

HGS RPA: Bots-Brains Strategy to Drive Value Maximization



Are You Maximizing Your RPA Opportunities?

Robotic process automation (RPA) adoption is on the increase. According to Forrester research, the RPA market will reach \$2.9 billion by 2021. With deep domain and process re-engineering experience, HGS can maximize RPA opportunities, and deliver real and sustained RPA outcomes for our client partners, like the more than \$3 million we saved in one year, for a leading US healthcare payer.

HGS RPA Delivers the Right Answer Fast™



Value Maximization Approach

Our approach—from blended to re-engineered to fully automated—focuses on design over technology to create a high-ROI implementation plan with a multi-parameter based prioritization approach.



Platform-Agnostic Adaptability

We partner with RPA software providers that are global leaders.



Flexible Engagement Models

Our expansive scope of RPA solutions aligns end-to-end with our client partners. Our models range from design and delivery projects to creating RPA Centers of Excellence or gainsharing models.



Seamless, Fast Deployment

From 20 to 120 days, HGS gets our clients up and running, on their schedules with fast and sustained outcomes—from cost-containment to revenue generation support.

Which industry is best suited for RPA deployment?

RPA can be applied to any industry where the tasks are repetitive and rule based. HGS provides RPA to **Banking and Insurance, Healthcare, Telecom, Retail, and Education companies.**

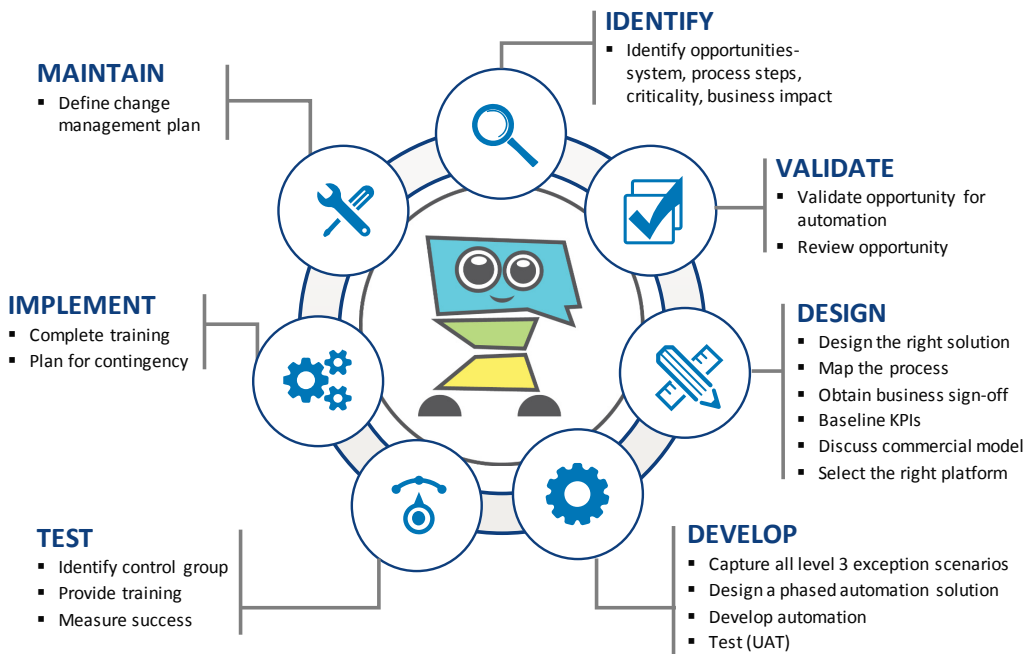
Which process should be looked at first for RPA deployment?

RPA can be deployed for **both horizontal- or vertical-specific processes.** HGS has deployed and **automated over 75+ processes** across its clients ranging from **Customer Onboarding/ Enrollment, F&A Process (A/P, A/R), Cash/ Premium Posting/ Payments, Account Maintenance/ Record Updation, Data/ System Updation, Request Fulfilment, Tech Support, Reporting and MIS, etc.**

What are the benefits of RPA?

With typical **cost efficiencies ranging from 25-60% and touch time reduction ranging from 40-80%**, HGS maximizes enterprise value generated by RPA investment.

HGS RPA Deployment Framework



HGS RPA Platform Tenets



RPA Across Geographies

For one major payer, HGS created an onshore and offshore solution with a 360-degree view of our delivery and potential failure points. HGS provided RPA to drive more than **\$3 million** in savings in just one year. The partnership scope continues to broaden, with HGS now maximizing even more client value by moving into areas like analytics and dashboarding.

Combining RPA and Analytics

For another US healthcare payer, HGS began providing an international claims service to process healthcare claims filed abroad by client members, from our Bangalore site in 2016. HGS employs RPA and analytics expertise at every stage of the lifecycle, to drive estimated savings of nearly **\$2 million or 50% cost reduction** in EDI Member Enrollment and Member Eligibility, and up to 50% cost reduction in Premium Collections.

About HGS

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true “globally local” approach, with over 46,000 employees across 69 delivery centers in seven countries making a difference to some of the world’s leading brands across nine key verticals. For the year ended 31st March 2017, HGS had revenues of Rs. 3,711 crore (US\$ 555 million).

Log in to www.teamhgs.com to know how we can help make you more competitive.

Contact us at:

- 1-888-747-7911
- marketing@teamhgs.com
- @TeamHGS
- www.teamhgs.com