Tungsten

RPA™

Product Summary

TUNGSTEN AUTOMATION

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Tungsten RPA

Fully automate the processing of information to drive greater employee productivity, increase operational efficiency, reduce costs, and deliver insight into critical business decisions.

Robotic Process Automation (RPA) automates processes across the enterprise with software robots that work alongside employees to drive greater operational efficiency and lowers costs. Robots can automate a wide range of repetitive tasks in which a robot interacts with any number of applications or data sources, initiates responses and communicates with other systems just like a human worker would. This robotic digital workforce handles manual, repetitive work at a much faster speed, makes zero mistakes, augments the work of your employee workforce and helps your employees to focus on higher-value work like customer service, exception handling and business performance analysis.

Tungsten RPA Platform

RPA is a market-leading, AI-powered platform that automates business processes using smart software robots that run seven days a week, 24 hours a day. With RPA, enterprises, BPO providers and shared service organizations around the world can achieve exceptional benefits in operational quality, speed and cost.

RPA lets you quickly build, deploy and manage automated robots directly on a centralized server that interacts across internal enterprise systems, web sites, web portals, desktop applications and other data sources—without requiring APIs, scripting and complex coding. With the richest set of next-gen RPA capabilities, RPA combines robotic process automation, business process management, process mining and cognitive document automation to empower organizations to automate and digitally transform human- and information-intensive processes.

RPA's rapid ROI is powered by non-disruptive robot automation technology that can be rapidly implemented and is complementary with your primary business systems.

"With Tungsten RPA, the entire process takes just seconds and is fully automated, which saves us huge amounts of time and effort. Teams can deliver all the loan documentation required for quality control or audits faster than ever before, with full confidence that nothing has been overlooked."

Reginald L. Brown Sr.
Vice President, Electronic Imaging Manager, Consumer Lending Imaging and File Management, Union Bank

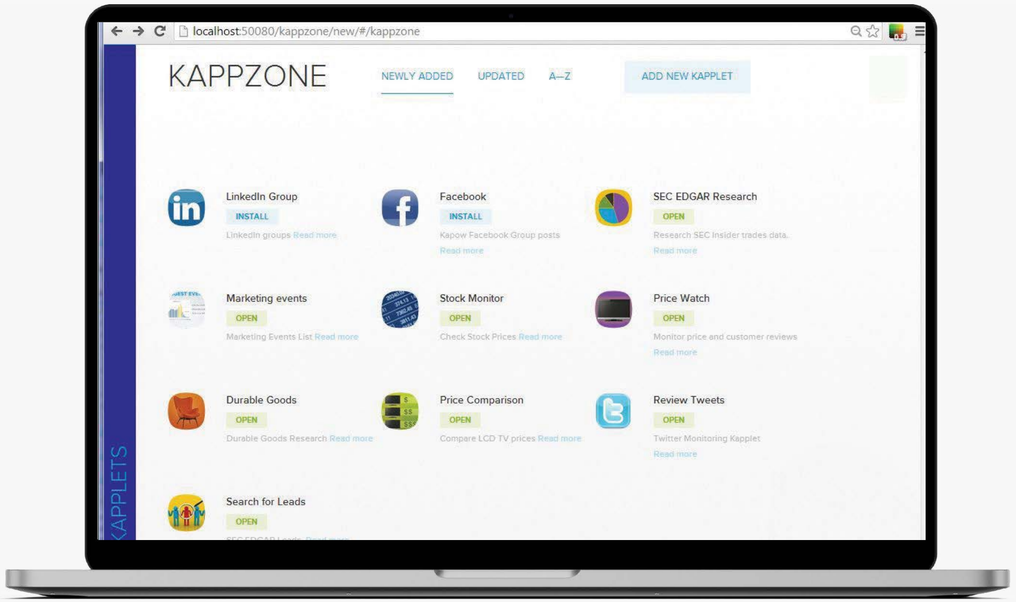
Overview: Key Capabilities

Features

- **Unified robot designer:** Tungsten RPA Design Studio is a visual point-and-click environment where business analysts and developers can visually build, test and debug robots without code. This powerful design tool lets designers interact with live applications as they build out a process and leverage a rich library of reusable process snippet activities.
- **Versatile robot automation:** RPA robots interact with virtually any legacy enterprise applications or modern business systems, web site, portal, database, and content (e.g. PDFs, Excel, ...). Data is extracted, processed and passed between applications, websites, portals and databases, while business rules and logic are applied throughout the workflow.
- **Centralized robot deployment, execution and management:** A centralized administration for controlling, monitoring, executing and scheduling robot process execution on a server-based architecture does not require multiple virtual desktops for web and mainframe app processes.
- **Automated Process Discovery and RPA Analytics:** Identify tasks and processes for automation by capturing manual user activities. Out-of-the-box dashboards enable you to monitor, analyze and optimize user and robotic process automation operations.
- **Cognitive Document Automation (CDA):** Applies powerful, AI-based intelligence to learn and process unstructured document data. It uses machine learning analysis for document processing and dynamically adapts to your evolving data processes.
- **Extensible architecture:** Flexible architecture connects with business process management as well as Artificial Intelligence (AI) capabilities from third party cognitive services such as Google Vision or IBM Watson.
- **Enterprise scalability and performance:** RPA robots execute concurrently on a centralized server, only requiring access to a virtual desktop when interacting with thick client applications like SAP. Robots interacting with web applications or mainframe systems take advantage of an embedded browser engine and embedded terminal emulation software on the RPA server, avoiding the extra costs and complexity associated with managing larger virtual desktop infrastructures (VDI).
- **Integrated web browser engine:** Delivers superior web application automation support and supports the execution of multiple robots concurrently in memory on a server without the need to run multiple virtual desktops with browsers (e.g. Internet Explorer).
- **Build and share reusable robot components:** RPA snippets enable robot designers to build a robot component once and reuse it across many robots, as well as share among other robot designers in the organization.
- **Enterprise Robot Lifecycle Management:** Integrated industry-standard Version Control System (VCS) for managing hundreds to thousands of RPA robots from development through testing to production.
- **Robot synthetic API:** Robots are published with a SOAP or REST service, Java or .NET API endpoint, which can be called from other systems and workflow processes.
- **Extensive security control:** Access to the platform is role-based. Connect with LDAP or Active Directory, or use built-in user management capabilities. Includes a password store to securely management robot user credentials designed to grant access to different systems without disclosing sensitive information to users who create and run robots.
- **Micro apps powered by robots:** Lightweight, web based business applications called Kapplets can be designed to execute robots by users based on set parameters or present data back to a business user.
- **Intelligent Screen Automation:** Robots can capture an image of a screen and dynamically locate and identify UI elements such as labels, buttons and text boxes within application environments like Citrix.
- **Detailed audit and logging:** Detailed audit and log of user and robot activity is available through the management console and dashboards, allowing administrators to monitor robot activity, performance and key business process metrics.
- **Digital Workforce Management:** Leading organizations are focused not only on applying intelligent automation to transform their business, but also on how to intelligently “manage” the digital workforce. They are challenged with scaling their ability to manage security, work allocation, digital/human collaboration, SLA management, and output analysis across all digital operations. This includes governance of identities used by robots to access privileged systems and applications.
- **Robot Connector Framework:** With the Robot Connector Framework it is much easier to build robots and connect to external applications as well as leverage custom code in the Design Studio. This accelerates the development of robots that require custom script as part of their tasks.

Benefits

- Free your employees from repetitive tasks so they can apply their skills to activities that require a human touch
- Increase operational efficiency without added headcount
- Eliminate manual data-driven process activities and human error
- Match the speed of business by deploying robots to new process activities without months of development
- Dramatically lower development cost and time and address the “long-tail” of business needs—projects that business groups want but IT can’t prioritize
- Streamline the collection of important business data and leverage critical insights for business decisions
- Complete processes the same way, every time—resulting in more accurate and reliable outcomes



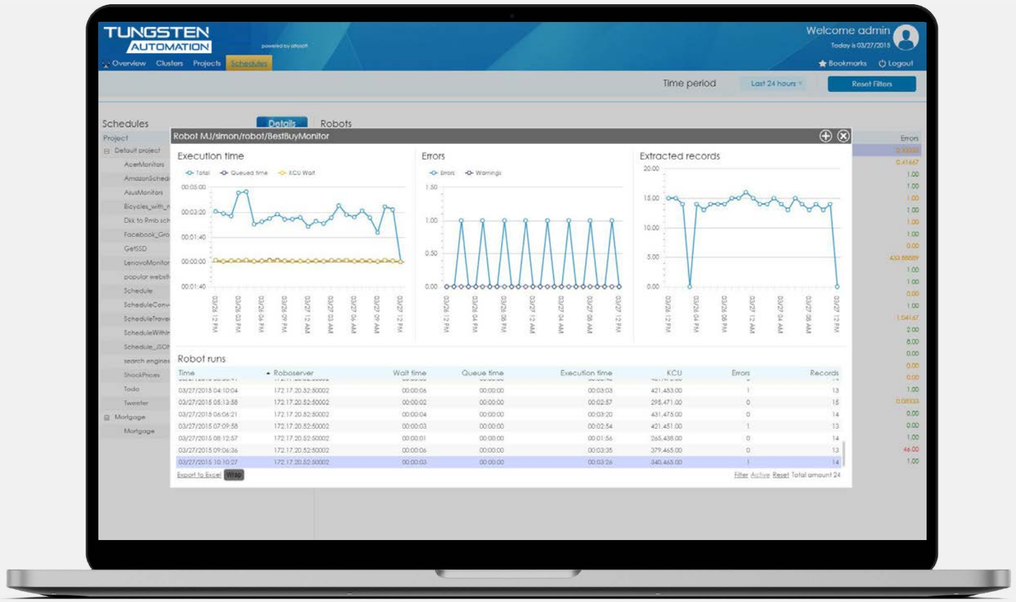
Lightweight business applications called Kapplets can be designed to execute robots based on set parameters or present data back to a business user.

Design Studio for Building Smart Robots

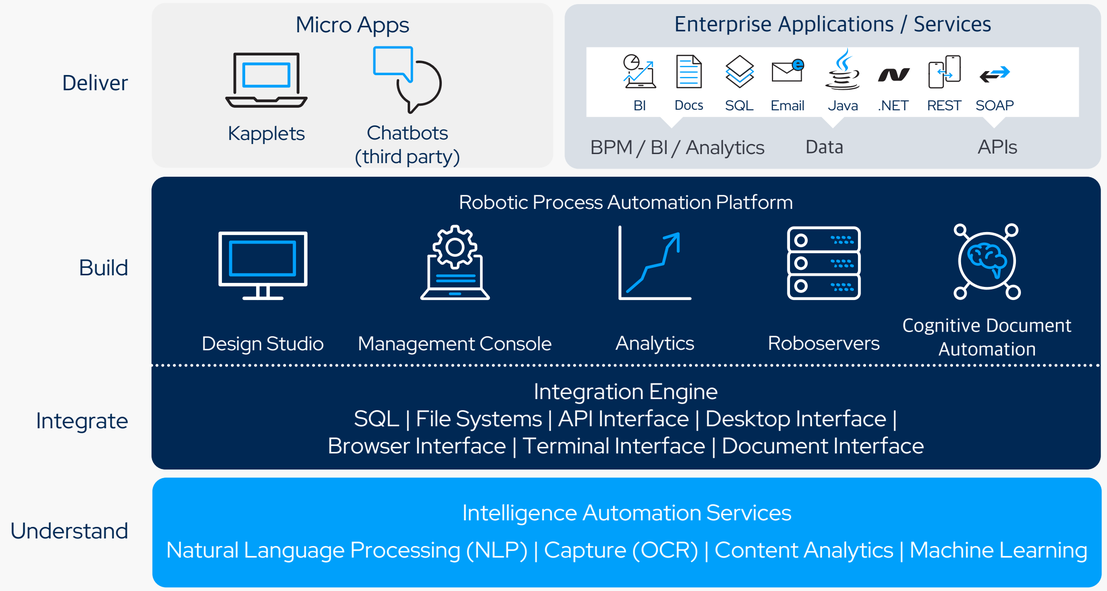
The RPA Design Studio is a visual, highly intuitive interface for building software robots that interact with your legacy applications, business systems and external web sites and portals, turning virtually any user activity into an automated workflow.

The unique live robot building and point-and-click design environment provides superior performance over the competition by enabling robot designers to interact in real time with an application from a single interface as they build out processes. The RPA Design Studio supports the building, testing and debugging of robots that interact with enterprise systems (Window and Java), Citrix, common desktop applications like Excel, web sites and portals, as well as common data formats, databases and digital content (e.g. PDF).

Robot designers can collaborate and share reusable components among team members and projects, which accelerates the design of robots.



Robot analytics and process mining capabilities monitor, analyze and optimize robotic process automation operations.



An extensible and versatile architecture for designing, deploying and managing robots. Comes with embedded Cognitive Document Automation capabilities and integrates with business process management and other third-party technologies.

Centralized Deployment and Management of Robots

Reaching the full potential of RPA with robots scaled across many parts of the organization requires centralized control over the deployment and management of robots.

The Tungsten RPA Management Console governs the deployment, management and monitoring of RPA operations. From the management console, administrators can audit and monitor robot activities, schedule when robots run and publish robots with a REST or SOAP web services interface so they can be called by other enterprise applications or a workflow.

Administrators also have control over managing user roles, which allows secure, granular control over robot projects, access rights and viewing of data.

Cognitive Document Automation (CDA)

Organizations with document-centric robotic processes can leverage CDA to significantly reduce labor costs, boost productivity and efficiency, accelerate business processes, and better engage and empower customers. CDA in RPA automates the processing of unstructured data contained in documents and emails – the intelligent "head work" of understanding what the document or email is about, what information it contains, and what to do with it.

Robot Monitoring and Analytics

The biggest catalyst for optimizing processes and improving performance? Insight. Without deep visibility into the business processes being automated by robots, you can't create a continuous feedback loop that keeps critical processes running smoothly.

Tungsten Process Intelligence is an integrated analytics and process intelligence platform for RPA. The solution is designed to deliver interactive views of system performance and robot metrics so you can proactively monitor and optimize the health of your robotic process automation platform. On the business side, users can monitor trends, ensure compliance and detect potential problems in real time with interactive analytics dashboards.

> "We perform upwards of 2,800 Customer Due Diligence (CDD) and Know Your Customer (KYC) investigations every week, so the efficiency gains that we have achieved with Tungsten RPA mean that we are saving thousands of person-hours of work a week. Our analysts have been released from tedious, time-consuming data-gathering work to focus on more productive and rewarding tasks."
>
> **Bank spokesperson,**
> Large European Bank

Versatility Meets the Needs of Your Business

How can a digital robotic workforce replace labor-intensive manual processes in your organization? Here are just a few use cases for RPA:

- Logistics operations
- Finance and accounting
- Customer onboarding
- Regulatory compliance monitoring and reporting
- Mortgage lending
- Equity research
- Data aggregation
- Customer service
- Supply chain management
- Insurance claims handling
- Healthcare patient administration
- Sales operations

Discover more about RPA at https://www.TungstenAutomation.com/products/rpa

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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