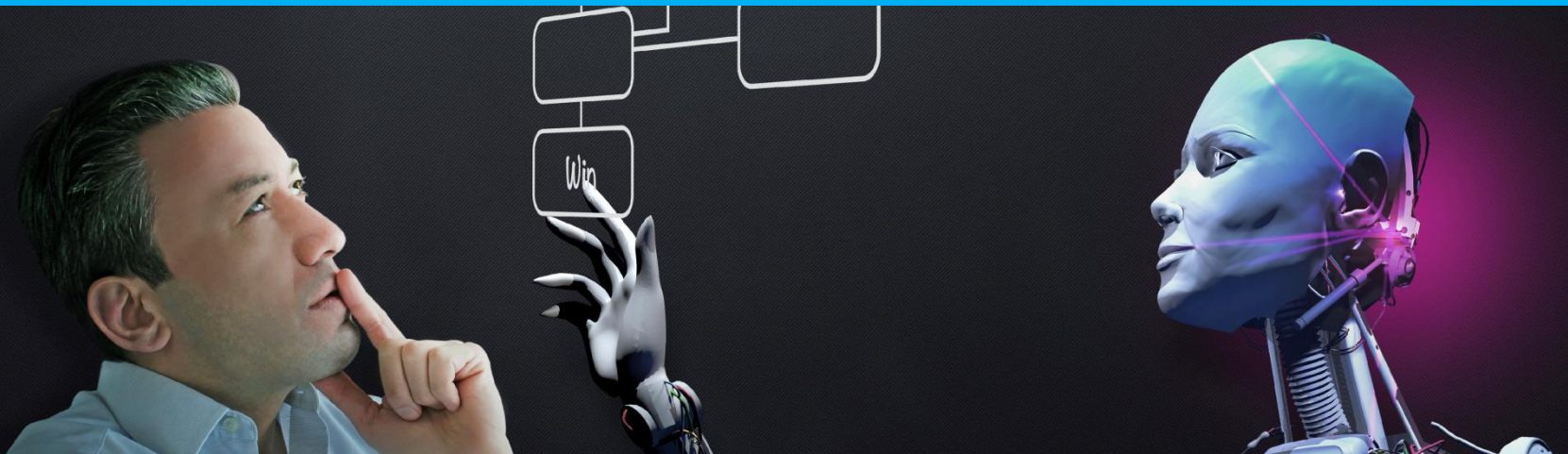


# *Secrets of Success, Process Excellence for RPA and Transformation in 'No Time'*



*Joint Presentation with East West Bank  
and City of Toronto*



Sofia Passova, Ph. D.  
President and CEO  
StereoLOGIC

# Key Questions ...

- Who would like to save \$15MM?
- Who would like to service customers 20% more efficiently and effectively?
- Who here has mapped processes at the employee level (*Not Just Conceptually*)?
- Who has the ability to know the variances between the employees?
- How many people here have experienced – “Once and done”?
- How many people here have found it a challenge to gather data across Multiple locations?
- **STEREOLOGIC WILL HELP YOU TO DISCOVER YOUR PROCESSES IN REAL TIME AND ACCOMPLISH THESE GOALS**

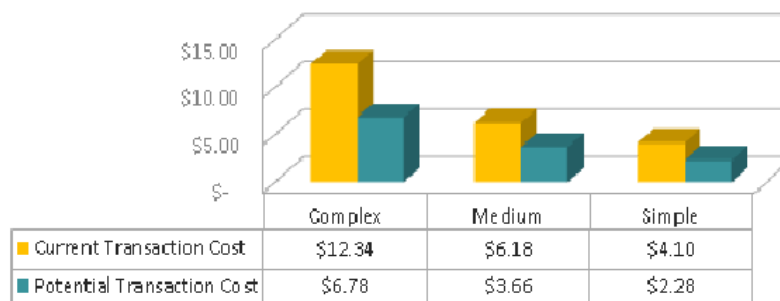
# Case Study: Pitney Bowes Inc.

## Call Center Service Acceleration and Improvement

**Challenge:** Improve Customer Satisfaction in a very short period of time

In just 2 weeks after deploying StereoLOGIC, the team has revealed the Average Wasted Time of 43.5% and Average Error Rate of 20%.

Their impact on the current Cost of Transaction was estimated



PB has been using StereoLOGIC for 6 years in 7 countries

- Achievements:**
- Cut the customer service response time by 56%
  - Reduced the error rates (errors in servicing customers) from 20% to ~0%
  - 8 consecutive months above 65% NSAT (Global Corporate Target for Customer Satisfaction – first team to achieve globally)
  - Reduced the operational cost by 30%

# Case Study: Large North-American Mortgage Insurance Company

## Measurement, standardization and documentation of Mortgage Insurance Processes

### CHALLENGE:

Streamlining of Appraisals, Underwriting and Claims processes in a short period of time

### SOLUTION:

The company has introduced StereoLOGIC Process Analytics ® automated solution, that allowed:

- Non-intrusive documentation of employee processes and *Standard Operating Procedures*
- Measurement and Comparison of employee performance
- Detection of process inefficiencies and delays *in production environment*

### RESULTS:

- **33.6 % process efficiency gain in less than 3 months**
- **Processes have been standardized and documented:**

**Scott Gorman, SVP Operations:**

*"The results that I get from StereoLOGIC make it one of the most successful projects that I ever had"*

# Case Study: Large North-American Bank

## Replacement of multiple legacy origination systems with one consolidated system (Pega).

### Challenge: Post-Transformation Stabilization

- Despite intensive testing and Branch Piloting of new Origination Platform, a number of errors and system delays arise in production
- Processes are not stabilized and employees waste time on workarounds and waiting for systems response - this *negatively impacts customers experience*.

### Solution:

- In 2016 the Bank has introduced a new approach to improving customer and employee experience by implementing **StereoLOGIC Process Analytics**®

- StereoLOGIC has allowed to define standard processes and to detect process deviations and errors at branches in real time.

### Results:

- **Accelerated Customer Services by 22.5%** and Reduced Errors and Delays by 95% in less than 6 months
- **\$15MM operational savings** across all branches

### Senior Director, Technology and Operations:

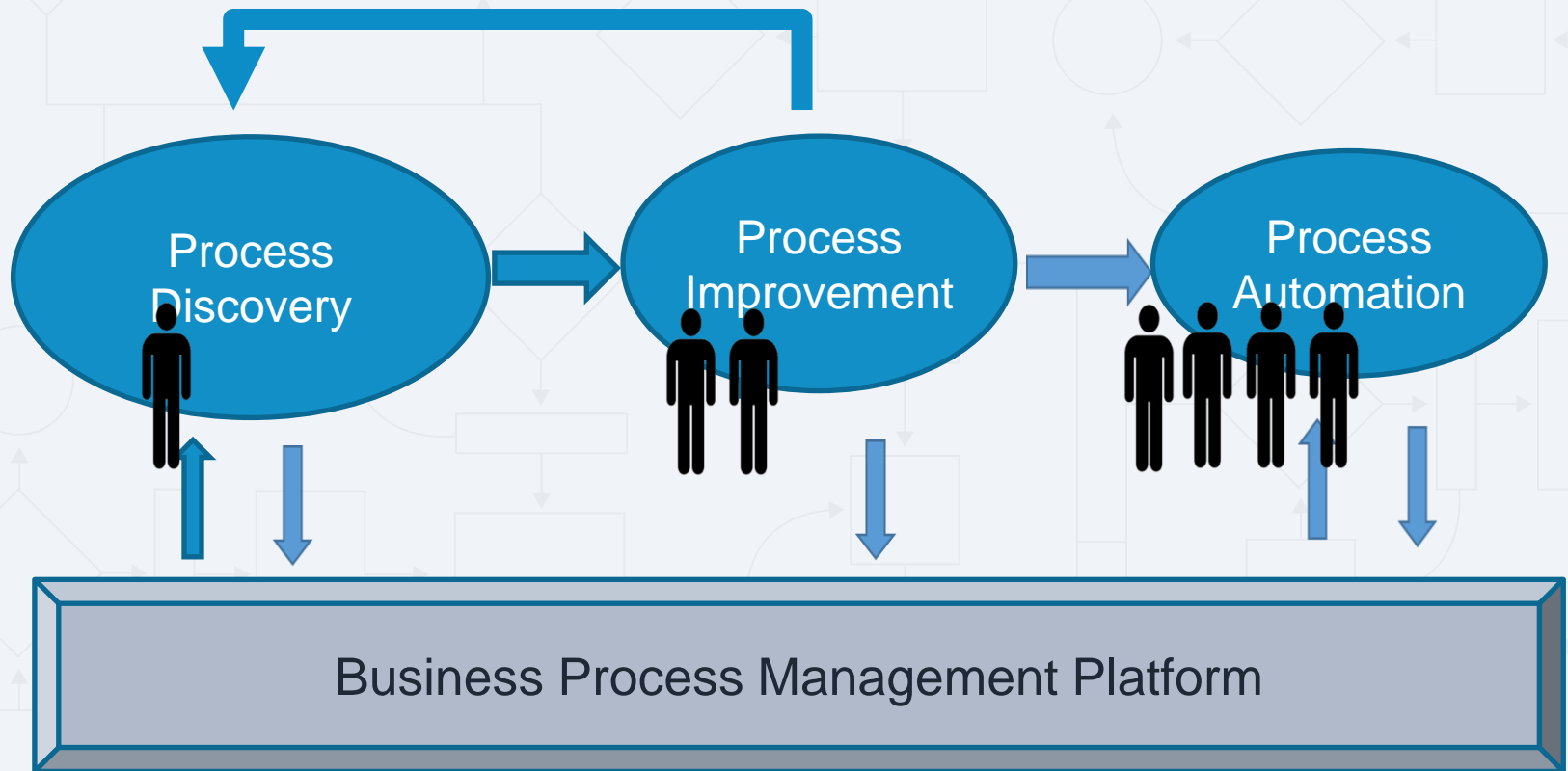
*"StereoLOGIC enables us to see what's actually going on in production"*



**Jen S. Li., Ph. D.**  
**First Vice President Process**  
**Design,**  
**East West Bank**



# Business Process Management Reality





# Process Discovery and Improvement Project with StereoLogic Process Analytics

## Goal: To accelerate Processes Improvement

- Baseline processes and time
- Standard operating procedures
- Control that all processes' steps are performed with
- Measurement of time spent on each step
- Identify inefficiencies, potential points for improvement and automation

## Project Time Frame and Processes - 1 week + 3 weeks extension

- People resource used: 1 week + 1.5 weeks extension
- Employees recorded: ~10
- 6 types of processes were analyzed:
  - CTR – Cash Transactions Reporting
  - Non-Post
  - Non-Post – Branch Validation
  - Funding
  - Onboarding
  - Documents production

## Post Project – 3 additional months

# Project Results

- Documented baseline comprising of several sub processes
- Time measurement of key steps within the process
- Time to resolve each transaction within a single process instance

## Non-Post and Branch Validation Processes

- **Detected inefficiencies and potential savings – up to 60%**

## Funding and Onboarding Processes

- **Detected inefficiencies and potential savings – up to 40%**

## Documents Production Process (HELOC Processes)

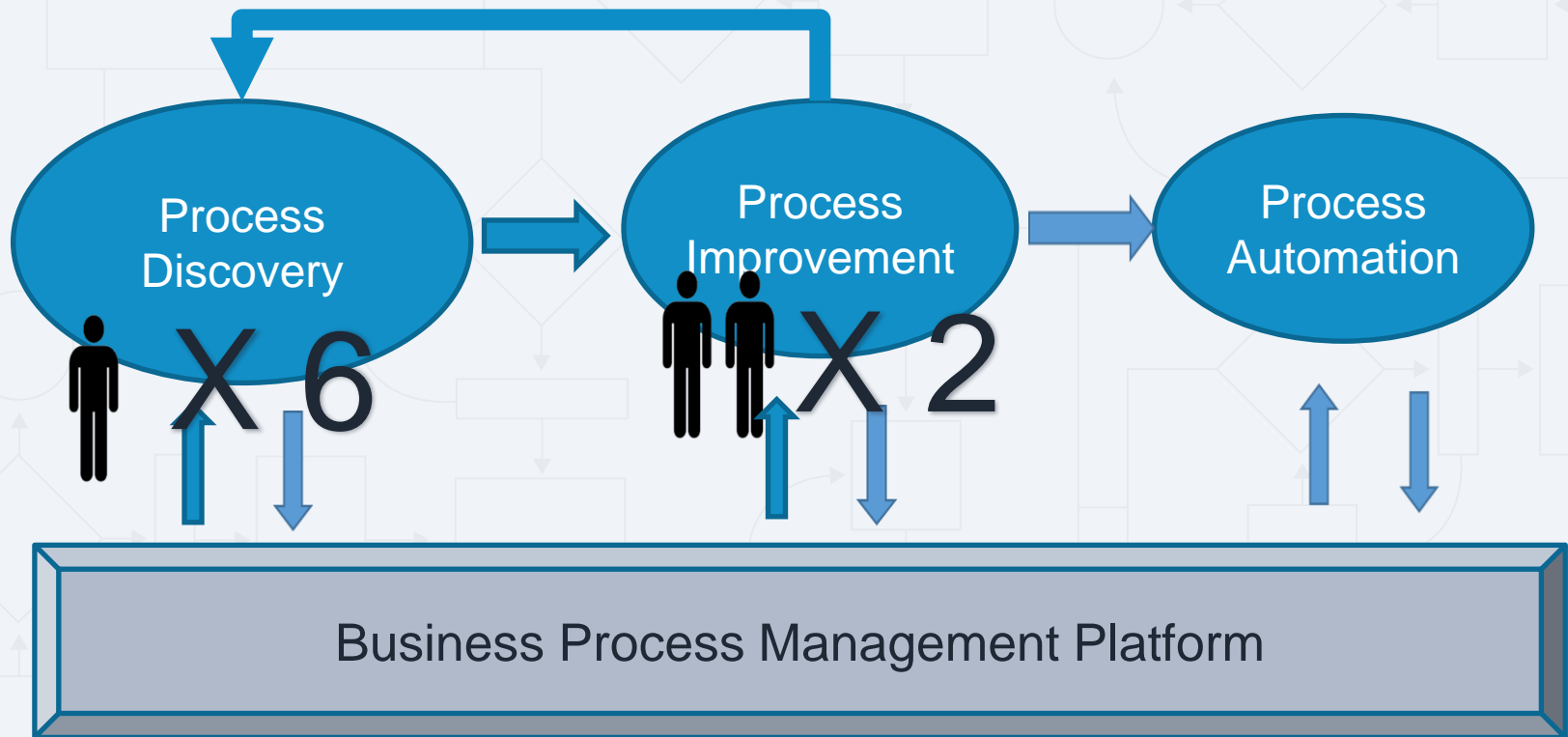
- List of data fields transferred between applications
- Time wasted on transferring data fields between applications
- **Detected inefficiencies and potential savings – up to 33%**

## Cash Transaction Reporting:

- Create Desktop Procedure within one week – improvement from months and multiple resources
- Uncover additional improvement opportunities – use Calculator to verify Excel Spreadsheet Results

# Increased Operational Excellence Capacity 6X

## Business Process Management





# **Fazal Husain, MBA, CPA, CISA**

## **Director of Enterprise Solutions Services**

City of Toronto



Toronto workforce of 1.4 million today,  
**1.66 million** jobs projected by 2031  
- City of Toronto, City Planning

**4<sup>th</sup>** Largest City  
in North America

Generates **20%** of  
Canadian GDP

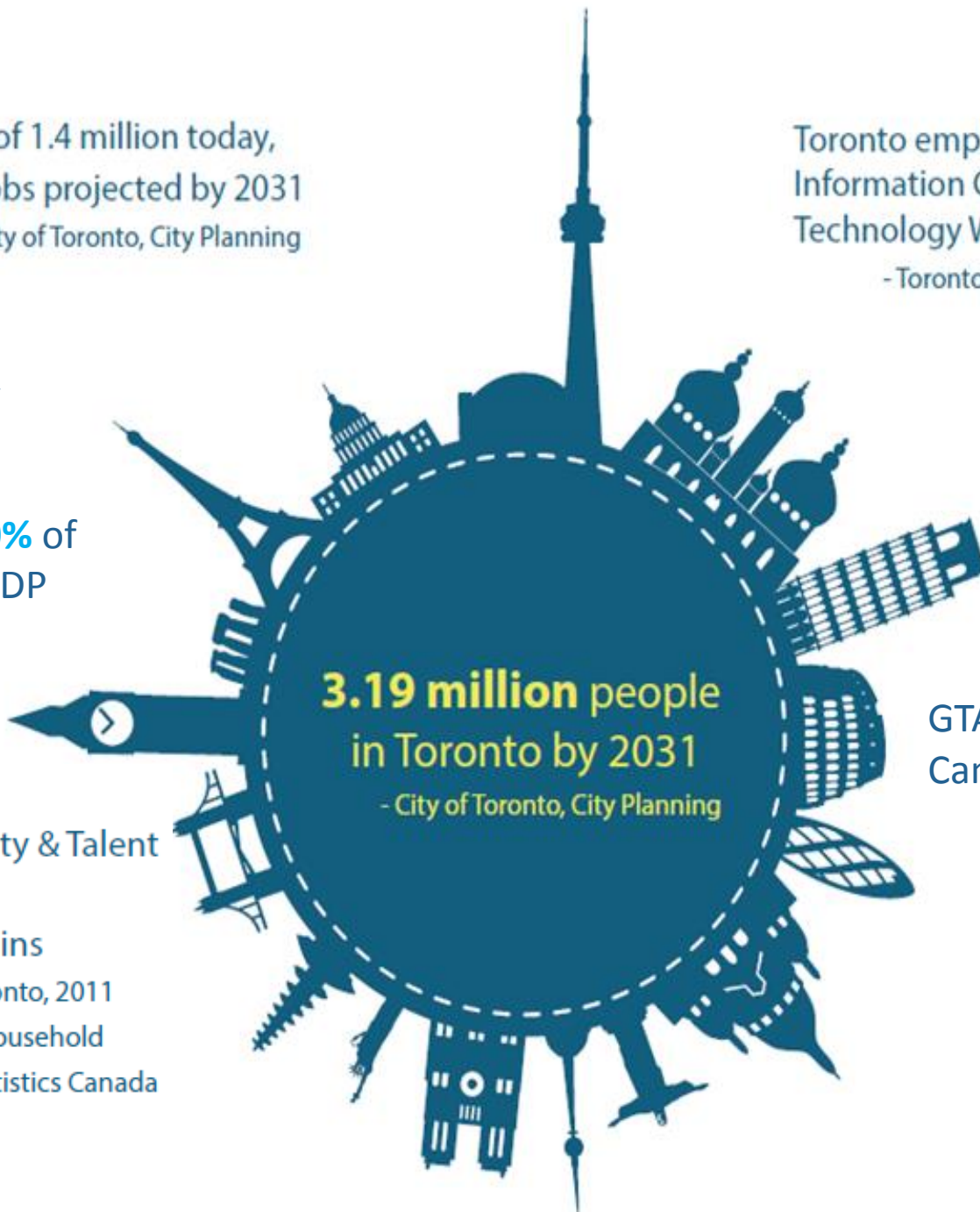
Toronto employs **30%** of Canada's  
Information Communication  
Technology Workforce  
- Toronto Workforce Innovation Group

**3.19 million people**  
in Toronto by 2031

- City of Toronto, City Planning

GTA makes up **25%** of  
Canada's Population

World Class Diversity & Talent  
**140+** languages  
**230+** ethnic origins  
- City of Toronto, 2011  
National Household  
Survey Statistics Canada



# Gartners Advice:

- There are at least 20 tools labeling themselves as having robotic process automation (RPA)-style functionality. There is lack of clarity between types of automation tools and which tool should be used in which circumstance.
- **Most RPA tools vendors do not have an implementation division to deploy RPA, and are working with consultants, system integrators and/or BPO providers.**
- Massive proliferation of automation and artificial intelligence (AI) vendors and tools will continue.
- It is challenging to identify exactly what each of the RPA tools does, and in which scenarios each tool makes sense in contrast to other software or AI tools.
- **Organizations should not hope that one RPA tool will solve all of their automation needs.**
- **It is a steep learning curve to establish which tools provide which services, and more importantly, what functionality an organization needs.**

# Why we chose StereoLOGIC

<div>Vendors</div> <div>Functionality</div>	StereoLogic	QPR Software – Process Analyzer	Lexmark	Neebula Systems – ServiceNow	Software AG	Open Connect	Advizor	Process Gold
Foundational and Platform Independence	✓	No – Solution is dependent on Salesforce as a foundation	No – Solution is dependent on full BPMS implementation	No – Solution focuses only on IT processes	Not specified	Not specified	Not specified	Not specified
Business Process Repository	✓	✓	✓	✓	✓	✓	✓	✓
Business Process Visualization	✓	Not specified	Not specified	Not specified	Yes – ARIS	Not specified	Data visualization not process visualization	Yes – non standard
BPMN International Standard Format	✓	✗	Not specified	✗	✗	✗	✗	✗
Process Measurement and Analysis	✓	Related to Salesforce	Not specified	Specific to reporting on and addressing technical incidents	✓	✓	✗	✓
Business Process Documentation Generation	✓	✗	✗	✗	No – Not automated	✗	✗	Not specified



# Process to Automate Processes

## StereoLOGIC

### Identify Process

- Assess if the process adds value to the business
- Define the inputs the decision and the outputs
- Identify people and systems involved in the process
- Baseline process (i) Steps (ii) Resources (iii) Time

### Identify Opportunities for Automation

- Identify repetitive and redundant steps in the process
- Identify manual steps that add zero value to the end results of the process

### Design Automated Process

- Design automation via code, connectivity, to eliminate process step
- Assess process improvements (i) Steps (ii) Resources (iii) Time

### Implement Automated Process

- Implementation assessment did we achieve the As Designed process
- Measure the (i) Steps (ii) Resources (iii) Time

### Sustain process

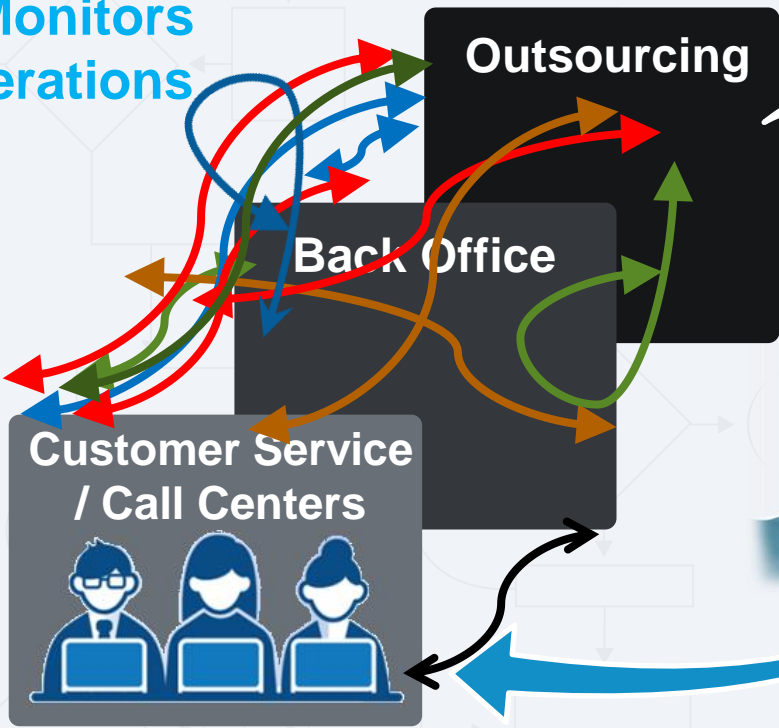
- Periodic assessment to ensure we continue to incur the benefits of the automation



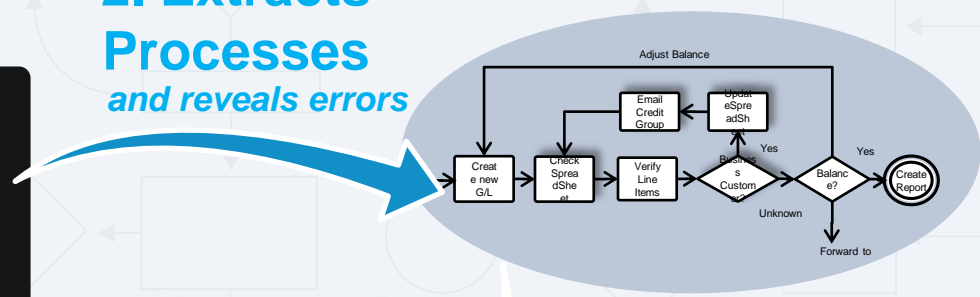
**Stan Passov**  
**SVP Product, StereoLOGIC**

# StereoLOGIC: Rapid Customer Experience Diagnostics & Improvement

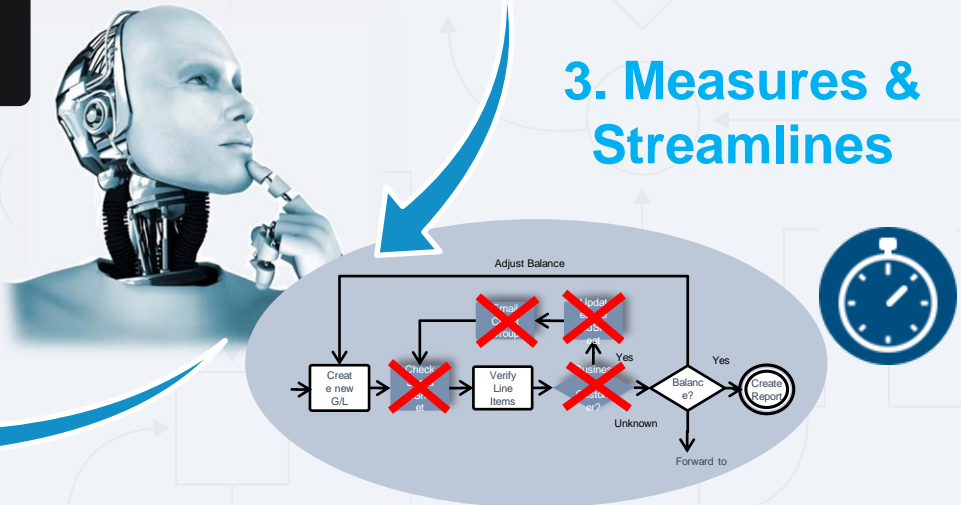
## 1. Monitors Operations



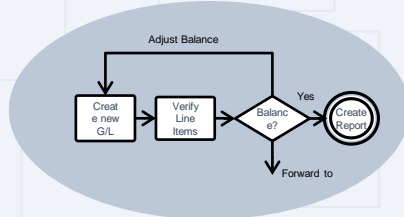
## 2. Extracts Processes and reveals errors



## 3. Measures & Streamlines



## 4. Controls and stabilizes



# Process Documentation & SOP Documents

## Step-by-step Training Manual

## Detailed Process Map

## Screens for Each Step

R1\_FA\_RECORDINGS

### 1. Client Offers-5

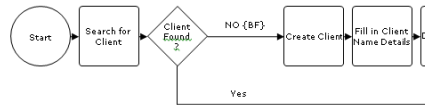
#### BASIC FLOW

- 1.1 Start
- 1.2 Search for Client  
[See Screens](#)
- 1.3 Client Found? NO {BF}
- 1.4 Create Client  
[See Screens](#)
- 1.5 Fill in Client Name Details  
[See Screens](#)
- 1.6 Fill in Demographics  
[See Screens](#)
- 1.7 Fill in Address Section  
[See Screens](#)
- 1.8 Enter Contact Information  
[See Screens](#)
- 1.9 Address Verification Occurs - Select Recommendation  
[See Screens](#)
- 1.10 Complete Occupation and Education Details and Save  
[See Screens](#)
- 1.11 View Client Summary  
[See Screens](#)

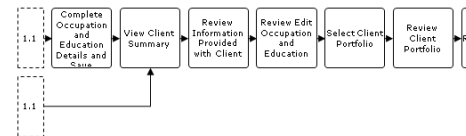
PAGE 10 OF 126

R1\_FA\_RECORDINGS

### Client Offers-5 1



### Client Offers-5 1



PAGE 2 OF 126

R1\_FA\_RECORDINGS

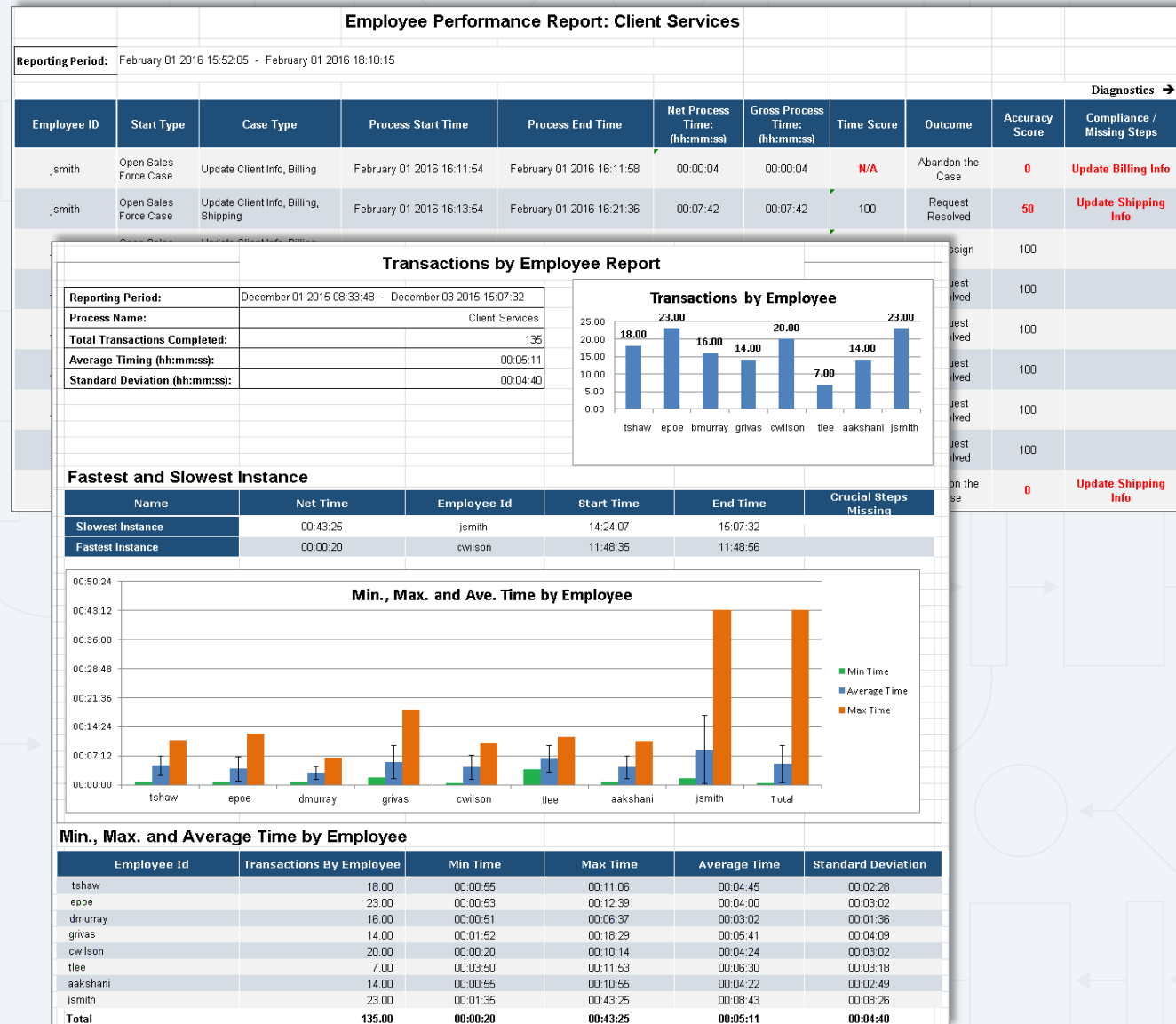
### 1. Client Offers-5 - SCREEN SECTION

The screenshot shows the 'Bank 4' web application interface. The user is logged in as 'FERNANDES, MANA'. The page title is '1. Client Offers-5 - SCREEN SECTION'. The main content area is titled 'Personal Chequing Account' and contains a 'Product Set Up' section. It includes fields for 'Short Name' (set to 'NEWLY'), 'Account to Deposit Funds' (set to 'NEWLY'), and 'Special Offer' (set to 'Bank 4 (2) Chequing Account - Student Account'). There is a 'Next' button and a 'Cancel' button. A red error message is displayed: 'SYSTEM ERROR / 0001: This task cannot be performed. Please return to START screen and try again. If the previous period, contact 1-800-786-1886 for assistance.' The bottom of the screen shows 'PAGE 17 OF 126'.

PAGE 17 OF 126

# Employee / Process Performance Measurement Reports

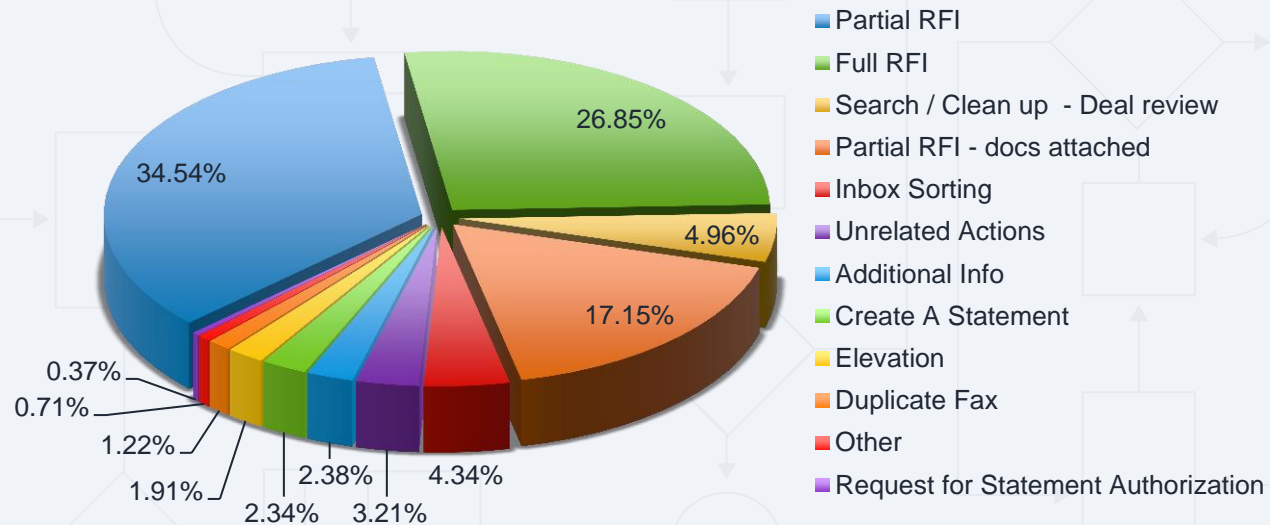
1. Time per task
2. Start and End time for each task
3. Time for each sub-activity
4. Min., Max. and Average time:
  - Per Employee
  - Per Process
5. Detailed activity log



# Employee Workday Analysis Report

Employee Task	Number of Instances	Total Time (hh:mm:ss)	Total Time (%)
Partial RFI	23	2:20:45	34.54%
Full RFI	6	1:49:25	26.85%
Search / Clean up - Deal review	3	0:20:12	4.96%
Partial RFI - docs attached	7	1:09:54	17.15%
Inbox Sorting	17	0:17:42	4.34%
Unrelated Actions	2	0:13:06	3.21%
Additional Info	3	0:09:42	2.38%
Create a Statement	4	0:09:31	2.34%
Elevation	5	0:07:48	1.91%
Duplicate Fax	1	0:04:59	1.22%
Other	1	0:02:55	0.71%
Request for Statement Authorization	1	0:01:31	0.37%
<b>TOTAL</b>	<b>73</b>	<b>6:47:31</b>	<b>100.00%</b>

Day 1 - Task Time Distribution



# Conclusion

- Non-intrusive, installation in 1 day, results during the 1<sup>st</sup> week
- **Mortgage Insurance Company:** 33.6 % *process efficiency gain*
- **Large Canadian Bank:** 22.5% customer service acceleration, 15 MM savings
- **Pitney Bowes:** 56% customer service acceleration , 30% FTE savings
- **US Insurance Company, over 20,000 employees:** 88% time savings for process improvement work
- **Departments of Labor - US Western States:** 5X acceleration of process analysis, \$ 1.5 M transformation project cost savings.



# How it was done

## Approach: Detection of business process issues in real time with StereoLOGIC

*StereoLOGIC Process Analytics automatically discovers and maps hundreds of business processes performed by employees, measures process time and provides the information about process errors and delays in real time.*

- Employee monitoring and measurement of performance in selected branches
- Automated detection of system and Users Errors and Delays
- Automated generation of Reproduction Scenarios :
  - Detailed Process Flow
  - User Activity / Time when and where the Error occurred
  - Screenshots for all Errors and Delays
- Continuous measurement of Customer Experience

## Examples of Daily Reports Provided by StereoLOGIC:

