Standardize and Share
How Novatio Uses a Process-Oriented Mindset to Streamline Solutions

NOVATIO SOLUTIONS
October 2017
“We leverage our methodology to the benefit of our clients,” says Novatio Solutions CEO, Gokul Solai. “It’s the main thing we’ve learned in over 25 years of exposure to different industries.”

Whereas other firms approach Robotic Process Automation solutions with a vertical or industry mindset (finance solutions for financial institutions), Novatio thinks differently. Over the years, Novatio has developed a suite of process-first solutions that are applicable to any industry. By using this method, they have been able to bring tested, trusted solutions to their clients.

Some of their standardized, process-first solutions INCLUDE

- Basic service processes
- Resource management
- End-user services
- Support center automation
- Data management and migration
- Supply chain management
- Infrastructure automation

"We leverage our methodology to the benefit of our clients”

How Clients Benefit

Aside from their wealth of knowledge and experience, Novatio’s unique approach benefits their clients in four key ways.

<table>
<thead>
<tr>
<th>Time savings</th>
<th>Instead of starting from scratch, they repurpose solutions to similar processes. They know how to create and implement solutions, because they’ve already done it.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost savings</td>
<td>Less time in development means lower costs. And faster implementation means more time profiting from the value offered by RPA.</td>
</tr>
<tr>
<td>Polished solutions</td>
<td>Each time a solution is used, inefficiencies are refined. Clients get the benefit of lessons learned without the pain.</td>
</tr>
<tr>
<td>Flexibility for the future</td>
<td>Novatio plans for 1-5 years from now, not just today. And their standardized solutions work with any system, meaning they can adapt to changing infrastructure.</td>
</tr>
</tbody>
</table>

In this guide, we will dive deeper into the power of RPA and how Novatio’s process-first ethos makes them a go-to resource.
INTRODUCTION: THE POWER OF RPA

Once termed “macro-based automation,” Robotic Process Automation (RPA) has advanced in recent years. Now more powerful, RPA allows companies to tie together processes, make decisions, and perform actions based on defined rules and criteria.

They also have been developed to adapt to different environments (something macros can’t do) and also be used as an enterprise-wide, modulated, and coordinated effort. That’s why Novatio refers to these teams of digital workers as a “workforce.”

With RPA, software “robots” replicate actions, like entering data into an enterprise platform or moving data from one system to another. Once the digital worker has been trained to grasp certain processes, it can automatically manipulate information, communicate with other systems, and process transactions autonomously.

Artificial Intelligence (AI) technologies like RPA and machine learning are the biggest disruptors in global business since the Internet. They are transforming work by stripping away mundane, repetitive tasks and freeing up people to handle more advanced tasks. Since RPA solutions are less complex ones—they can work with existing IT systems and work processes—global industries see this as a way to dip their toes in AI.

### The benefits of digital workforces

- Increased efficiency, reliability, and compliance
- Reduced errors
- Analytical insight
- 24x7 work capability
- Flexibility and scalability

According to one study, by **2020, 60% of the G2000 will have doubled their productivity by shifting processes from humans to software-based delivery.** Another study estimates automation could raise productivity growth globally by **0.8 to 1.4 percent annually.**

And as the Baby Boomer population retires (at the rate of about 10,000 a day), many companies are seeing an opportunity to adopt automation technologies, just by shifting their tasks to digital workforces.

Partnered together effectively, digital workforces can empower human workers to focus on creativity and innovation and less on manual administrative tasks and mundane analysis. Companies benefit from the freedom of their human workers, in addition to the savings of cost and time.

Tech firms who develop RPA solutions tend to think vertically. When a retail client comes to them, they propose a solution unique to the industry and sometimes the customer. As we’ll see, Novatio approaches challenges with a process-first approach, using standardized solutions to common processes.
THE NOVATIO DIFFERENCE: STANDARDIZED, PROCESS-FIRST SOLUTIONS

Gokul Solai, Novatio Solutions co-founder and CEO explains how they approach the creation of RPA solutions. And how this approach gives an edge to their clients.

Q: HOW DOES NOVATIO’S WAY OF THINKING ABOUT SOLUTIONS DIFFER FROM OTHER FIRMS?

Solai: Our solutions are not just focused on customer needs today. We also predict what you need one to five years from now. Our tech is successful in that we can accommodate any changes in infrastructure. As a result, we can offer dynamic solutions that grow hand-in-hand with organizational needs.

Where as other firms try to be more prescriptive with their solutions, we work with organizations to understand their current processes and rules. We don’t want to rewrite the book. We prefer to combine a company’s best practices and our experience to deliver a synergistic solution.

“[We] predict what you need one to five years from now. ... As a result, we can offer dynamic solutions that grow hand-in-hand with organizational needs.”
Q: HOW IS THINKING ABOUT SOLUTIONS IN A MORE PROCESS-ORIENTATED WAY AN ADVANTAGE? HOW DOES THINKING IN A VERTICAL WAY LIMIT POSIBILITIES?

Solai: There’s a buzzword in corporate culture—being “siloed”—that refers to the tendency for departments, systems, or processes to be isolated and insulated. Thinking about solutions in a simply vertical way promotes silos.

If you are working in silos, your finance team will be performing processes a certain way, and your supply chain team could be accomplishing the same tasks in a different way. There will always be similar processes in those verticals and silos, like ticket management scenarios or password resets.

“It allows us to deliver solutions in less time and at lower costs. Instead of developing from scratch, we can just rework [already proven] solutions.”

If you use a process-first approach, all those efficiencies are passed on throughout the organization. When you standardize the process, your people and your systems operate in unison. You can see how this would uncover efficiencies, time savings, and cost savings for your company.

When it comes to diagnosing and implementing solutions, a process-first approach allows us (Novatio) to repurpose our experience with other organizations. Every process-first solution we’ve implemented becomes a possible solution for the next company.

And, maybe the biggest thing here, it allows us to deliver solutions in less time and at lower costs. Instead of developing from scratch, we can just rework solutions we used for a finance firms to apply to the same processes used and proven effective by a retail company, for example.

Q: HOW DID YOU COME ABOUT THIS WAY OF THINKING?

Solai: My background is in medicine, and you would think processes are completely different to what is done in the corporate world. That mindset is also typical to insurance, consulting, and other fields.

When I got out of the classroom and started practicing, I found medicine was in many ways like an assembly line. The process for adding patients into our systems is similar for onboarding and off-boarding employees or customers in other industries. There are many examples of overlapping processes and inefficiencies from one field to another … so, why can’t we take lessons learned from finance, for example, and carry them over to medicine?

Why limit this thinking to medicine? Why not find wins that translate from other industries, to other industries?
Q: WHAT EXAMPLES DO YOU HAVE WHERE THIS PARADIGM HELPED YOU PROVIDE BETTER, MORE COST-EFFECTIVE SOLUTIONS?

Solai: Going back to the assembly line of medicine: when a patient comes in to be seen by a doctor there’s a process for adding them to a provider’s systems. It’s not universal, but the patient usually fills out paperwork, insurance needs to be checked by a nurse or clerk … and so on.

In a corporate environment, similar onboarding processes are written out and used over and over. Rules are followed. We’ve been able to use these rules to create RPA solutions (and remove the human error that can come from all those manual steps). Those solutions have been translated to automatically process onboarding and claims so that human workers can be freed up. (See Figure 1.)

Figure 1

<table>
<thead>
<tr>
<th>PATIENT ONBOARDING (MEDICINE)</th>
<th>CUSTOMER ONBOARDING (RPA SOLUTION FROM OTHER INDUSTRIES)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient fills out informational paperwork</td>
<td>Customer fills out information digitally</td>
</tr>
<tr>
<td>Admin keys information into systems</td>
<td>Digital worker pulls information into different systems</td>
</tr>
<tr>
<td>Nurse or admin validates insurance and other submitted information</td>
<td>Digital worker validates and routes submitted information based on identified criteria</td>
</tr>
</tbody>
</table>

Q: WHAT IS SOME OF THE FEEDBACK YOU’VE RECEIVED FROM CLIENTS ABOUT YOUR METHODOLOGY?

Solai: A lot of companies have technology initiatives planned out for next year, but we help them develop a five- or 10-year plan based on what other companies do. This allows clients to be ahead of the curve, even five years down the line. We give companies visibility for where innovation is moving.

Q: CAN YOU LIST SOME OF THE STANDARD SOLUTIONS YOU HAVE DEVELOPED? HOW HAVE YOU USED THEM?

Solai: Basic service processes, like monitoring network operation centers for service questions or data. Follow up on any service tickets to make sure they are closed down, which is applicable to any queue. As mentioned before, processes for onboarding and off-boarding employees, customers, and patients; password resets; other common IT requests.

Resource management: From the tech side, when a computer or server approaches maximum capacity, we have solutions to automate resource allocation or alert staff. Similarly, we have solutions to help with human resource management. When volume escalates and you need more workers, we can automatically trigger alerts to call or reallocate staff.

Data management and migration is another big area for automation. Every vertical has to process orders and invoices. We have many swivel seat solutions for moving and validating information.
Supply chain management can be complicated, with multiple vendors, payment systems, and their logistics engines. Our solutions can apply to those systems for faster processing and cleaner data. Hospitals worry about delivery of crucial medical supplies, just as retailers and suppliers worry about product deliveries. We can leverage the learning from one and apply to the other.

Infrastructure management: Any organization has checks and balances make sure things don’t fall through the cracks (for example, service level requirements). Usually, it’s a person keeping tabs on things like that, with a running list. We have standard solutions to automate that.

These are just a few.

Q: HOW HAVE YOU USED THE SAME STANDARD SOLUTION IN DIFFERENT CONTEXTS?

Insurance providers might have 15 different agents with 15 different ways they process claims. They might also outsource claim processing. All those people log into multiple systems and fill in information, which must be communicated back to the home office. It can take up to two weeks for all these tedious tasks just to process a claim.

We see this challenge across all industries. Companies use numerous systems and applications to do their everyday work—oftentimes more than one to accomplish a single task. We can apply our standardized solutions to automate data migration from one system to another and pare down the amount of time-consuming system logins.

Novatio uses our own proprietary methodology to reuse components we build because our solutions are geared toward fixing common problems. We think about problems with that mindset, and we build solutions with that mindset.

We leverage our methodology to the benefit of our clients. It’s the main thing we’ve learned in 25 years of exposure to different industries.

CHOOSING THE RIGHT PARTNER

When selecting the right digital workforce solution, you need a flexible, knowledgeable leader. Trust a partner who can give experience-based guidance on how to accommodate for a digital workforce implementation and transformational leadership to help the transition.

“Our goal is to use digital workforce solutions to make everyone’s life easier, from the CEO to the person answering the phones”

For 25 years, Novatio Solutions has provided this leadership in managed business process (BPO) outsourcing for Fortune 100 clients. They have returned more than 500,000 hours back to their partners so that those organizations’ employees can focus on higher-value work. They have helped free managers from micromanaging. And they have helped empower people to harness the cognitive skills that make them human.
“The Novatio team understands automation and what it takes to transform business operations,” says Solai. “Our goal is to use digital workforce solutions to make everyone’s life easier, from the CEO to the person answering the phones.”

**More Than “Traditional” Automation**

“Traditional” automation solutions usually fall short in their rigidity. They are limited in scope and benefits and too expensive to update or change. There’s a long change process that is highly disruptive to teams and systems. And, they require more internal technical resources.

In many cases, companies rely on legacy applications or systems that are no longer supported. When changes or integrations are needed, technical support resources are difficult to find.

Novatio Solutions harmonizes multiple and previously disconnected RPA tools and combines them with next-generation technology to create a customized digital workforce. Robotic process automation with digital workers gives agility and flexibility to accommodate change; decreases time to value; and is less expensive to set up and maintain.

The Novatio online portal offers advanced business intelligence tools, an online marketplace and service catalog, and visibility into usage and billing. Simulator tools provide real-time input on cost-savings, which prioritizes time and cost efficiency. The portal also provides insight into forecasting and demand prediction, which allow for data-driven staffing and a more proactive decision-making.

**Novatio Digital Workforce**

- Noninvasive, technology-agnostic workforce
- 100% compliance
- Zero errors
- 3-5 times greater productivity
- 1/10 price of traditional workforces
- 2-3 times faster implementation than other solutions

**The Novatio Solutions Difference**

- WE are experts on automation, technology and innovation.
- futureproof your digital workforce by keeping you ahead of the game.
- can streamline your practices in a fraction of time.
- provide solutions that are highly efficient, cost-effective, reliable and scalable.
- integrate across multiple platforms and industries.
“Novatio allows your organization to accelerate the convergence of intelligence automation and artificial intelligence,” says Solai. “We are able to combine our emerging technology with our industry-leading expertise to deliver an unrivaled experience to our customers.”

We are able to combine our emerging technology with our industry-leading expertise to deliver an unrivaled experience to our customers.

**SOURCES AND ADDITIONAL RESOURCES**


**ABOUT NOVATIO SOLUTIONS**

Novatio is a Digital Workforce solutions provider from the founders of Solai & Cameron Technologies. The company capitalizes on Solai & Cameron’s 25 years of experience developing best practices in operational transformation.

Novatio harmonizes multiple robotic process automation (RPA) tools along with next generation technology to create a customized digital workforce. Consequently, Novatio’s clients benefit from added capacity, scalability, and efficiency.

Novatio has streamlined business processes for clients across a variety of industries, including IT, healthcare, finance, insurance, and government. For more information, visit NovatioSolutions.com.

Copyright © 2017 Novatio Solutions. All Rights Reserved.

For more information, please contact ######.