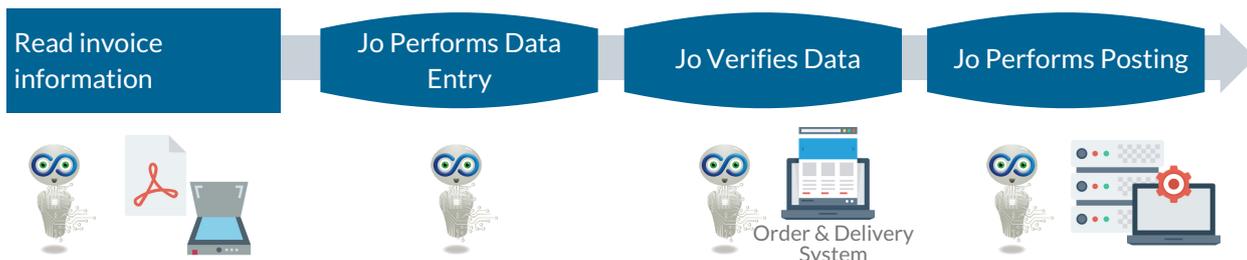
#### Before:

Humans perform a series of tasks manually



#### With Jo:

Jo carries out the whole task - *faster* - releasing human resource



### OUR APPROACH PROVIDES:

- SPEED
- FLEXIBILITY
- SCALE

### RAPID IMPLEMENTATION & NO UP-FRONT COST

- ✓ We provide process and automation expertise - identifying processes and optimising for throughput / cost / speed / security / compliance
- ✓ We combine best in class technologies
- ✓ We deliver it via a no-risk service-delivery model
- ✓ We implement in days / weeks ensuring you benefit quickly
- ✓ We work with existing systems / applications
- ✓ We enable you to scale iteratively - rolling out benefits further, faster and with greater certainty of benefits
- ✓ We free up your valuable human resources to focus on higher value activities

### About VaultConnect and our Technology Partners

VaultConnect are UK-based process and technology experts.

We develop custom solutions to secure and automate critical processes. We provide to enterprise level technology via partners who can support our service delivery model that delivers:

- Aligned cost / payback
- Rapid deployment
- Agile, iterative transformation and scalability

We're committed to helping businesses improve their efficiency, security and effectiveness through better decision-making and use of the latest technology. Our technology partners are delivering robust, secure and compliant solutions across the financial, legal and commercial sectors.

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