



# Data driven services

Capability document



# Sharp & Tannan Group




**1932**  
Founded by C.R. Sharp



**INR  
900+**  
Billion top line  
audited




**500**  
+  
Employees



**11**  
Offices



**22**  
Partners



**30**  
Listed clients serviced



 Russell Bedford  
*taking you further*  
**Affiliations**



MEMBER OF THE  
**FORUM OF FIRMS**



**10th**  
**\*Ranked Assurance Firm  
in India**

\* Prime Academy 2018 report

# Need for data analytics



## Eliminate Guesswork

In short make decisions based on sound data rather than best guess and gut feel

## Faster Data

Get fast answers to business questions, and eliminate manual data reporting

## Customer Insight

Better understand your customer buying patterns and turn this knowledge into profit

## Improve Efficiency

Eliminate time wasted generating cross departmental reporting using a centralized data report server.

## On Demand KPIs

Access key performance indicators, reports and dashboards across a range of devices

# Need for RPA



01

## Time

An audio streaming and media services provider has saved 45,500+ hours. Through 100+ bots in production and 24000 hours of capacity is released

03

## Consistency

A renowned bank in the Gulf has reduced 60% of the processing transaction cost which leads to \$3.9 million saving through 15 robots running 56 processes

05

## Accuracy

A leading polymer producer has achieved 95% accuracy through document processing.

02

## Cost Saving

One of the noted passenger vehicle aggregators has made annual savings of \$10 million through 100+ automations and 350% ROI in a year

04

## Productivity

A renowned bank in the Gulf has reduced 30% of work errors through 15 robots running 56 processes

06

## Scalability

U.K.'s largest B2B water retailer has processed 5,67,000 transactions in the year 2021. through 21 software robots and 13 processes automated

# Robotic processing automation - services

1. **Feasibility assessment** - Perform a feasibility assessment for each process to assess the extent to which the process can be automated. It is a two-step process in which a technical feasibility and process review is performed. The operational user, an SME (problem specialist) and an RPA specialist should undertake this assessment.
2. **Requirement understanding** - User stories describe the functionality of the application to be created from the point of view of the end user. It explains the user's needs in detail.
3. **Process understanding** - It is also important to obtain a detailed description of each automated process. Based on this data, develop a process definition document with defined RPA workflows for the development team.
4. **Development phase** - At this point, based on the created RPA workflow, development begins. Developers create automated scripts and program code using RPA tools like UiPath, Blue Prism, etc. Each RPA tool has unique capabilities, so businesses need to be very specific in choosing an appropriate tool based on their needs.
5. **Testing phase** - In this phase of RPA lifecycle, the developed bot is tested either by the Client user team or the Development team itself. The bot is tested in the pre-production environment to test how the users can use this bot to automate a specific task. If the testing is successful, then it moves forward with the next stage, But, if the testing fails, then the bot goes back to the Development Phase where the errors found in the Testing phase are rectified and are tested again.
6. **Deployment phase** - After developing and testing a bot, the bot is deployed into the production environment. Now, once the bot is deployed, users can use it. But, if there are any issues with the bot, then it goes back to the Development & Testing teams to resolve the issue.

# Robotic processing automation - services

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## 1. Development services –

- Intelligent Document Understanding Automation
- Data Extraction Automation
- Web Scraping Automation
- Excel Automation
- SAP GUI Automation
- Desktop Automation
- RPA Integration with other platforms like Oracle, SAP, Salesforce, etc.

## 2. Maintenance services –

- Monitoring of BOT Execution
- User Provisioning and Management
- Monitor logs
- Platform upgrades
- Troubleshooting and debugging
- Process tuning and performance management



# Why



## Development Speed

- Fast deployment of solutions in weeks not months
- Quick to adapt



## Control

- Processes and virtual workers
- Single point of control
- Clear exceptions handling
- Scheduling / prioritisation



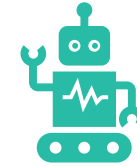
## Audit

- Customisable full audit trail
- MI reporting/ monitoring



## Security

- Non-invasive interaction
- Securely manage processes
- Sensitive data protected



## Virtual Worker Concept

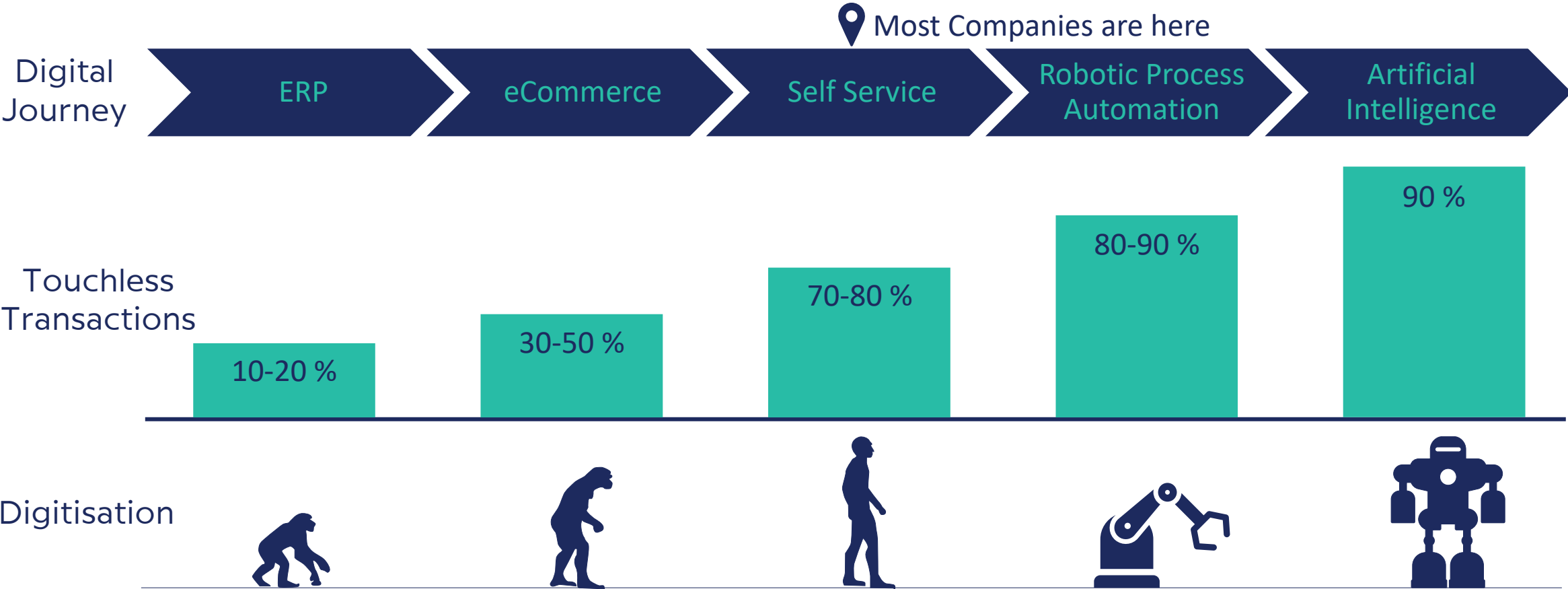
- Runs automated process
- Available 24/7
- Quick reassignment
- Immediately Scalable



## Compatibility and Coverage

- Process "agnostic"
- Connects to apps already used by the business

# Evolution of digitisation



\*Many companies are actively experimenting / considering RPA ad AI as the next steps in technology




# Data driven services in the market



# How businesses benefit from a data-driven culture

Globally, data is growing - from 45 zettabytes(10<sup>8</sup> TB) in 2019 to a projected 175 zettabytes by 2025, according to IDC(International Data Communications). What matters most for business is not the volume of data but, rather, knowing how to use it.

Data Growth 

Organizations, seeing how data trends are disrupting whole markets, are adopting a data-driven culture to avoid falling behind their competitors and to see results. According to a Forrester report, data-driven companies “are growing at an average of more than 30% annually.”

 Data Trends

What is a data-driven culture? It is one that embraces the use of data and analytics to get business insights that lead to improvements. It provides data-driven organizations with a competitive advantage.

Data Culture 

# RPA Bot Deployments and Maintenance

## What is Robotic Process Automation in a simple term?

To put it more simply, the RPA is software with virtual robots that humans can use to interact with various other software types and elements in the digital system infrastructures.

## What is RPA (and what is the example)?

RPA is an easy-to-use software (or tool) that human users can utilize to shorten significant time to do several digital tasks. The RPA robot that aids humans does not only mimic human behaviors. They also mimic and execute rule-based business processes.

## In this Service we Have most Trending tool in place

- UiPath Studio
- UiPath Orchestrator



# Bring to life your virtual workforce (RPA)

## Improve accuracy with Robotics Process Automation (RPA)



You can automate up to

**47%**

Of your tasks Using RPA

## Boost workplace productivity



Reduce processing time by up to 40%



## Stay competitive



**55%**

Of executives plan to use machine learning and artificial intelligence in near future

## RPA could benefit your business

**50%**

Reduction in salary costs



**26%**

Increase in revenue per employee



**10%**

Cut in enterprise operating costs



# Data analytics service

## THE FUTURE OF DATA & BUSINESS ANALYTICS

One thing is certain - data analytics will only gain momentum for the foreseeable future and will be at the core of countless new technology solutions. Reliance on Business Intelligence (BI) and Analytics now outweighs strategy as the key requirement in business planning.

There's no doubt data analytics and BI tools are evolving at a rapid pace. According to one McKinsey report focused on the healthcare industry, "data analytics and information services will have the fastest growth rate at 16% to 18% over the next five years, while core administrative services are unlikely to see much growth due to automation." Here's what you need to know as you plan your company's future initiatives.

In this Service we Have Powerful Tools in line

- Tableau Desktop
- Tableau Prep
- Zoho Analytics
- Zoho Data Prep

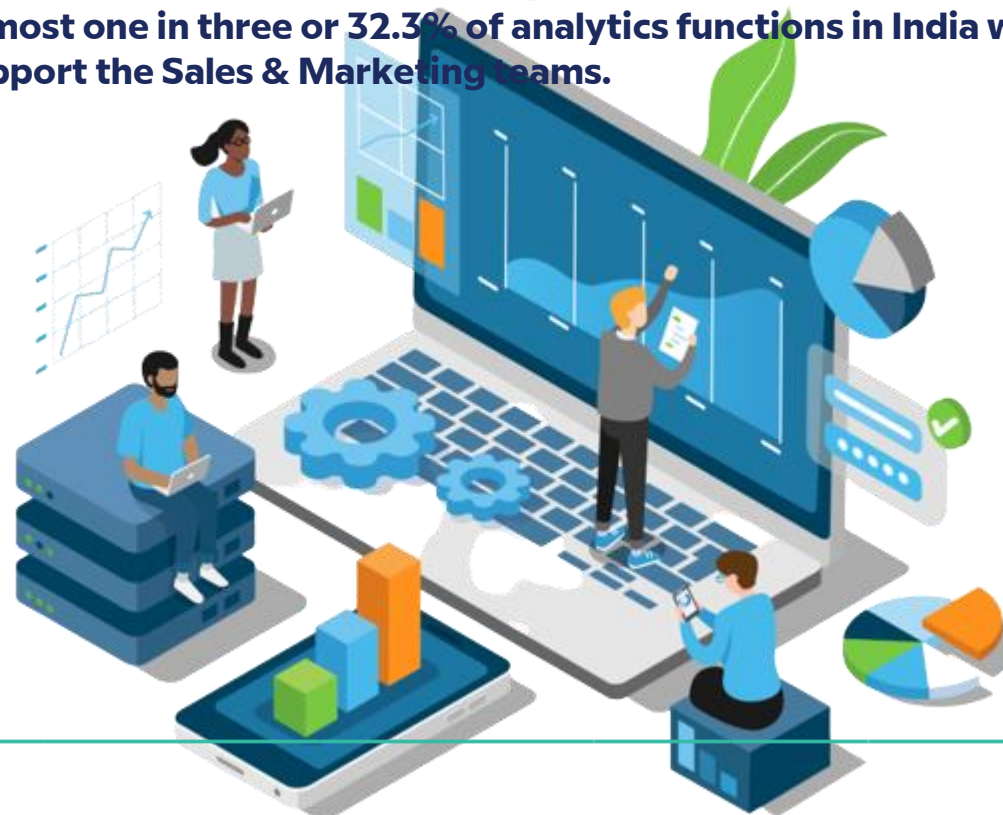
## ADOPTION

**Analytics adoption among the largest firms in India stands at 74.5% in 2021.**

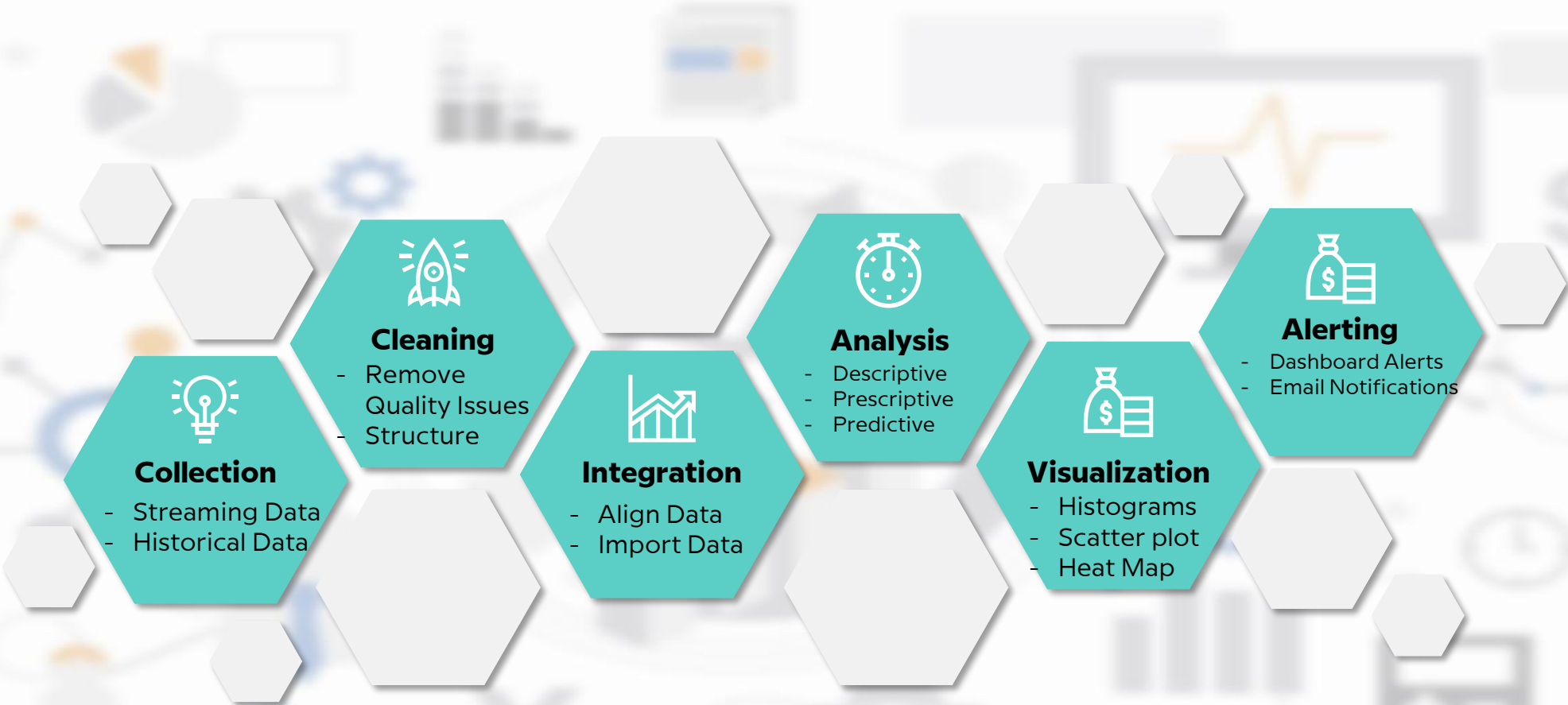
**Private Sector Banks and E-commerce sectors have the highest analytics adoption at 100.0%.**

**Around 43.4% of analytics functions of the top Indian firms are based out of Mumbai, followed by Delhi at 24.3%.**

**Almost one in three or 32.3% of analytics functions in India work to support the Sales & Marketing teams.**



# Data analytics framework with collection and cleaning





# Data visualisation service

Data visualization is the presentation of data in a graphical format. It reduces the “noise” of data by presenting it visually, making it easier for decision makers to see and understand trends, outliers, and patterns in data.

Data visualization can be used for?

- Making data engaging and easily digestible
- Identifying trends and outliers within a set of data
- Telling a story found within the data
- Reinforcing an argument or opinion
- Highlighting the important parts of a set of data

In this Service we Have Powerful Tools in line

- Tableau Desktop
- Zoho Analytics
- Google Data Studio

## Market Overview

The global data visualization market was valued at USD 2.99 billion in 2020 and expected to reach USD 5.17 billion by 2026 and grow at a CAGR of 9.69% over the forecast period (2021 - 2026). The emerging nature of data visualization is encouraging a shift toward analytically driven businesses, where users can explore data in various forms of graphical representation, which were initially only available in tabular reports.







## Sapan Gandhi | Partner - GRC

- Sapan has over 2 decades of experience in refining business processes through GRC services in companies across the board. He also looks after the data-driven services of the Firm.
- Sapan's experience spans over a variety of sectors including pharmaceuticals, FMCG, chemicals, textiles and consumer electronics, construction management solutions for the 'Industrial Capex' expenditure.

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