UiPath & RPA

Better Business Outcomes with End-to-End Automation of Analytics, Machine Learning and AI

Ui|Path Reboot™ Work.

What can automation do for you?

Robotic Process Automation

Emulates a person by executing manual, repetitive tasks

Makes decisions based on set rules

Seamlessly integrates with existing applications

What can software robots do?

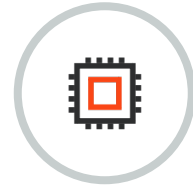Here are some of the tasks that can be easily handed over to Robots

UiPath Reboot™ Work.

Log in to any application

Connect to system APIs

Move files and folders

Extract content from documents, PDFs, emails and forms

Read and write to databases

Open emails and attachments

Scrape data from the web

Make calculations

Robots in Action – RPA and Chatbot

Automate more with the combination of RPA and AI
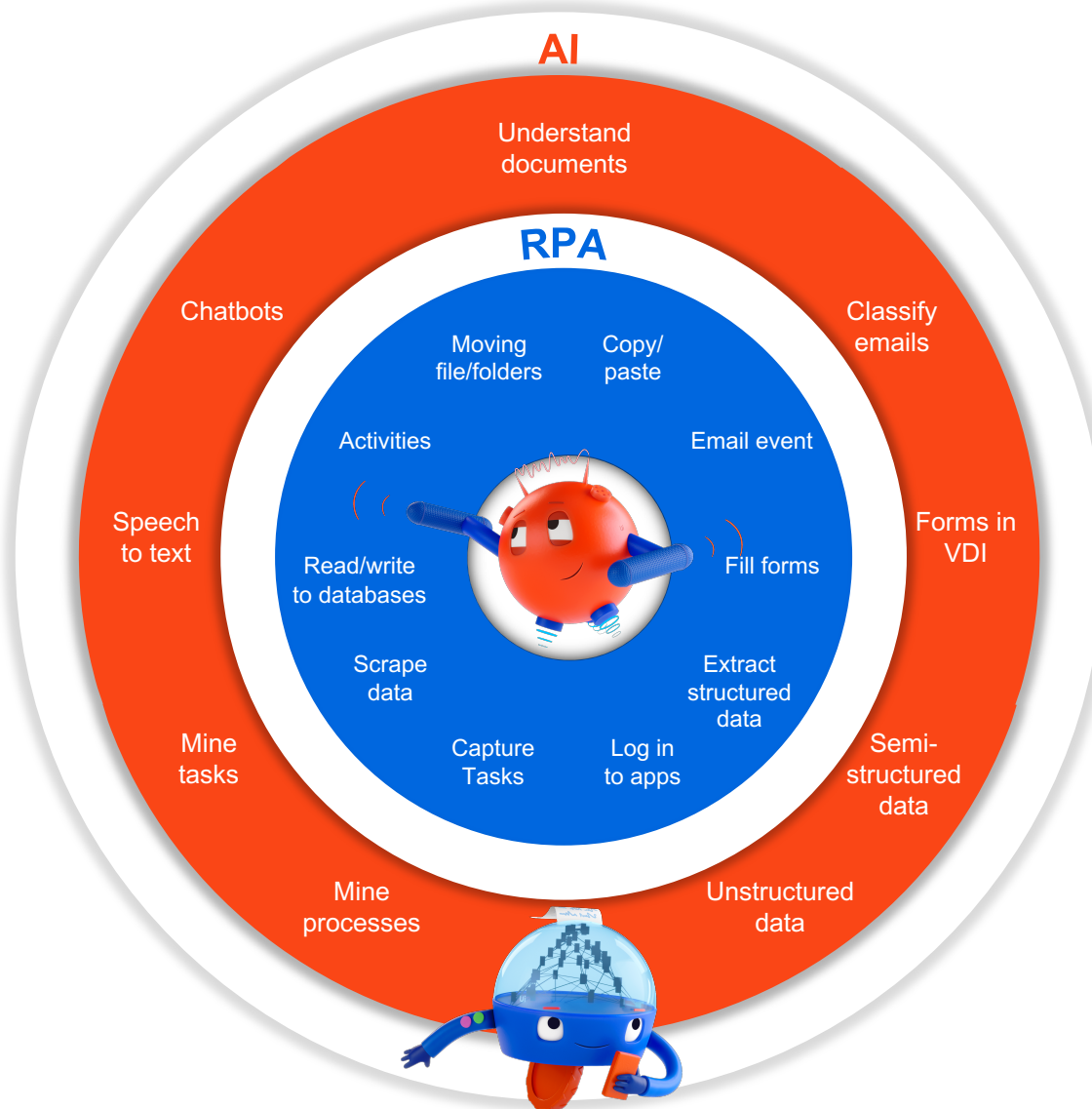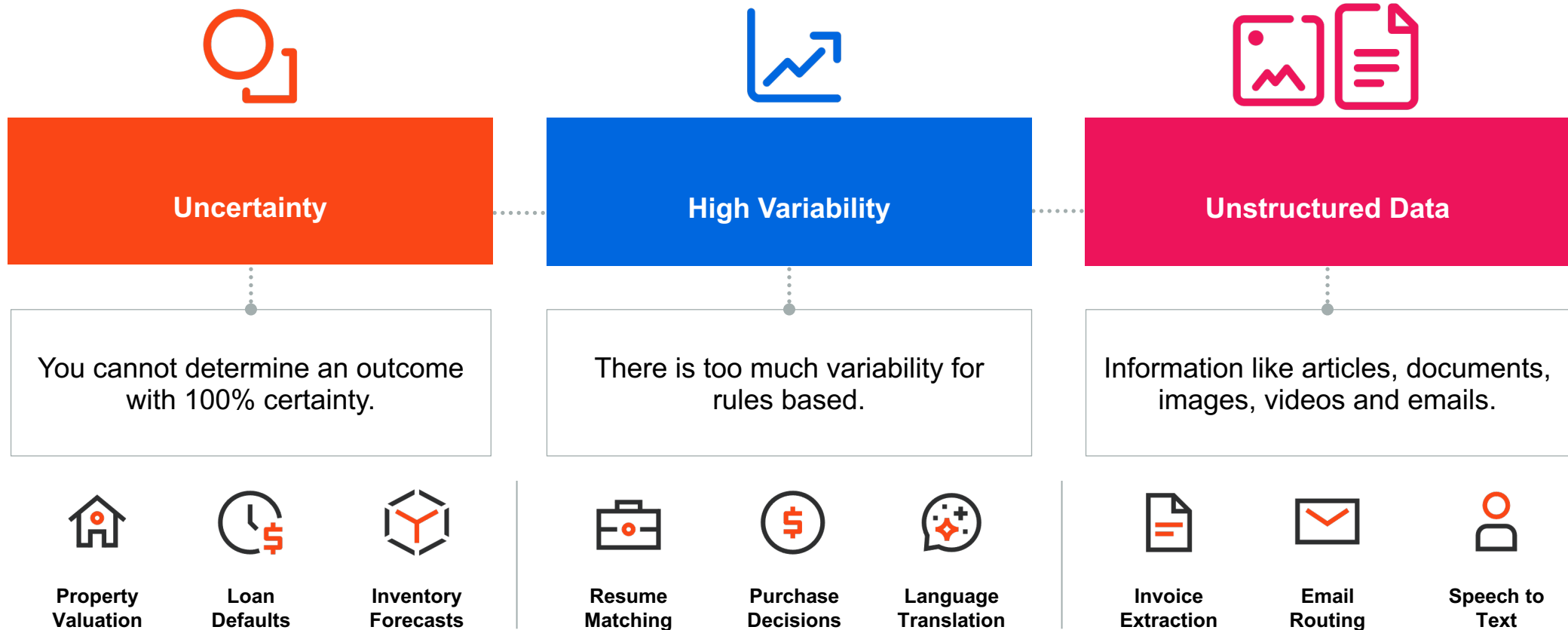

Assist humans and focus on "thinking"

Increasingly cognitive and complex tasks

Pattern recognition

Semi-structured and Unstructured data

Probabilistic and high-variability

AI Enables Automation of Processes That Include

UiPath Reboot Work.™

Uncertainty

You cannot determine an outcome with 100% certainty.

- Property Valuation
- Loan Defaults
- Inventory Forecasts

High Variability

There is too much variability for rules based.

- Resume Matching
- Purchase Decisions
- Language Translation

Unstructured Data

Information like articles, documents, images, videos and emails.

- Invoice Extraction
- Email Routing
- Speech to Text

Core Benefits

Automate data input/output

Automatically gather the required data and rapidly publish analyzed data to relevant systems

Leverage UiPath pre-packaged activities to easily trigger workflows and send/receive data to/from analyticsplatform.

Data analysis made easy

Analyze all your data, then deploy and share analytics rapidly at scale for deeper insights

Unlock the real value of analytics by easily analyzing and sharing data, automating complex processes and delivering data as actionable insights.
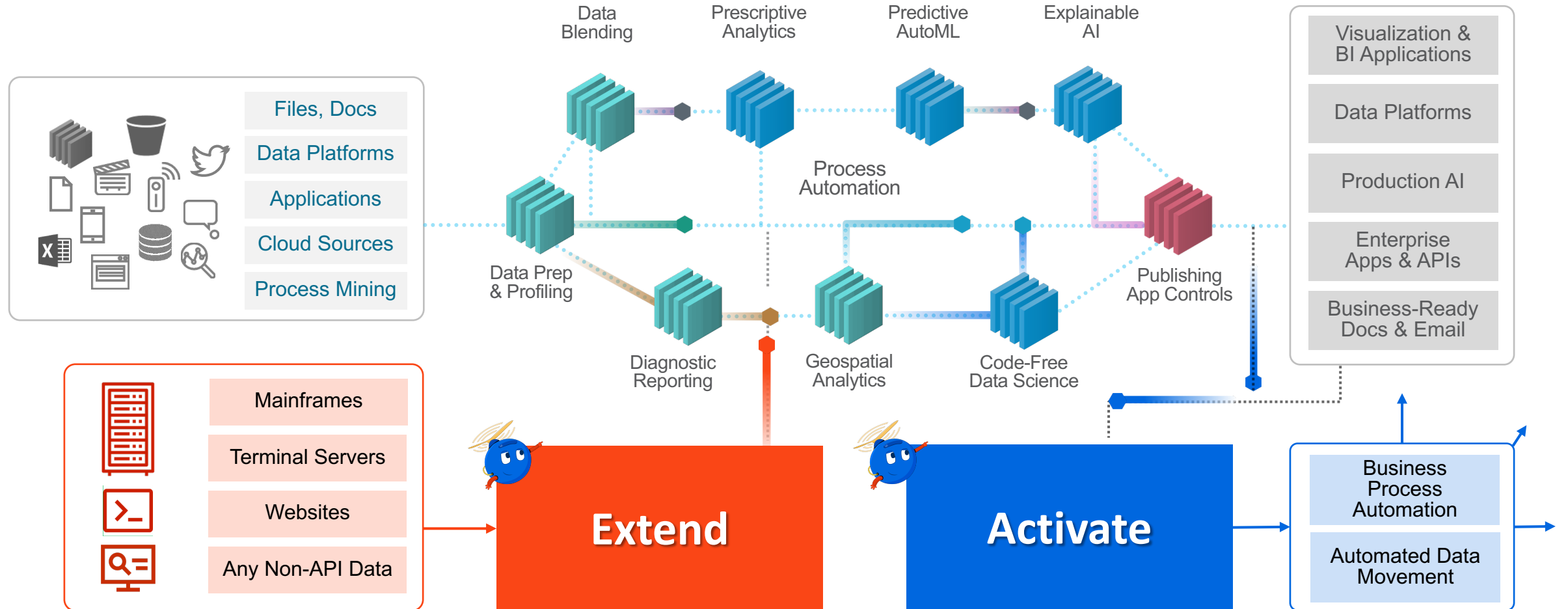
Unleash the potential of AI and ML and make the results actionable

Make applying machine learning in automation more accessible and agile

Harness the power of multiple platforms to empower business users, analysts and data scientists to make applying predictive analytics and ML models simple and reliable.
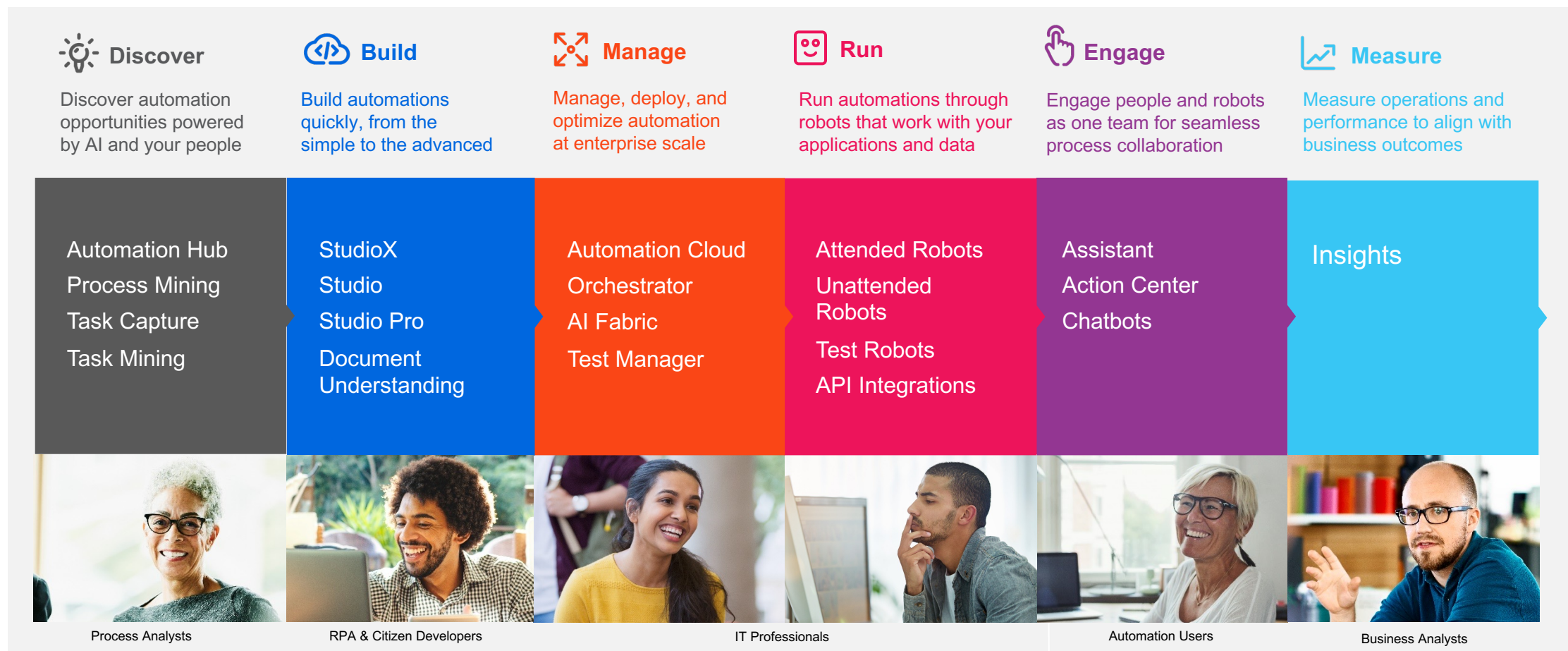
UiPath Platform: Extend and Activate the Analytics Platform

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From Decisions to Actions

Files, Docs
Data Platforms
Applications
Cloud Sources
Process Mining

Data Blending
Prescriptive Analytics
Predictive AutoML
Explainable AI

Data Prep & Profiling
Process Automation

Diagnostic Reporting
Geospatial Analytics
Code-Free Data Science
Publishing App Controls

Visualization & BI Applications
Data Platforms
Production AI
Enterprise Apps & APIs
Business-Ready Docs & Email

Mainframes
Terminal Servers
Websites
Any Non-API Data

Extend

Activate

Business Process Automation
Automated Data Movement

It's time to automate—with UiPath

From discovering to building and measuring automations, all in one platform

| Discover	Build	Manage	Run	Engage	Measure
Discover automation opportunities powered by AI and your people	Build automations quickly, from the simple to the advanced	Manage, deploy, and optimize automation at enterprise scale	Run automations through robots that work with your applications and data	Engage people and robots as one team for seamless process collaboration	Measure operations and performance to align with business outcomes
Automation Hub Process Mining Task Capture Task Mining	StudioX Studio Studio Pro Document Understanding	Automation Cloud Orchestrator AI Fabric Test Manager	Attended Robots Unattended Robots Test Robots API Integrations	Assistant Action Center Chatbots	Insights
Process Analysts	RPA & Citizen Developers	IT Professionals		Automation Users	Business Analysts

▶ YouTube Watch the UiPath Platform end-to-end demo (16 minutes)
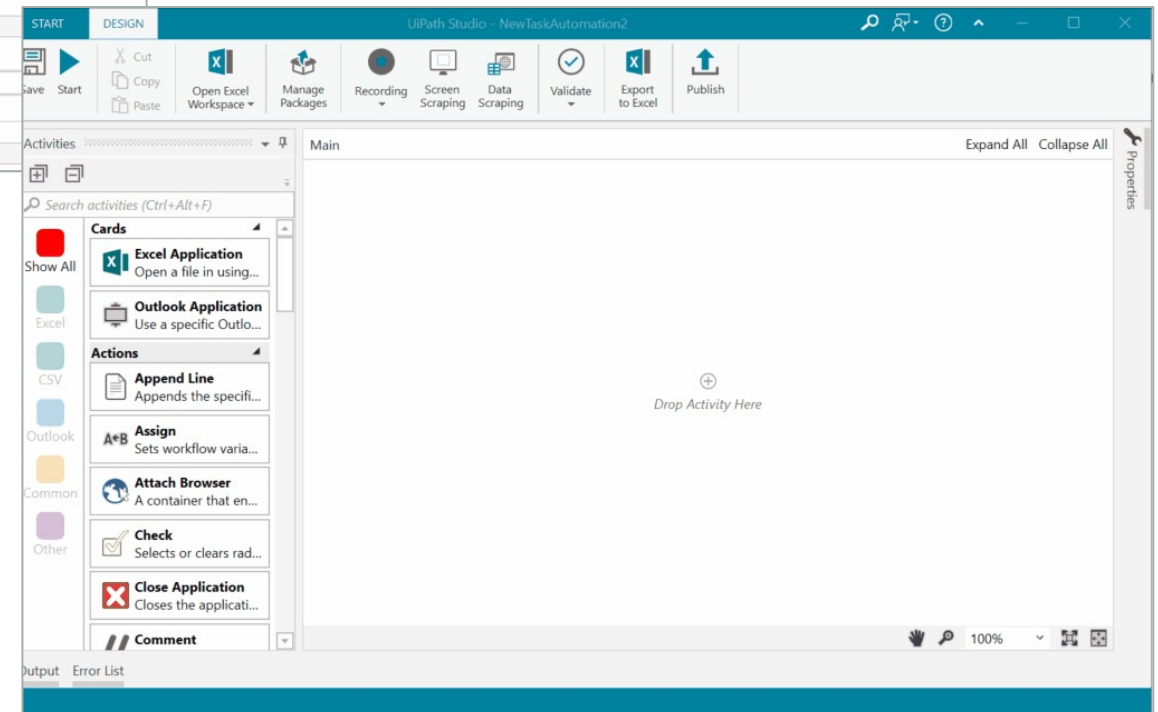
Low Code / No Code Automation Design
Ease of Use = Quick Time to Value & A Robot for Every Person

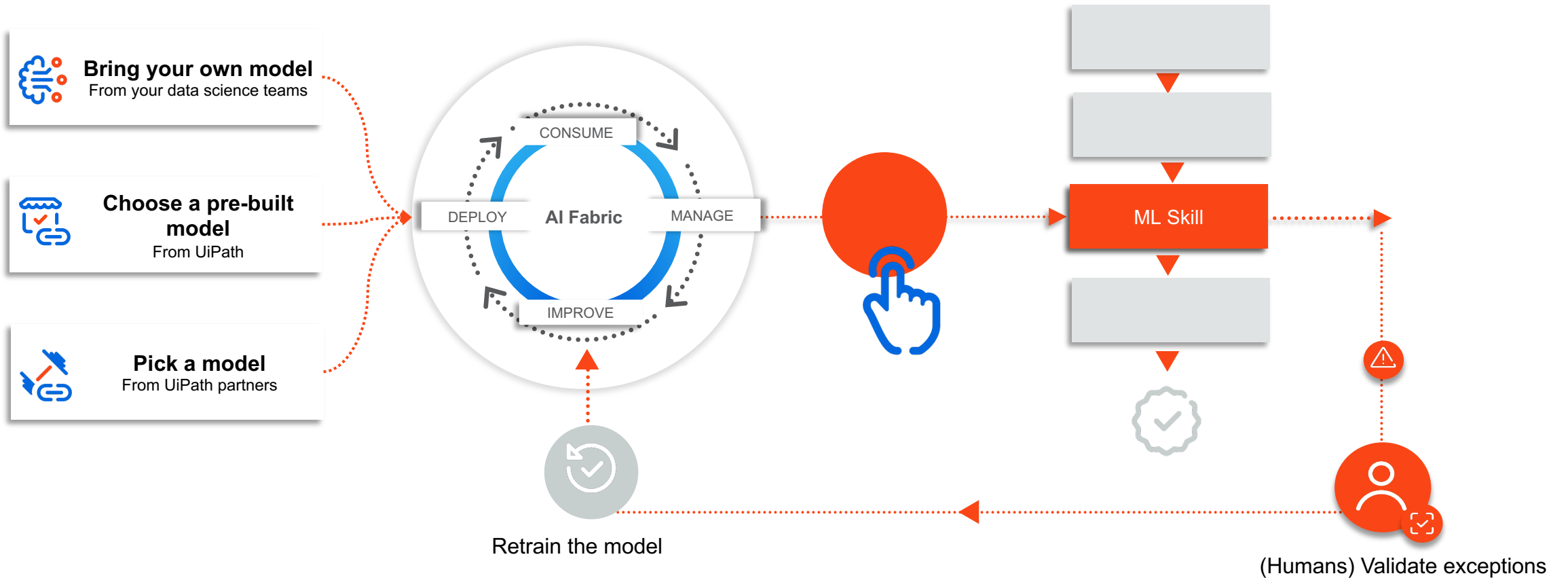**RPA Developers design automations visually in UiPath Studio**
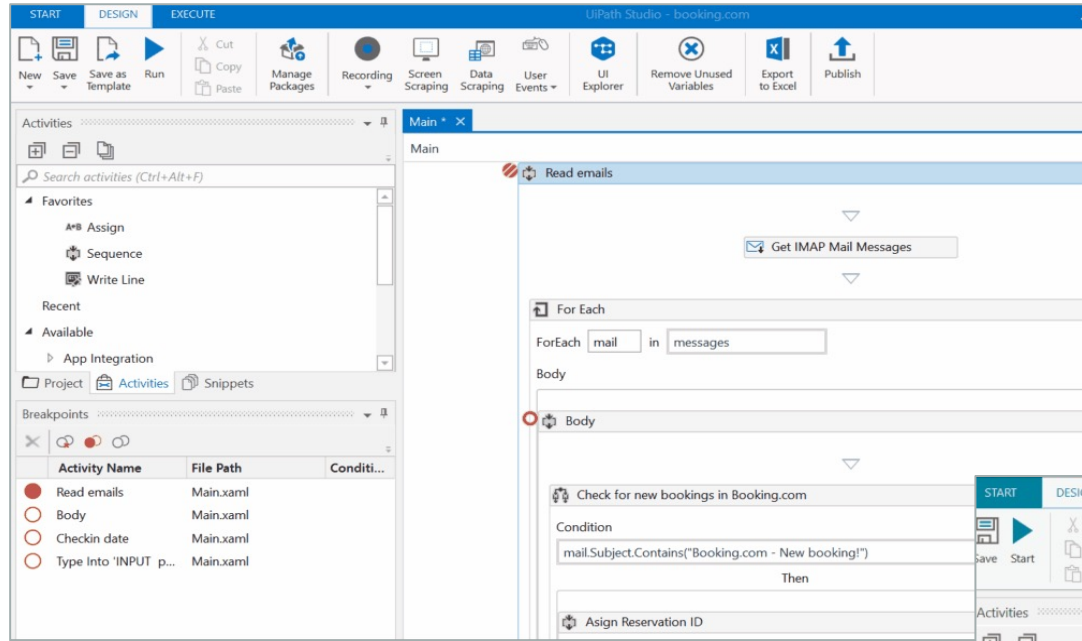
Citizen Developers design business automations in Studio X

AI Fabric enables you to insert AI into your workflow with drag-and-drop ease

1 Choose a model

2 Build an ML Skill in AI Fabric

3 Drag and drop ML Skill into RPA workflows in UiPath Studio

Bring your own model
From your data science teams

Choose a pre-built model
From UiPath

Pick a model
From UiPath partners

CONSUME

DEPLOY   **AI Fabric**   MANAGE

IMPROVE

ML Skill

Retrain the model

(Humans) Validate exceptions

Get documents processed—intelligently

Customer Stories
& Use Cases

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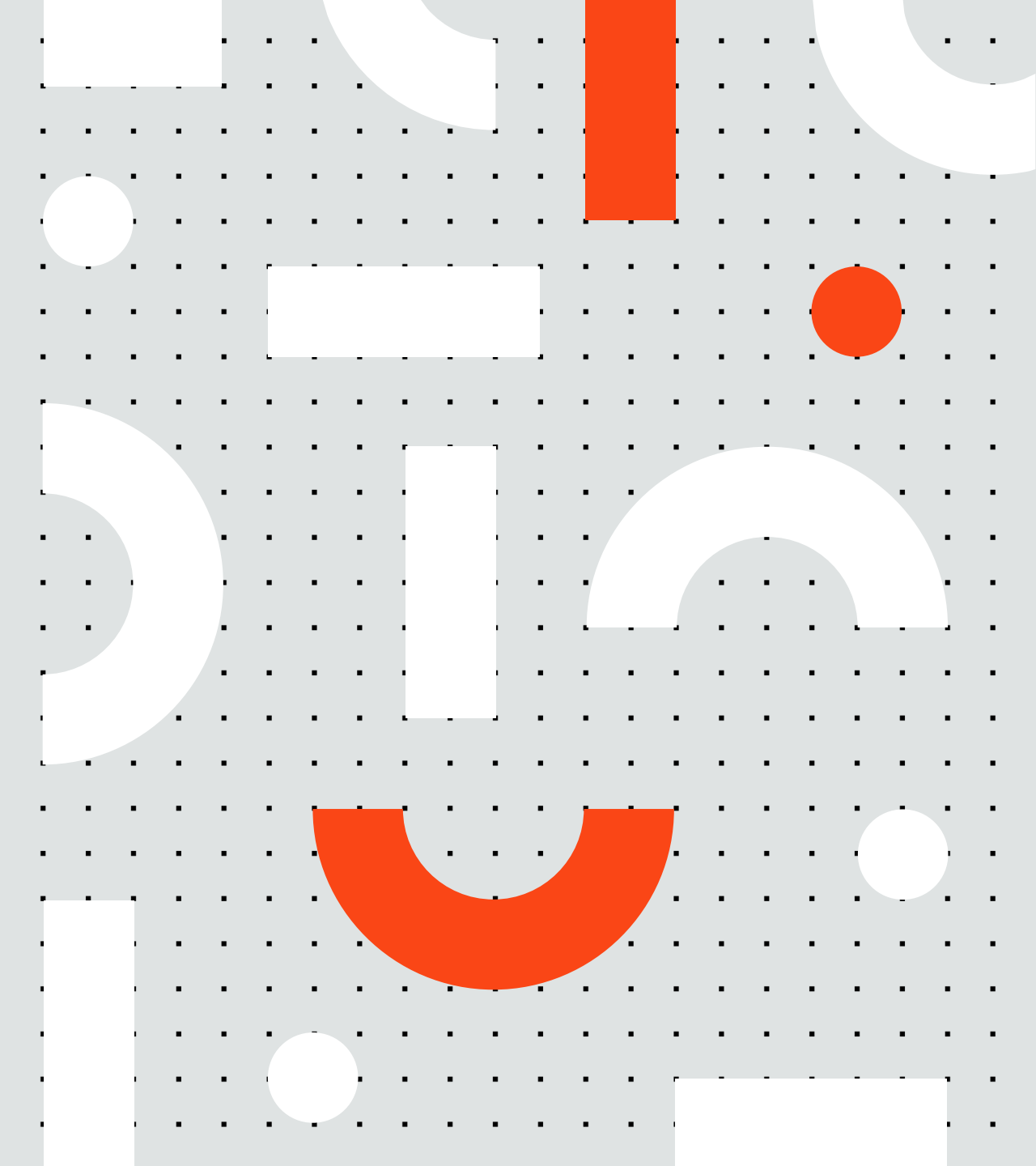
Weather Station Data Collection for Advanced Analysis
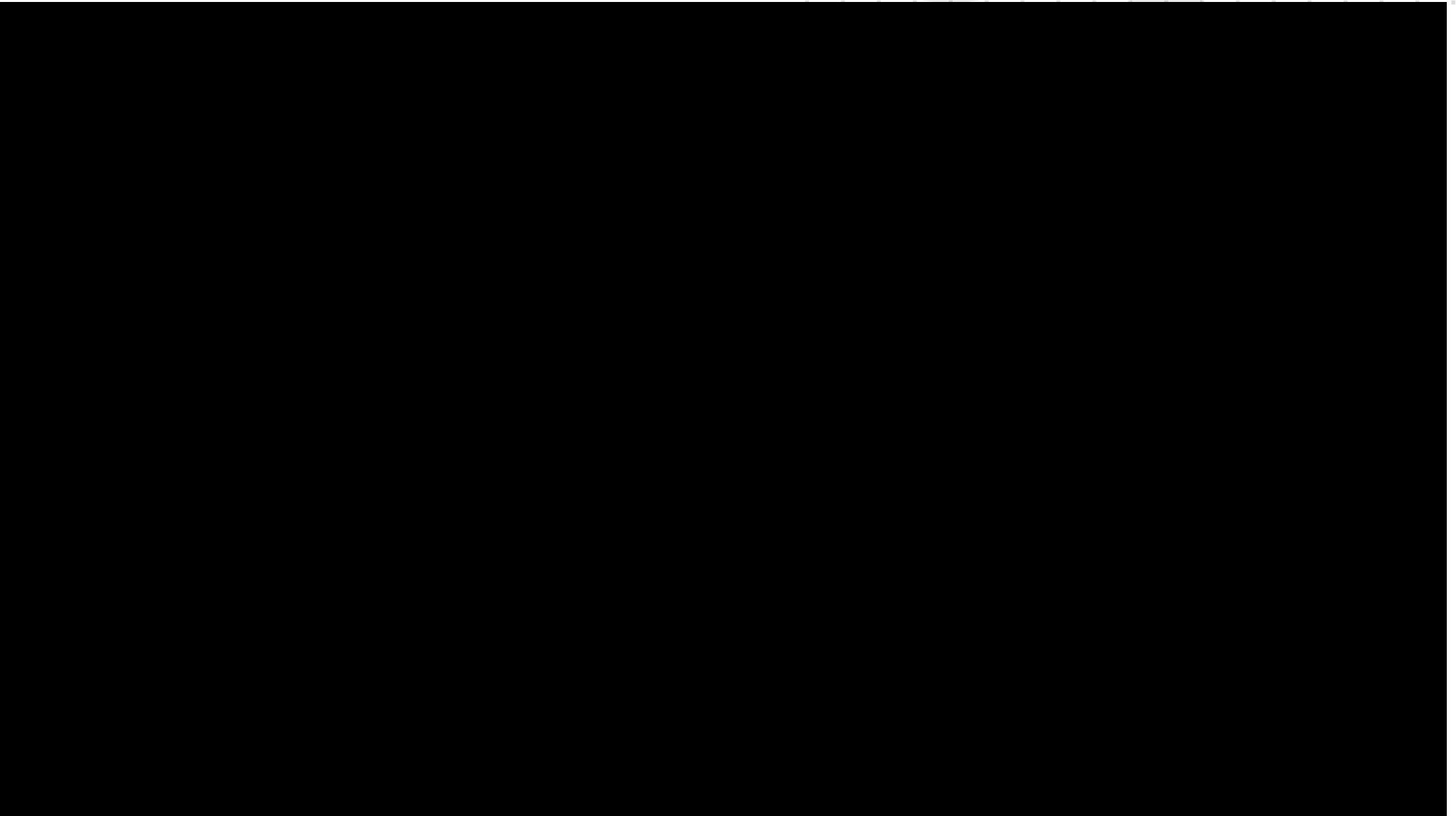
AI Fabric Demonstration: Classify and Read Docs

Docs sent to email account

Robot recognizes document type, digitizes content and extracts Fields into XLS by doc-type

User invokes Robot to process all emails with specific doc attachments

Digitize
Capture spatial structures and text from document image(s) using OCR and Computer Vision

Extract
Extracts structured information from the document using Machine Learning

Drivers Licenses

Passports

Form 28b

Content available for another robot to further process

If content falls below confidence threshold send to Validation Station for human input

User input available as test data for further model training

User example: Officer receives document with request from Canada…

User example: HR manager receives completed application and ID Document to onboard…

Demo video is on AI Central.

ID Document Processing

Email Classification Flow using UiPath AI OOB Model
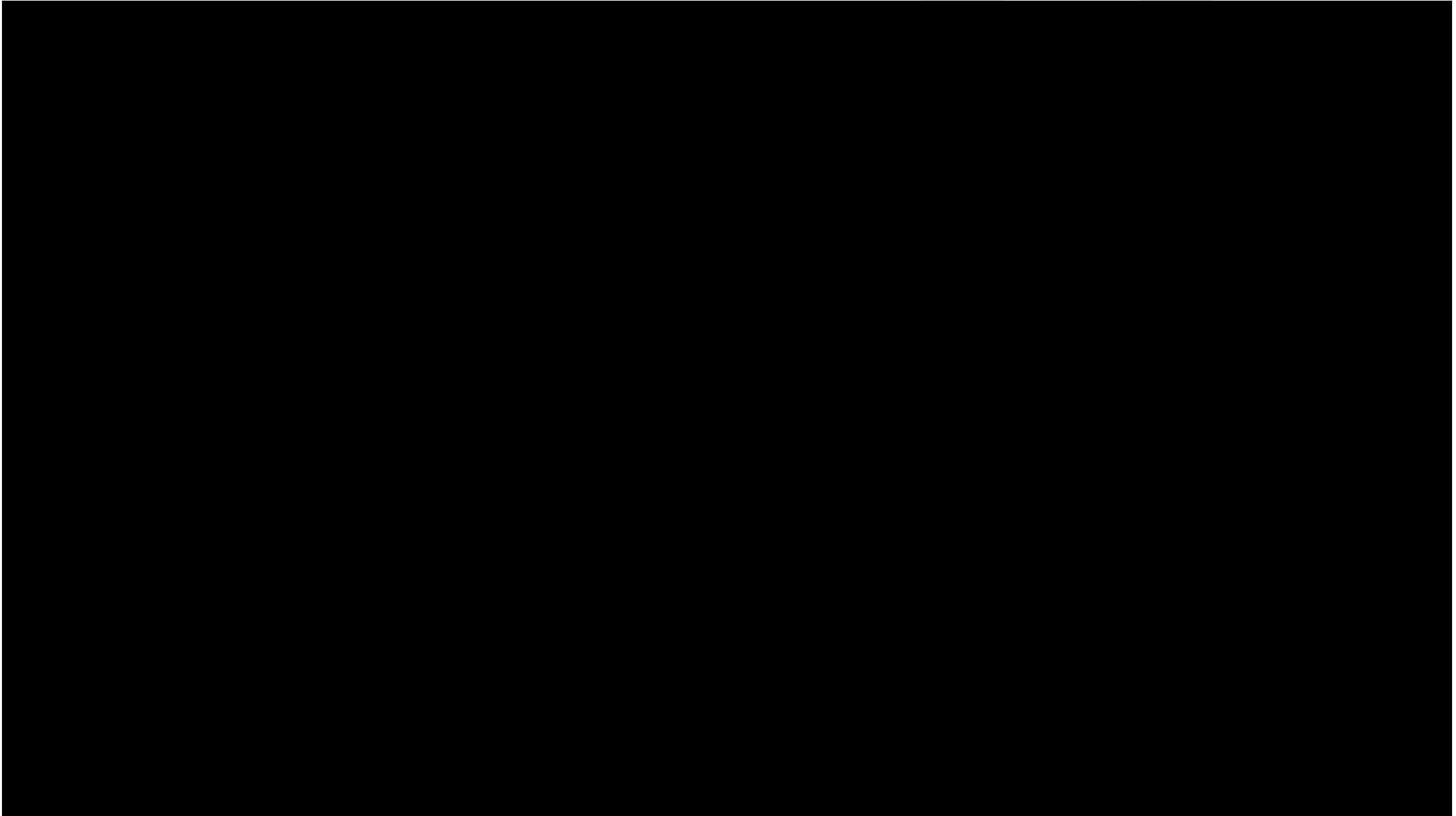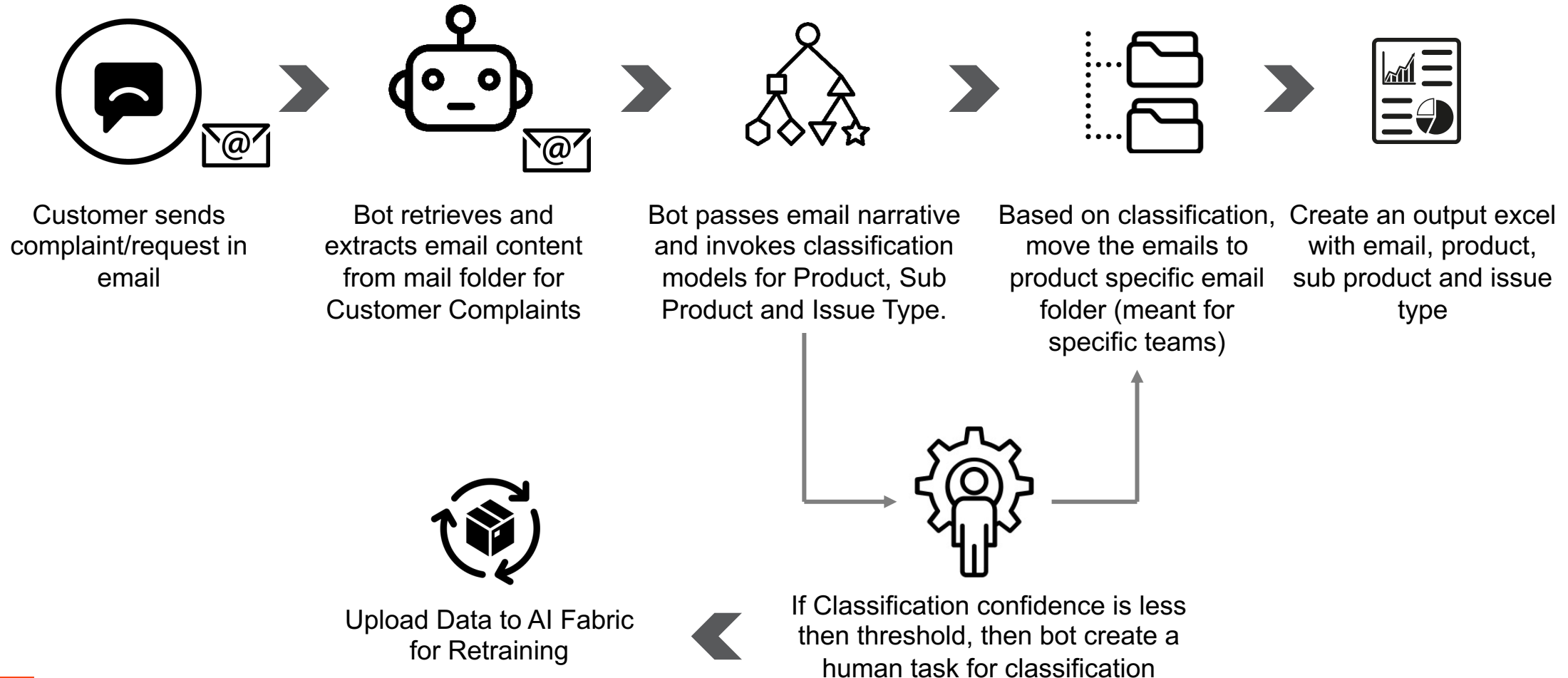
Customer sends complaint/request in email

Bot retrieves and extracts email content from mail folder for Customer Complaints

Bot passes email narrative and invokes classification models for Product, Sub Product and Issue Type.

Based on classification, move the emails to product specific email folder (meant for specific teams)

Create an output excel with email, product, sub product and issue type

Upload Data to AI Fabric for Retraining

If Classification confidence is less then threshold, then bot create a human task for classification

Approach to POC for training of Classification Model

Objective and Scope of Opportunity

Classification of emails received by Bank into respective categories using UiPath AI Fabric and Text Classification Out of Box ML model.

Training and Test Data Used

400 emails for each category type were provided. 350 emails per category were used for training of the model and 50 emails per category were used for testing and evaluation of the model

Approach for training of the model

Following activities were performed as part of the model preparation:

1) **Data Preparation -** Done by the Bank and required sample emails were provided – Less then **1 week**
2) **Data Cleansing -** And removal of duplicates was done by UiPath Engineer – Less then **1 week**
3) **Model training and testing -** Done by UiPath Engineer in **1 day**
4) **Demonstration** of the trained model using banks data

Results & Benefits

> 95 %
Accuracy achieved for classification of email

80%
Reduction in AHT

Potential to save 50+ FTEs worth of effort

National Coordination Centre Dashboard Updates

AI Use Case: Document Classification and Processing

Industry: Energy

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The **Challenge**

- A global oil and gas company has 7 million pages of production operation reports to process each year.

- Layouts vary and data is expressed in different ways.

- A team of SMEs extracted data manually. It was very time consuming so only a small amount of reports can be extracted.

The **Solution**

Classify large documents › Split into smaller documents › Run individual reports › Merge individual reports into a consolidated report

The **Results**

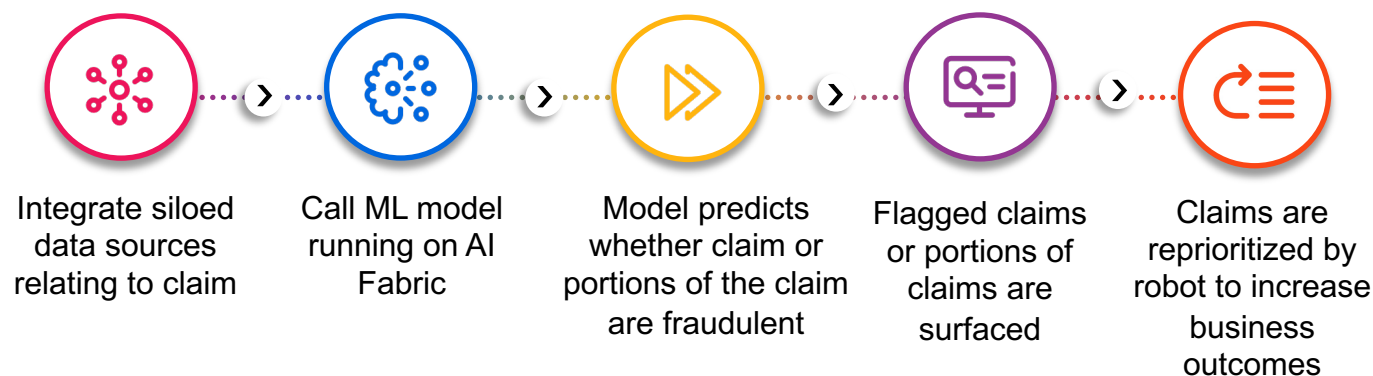| **Reduced time and effort for the SMEs** | **Increased extraction accuracy** | SMEs have more time to focus on **high-value activities** | Company can make investment decisions **faster than its competitors** |

AI Use Case: Claim Fraud

Industry: Healthcare

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The **Challenge**

- Fraud and abuse in medical claims have become a major concern within healthcare payers.

- Processing medical claims is an exhausting manual task carried out by a few medical experts who have the responsibility of approving, modifying or rejecting the subsidies requested within a limited period from their reception.

The **Solution**

Integrate siloed data sources relating to claim → Call ML model running on AI Fabric → Model predicts whether claim or portions of the claim are fraudulent → Flagged claims or portions of claims are surfaced → Claims are reprioritized by robot to increase business outcomes

The **Results**

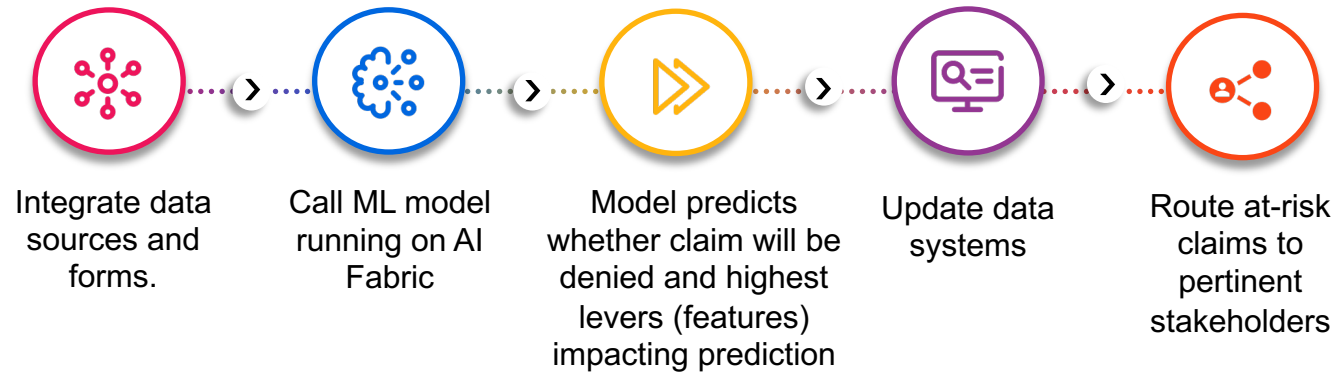| Time to detect fraudulent forms is **greatly decreased** | Higher true-positive rate of abuse **leads to improved bottom line** | Reduced risk of **human bias in claims processing** | Machine Learning model **continuously improves** to catch new abuse mechanisms |

AI Use Case: Claim Adjudication Outcomes

Industry: Insurance

The **Challenge**

- Upwards of 40% of claims are denied completely or partially, impacting Days Sales Outstanding.

- Recognition of denial can take 45-60 days, appeals 15-20 days.

- Using historical data, claim data, and other forms (EDI 385), providers can predict whether a claim will be denied and understand levers to improve outcomes.

The **Solution**

Integrate data sources and forms.

Call ML model running on AI Fabric

Model predicts whether claim will be denied and highest levers (features) impacting prediction

Update data systems

Route at-risk claims to pertinent stakeholders

The **Results**

Sidestepping recognition of denial **reduces repetitive work done by other functions**	Increased claim approval percentage directly **leads to improved top line business metrics**	Provider now has a repeatable strategy for **improving data and claim submittal process**	**Improve Days Sales Outstanding** directly improving revenue cycle health