

## SOFTWARE ROBOTS IN SHARED SERVICE CENTRES

Digital transformation is gradually affecting Shared Service Centres and Global Business Services. This creates pressure to optimize operations, improve cost efficiency, and increase internal productivity. Through digitalization, these centres can deliver valuable business benefits, significantly reduce the time it takes to serve a customer, allow for the creation of innovative products and services, streamline internal processes, and improve interaction with customers and partners. Robotic Process Automation is one of the key prerequisites for embarking on a path of digital transformation.

### ROBOTIC PROCESS AUTOMATION

Robotic Process Automation (RPA) is a technology for creating software robots that allows you to process routine and repetitive activities automatically and without the need for human intervention. Any well-described rules-based shared service centre process can be automated.

### WHAT IS A SOFTWARE ROBOT?

Think of it as your digital workforce. This is software that is able to perform certain regularly recurring activities. We teach it what to do, and then we just let it work. When performing the work, it interacts with other systems or applications in the same way as ordinary employees, imitating their behaviour at the computer. This allows you to transfer repetitive activities to a robot and create corporate capacity for activities with a higher added value. Customer order cancellation, which is an entirely routine process, is a good example of an activity that can be handled by a robot. This allows employees to focus on handling customer orders, sales, and after-sales instead.

*"The complexity of the actual implementation is minimal compared to implementing a new system. It takes about four to sixteen weeks to implement RPA."*

**Viktória Bracjunová**  
Soitron, RPA Business Unit Manager



# RPA IN SHARED SERVICE CENTRES

## WHICH PROCESSES CAN BE AUTOMATED?

### PROCURE-TO-PAY(P2P)

- Billing, record keeping, invoice processing, and invoice maturity checks
- Processing receivables, other payments, and payment requests
- Processing domestic and international payments and exchange rate differences
- Processing travel orders
- Bank statement registration and settlement

### RECORD-TO-REPORT (R2R)

- Internal accounting and re-invoicing
- Cost accounting and taxation
- Analysis processing and the generation of financial (and other) reports

- Drafting documents for consolidation, audit, annual planning, plan implementation, and budget analyses
- Approving administrative and other processes
- System data updates and communication with other digital systems
- Archiving various types of documents and retrieving data from documents
- GDPR and other compliance checks

### ORDER-TO-CASH (O2C)

- Order generation
- Processing cash operations, loans, direct debits, and other transactions
- Registering suppliers, customers, goods, and other items within a system
- Price comparison and supplier selection
- Processing supplier and customer requests
- Validating data, suppliers, and other processes
- Automated responses to suppliers, customers, and other entities

## THE BENEFITS OF RPA IN A SHARED SERVICES CENTRE



Streamlined back-office processes



Improved customer satisfaction



Reduced delivery times and response times



Reduced error rate and eliminated deviations



Increased productivity up to 24/7/365 with the option of transferring free capacity



Virtual environment variability

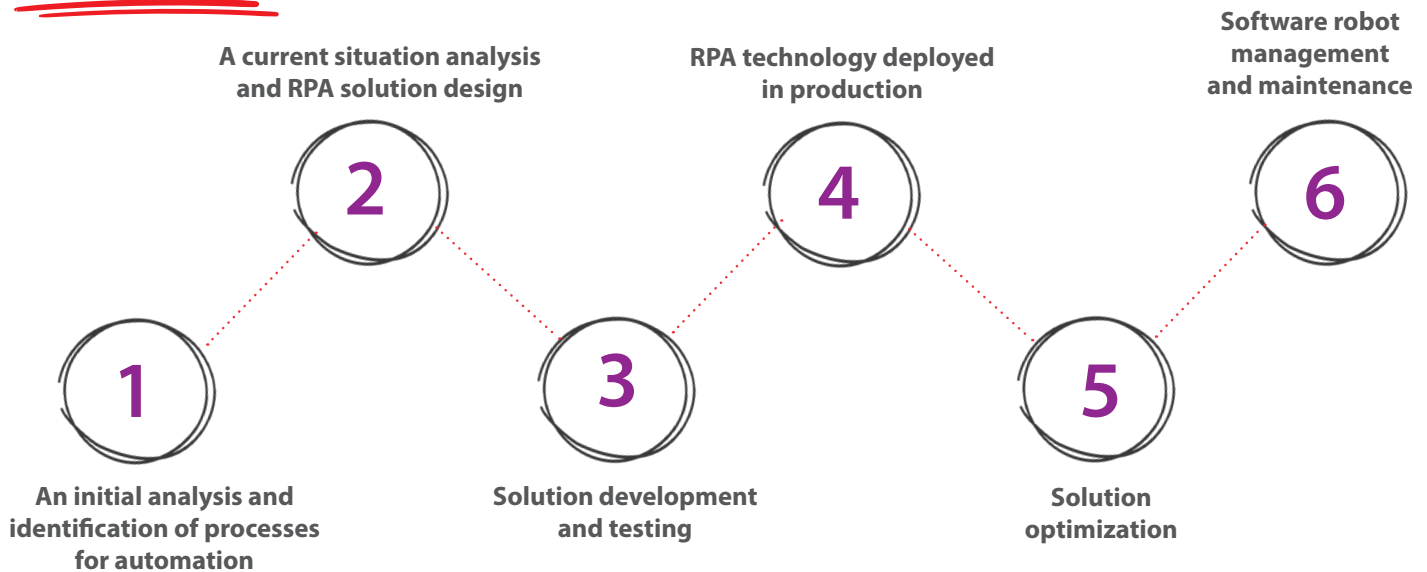


No need to change or modify existing systems



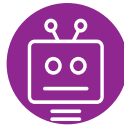
Fast solution implementation and scalability

## WHAT DOES THE IMPLEMENTATION LOOK LIKE?



## WHY SOITRON?

We are a global supplier of **Shared Service Centres (SSC)** and **Global Business Services (GBS)**. We specialize in the automation of **Procure-to-Pay (P2P)**, **Record-to-Report (R2R)**, and **Order-to-Cash (O2C)** processes as well as of HR, contact centres, and IT departments. We have practical experience with implementing hybrid robotization models (cooperation between humans and robots). Our services include complete robot outsourcing – without the necessity to build competence centres at customer sites.



We are an IT company with several years of experience in RPA.



We provide comprehensive RPA solutions, including process identification and mapping, the proposal of step optimization, the designing of technology and infrastructure solutions, and development and subsequent support.



We have experience in various sectors, especially in finance, logistics, retail, and HR.



We are a European integrator operating in seven countries.



We combine RPA with other technologies.



We use a wide range of RPA supporting technologies, including UiPath, BluePrism, Automation Anywhere, and Power Automate.



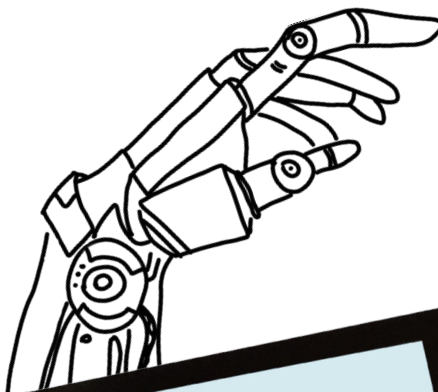
We provide end-to-end automated solutions.



We are the first certified UiPath partner in the Czech Republic and Slovakia providing professional services in business analytics, solution design, infrastructure architecture, and RPA development.

## HOW TO START?

Would you like to automate, but you don't know which process to start with? Selecting a process suitable for automation is one of the key parts of automation. Our specialists will be happy to help you with that. If you are interested in a consultation, please contact us.



**“The return on investment in software robots ranges from 6 months to 2 years.”**

**Viktória Bracjunová**  
Soitron, RPA Business Unit Manager

## OUR EXPERIENCE IN NUMBERS

**70 - 90 %**

the average reduction  
of processing and delivery times

**> 90 %**

robot reliability

**65 %**

the average process cost saving

**0 %**

the robot error rate

## OUR SUCCESSFUL PROJECTS

### CLARIOS

The deployment of RPA in a shared services centre and process automation in Slovakia, Mexico, and South Korea.

### NAY & ELECTRO WORLD

RPA technology and process optimization in the back-office, call centre, logistics, and finance department.

### MALL

RPA in an e-shop contact centre for cancellation request processing, changing billing details, and registering orders from third-party portals.

### KOFOLA

Software robots deployed to streamline processes related to employee onboarding and offboarding as well as invoice processing.



## SOITRON, member of SOITRON Group

Soitron is a Central European integrator operating in the IT market since 1991. The company's philosophy is to constantly move forward, and that is why it is a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotization and process automation, cybersecurity, data centres, IoT solutions, IT outsourcing, communication and network solutions, IT support and advisory. Its product portfolio includes smart police car solutions – Mosy and cybersecurity services – VOID Security Operations Center.

Soitron is a part of the Soitron Group and employs more than 800 international experts. The group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland, and the UK.