TATA COMMUNICATIONS
TRANSFORMATION SERVICES

TATA

NEO AUT☉MATA™
Tools for transformative future
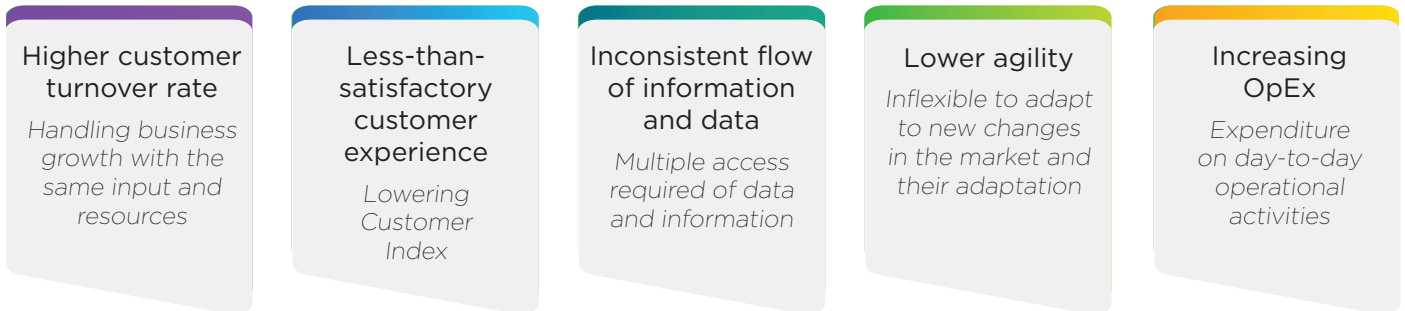
ROBOTIC PROCESS AUTOMATION

UNLOCK TACTICAL BENEFITS WITH OUR RPA SUITE

Overview

Intelligent Automation - a combination of artificial intelligence and automation - is fast shifting the world order today as advances in technology are creating the best-in-class process outcomes, helping companies achieve unprecedented levels of efficiency and quality.

The telecom industry is ripe with automation opportunities that can fix various challenges.

Higher customer turnover rate	Less-than-satisfactory customer experience	Inconsistent flow of information and data	Lower agility	Increasing OpEx
Handling business growth with the same input and resources	*Lowering Customer Index*	*Multiple access required of data and information*	*Inflexible to adapt to new changes in the market and their adaptation*	*Expenditure on day-to-day operational activities*

Neo Automata™ RPA

Tata Communications Transformation Services' Neo Automata™ RPA is custom-built and can automate any type of activity that is repetitive or rule-based. It reduces the processing errors caused by human oversight by a large margin, resulting in accelerated service delivery and significant cost savings for the business. The real benefit of Neo Automata™ RPA lies in its impact on customer satisfaction.

Neo Automata™ RPA uses a software program – known as software robot or "bot" – for processing large transactions. It mimics the way a human user would perform a task. Since the bots interact with individual systems like a human user, no complex system integration is required. It is an AI/ML enabled intelligent bot, the more it learns from its mistakes, the more it performs the task with amazing precision.

TCTS with its existing telecom expertise, 200+ RPA experts and 1,000+ telecom SMEs utilises Neo Automata™ RPA to help CSPs across multiple use cases.

Operations

- Configuration management – backhaul service creation
- Reporting & dashboard creation
- Auto ticketing
- Software patch upgrade
- Database patch upgrade
- Network coverage ticket management
- Removal and addition of site in live network
- Change in the frequency of existing service
- Deletion of service in live network
- Resetting NOC applications password
- Creation of new users to access NOC applications
- Alarm monitoring & troubleshooting
- Ticket handling and referring for exceptions
- Trouble ticket creation

Order Management & Service Delivery

- Carrier tail ordering automation
- Facility work order generation and updating
- Auto service termination
- CBO retail data (SRT install order) – Care Back Office
- NGM MxU (greenfield) – new growth market multi dwelling unit
- IP Disconnect FWO automation (IP Disconnect Facility Work Order)
- FW Closure (Facility Work Order Closure)
- OE disconnect FWO automation (Ethernet Disconnect Facility Work Order)
- NGCE (Next-Generation link aggregation)
- IP new lag creation (IP new link aggregation)
- Transport provisioning clustering
- Transport provisioning automation
- MapInfo to GML conversion

Billing & Finance

- Vendor on-boarding compliance check
- Registration certificate – new/amendment, form creation
- Payment processing for vendor invoices
- Employees travel and expense claims
- Bulk digital signature
- Pricing reconciliation

Service Assurance

- TED, FMS (Facility Management System) and ASAPNOC alignment

Neo Automata™ RPA Approach

AUTOMATION CONSULTANCY

- Study and analyse customers' existing processes and tools, to sum up with a recommendation for automation candidates based on business priority, process, complexity and ROI.
- Create a roadmap and implementation plan for RPA implementation.

AUTOMATION IMPLEMENTATION

- Design and implement RPA solution for chosen automation candidate(s).
- Train bots for the specified process using a predefined approach that involves preparing a solution design document, configuring robots, testing, and deployment.

AUTOMATION SUPPORT

- Support lifecycle of implemented software bots.
- Provide monitoring through state-of-the-art command centres to ensure that the robots continue to function at full capacity. The robots are continuously monitored for efficiency, effectiveness, and capacity utilisation to ensure seamless operations.

Why Neo Automata™ RPA

70-80% reduction in processing cost	**100% reduction** in error rate	Enhanced productivity
20-30% reduction in cycle time	Enhanced customer satisfaction	ROI in 4-5 months

Success Stories

1 Neo Automata™ RPA quickens invoice processing and shortens delivery time for a large telecom service provider in India

Customer's finance department was dealing with a substantial number of payment processes for vendor invoices, employees travel and expense claims, bulk electricity payments adding up to more than a whopping 5 Lakh invoices and 8000 claims.

Invoices have a lot of data that needs to be captured into SAP at various levels to send claims to the allocated finance team, therefore adding on to further delays in the payment release. Neo Automata™ RPA helped reduce this long process by half for a leading telecom provider in India, by connecting the 5 required systems internally and using an RPA bot to automate the process. This delivered benefits in terms of capitalising the workforce to focus on more important tasks that would have been wasted in completing time-consuming and non-value-adding procedures.

Benefits Delivered

Reduction in average handling time by 15-20%	Exceptional process efficiency, workforce productivity and reporting	Better SLAs / KPIs monitoring through centralised application

2 TCTS implemented Neo Automata™ RPA in the customer's order process to deliver exceptional quality and accuracy for one of the largest UK operators

One of the largest UK telecom operators was facing a lot of quality issues due to manual ordering process through e-mail to carriers in a standard order template. Delays, in addition to numerous human errors, were impacting customer experience. Also, SLA related challenges were further delaying the order process. TCTS enhanced the process efficiency and productivity by implementing Neo Automata™ RPA with its expertise in Telecom processes, technology and IT landscape. The customised solution was made to handle exceptions while maintaining data integrity and confidentiality. The bot would securely run 24*7 ensuring real-time scheduling & monitoring.

Benefits Delivered

Savings of 140+ man-hours/month savings	Process efficiency improvement by 100%	Exceptional quality with 100% accuracy

3 Auto ticket creation and update for one of the largest operators in South Africa

Operators deal with a staggering number of mails from CSPs daily. This needs information to be sift through to pick the critical data such as Circuit ID, problem type and contact details for a trouble ticket to be created. A human would be prone to multiple errors in gathering the right information and creating the ticket whilst ensuring minimum delay. Keeping in mind the importance of enhanced customer satisfaction, quality enhancement, data validation and integrity, TCTS developed a customised Neo Automata™ RPA bot for the operator to manage the large inflow of customer mails to generate trouble tickets. Without the need of any CapEx, the bot helps de-risk the possibility of human error and hypes up the pace of creating a ticket and sending the email back to the customer with the ticket details thus radically reducing the Average Handling Time (AHT), catering to over 20 tickets an hour in comparison to 5 per hour by a human agent.
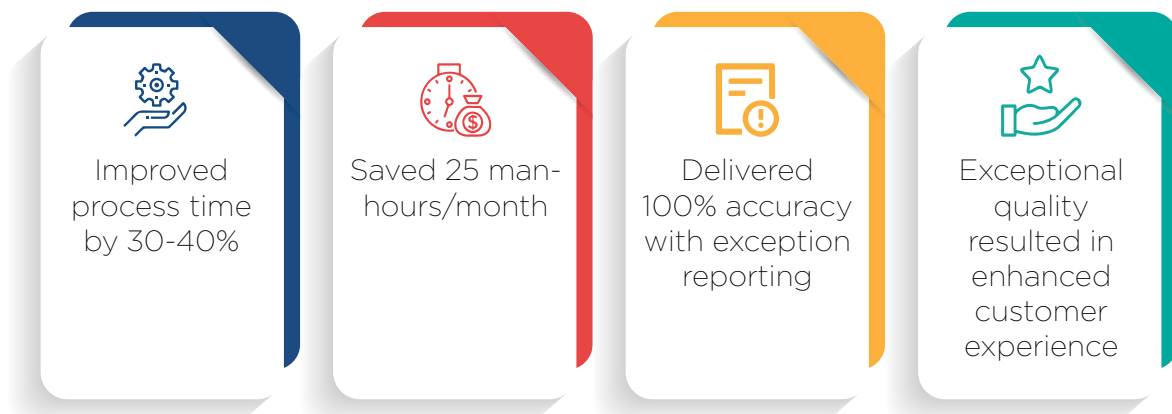
Benefits Delivered

Improved quality	Improved productivity	Enhanced customer experience

4 Accelerated time to market ensured customer delight, when TCTS implemented Neo Automata™ RPA in the inventory record accuracy process

The leading telecom operator in Canada was facing challenges in optimising the average time of inventory record accuracy process. Numerous human errors in the manual process were adversely impacting the quality and quantity leading to bad customer experience. TCTS reduced manual intervention by automating validations across different levels through Neo Automata™ RPA. 24*7 execution with real-time scheduling & monitoring resulted in faster E2E service creation process thereby enhancing customer experience.
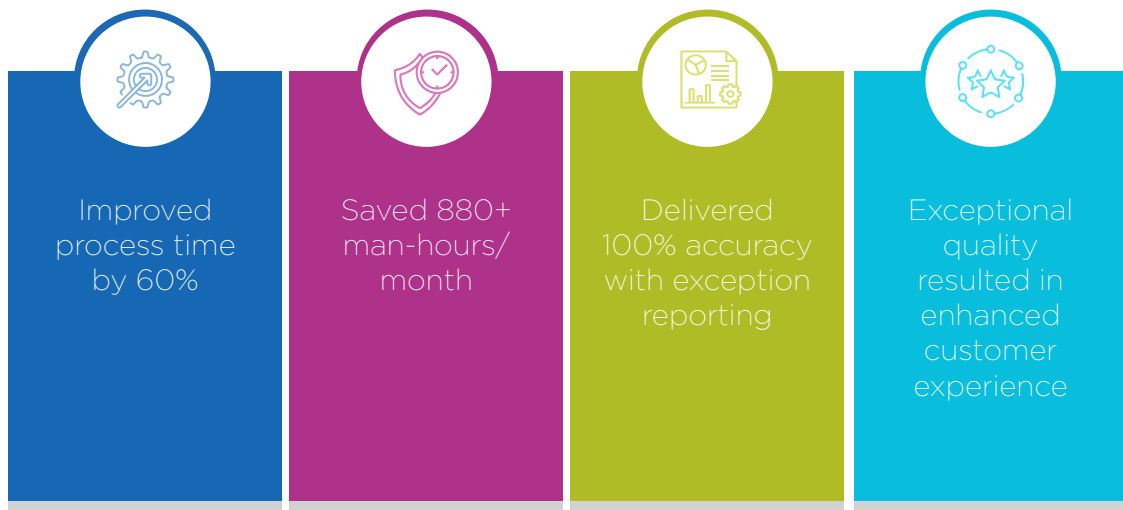
Benefits Delivered

Improved process time by 30-40%	Saved 25 man-hours/month	Delivered 100% accuracy with exception reporting	Exceptional quality resulted in enhanced customer experience

(5) TCTS delivered ~$1 MN yearly cost savings for Turkish opeartor by implementing TCTS' Neo Automata™ in service assurance processes

Turkey's leading fixed & mobile TSP was looking for 30% reduction in Opex. TCTS stepped in and implemented RPA in NOC operations across 10+ use cases and network layers, resulting in all automated operations.

Benefits Delivered

| Improved process time by 60% | Saved 880+ man-hours/ month | Delivered 100% accuracy with exception reporting | Exceptional quality resulted in enhanced customer experience |

Why TCTS?

- Deep expertise in technology domains
- Rich expertise in telecom processes
- Quick RPA implementation
- First time right

- Expertise in process modelling & reengineering
- TCTS tools and automation expertise
- Hassle-free implementation
- E2E transformation solution

ABOUT TATA COMMUNICATIONS TRANSFORMATION SERVICES

Tata Communications Transformation Services Limited (TCTS), a 100% subsidiary of Tata Communications Ltd, provides leading business transformation, managed network operations, network outsourcing and consultancy services to telecom companies around the world. TCTS delivers operational efficiency, cost transformation and revenue acceleration solutions for all the stages of the carrier process lifecycle, including but not limited to network engineering and design, implementation and operations.