



SCSK EU Actualized its Automation Vision with akaBot's RPA Solution

Highlights

4 weeks

for completion - an example of akaBot's Fast Automation

75%

of effort on month-end reporting saved

85%

of processing time reduced

100%

of product data collecting automated

100%

of credit approval process automated

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We want it, but we don't know how

SCSK is a system integrator headquartered in Japan, owning 14 branches across the country and in 7 other nations. The company implements multiple projects per month, putting a massive workload on back-office departments such as procurement, finance, recruitment, administration, etc. At the same time, SCSK has a high demand of delivering the best service to its clients through advanced solutions and beyond expectation experience. Since all the tasks were still conducted manually, mistakes and inaccuracies were inevitable, especially at peak times like the end of the month, quarter or year. The efficiency, therefore, remained a huge concern for managing levels.

From experiences and expertise in IT, the Japanese enterprise soon realized RPA might be the key to the problem. However, at that time, it had no exposure to this new kind of automation, no comprehensive understanding or know-how on the benefits and capabilities of RPA, and hence quite struggled to find a starting point. With a long-lasting collaboration over the years, SCSK EU decided to choose FPT's RPA platform named **akaBot** to actualize its automation vision.



From a Strong Internal Back Office...

Automated Back Office Operation Internal Process

Phase 1: Assessment

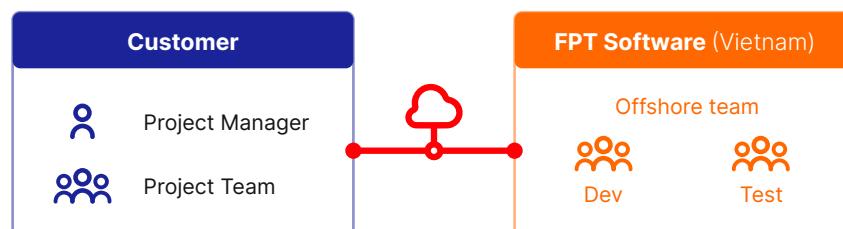
- Identify & prioritize potential processes to be automated
- Enabled employees' awareness of automation capabilities & benefits
- Prepare necessary skills and psychology for upcoming changes

 **Result: 6 processes across various departments were chosen to deploy RPA**

Phase 2: Implementation

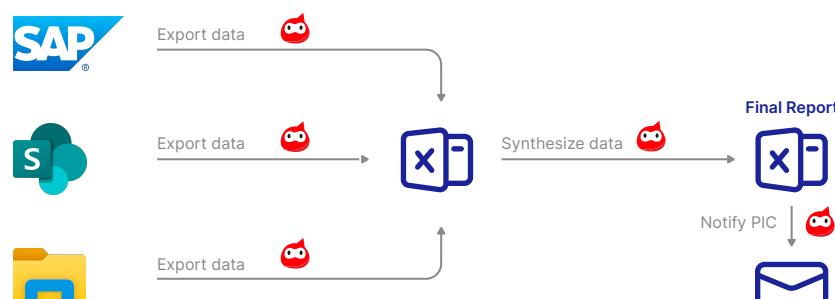
Offshore working model was applied, in which:

- Communications were conducted via online
- Tasks were performed on Cloud



Steps/ Tasks were automated with akaBot:

- Exporting data from SAP, SharePoint and Share folder
- Synthesizing data into a final report
- Notifying the person in charge via emails.



100% Automated

...to Optimal Automation Solutions for SCSK's Clients

Automated Product Data Collecting SCSK's Client



As a company in the EU focusing on chemical products, The Client #1 wants to scrape the rates, specifications and data of chemical products all over the world on a daily basis, then save it into a Database for storing purposes. This step enables the company to get the whole picture of the Chemistry industry with visualized data for further monitoring and being on track of changes.

Solution



Access Website



Extract data



Save into Database

100% Automated

Automated Credit Approval Process SCSK's Client

The Client #2 provides credits/ loans to other agriculture companies in Europe. The process of credit approval consists of several steps which are all manual and risky due to the high human error rate.



Solution



Access Sharepoint



Access a 3rd party website



Fill in an Excel Application Form



Forward the form for PIC to verify

100% Automated

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Not All Good Things Take Time

Only after four weeks, the delivery team officially completed the project of back office processes automation, which shows a strong commitment from the framework '**Fast Automation**' by FPT's akaBot. The impacts can be witnessed overnight. The appearance of automation software has reduced 75% of effort on month-end reporting and 85% of processing time. Report accuracy is also significantly improved as those robotics employees are less error-prone than human workers, available 24/7 and never becomes exhausted.

Unlike the client's concern that RPA deployment would create disagreement or negative responses from staff, who might be afraid that automation could replace themselves and steal their jobs, the employees showed an unexpectedly welcoming attitude to the change. It is likely that robotics colleagues have freed them up from tedious and monotonous tasks, allowing them to focus on more interesting and crucial missions. Both managing and operational levels were satisfied with the project, and looked forward to similar projects in the upcoming time.

Last but not least, SCSK succeeded in the internal transformation stage, which enables the company to leverage the proper technology to optimize its operation, accordingly offer better service and improve customer satisfaction.

