

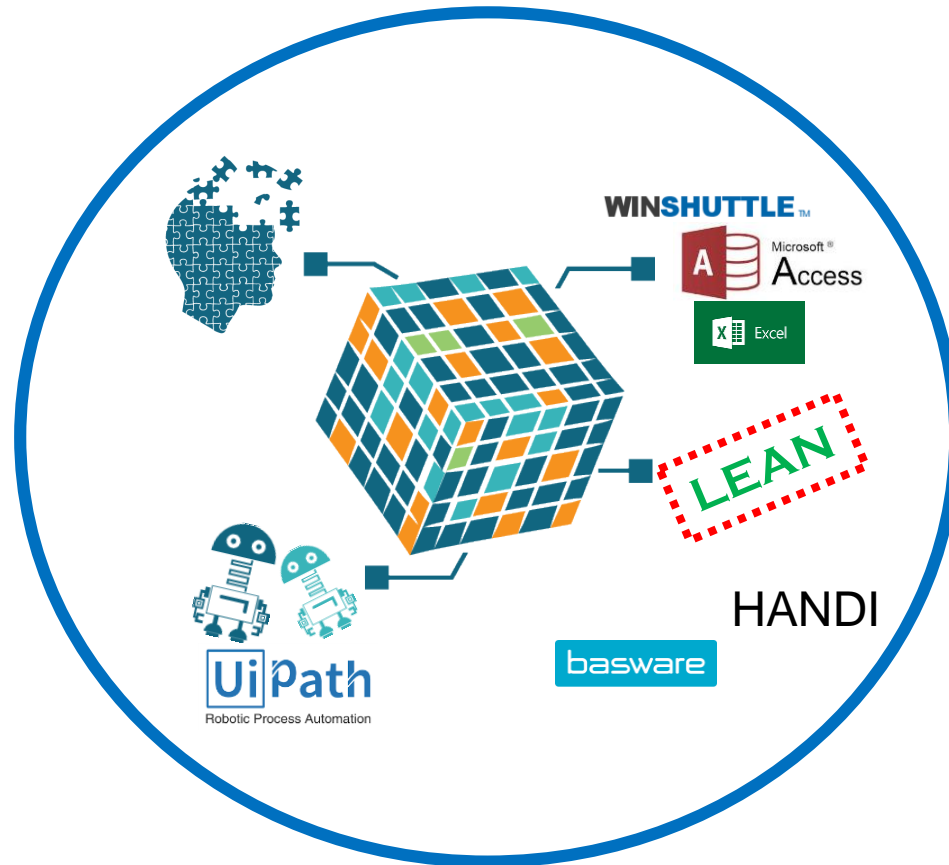
Handi and RPA - Palkeet

NORDIC SHARED SERVICE
CENTRES FORUM 16.11.-
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Robotic Process Automation – multiple tools



Drivers for Development in Government Procurement

Strategic Goals set by the Government

- Prime Minister Sipilä's Government Programme includes: promoting competition on the market among suppliers, new legislation on procurement, 5 % innovative procurements, efficient procurement processes).
- Government Financial Management Strategy, Government Procurement Strategy
- Managing resources: procurement as a way to enhance effectiveness and results of key functions

Procurement Directives set by the EU

- Requirements for electronic procurement
- Risk of increased administration and red tape for suppliers and contracting authorities

Making procurement more efficient and creating savings

- Potential both in procurement volumes (currently 5,9 bill.€/year) and processes (savings potential 293 fte/15 mill.€).
- Currently the offering, operating model and tools are heterogeneous and decentralised

The Window of Opportunity

- Technology for digitalisation/automation is now available
- The National Architecture for Digital Services will be a compatible infrastructure facilitating information transfer between organisations and services.
- Common finance and HR system (Kieku) ready
- Part of ICT-systems are now in the end of their life cycle

New eProcurement system - Project phases

09/2016 -
09/2017

- Collecting demands
- Tendering
- Purchase Agreement

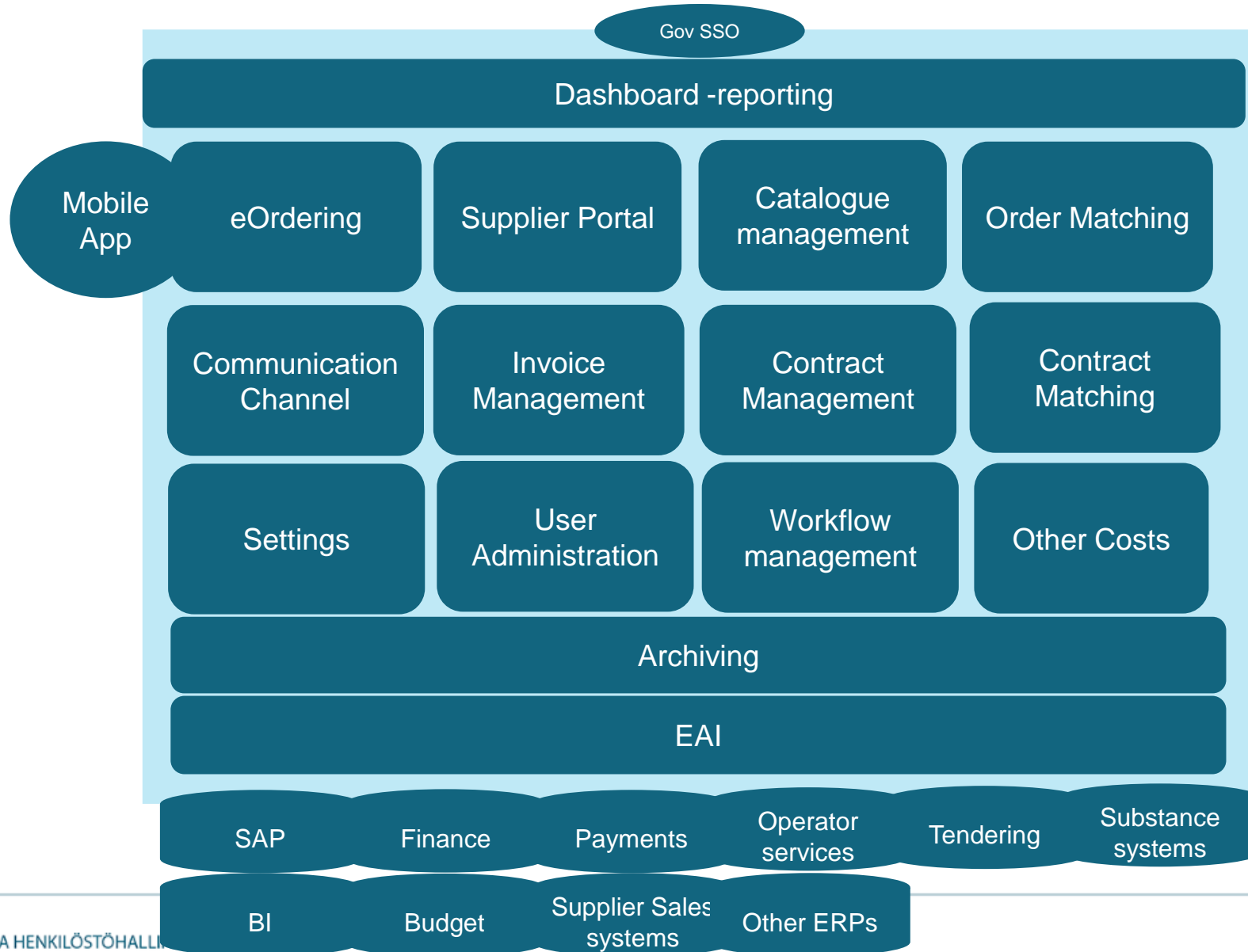
10/2017 –
06/2018

- System design, configurations
- System template, unified processes and working models
- Pilot

07/2018 -
12/2019

- Go-live
- Implementation
- Training

P2P Functions –new system



Software robotics helps us to increase the effectiveness and quality of our service production

1. The aim is to increase the productivity of financial and HR processes by **at least +20% by the year 2020**
2. Kieku SAP system has been put into use by all of the government agencies by the end of 2016. Common information systems **makes it possible to take the advantage of digitization and automation.**
3. There is a strong signal that **the field of business is changing!**

Benefits in sight in the near future

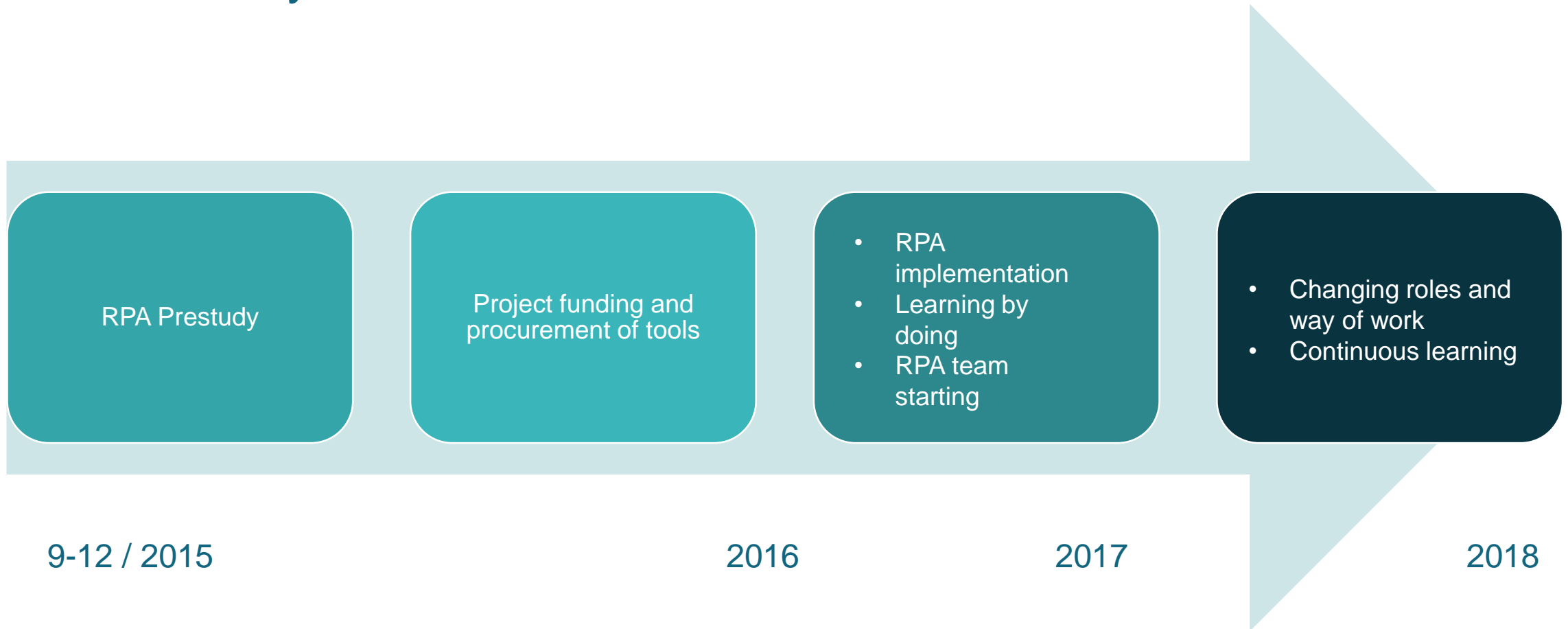
More effective processes will reduce costs and improve quality

Software robotics will replace people from manual tasks and routines and will relieve workforce for more customer service and high level specialist duties

A smaller amount of mistakes and delays in production of services and new ways of working will increase quality as well as customer satisfaction

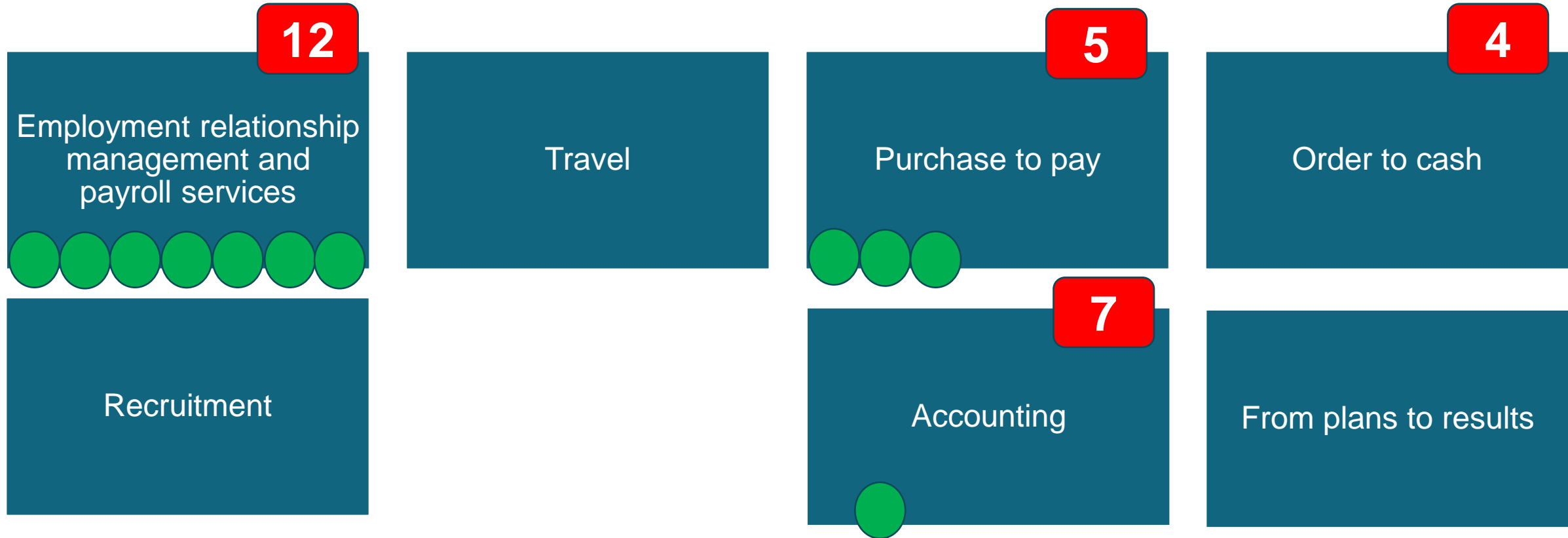
Monitoring and analysing the processes and robotic work flows will change the management of the work and will cause new needs towards the future workers

RPA Journey




Service production and customer service

Business Process Automation 2017



28 Number of planned implementations

 Automated task/process by RPA or another automation tool

RPA status 11/2017

- **Purchase-to-Pay 1: Verification of numbers in purchase invoices**
 - new version implemented on 30 October
 - **statistics from 1 June – 10 November:** a robot has verified 247,965 invoices, out of which 59% were correct regarding the number verification and the rest were transferred over to the service group for further processing.
- **Purchase-to-Pay 2: Managing the supplier register**
 - production use began on 30 October
 - **statistics from 30 October – 10 November:** 99 new suppliers created and 312 items of supplier information updated
- **HR services 1: Verification of employment information**
 - remains in production, and further development needs have been identified

RPA status 11/2017

- **Information (e.g. training and info meeting absences) transfer from the temporary table** the function's production use continued in Joensuu
 - **statistics from 28 September – 10 November: 33,739 rows processed, 84% of which have been transferred on by the robot**
- **Routing expense receipts**
 - Piloting started on week 44–45 with seven customers
 - **more information on the pilot: 652 invoices routed by the robot**

Business Process Automation

- Processes that are defined, repeated, rule-based and computer-based
- Tasks that search, retrieve, combine, update and validate information
- Processes that require one or more systems and application to complete a process and where process inputs are in a digital format

Examples of processes where robotics can be implemented

<ul style="list-style-type: none">• Employment relationship management and payroll services	<ul style="list-style-type: none">• Checking data between HR components• Automation support for updating data• Updating employees' absence information in HR system• Checking data from tax deduction cards• Payment tasks, which can be scheduled• Payment validation tasks
<ul style="list-style-type: none">• Accounts payable	<ul style="list-style-type: none">• Validating information between invoice and XML• Automation support for invoice approval workflow• Management of vendor information• Bank statement reconciliation• Retrieving and checking banking transaction feedback
<ul style="list-style-type: none">• Support	<ul style="list-style-type: none">• Resetting passwords• Sorting support requests

Automation in 2017 - finance

	Task	Status
Purchase-to-pay	Checking required information and calculations on vendor invoices (RPA)	In production
	Creating and supplementing vendor data (RPA)	
	Routing of and setting protection for invoices in approval workflow (RPA)	Testing in production
	Reconciliation of accounts payable	Pending
	Retrieving and filing banking transaction feedback	
Order-to-cash	Importing and checking invoicing data from clients' systems, creating invoices in SAP and reporting errors	Implementation
	Forming and sending reminders	Pending
	Creating and supplementing customer data	

Automation in 2017 - finance

	Task	Status
Accounting	Reconciliation of balance sheet accounts (Access)	Testing in production
	Creating and supplementing customer fields in SAP (Winshuttle)	In production
	Importing data (Idoc) into SAP, reconciliation, processing of errors	
	Opening and closing periods in SAP	Specifications
	Reconciliation of opening and closing balances	Pending
	Importing budget into SAP	

Digital Future is now - Robots are Working at Palkeet

- 10% of personnel are trained for RPA (UiPath)
- RPA team of 22 persons is implementing automation use cases
- 14 robots have been set up:
- 10 more robots will be set up in 2017



Identifying Tasks for Automation



Business

- Assessing Return on investment
- Estimating amounts of manual tasks



Involving personnel

- Campaigns in the intranet:
"Why do this?", "Report routine tasks"
- New use cases which have been noticed during implementation project



Involving customers

- Co-operation meetings
- Spontain suggestions