

RSTN Consulting: Powering BPM through RPA

Since its inception in 1997, there has been a single idea that has governed the operations at RSTN Consulting Group (RSTN) —to inject novel and relevant technologies into their top-notch, customer-centric IT solutions offering. Headquartered in Singapore, RSTN has grown and expanded to more than 10 countries. The company entered the market as a document imaging solution provider and gradually transitioned into an enterprise content management (ECM) vendor. "While delivering ECM solutions, we came across the opportunity to serve the Business Process Management (BPM) space," says Steven Lim, the Owner/Founder and Group CEO of RSTN. Over the years, the company grew with the evolving BPM space to establish itself as one of the leaders by leveraging emerging technologies. "We have been on the constant lookout for new technologies on the horizon that can add further value to our BPM offering, and Robotic Process Automation (RPA), also known as software robots, came across as a complementary and natural progression towards building a stronger solution portfolio," states Lim. After discussing with the clients about the benefits that RPA can bring into their current in-house BPM solution, RSTN finally decided to inject RPA into their BPM offering. By leveraging RPA as a technology incubator, RSTN has strengthened its existing BPM portfolio of enterprise-grade solutions.

With RPA, RSTN assists its clients in augmenting the highly repetitive and tedious data entry aspects by delivering robust software. The clients can also trigger straight through processing (STP) in their BPM workflow through RPA. RSTN Consulting takes a customer-centric approach while delivering its RPA-powered BPM practice. The process starts with documentation of the existing business processes and its related infrastructure and the results that the client expects after implementation. Next, the company studies the process flow and identifies the aspects that can be improved by delivering RPA. They



Steven Lim,
Owner/Founder & Group CEO



also check the processes to understand whether they are suitable and compatible to be automated by RPA. Under Lim's leadership, RSTN ensures that an optimized, end-to-end, and streamlined RPA solution is delivered. Further, the company also monitors the stabilization factor of the RPA solution to make it more efficient and effective. With RPA, RSTN can help organizations create FTE (Full Time Employees) capacity as well as FTE time savings. All this translates into sound ROI for customers.



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Commenting on the human facet involved in operationalizing RPA, Lim mentions that RSTN has developed best practices whereby most of the human-made decisions are considered upfront while the software robots do their assigned rules-driven tasks. Once the decision is taken, the RPA robots take over the operations, but the company still maintains a possibility of human intervention in case of an exception handling or where further human decisions are needed. RSTN works closely with reputable and leading RPA suppliers such as Kyron and others. The company operates as an execution arm for successful RPA delivery, deployment and ongoing maintenance.

While RSTN's RPA-powered BPM solution is offered horizontally, the company has garnered the most traction from the banking and insurance industry. They also won a tender organized by the Singapore government which

has resulted in the massive awareness and traction of the company in the government sector. This was a strategic win for RSTN Consulting as they acquired many government clients through this win. Elaborating on one such case, Lim mentions an agency that had implemented RSTN Consulting's RPA for their procurement division to overcome their challenge of massive documentations and approval cycles required for any purchases of goods or services within the government sector. With RPA, it became easy for the agency to register the details and then upload it online through a virtual employee in just ten minutes instead of the full hour that they were investing earlier. Not to mention the robots helps to achieve 100% accuracy of tasks.



Having carved a unique niche in the global RPA landscape, RSTN Consulting aims to spearhead into related and relevant cutting-edgetechnology spheres such as cognitive processing, machine learning, artificial intelligence, natural language processing and blockchain to complement its BPM and RPA offerings. The company will also make acquisitions setting them en route to become a respected leader in the BPM and RPA marketplace. [CA](#)