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\Orchestrating a brighter world

Process Automation

Automating business processes to enhance efficiency

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NEC Process Automation

Robotic Process Automation increased efficiency and reduced the time taken to complete a process according to 86% of respondents in a 2019 survey by Forrestor.

Organisations are increasingly looking at ways to support growth, while seeking to contain costs. Many are now exploring Process Automation as a tool to enable them to eliminate expensive, repetitive manual processes, whilst increase accuracy and efficiency resulting in more a productive workforce.

Process Automation allows the development of repeatable and enforceable processes that allow organisations to focus on their core mandate of delivering value to the business. Robotic Process Automation (RPA) is a fast-emerging process automation approach that uses software robots to replicate human tasks. Multiple robots form a virtual workforce that enables automation of many knowledge-related and back-office work that is typically executed manually.

Common Challenges

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Manually handled inaccurate data

Non-standardisation compliance issues

Time consuming manual processes

High cost of human resources

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An employee-centric and customer-centric approach is needed to fully realise the benefits from process automation

NEC's Process Advisory and Implementation Services assist organisations seeking to automate business processes and take the risk out of automation. Our highly experienced Process Automation team, including qualified resources on popular Process Automation Tools such as UIPath, Automation Anywhere, WorkFusion and PEGA OpenSpan can assist with consulting, operational management, project management and implementation.

NEC's broader services including Business Process Management, Change Management and Analytical services can provide elastic skills from a single source for end-to-end services to support your process automation lifecycle.
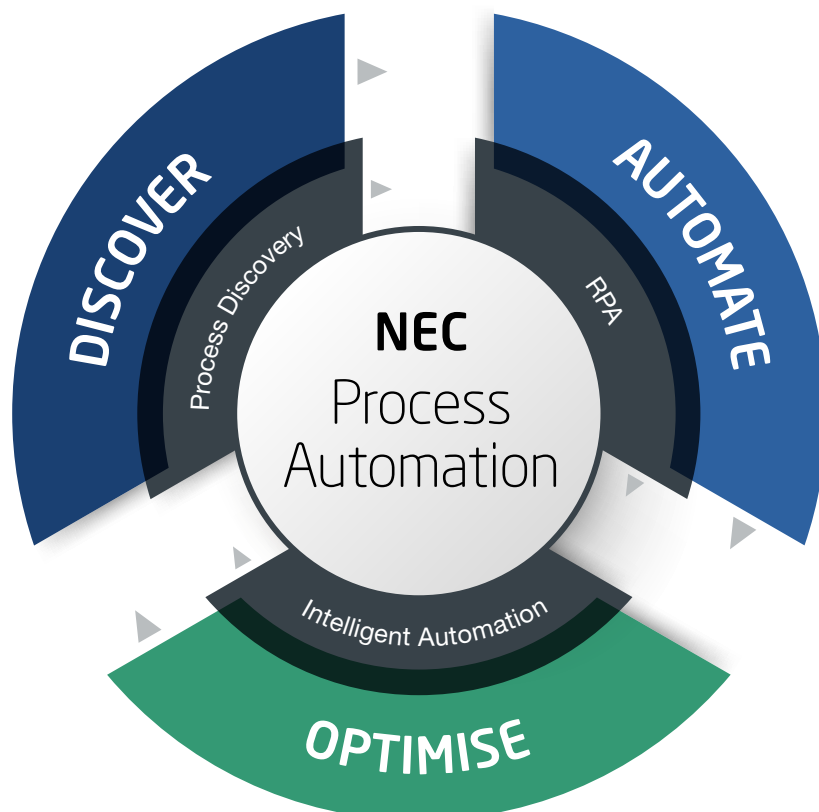
NEC Process Automation

Service Portfolio

Process Advisory Services

Understand process automation needs and existing bottlenecks of manual operations.

- Process analysis and roadmap
- Automation candidate identification
- Business case development

Implementation Services

Project services to develop and deploy the automation solution.

- Detailed process analysis, design and mapping
- POC: small scale deployments to validate success criteria for automation
- Design, develop and deploy the virtual workforce

Managed Services

Managed Service Desk to provide ongoing support to the automation solution.

- Flexible 3-tiered service packages to suit various requirements and budgets
- Skills augmentation services

Optimisation Services

Enhance, tune and upgrade the automation, including advanced analytics and machine learning.

- Assessment
- Advanced analytics: machine learning to enhance existing automation
- Optimise existing automation

Benefits

Reduced Time & Cost

Automating repetitive tasks can save significant work hours and adds flexibility and scalability, resulting in increased efficiency and cost reduction for organisations.

Increased Productivity

RPA liberates employees from mundane repetitive manual tasks, allowing them to focus on more strategic and creative tasks aligned to the organisation's core business.

Improved Governance & Compliance

Automating highly repetitive and rule-based tasks enables organisations to create a digital workforce that executes repeatable process steps more accurately and increases compliance.

Enhanced Customer Experience

Free up employees from manual tasks so they can focus on satisfying customers by addressing their needs faster and more accurately.

Use-cases

Process Automation can benefit all
business sizes across various industries

Finance
- Process-to-pay
- Order-to-cash
- Record-to-report

IT
- Server & app monitoring
- Routine maintenance
- Service desk

Supply Chain
- Inventory management
- Demand & supply
- Invoice & contract management

Customer Service
- Contact details updates
- Scheduling appointments
- Payments & order modifications

HR / People & Culture
- Payroll
- On-boarding & off-boarding
- Benefits administration

Healthcare & Pharmaceuticals
- Patient registration
- Patient discharge
- Departmental workflows

Service Package Options

		Essential	Standard	Premium
Support hours [1]		8:30-17:00 Mon-Fri	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
NEC service portal / email		✓	✓	✓
1300 phone number		-	✓	✓
Response time [2]	Priority 1	< 30 mins	< 30 mins	< 30 mins
	Priority 2	< 90 mins	< 60 mins	< 60 mins
	Priority 3	1-3 business days	Next business day	8 hours
Resolution time [3]		SLA	SLA	SLA
Incident management and service requests		✓	✓	✓
Minor enhancements [4]		-	✓	✓
Problem management		-	Reactive	Proactive
Change / capacity management [5] / service insight		✓	✓	✓
Environments supported		1	Up to 5	Negotiated
Remote support		✓	✓	✓
Escalations [6]		✓	✓	✓
Dedicated support team		-	-	✓
Engage MIM and/or assignment group		✓	✓	✓
Standard NEC customer satisfaction surveys		-	✓	✓
Summary survey feedback report		-	-	✓
Service improvement recommendations		-	✓	✓
Account reporting (monthly)		✓	✓	✓
Post incident report		Add-on option	✓	✓
Additional reporting		Available as required		

Service Package Options

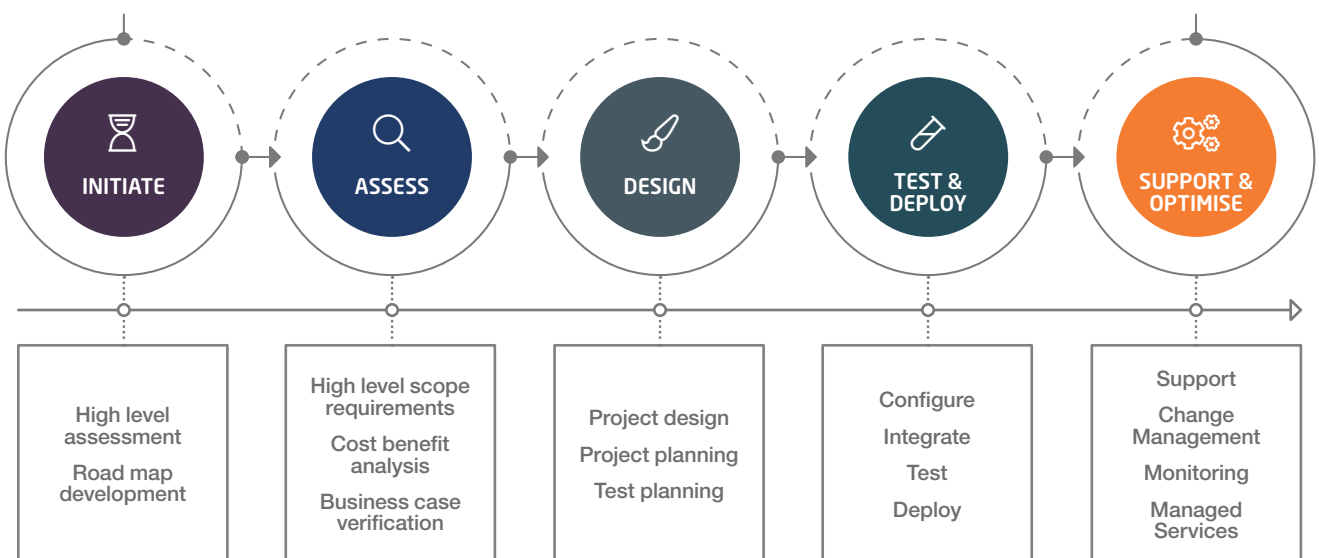|	Essential	Standard	Premium
NEC CI tools	✓	✓	✓
Proactive maintenance (planned)	-	✓	✓
Reactive maintenance (unplanned)	✓	✓	✓
Minor releases and service packs [7]	-	✓	✓

1. Multiple time zones in Australia supported. Customer to nominate a time zone. Essential and Standard Packages do not include public holidays. **2.** During support hours **3.** SLA will be defined in the customer SoW **4.** Minor enhancement defined based on the required effort. If required to be delivered by a specific date this may result in additional costs **5.** Depending on effort costs may apply **6.** Vendor response times are excluded from NEC SLAs. Any ticket could result in a vendor escalation. Vendor escalation is dependent on NEC either authorised to raise escalations with the relevant vendor on behalf of the customer or tickets being raised by the customer with the vendor and authorising NEC to follow it up. **7.** Minor release defined by the required effort. Iif required to be delivered by a specific date this may result in additional costs.

Additional Service Options (Fees apply)

After hours support	Onsite support	System governance process	Dedicated Service Delivery Manager	Additional reporting

Our Approach

NEC's implementation approach is based on the following key stages that cover our implementation life cycle, from initiation through to delivery.

INITIATE	ASSESS	DESIGN	TEST & DEPLOY	SUPPORT & OPTIMISE
High level assessment Road map development	High level scope requirements Cost benefit analysis Business case verification	Project design Project planning Test planning	Configure Integrate Test Deploy	Support Change Management Monitoring Managed Services

Why NEC?

NEC provides the complete gamut of services to support the automation lifecycle journey of the customer with capabilities spanning; RPA Strategy and Feasibility Assessment, Implementation & Support, RPA Governance, RPA COE Setup & Training, RPA Risk Assessment and Software Tool Assessment.

☑ Experienced Consultants with experience on leading automation software

☑ 40+ RPA certified professionals across various skill levels

☑ Experience with UIPath, Automation Anywhere, PEGA OpenSpan and WorkFusion

☑ Proven Accelerators for different platforms

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