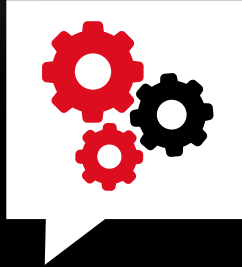




Our solutions are powered by
BCX's cloud

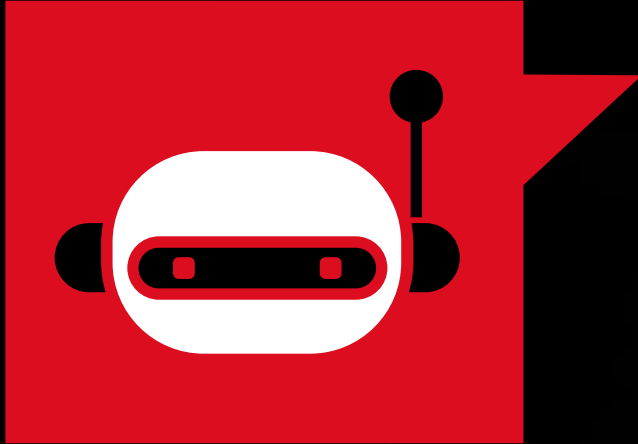
BCX's wants you to experience the technologies that are driving businesses forward in the digital world.

BCX



We're
continuously
building multiple
solutions using
**Robotic Process
Automation (RPA)**
and **Chatbots**





What is **RPA**

Robotic Process Automation (RPA) is...

an **emerging** technology practice that many large organizations are adopting to **improve efficiency** and **productivity** of business processes.



Task
Automation



By watching and
learning



To replicate
human input



On a desktop
or VM

All installation Dates as per **CRM System**

Current State

Order travels through different activities. Comes to “Evaluate Customer Satisfaction” activity with “Ready for Execution/Activated”. Validations to be performed in xAct, T-Agent & Customer Portal. Then Order should be processed and the customer will get billed.

5 Systems involved:

- xAct
- T-Agent
- Customer Portal
- CMSS
- Office 365

Errors, SLA compliance and Cost



App. **15-20** Full Time Employees



Turn Around Time – app. **10 mins**



Working Hours - **8**

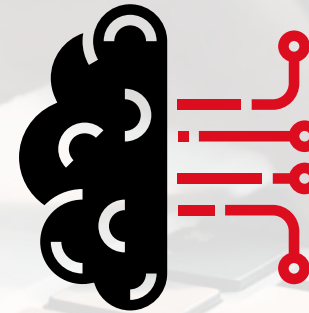


Error Rate app. **30%**



60-70% compliance

Proposed **RPA Solution**



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **2 Bots**



Turn Around Time – app. **4 mins**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

Installation Dates as per **land line customers**

Current State

PIS Postpaid involves in validating sim number and status between CMSS and Huawei CRM. Service number need to be interrogated in T-agent.

4 Systems involved:

- CMSS



- T-Agent



Errors, SLA compliance and Cost



App. **1** Full Time Employee



Turn Around Time – app. **2.5 mins**



Working Hours - **8**

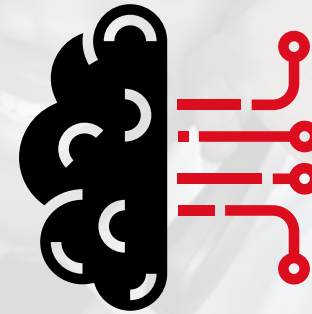


Error Rate app. **30%**



60-70% compliance

Proposed **RPA Solution**



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **1 Bot**



Turn Around Time – app. **1.5 mins**



Working Hours - **24/7**



Error Rate app. **0%**



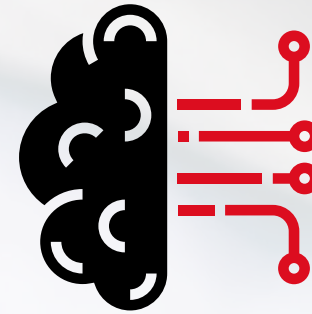
100% compliance

Provision for **not invoiced services**

Current State

It is the process that is responsible for the preparation of a Journal Upload, prepared by business, and then Reconciled in SAP.

3 Systems involved:



Proposed **RPA Solution**

By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **1** Full Time Employee



Turn Around Time – app. **1 min**



Working Hours - **8**



Error Rate app. **30%**



60-70% compliance

Errors, SLA compliance and Cost



App. **1 Bot**



Turn Around Time – app. **5 Secs**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

Group **Finance** Intercompany Elimination

Current State

This involves in validating Income statements and Balance Sheet from systems namely TIBS, Flexibill, AP, AR, GL where the data of vendors and recipient is maintained on monthly basis.

4 Systems involved:

- TIBS
- Flexibill



Errors, SLA compliance and Cost



5 Manual Reports



App. **1-2** Full Time Employees



Turn Around Time – app. **4-5 days**



Working Hours - **8**

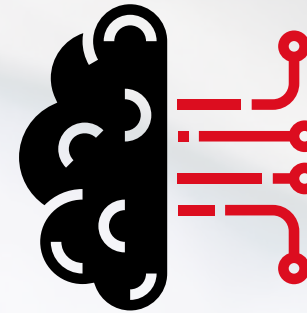


Error Rate app. **30%**



60-70% compliance

Proposed **RPA** Solution

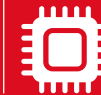


By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



5 Automated Reports



App. **1 Bot**



Turn Around Time – app. **1 day**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

Commission calculations for Dealers

Current State

The Telkom Finance Commissions basically does a collection of data from a shared drive. Then exports it to excel and perform some calculations and filter them accordingly and send it to a dealer.

2 Systems involved:

- Shared Drive



Errors, SLA compliance and Cost



38 Manual Reports



App. **6-8** Full Time Employees



Turn Around Time – app. **2 weeks**



Working Hours - **8**

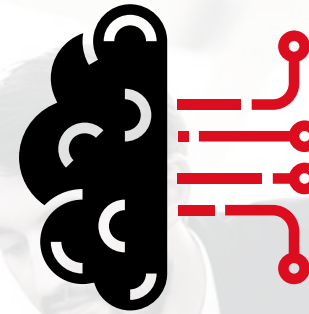


Error Rate app. **30%**



60-70% compliance

Proposed RPA Solution

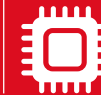


By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



38 Automated Reports



App. **1 Bot**



Turn Around Time – app. **1 day**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

All **PIS** NGN

Current State

After an installation has been completed by the technician, the order is validated across multiple systems. On completion of validation a notification is sent back to Telkom to initiate billing

5 Systems involved:

- xAct
- T-Agent
- Customer Portal
- CMSS
- Office 365

Errors, SLA compliance and Cost



App. **15-20** Full Time Employees



Turn Around Time – app. **10 mins**



Working Hours - **8**

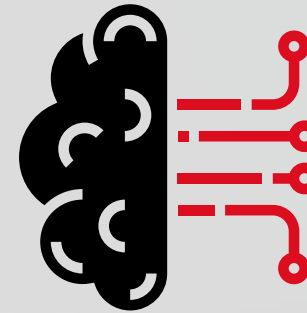


Error Rate app. **30%**



60-70% compliance

Proposed **RPA** Solution



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **2 Bots**



Turn Around Time – app. **4 mins**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

PIS **Post-Paid**

Current State

Validate if the service number and sim card number correspond with the customers details in Telkom systems after service is provisioned.

4 Systems involved:

- CMSS



- T-Agent



Errors, SLA compliance and Cost



App. **1** Full Time Employee



Turn Around Time – app. **2.5 mins**



Working Hours - **8**

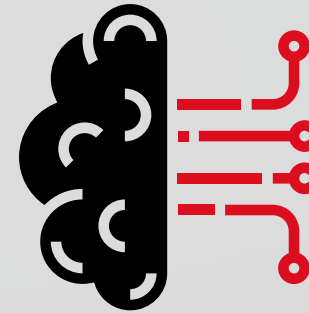


Error Rate app. **30%**



60-70% compliance

Proposed **RPA Solution**



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **1** Bot



Turn Around Time – app. **1.5 mins**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

Select **Offers** and **Products**

Current State

Verify if an order is at the “Select Offers and Products” activity with the status as “Ready for / Activated“. If an order meets this criteria, a mail is sent and if no response is received after 24 hours, the order is cancelled.

2 Systems involved:

- NGN



Errors, SLA compliance and Cost



App. **1** Full Time Employee



Turn Around Time – app. **7 min**



Working Hours - **8**

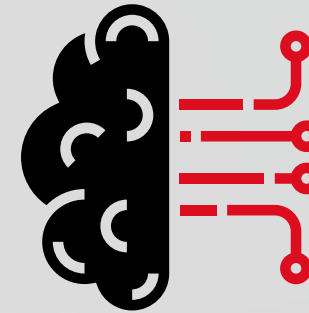


Error Rate app. **30%**



60-70% compliance

Proposed **RPA Solution**



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **1 Bot**



Turn Around Time – app. **4 mins**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

Negotiate Installation **Address**

Current State

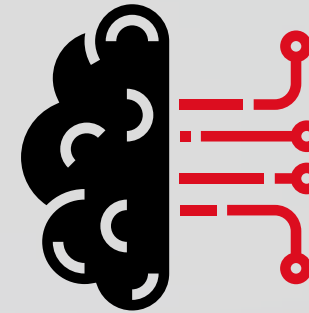
Verify if an order is at the “Negotiate Installation Address” activity with the status as “Ready for / Activated“. If an order meets this criteria, a mail is sent and if no response is received after 24 hours, the order is cancelled.

2 Systems involved:

- NGN



Proposed **RPA Solution**



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **1** Full Time Employee



Turn Around Time – app. **7 min**



Working Hours - **8**

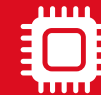


Error Rate app. **30%**



60-70% compliance

Errors, SLA compliance and Cost



App. **1 Bot**



Turn Around Time – app. **4 mins**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance

Update **Order** Action

Current State

Verify if an order is at the “Update Order Action” activity with the status as “Ready for / Activated“. If an order meets this criteria, a mail is sent and if no response is received after 24 hours, the order is cancelled.

2 Systems involved:

- CMSS



Errors, SLA compliance and Cost



App. **1** Full Time Employee



Turn Around Time – app. **7 min**



Working Hours - **8**

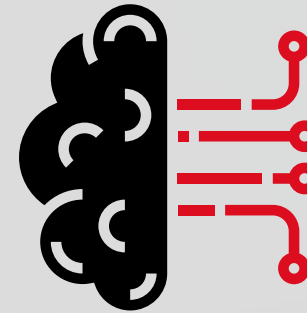


Error Rate app. **30%**



60-70% compliance

Proposed **RPA Solution**



By Introducing RPA, robots complete the process above with increased efficiency and compliance.

Errors, SLA compliance and Cost



App. **1 Bot**



Turn Around Time – app. **4 mins**



Working Hours - **24/7**



Error Rate app. **0%**



100% compliance



Contact us www.bcx.co.za