

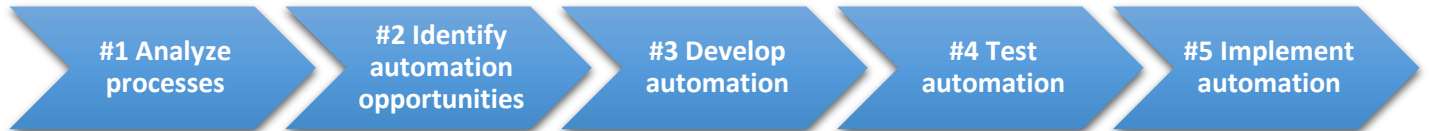


FEDERAL MERCHANTS

TAX ID 45-4074345 | CAGE CODE 6M8Y3 | DUNS 078342376

Robotic Process Automation (RPA): Work Smarter, Not Harder

RPA is focused on transforming human-driven tasks into software programs. These robotic scripts or bots mimic the processes that a human does, reducing time and money while improving accuracy and efficiency. At Federal Merchants Corp, our RPA workflow includes five primary steps:



Who can benefit?

Our goal is to make RPA accessible and beneficial for all industries, large or small. RPA is not meant to replace humans but rather to unburden the workforce so employees can focus on more complex tasks. In other cases, RPA can be an effective solution to ongoing staffing shortages.

When is the right time?

RPA is a cutting-edge technology, so the time to start is now. Many businesses are quickly learning the benefits of using RPA—and that it is easier to implement than anticipated. Start small. Identify a pain point within your business and explore how RPA can help. From there, additional opportunities for automation will come to mind.

Proven Solutions for Real Problems

PROBLEM: Repetitive, ineffective process hindered ability to accurately respond to large volume of customer requests within critical response time

SOLUTION: Automating repetitive tasks allows timely delivery of detailed, accurate responses to a higher volume of customers

Federal Merchants implemented automation to add efficiency to our process for responding to government contract opportunities. Realizing we could not effectively respond to the volume of opportunities we received, we needed a solution that would enable us to provide our customers detailed and accurate quotes within critical response times. We successfully created a bot used to search and respond to these opportunities. Our bot has the capability to:

- 1) Parse an email containing a multi-factor authentication code to gain access to the opportunities portal.
- 2) Scan the portal to identify new opportunities that have not already been entered into our database.
- 3) Add customer information from the portal into our database, to include customer name, address, phone number, email address, opportunity number, type of opportunity, relevant manufacturer, etc.
- 4) Create the opportunity within our database with links to the customer information.
- 5) Download provided supporting files from the portal and upload the files to our database.
- 6) Identify the correct supplier for the opportunity and email the supplier with a request for information.

Contact us to discuss RPA solutions for your business!

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☒ **BEFORE** adding automation to our process, we devoted a lot of time manually aggregating opportunities and evaluating our ability to respond. Simple keystrokes, mouse clicks, and copy and paste required repetitive manual effort, and opportunities were often missed due to human oversight or delayed response.

☒ **AFTER** implementing RPA, we can transfer data more seamlessly, allowing us to respond to a larger volume of opportunities, in a timelier manner, and with better accuracy and more detail. Customers can make informed purchasing decisions based on the depth of information we now provide. Measurable returns to our small business for a one-year period are shown.

Real-World Impacts

In a May 2022 report, FEDSCOOP conveyed the impacts Defense Logistics Agency (DLA) officials are observing since deploying software-based bots three years ago.

DLA purchases approximately \$42 billion in goods and services each year in support of the Pentagon's missions. RPA has allowed DLA to automate repetitive tasks, which frees up staff to focus on their massive volumes of business. At the time of the report, the agency was running 136 bots, 123 of which were unattended—an astounding 96%.

Here's what Rusty Wells, Chief of DLA Procurement Process and Systems Division, and Frank Wood, Program Manager of DLA Robotic Process Automation, had to say about the benefits of RPA.

The Numbers Don't Lie:



36 Contracts Won



Contract Values of \$110 - \$65K



\$244K Total Sales

- “What we kind of did at DLA was like, ‘hey, if something’s not coming to mind, go ask your end users what frustrates them. What do they hate to do as part of their daily job?’ Because I guarantee you, they’ll probably tell you. Then start small, grow the mindset. You may not get it exactly right. You might fail a little bit. You may not be able to automate the whole process. But you’re going to learn from something, you’ve just got to get started.”
- “We do a lot of contracts. In fiscal year 2021, we issued about 10,000 contract actions per day. So, going over a course of a year that’s roughly 3.7 million actions. When you have that many actions, even if you have a small percentage of things you can’t get to, it adds up quickly. So, anything we can do to automate some of those manual steps is definitely beneficial.”
- “If you think about that automation, it expanded our ability to do something we weren’t touching before because we just didn’t have people doing it. It was kind of a new area for us and it’s still running. And when we looked at what we thought it would do for us, I think we’ve gotten about 10 times the benefit that we originally thought we were going to get from it.”
- “We get bot ideas from top to bottom within the organization. Some of our senior leaders have commented on things and it gets people thinking about where we can automate.”
- “It could be an enabler to do a workflow that’s not otherwise possible, for which there is no manual workflow today. I’m doing a couple of use cases where they need something done — and if we don’t do it, it’s not going to get done, and it’s an actual programmatic workflow.”

Are you ready to experience the benefits of RPA?

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