Rapid automation (RA) can be a powerful tool. We explore how to make the most effective use of this technology.

1. What is rapid automation?
   Also known as robotic automation and autonics, rapid automation emulates human interactions with software programs like ERP systems, databases, and Microsoft office documents – with the ability to follow rule-based decisions, and copy, paste, or exchange data between systems.

2. What does it do?
   - **DUAL DATA ENTRY**: Automatically re-enters manually entered data into other systems.
   - **RULE BASED DECISION MAKING**: Carries out simple rule-based tasks or sends items for approval.
   - **VIRTUAL SYSTEM**: Emulates human interactions with software programs like ERP systems, based on decision data.
   - **AUTOMATED DATA ENTRY**: Transfers data between systems through user interfaces instead of complex IT interfaces.
   - **STRAIGHT THROUGH PROCESSING**: Automatically enters inputs from source systems (i.e. workflow) into target systems (i.e. ERP)
   - **RESPONDING TO DATA EXTRACTION, REPORTING REQUESTS**: Automates the extraction and reporting of basic queries.

3. The potential impact
   - **ACCURACY**: No human error in data entry processes.
   - **SCALABILITY**: Better handling of volume spikes.
   - **COMPLIANCE**: Software doesn’t miss anything and it generates extensive audit trails.
   - **ROUND THE CLOCK OPERATIONS**: No vacation, no shift work, no employee attrition.

4. Where it can be used
   - **CLAIMS ADJUDICATION**: Eliminates misinterpretation and excessive claims preprocessing leading to reductions in manual processing of claims
   - **AP – INVOICE PROCESSING**: Automates data entry between workflow and ERP enables 100% accuracy & on-demand scalability
   - **O2C – ORDER MANAGEMENT**: Automates data pull from different sources (email, web applications, ERP) & apply rule-based logic based on order type
   - **IT INFRASTRUCTURE INCIDENT MANAGEMENT**: Automated incident management from alert receipt to status update & ticket close enables reduced hold & resolution time & reduction in call volumes by 25%
   - **BILL PAYMENT PROCESSING**: Automates handling of client IVR, share data and settle consumer bills on web portal
   - **AUTOMATED DATA MANAGEMENT FOR REPORTING**: Automates data extraction, cleansing & translation from multiple data sources for reporting.
   - **AP – AUTOMATED PAYMENT ADVICE**: Automates remittance of payment advice emails to vendors and key exceptions for further resolution.

5. Where have we deployed it
   - **A HEALTHCARE COMPANY**: for automated claims adjudication
   - **AMERICAN BILL PAYMENT PROCESSING COMPANY**: for bill payment processing
   - **GLOBAL CONSUMER ELECTRONICS COMPANY**: for IT infrastructure management
   - **FINANCIAL SERVICES COMPANY**: for IT infrastructure incident management
   - **RETAIL COMPANY**: for automated invoice processing
   - **IMAGING AND OPTICAL PRODUCTS COMPANY**: for automated remittance of payment advice

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