

# Robotic Process Automation

**achala**  
making IT possible



[www.achalasolutions.com](http://www.achalasolutions.com)

# Futuristic & Innovative solutions for your business processes automation

Our RPA services enable enterprises to accelerate performance, reduce manual activity and improve ROI through the application of intelligent process automation. Our end-to-end RPA services range from Process Analysis, RPA Vision & Strategy, Proof of Concept, Implementation, and 24x7 managed support.



## Process Analysis

Re-engineer your business processes and operations through RPA proven strategy to implement automation-driven processes.



## RPA Proof of Concept

RPA Proof of Concept. For each process we will work with you in building proof of concepts to understand the manual activities and impact of RPA on the process area.



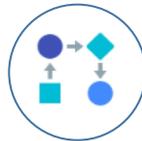
## RPA Managed Services

Our managed services are designed with flexibility in mind. Clients can tailor the service to their organizational needs, supporting all elements implemented during the delivery phase.



## RPA Vision & Strategy

RPA Vision & Strategy. Achala IT will work collaboratively with the customer to lay out the short term and long term RPA vision. We will bring in industry best methodologies to help the visioning exercise.



## RPA Implementation

Implement RPA solutions with the right software tools for exceptional ROI & process automation.

## BUSINESS PARTNER



Our Partnership with Automation Anywhere lead to successful Global RPA implementations. Collaboration will further enable us to implement RPA solutions and drive benefit to the customers

# Featured Case Studies



## RPA USE CASE - 01

### ITSM / DATABASE READ WRITE OPERATIONS

Leading automobile manufacturer automated ITSM / Database Read Write Operations & Workarounds for most repeated incident processes using RPA

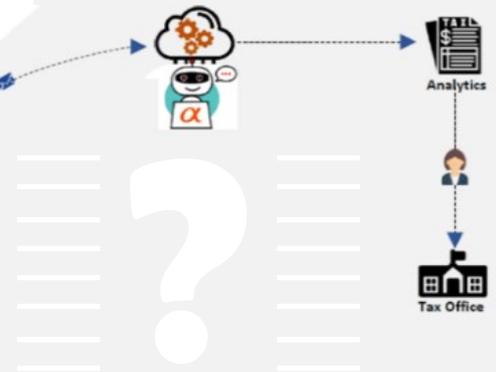
#### The Challenge / Problem Statement

One of the leading automobile manufactures offers a set of telematics features to its customers in the car such as logging each trip driven by the car and to categorize as business vs personal. for all business trips the customer can avail the tax benefit. however with gaps in the mileage due to poor/ improper network connectivity, the customer cannot claim the tax benefit for system generated trips in the trip log book. to fix these issues, the customer will create a support ticket in itsm to technical team. technical team has to manually do trip data corrections using the inputs provided by the customer.



#### Capabilities

- Browser Navigation
- Read incident details via ITSM
- Database Connections & Data Analysis
- Navigation on MQ Explorer
- Browse Queues & Write to queues
- Update customer via email / ITSM
- Step level execution logs
- Escalation Mechanism (during failures)
- Resolve incident via ITSM



#### Achala IT's Solution

A BOT to automate the process of retrieving key details such as Customer information, VIN (Vehicle Identification Number), Trip correction data, Region etc. from the incident description provided in ITSM tool. Using this data, the BOT will connect to application database and execute necessary queries to correct the trip data for the specified customer and vehicle. Once the correction is made, the BOT will update the ITSM incident and will trigger email notification to the customer. Once the customer confirms the trip data is fixed, the bot will resolved the incident with necessary work log updated in the incident.

#### Client Benefits

By implementing this solution, the following benefits were achieved.

- ◆ The support staff FTE has been reduced by 33% because the bot was able to resolve 50 tickets out of 150 tickets created by the customers per month.
- ◆ Overall day to day project operations cost reduced significantly.
- ◆ An intelligent bot can replace this 30% to 40% of the support staff's repetitive activity.
- ◆ Cut down 10 hrs manual effort each day.
- ◆ Automatically generates the reports for Tax benefits of end-user and update through ITSM.

CLIENT BENEFITS

# Featured Case Studies



RPA USE CASE - 02

## OPTICAL CHARACTER RECOGNITION

### SMART BANK LOAN DISBURSEMENT SYSTEM

Reputed Indian Bank intends to disburse instant loans to customers based on the transactions made at their merchant points. Currently, the document processes are analyzed manually. The challenge is to analyze the passbooks/account statements and determine a loan amount with lot of manual effort.

#### The Challenge / Problem Statement

A Bank intends to disburse instant loans to customers based on the transactions made at their merchant points. To determine the loan amount, the customers are asked to submit two months account statements/passbooks which are scanned and shared to Bank's head office. Currently these documents are analysed manually. Challenge is to analyse the passbooks/account statements and determine a loan amount manually where it need a lot of man power.

The project is to automate the analysis of passbook/account statements and instantly determine the eligible loan amount to be disbursed.

Date	Particulars	Debit	Credit	Balance
01/01/2020	OPD	1000.00		1000.00
02/01/2020	ATM Withdrawal	500.00		500.00
03/01/2020	Merchant Transaction		2000.00	2500.00
04/01/2020	ATM Withdrawal	1000.00		1500.00
05/01/2020	Merchant Transaction		3000.00	4500.00
06/01/2020	ATM Withdrawal	2000.00		2500.00
07/01/2020	Merchant Transaction		1500.00	4000.00
08/01/2020	ATM Withdrawal	1000.00		3000.00
09/01/2020	Merchant Transaction		2500.00	5500.00
10/01/2020	ATM Withdrawal	1500.00		4000.00
11/01/2020	Merchant Transaction		3500.00	7500.00
12/01/2020	ATM Withdrawal	2000.00		5500.00
13/01/2020	Merchant Transaction		4000.00	9500.00
14/01/2020	ATM Withdrawal	1500.00		8000.00
15/01/2020	Merchant Transaction		3000.00	11000.00
16/01/2020	ATM Withdrawal	2500.00		8500.00
17/01/2020	Merchant Transaction		4500.00	13000.00
18/01/2020	ATM Withdrawal	2000.00		11000.00
19/01/2020	Merchant Transaction		3500.00	14500.00
20/01/2020	ATM Withdrawal	1500.00		13000.00
21/01/2020	Merchant Transaction		4000.00	17000.00
22/01/2020	ATM Withdrawal	2500.00		14500.00
23/01/2020	Merchant Transaction		3000.00	17500.00
24/01/2020	ATM Withdrawal	2000.00		15500.00
25/01/2020	Merchant Transaction		4500.00	20000.00
26/01/2020	ATM Withdrawal	1500.00		18500.00
27/01/2020	Merchant Transaction		3500.00	22000.00
28/01/2020	ATM Withdrawal	2500.00		19500.00
29/01/2020	Merchant Transaction		4000.00	23500.00
30/01/2020	ATM Withdrawal	2000.00		21500.00
31/01/2020	Merchant Transaction		3000.00	24500.00

Data in Passbook

S.No	Year	Month	Description	Ref No	Change No	Amount	Type	Total Amount
1	2020	01	OPD	1000	1000	1000.00	DEBIT	1000.00
2	2020	02	ATM Withdrawal	500	500	500.00	DEBIT	1500.00
3	2020	03	Merchant Transaction	2000	2000	2000.00	CREDIT	3500.00
4	2020	04	ATM Withdrawal	1000	1000	1000.00	DEBIT	2500.00
5	2020	05	Merchant Transaction	3000	3000	3000.00	CREDIT	5500.00
6	2020	06	ATM Withdrawal	2000	2000	2000.00	DEBIT	3500.00
7	2020	07	Merchant Transaction	1500	1500	1500.00	CREDIT	5000.00
8	2020	08	ATM Withdrawal	1000	1000	1000.00	DEBIT	4000.00
9	2020	09	Merchant Transaction	2500	2500	2500.00	CREDIT	6500.00
10	2020	10	ATM Withdrawal	1500	1500	1500.00	DEBIT	5000.00
11	2020	11	Merchant Transaction	3500	3500	3500.00	CREDIT	8500.00
12	2020	12	ATM Withdrawal	2000	2000	2000.00	DEBIT	6500.00
13	2020	01	Merchant Transaction	4000	4000	4000.00	CREDIT	10500.00
14	2020	02	ATM Withdrawal	1500	1500	1500.00	DEBIT	9000.00
15	2020	03	Merchant Transaction	3000	3000	3000.00	CREDIT	12000.00
16	2020	04	ATM Withdrawal	2500	2500	2500.00	DEBIT	9500.00
17	2020	05	Merchant Transaction	4500	4500	4500.00	CREDIT	14000.00
18	2020	06	ATM Withdrawal	2000	2000	2000.00	DEBIT	12000.00
19	2020	07	Merchant Transaction	3500	3500	3500.00	CREDIT	15500.00
20	2020	08	ATM Withdrawal	1500	1500	1500.00	DEBIT	14000.00
21	2020	09	Merchant Transaction	4000	4000	4000.00	CREDIT	18000.00
22	2020	10	ATM Withdrawal	2500	2500	2500.00	DEBIT	15500.00
23	2020	11	Merchant Transaction	3000	3000	3000.00	CREDIT	18500.00
24	2020	12	ATM Withdrawal	2000	2000	2000.00	DEBIT	16500.00
25	2020	01	Merchant Transaction	4500	4500	4500.00	CREDIT	21000.00
26	2020	02	ATM Withdrawal	1500	1500	1500.00	DEBIT	19500.00
27	2020	03	Merchant Transaction	3000	3000	3000.00	CREDIT	22500.00
28	2020	04	ATM Withdrawal	2500	2500	2500.00	DEBIT	20000.00
29	2020	05	Merchant Transaction	4000	4000	4000.00	CREDIT	24000.00
30	2020	06	ATM Withdrawal	2000	2000	2000.00	DEBIT	22000.00
31	2020	07	Merchant Transaction	3000	3000	3000.00	CREDIT	25000.00

Data extracted by OCR

### Achala IT's Solution

The process of reading and analyzing the bank passbooks / account statements through OCR techniques to determine the loan amount to be disbursed.

- ◆ Analyze formats of bank statements and determine the document patterns.
- ◆ Apply OCR techniques to read the statement data.
- ◆ Use ML/DL to train the OCR model and Calculate score for each customer based on bank defined rules.

### Client Benefits

By implementing this solution, the bank achieved the following benefits

- ◆ Reduced loan disbursement time (3 days to 2 hours). Statement analysis time from 6 hours to 30 minutes.
- ◆ Increased loan disbursements per day
- ◆ Reduced the manual efforts spent by loan disbursement staff at head office by 60%.

CLIENT BENEFITS

# Featured Case Studies

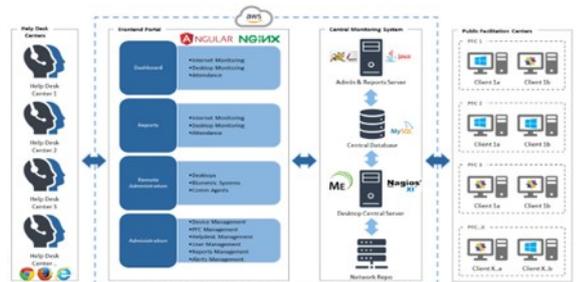


## RPA USE CASE - 03

### RPA BASED INFRASTRUCTURE & NETWORK MONITORING TOOL FOR INTERNAL IT PROCESS

#### The Challenge / Problem Statement

To build a Desktop based Automated IT Equipment & Attendance Monitoring Solution for one of the large public sector governments in India. The solution should provide a daily status and up-time check of the work-stations and peripherals of the Citizen Seva Centers connected to Internet via different service providers.



#### Achala IT's Solution

- ◆ It is a unified endpoint management solution that helps in monitoring the health of the desktop, network access.
- ◆ Each node has a software agent installed and communicates continuously with the central server via LAN (internal network), VPN (client to site private network) and internet (remote users/machines).
- ◆ Currently platform supports around 200 nodes.
- ◆ Any incidents raised by users can be logged through service desk tool.

#### Client Benefits

By implementing this solution, the following benefits were achieved

- ◆ Automatic alerts & notifications to the IT Support team.
- ◆ System uptime increased by 50%.
- ◆ Service uptime increased to 95%.
- ◆ Overall lower service delivery cost with reduced FTE to support the IT Support team

# CLIENT BENEFITS

# Featured Case Studies



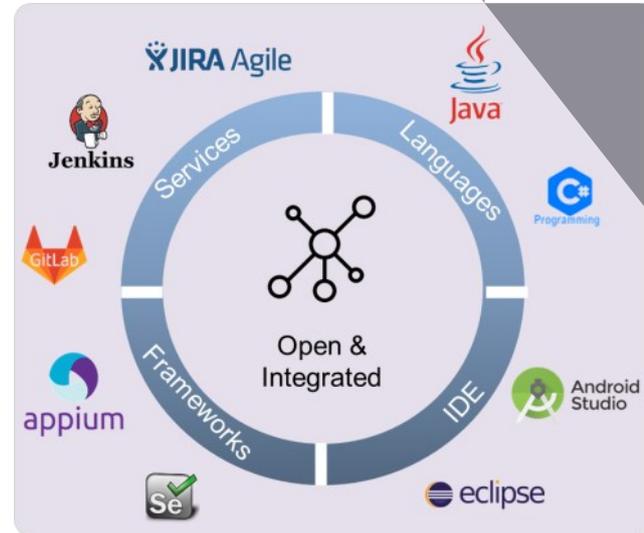
## RPA USE CASE - 04 TEST AUTOMATION

### AUTOMATED TEST SUITE

#### The Challenge / Problem Statement

Telematics + Infotainment systems serve as a message broker in delivering incoming messages from car vehicles to the appropriate backend systems for a leading car manufacturer in the world. The test automation system enables the customers with

1. Pushing the updates to the Apps inside the car
2. Negative Triggers to test the Apps inside the car.



## Achala IT's Solution

Build a Test Automation suite by integrating various open source tools

- ◆ Finalize the automation framework to be used based on the requirements
- ◆ Identify the manual test cases to be automated, Analysis to identify automation feasibility (% of manual test cases to be automated)
- ◆ Design and Develop automation scripts and load into GitLab
- ◆ Monitor the test results, Test Report in JIRA

## Client Benefits

By implementing this solution, the automobile manufacturer achieved the following benefits

- ◆ Automated 60% of the manual test cases
- ◆ Reduced Regression turn around time from 3 days to 0.5 days.
- ◆ Increased testing cycles contributing towards high quality software.
- ◆ Saved Test Team budgets by 20%-30%

CLIENT BENEFITS

## Our Clientele



## Achala IT Solutions

Leading IT services & outsourcing services provider. Strategic partner for large German IT services providers. Achala has great talent and a dedicated group of RPA professionals. German quality emphasis has really transformed Achala Solutions to provide “High Quality Low Priced” IT Solutions. We are an ISO 27001:2013 certified company with headquarters in Hyderabad and with an existing operational office in Munich, Germany.



## GET IN TOUCH

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