







BPMNext 2017

Decision-enabled Robotic Process Automation

Presented by Sapiens Decision & Capita
Larry Goldberg

April 2017

Sapiens Decision – Corporate ID

<p>Leading global provider of software solutions for the financial services industry</p> 	<p>400+ customers</p> 	<p>Publicly traded on NASDAQ and TASE (“SPNS”)</p> 
<p>Global, 25 offices across NA, UK, Europe, South Africa and APAC</p> <p>2500 + Finance and Technology experts</p> 	<p>2016 Revenue: \$216M</p> <p>2016 Profit: \$29.6M</p> <p>2017 Guidance \$270-280m Revenue</p> 	<p>\$102m cash acquisition of Stone River Closed in March 2017</p> 
<p>Sapiens Decision is a 3 year old subsidiary of Sapiens International, based on the acquisition of Knowledge Partners International, Inc., and incorporating the Sapiens DECISION product. We have approximately 100 Decision Experts and many global scale clients in USA, EMEA and AsiaPac, and are recognized as pioneer in the field of decision modeling and decision management</p>		



SAPIENS DECISION SUITE



**DECISION
Manager (DM)**
Business Logic Modeling and
Management



**DECISION
Execution (DE)**
Business Logic Execution



**DECISION
Deployment
Adapters (DD)**
(ODM, Drools, Java, XML...)

*Powered by
The Decision Model*



**DECISION
InfoHub (DI)**
Data Virtualization



**DECISION
Analytics (DA)**
Descriptive, Predictive,
Prescriptive

PLANNED



Sapiens DECISION STEP (DS)
Implementation and Adoption

Capita Business View at a Glance

- Capita is the UK's **leading provider of technology-enabled business process and customer management** and professional services
- **73,000 employees** across the UK, Ireland, N. Europe, India and South Africa

Capita BPM and CM (Customer Management) Business at a Glance

Market position

UK BPM

Market leader

Share ~24%

Customer Management (CM)

UK market leader

German top 3

Swiss market leader

Market size

UK BPM & CM

£10b

German CM

EUR3b

Working with leading UK and Global brands

Credentials

Strong track record of transforming and managing major contracts, utilising technology, process re-engineering and wider capabilities

100m customer contacts per annum

21m life policies and 550 occupational pension schemes, with 4m members, administered

Benefits solution used by 500,000 client employees

Manage £20bn of commercial property assets

Public / 3rd Sector 47%

Private Sector 53%



O₂ RPA Journey

O₂ Major UK Telecom Network
±25.5 Million Subscribers

blueprism®



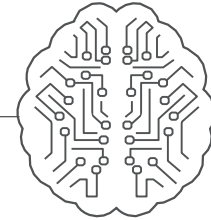
2011

Total Transactions: **1 million** per month

FTE: **420**

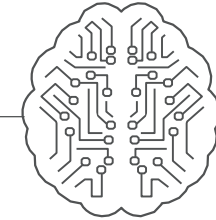
Robots: **70**

Robotic transactions:
c25k/month

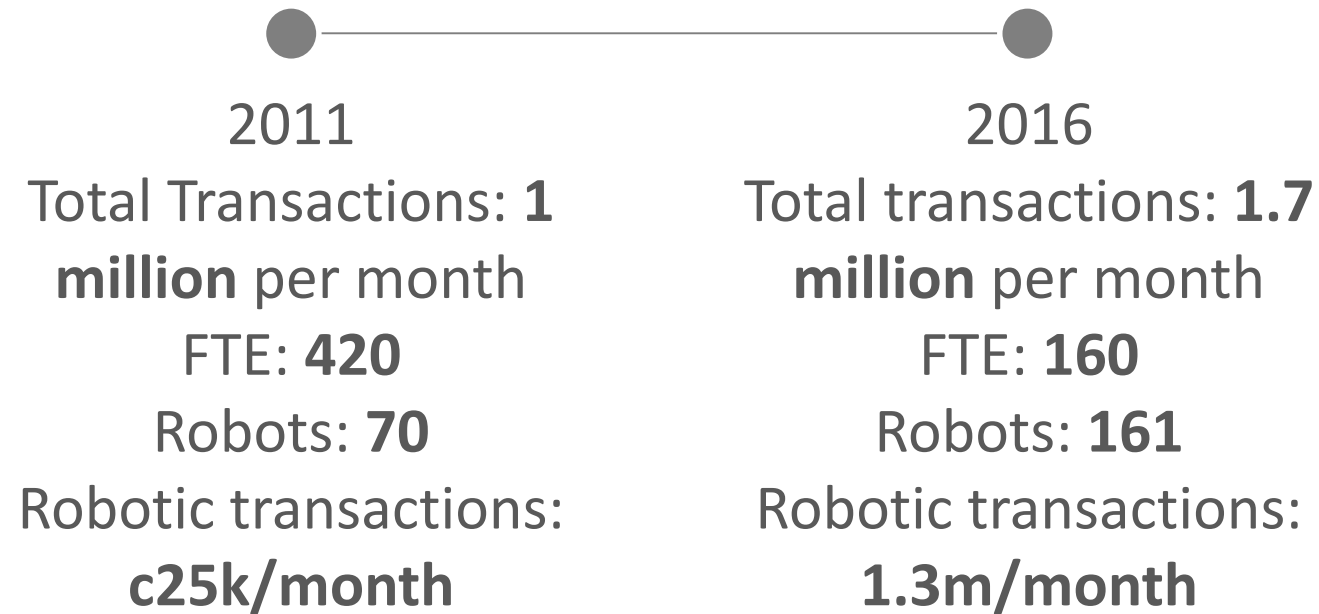


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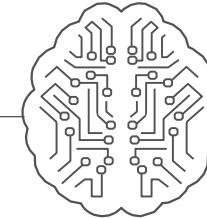


blueprism®

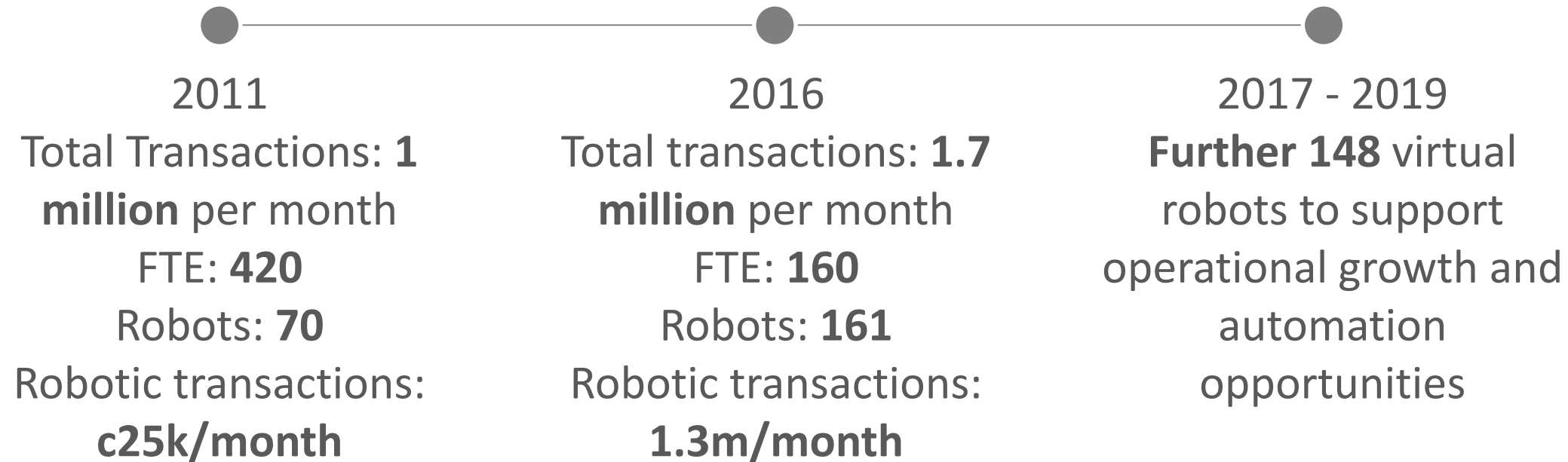


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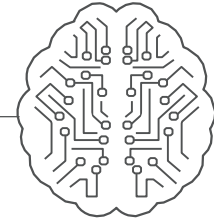
blueprism®



Trying to go too far with RPA

MAJOR LIFE & PENSIONS CLIENT OF CAPITA

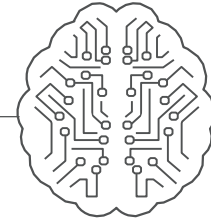
- Blue Prism pilot (2011/2012)
- Full Plan Details chosen as pilot area
- Multi-month programme of analysis, building, testing
- Target 10 FTE saving from initial process



Trying to go too far with RPA

MAJOR LIFE & PENSIONS CLIENT OF CAPITA

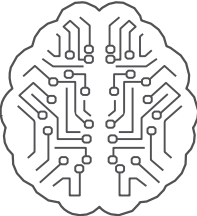
- Outcomes:
 - Process significantly more complex than documentation described
 - Many human decisions required to determine next steps/outcomes
 - Actual FTE saved: fractions, therefore implementation pulled



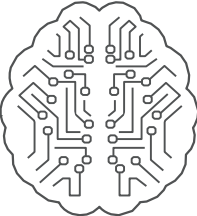
Step back – breaking down the solution elements



Excel at customer contact – empathy, creativity
Entering unstructured info into systems



Step back – breaking down the solution elements

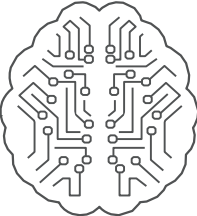


Excel at customer contact – empathy, creativity
Entering unstructured info into systems



Accurate keying of information, scale repetitive processes,
light integration access to legacy systems

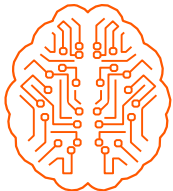
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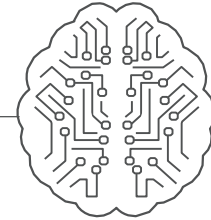


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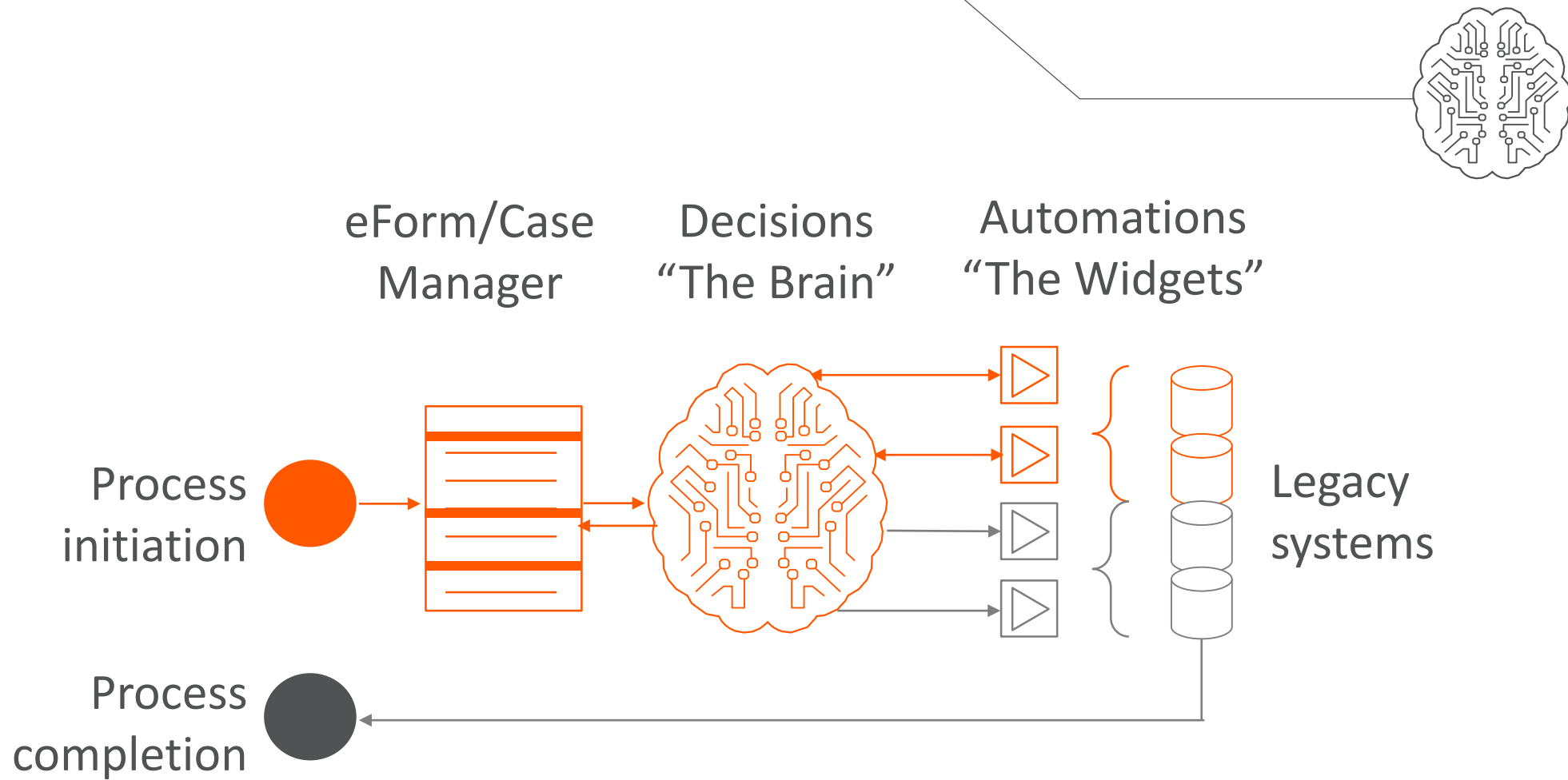
Consistent application of business logic that has been
externalised, visualised and tested for accuracy

The resulting solution – Decision-enabled Automation

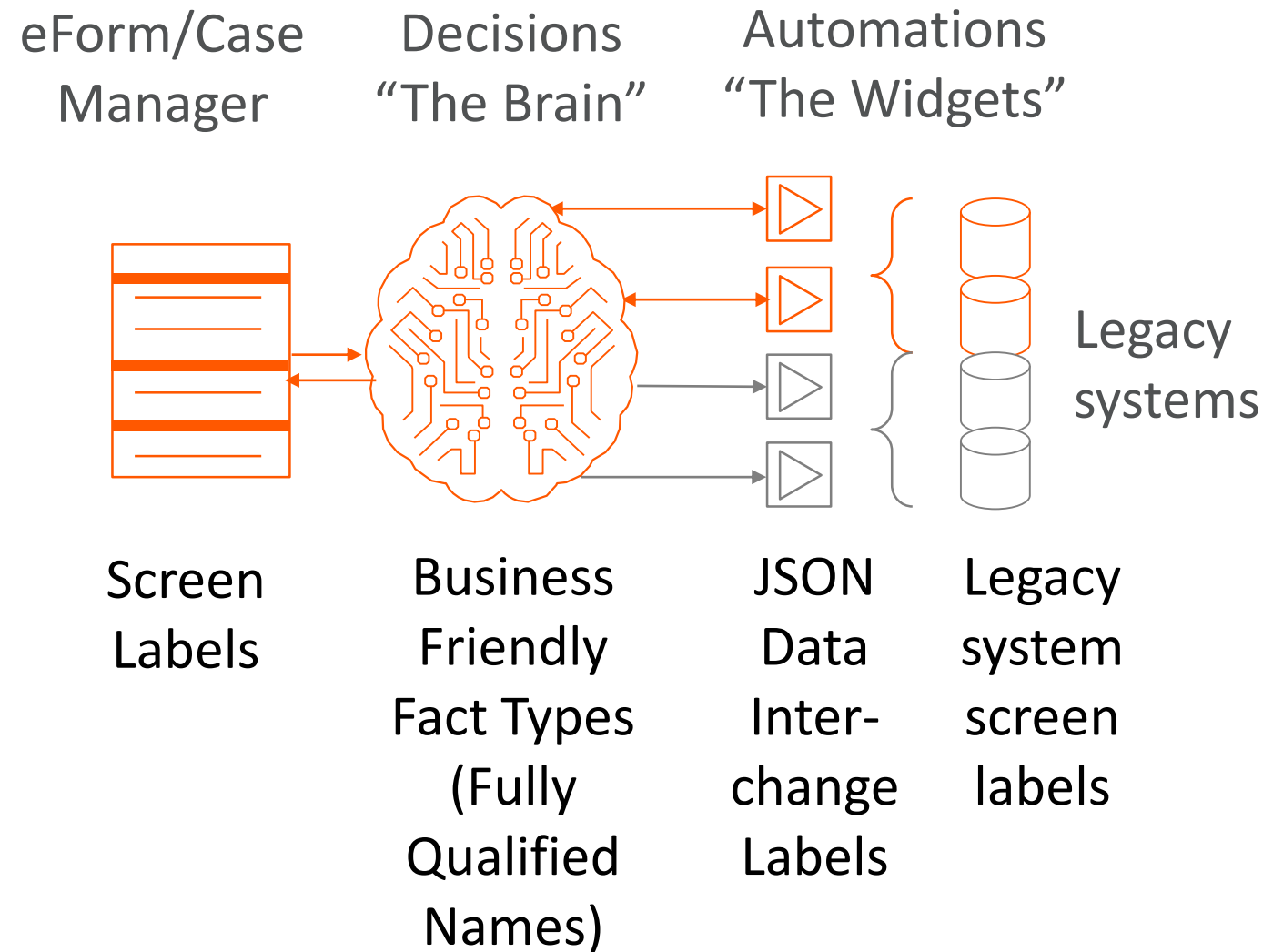
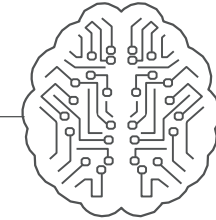


- Processes reframed as decisions
- Decisions are separated from the automations for re-use and ease of update
- Automations are now simple executions (retrieve data, write data, calculate)
- A single glossary enables efficient integration of the multiple components and generation of the eForm (or Case Manager)

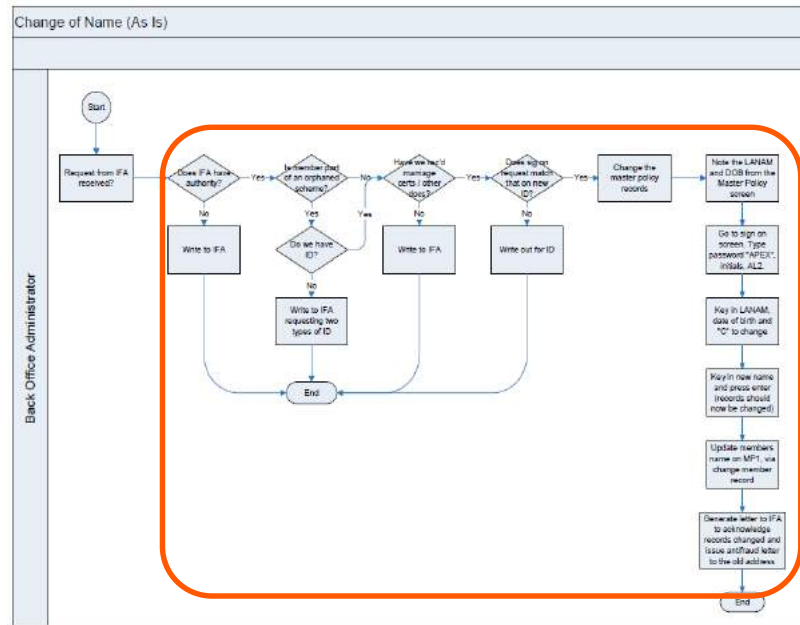
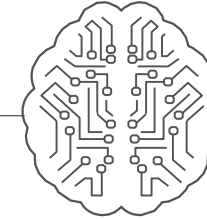
The resulting solution – Decision-enabled Automation



Key Enabler: Centralized Glossary to Normalize Screen Label/ Data returned from diverse systems for Decision Re-use

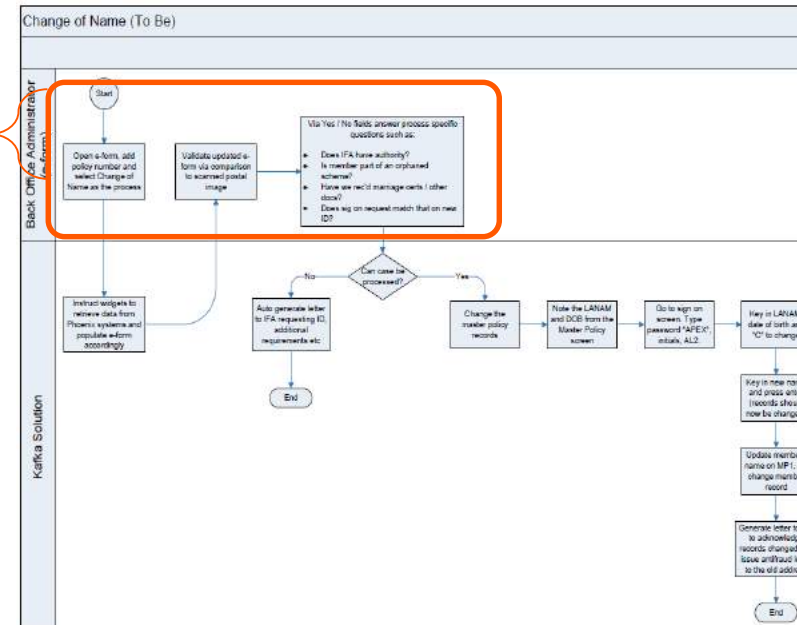


How a process changes

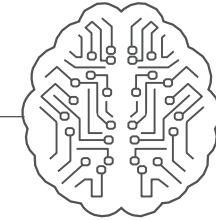


Knowledge Worker involved throughout process

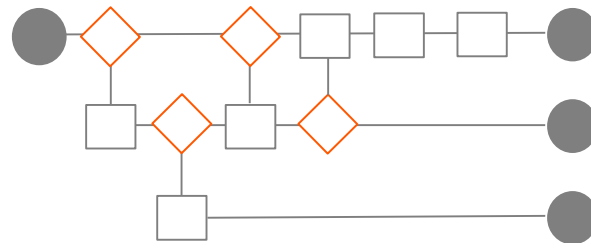
Knowledge Worker involved only at relevant stages



When should I use these tools? RPA



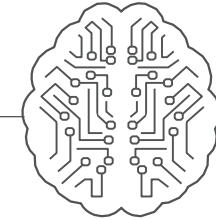
RPA
DATA AND RULES
ENCODED TOGETHER
IN AUTOMATION



Use when:

- Processes are leaned and comprehensively mapped
- There is volume and scale

When should I use these tools? Decision Enabled Automation



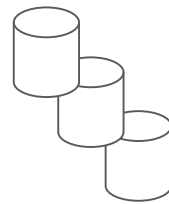
DECISION-ENABLED AUTOMATION

DATA &
DECISIONS
DISAGGREGATED



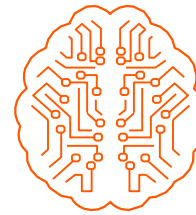
Human
Entered
data

+



System
Held
data

+

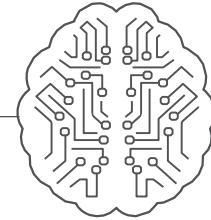


Business
logic

Use when:

- Processes are conditionally complex
- Multiple business units are making the same sets of decisions

What comes next



- This is not cognitive – yet...
- A declarative decision model plus RPA (or IoT/API-driven) data provides fundament for:
 - A great customer experience at the front end
 - Cognitive and data driven services
- Product roadmap and go-to-market plans being jointly developed between Capita and Sapiens