Agility in action
Robotics process automation in telecommunications

Robotics process automation (RPA) has a pivotal role to play as operators transform themselves into organizations ready to make the most of the digital era. Customers are becoming ever more demanding while service portfolios continue to widen, and only lean and agile organizations will thrive against a backdrop of ongoing disruption. RPA has a critical role to play in an industry where new routes to innovation are more important than ever.

Achieving new forms of organizational agility
In recent years, shared services, offshoring and near-shoring have all delivered efficiency gains for telecommunications companies. However, many carriers face a growing challenge executing processes at a time when the ability to handle data quickly and accurately is becoming ever more important.

Many operators are also investing significantly in gigabit access network infrastructure, while also widening their service portfolios to take advantage of new customer demands. Yet unless this is accompanied by an increase in process transformation, telcos may find themselves ill-equipped to maximize their role in the digital society.

RPA in focus
RPA refers to solutions that can improve business processes, emulating human execution of repetitive processes in ways that can optimize the cost of enterprise functions and reduce operational expenditure.

RPA brings a number of benefits to cost- and productivity-conscious organizations, enabling better management of their workforce requirements while reducing risk profiles through improved data security, control and governance.
Cost saving
- Processing costs reduced by up to 60%.
- Work effort reductions of 30%-60%.
- Short payback period (~six months).

Productivity boost
- Average handling time reduced by up to 75%.
- 24/7 robotic workforce.
- Quick scalability.
- Morale boost for human workforce.

Reduced business risk
- Controls are embedded into the platform.
- Processes are run in a predefined manner with a complete audit trail.
- User permissions allow segregation of duties.

Improved quality
- Accurate processing – eliminating human error rate.
- Proactive monitoring rather than historical reviews.
- Consistency and standardization of processes promoted across the business.

At the same time, it allows organizations to decouple process transformation from overall redesign of IT systems and infrastructure. This means that RPA can deliver fast return on investment through targeted, non-invasive initiatives without the need for large-scale transformation of enterprise IT.

The positive impact of robotics can extend to a number of telecommunications functions, from supply chain and operations to enterprise management. And at a time when operators are taking new ecosystem positions, this means that human resources can be freed up for higher value-added tasks.

### Strategy, infrastructure and product

1. Marketing and offer Management
2. Service development and management
3. Resource development and management
4. Supply chain development and management

### Operations

5. Customer relationship management
6. Service management and operations
7. Resource management and operations
8. Supplier/partner relationship management

### Enterprise Management

9. Strategic and enterprise planning
10. Enterprise risk management
11. Enterprise effectiveness management
12. Knowledge and research management
13. Asset management
14. Stakeholder and external relations management
15. Human resources management
16. Finance management
How EY can help

EY has more than 500 client-serving RPA professionals worldwide who possess a wealth of experience on how to provide a sustainable global robotics vision.

Our RPA approach is sensitized to the needs of telecommunications companies, helping them leverage automation tools as a key component of their wider digital transformation journeys.

We can help support your RPA journey from proof-of-concept through rollout and further industrialization of RPA capabilities. Our end-to-end service from defining strategy to support implementing operating models and managing benefits means you can focus on new forms of adding value.

For further information on how EY can help you work toward a new wave of automation benefits for your business, please contact our subject-matter leaders.

EY Contacts

**Milan Sheth**  
Robotics Process Automation Leader  
EY Global Telecommunications  
milan.sheth@in.ey.com

**Prashant Singhal**  
Sector Leader, EY Global Telecommunications  
prashant.singhal@in.ey.com

**Amit Sachdeva**  
Advisory Leader, EY Global Telecommunications  
amit.sachdeva@in.ey.com
About EY
EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit ey.com.

How EY’s Global Telecommunications Sector can help your business
Telecommunications operators are facing a rapidly transforming business model. Competition from technology companies is creating challenges around customer ownership. Service innovation, pricing pressures and network capacity are intensifying scrutiny of the return on investments. In addition, regulatory pressures and shareholder expectations require agility and cost efficiency. If you are facing these challenges, we can provide a sector-based perspective on addressing your assurance, advisory, transaction and tax needs. Our Global Telecommunications Sector is a virtual hub that brings together people, cultures and leading ideas from across the world. Whatever your need, we can help you improve the performance of your business.

© 2017 EYGM Limited.
All Rights Reserved.

EYG no. 00775-174Gbl

BMC Agency
GA 0000_09184

ED None

In line with EY’s commitment to minimize its impact on the environment, this document has been printed on paper with a high recycled content.

This material has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax or other professional advice. Please refer to your advisors for specific advice.

ey.com/telecommunications