RPA+AI Solution

CONTENTS

PART 1

Who We Are

Who We Are

We Are Laiye!

Laiye, founded in 2015 by **Ivy League PhD** graduates, is committed to being a leading **Smart Robot** platform with global influence in the era of human-robot collaboration.

Laiye merged with Awesome Technology in 2019**.**

Laiye has raised over **$100 million** in total and existing investors include **Lightspeed US, Microsoft, Sequoia, Lightspeed China, Cathay Innovation, Wu Capital and Zhenfund**.

Robots For Everyone!

CATHAYCAPITAL 凯辉基金 Lightspeed 双湖资本 WU CAPITAL Microsoft SEQUOIA ZhenFund 真格基金

Founding Team

Guanchun Wang
Chairman & CEO

- Senior manager of Baidu's HCI team and head of Baidu Video.
- Co-founder and CEO of Jinwankansha (acquired by Baidu).
- Ph.D. from Princeton University.

Wei Li
President & CEO

- Founder of QMacro and former CEO of Awesome Technology.
- B.S from The National University of Defense Technology.
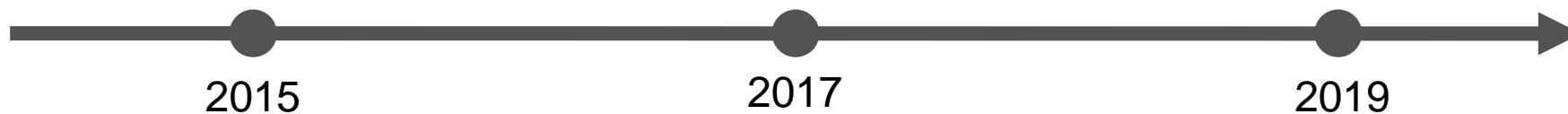
Yichuan Hu
CTO

- Senior Architect of Baidu Video.
- Co-founder and CTO of Jinwankansha (acquired by Baidu).
- Ph.D. from University of Pennsylvania.

Rui Chu
SVP

- Co-founder and former CTO of QMacro and Awesome Technology.
- Ph.D. from The National University of Defense Technology.

Products

2015 — 2017 — 2019

Xiaolai is a personal companion chatbot, which is serving for 18 million users via WeChat.

Wulai is a chatbot platform that helps enterprises build, train and deploy chatbots.

UiBot is an enterprise-grade intelligent Robotic Process Automation(RPA) product with the largest RPA developer community ecosystem in China.

Partners & Clients

来也

Fortune 500 and MNCs

SOEs
中国移动 China Mobile · 中国电信 CHINA TELECOM · 中国太平 CHINA TAIPING · 中国中化集团公司 SINOCHEM GROUP · 中国南方电网 CHINA SOUTHERN POWER GRID · 中粮 COFCO

O2O
HUAWEI · DiDi · Ctrip 携程 · Qunar.Com 去哪儿? · 蚂蜂窝 · 美团点评

Government
Jiangsu Procuratorate · 辽宁民政 LIAONING CIVIL AFFAIRS · SAES · Fuzhou CA

Retail
Walmart Save money. Live better. · McDonald's · NIKE · Pernod Ricard

Education
新东方 XDF.CN · TAL 好未来 · 流利说 · 51Talk · 天道教育 TIANDAO EDU

Healthcare
Roche · AstraZeneca · QTC Care INTERNATIONAL HEALTH MADE EASY

Finance
浦发银行 SPD BANK · 中国太平 CHINA TAIPING · ZRC BANK · 中原消费金融 ZHONGYUAN CONSUMER FINANCE · 兴业数金 CIB FINTECH · 江南金科 JIANGNAN TECHFIN · WeBank 微众银行

Baby Care
Wyeth 惠氏 · FrieslandCampina · Yili · 飞鹤 FIRMUS

Auto
PORSCHE · 腾讯汽车商城 AUTOMALL.QQ.COM · WELTMEISTER 威马汽车

Real Estate
LongFor 龙湖地产 · 碧桂园 COUNTRY GARDEN · 大悦城 JOY CITY

Awards

Gartner & AI Challenger

Gartner
Best Supplier

- The only chatbot solution provider named as *"Cool Vendors in Consumer Mobile Applications and Bots"*
- The only NLP technology provider in China named as *"Cool Vendors for Artificial Intelligence in Asia"*

AI Challenger
2018 Global AI Challenger Competition

- **Winner of** *"Opinion Questions Machine Reading Comprehension"*

Other Awards

- 2019 The Best AI Whole Scene Solution For New Retail Industry Award （**CIITA**）
- 2019 World Artificial Intelligence Conference (WAIC) Innovation Achievement Award
- 2019 Global Mobile Internet Conference (GMIC) Top 50 Industrial Intelligence Upgrading & Industrial Intelligence Upgrading and Leading Award
- 2019 CDP EcoSaaS "The Best AI Robot"
- 2019 The 2nd China Retail Banking Innovation Summit (RBI) The Best Banking RPA Solution Award
- 2019 EqualOcean (EO) Top 100 AI Startups in China
- -2018 IFENXI "Top 50 Artificial Intelligence Innovation Enterprises"

-The Heart of Machines 2018 "Top 30 Application Cases in the World"

-Most Valuable Startup from Tencent AI Accelerator 2018

- "Future Unicorn" (Oriental Finance & Economics & People's Network)
- Top 100 New Star Enterprises with the Most Investment Value in China (Hurun Baifu) 2018
- Top 10 AI Pioneer Company in China (Xin Zhiyuan) 2017
- Guanchun Wang ,
- Top Artificial Intelligence Entrepreneurs in China 2016

PART 2 RPA+AI Solution

RPA+AI Solution

Laiye's AI + RPA solution can help all parties to understand customer intentions and extract necessary information, by using the **Deep Learning, Reinforcement Learning, Robotic Process Automation (RPA), Natural Language Processing (NLP) and more technologies** to summarize the knowledge base, and then using RPA to perform tasks faster, more efficiently, and more reliably.

Laiye RPA+AI Solution

UiBot RPA **+** 吾来

Intelligent Dialogue

Based on AI capabilities such as Speech Recognition, Speech Synthesis and Dialogue Robot, users can control RPA robot through natural language dialogue.

Document Understanding

Based on AI capabilities such as Character Recognition and Natural Language Processing, the robot can recognize and understand unstructured documents in the process.
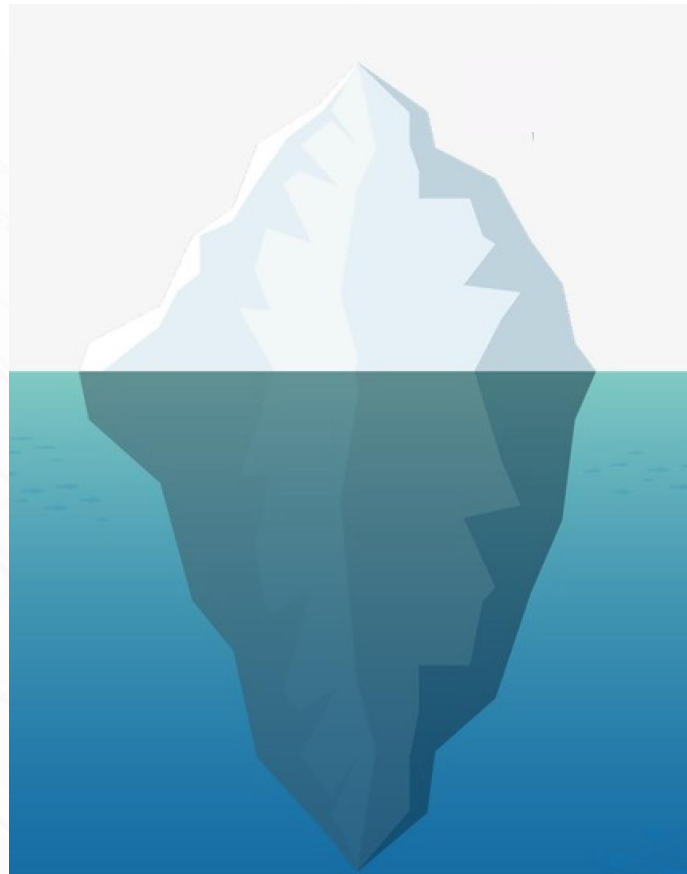
Process Mining

Based on Big Data, Machine Learning, Reinforcement Learning and other technologies, the behavior of people operating computer software is recorded, analyzed and mined.

Cognition Automation

RPA (*Automation Infrastructure*)

Process Automation

来也

Why RPA +AI

**20%**   **Structured Data**
Grid, database and more

80%   **Unstructured Data**
Text, Picture, video, voice and more

UiBot

What is UiBot RPA?

- "UiBot **R**obot **P**rocess **A**utomation"

- **Simulates** human operations on PC

- **Automatically** perform process tasks according to the **pre-defined rules**

*Compared with traditional solutions, such as **core system replacement** and **upgrading**, **RPA solutions** are **flexible** and **fast** in **deployment**, which can bring **significant benefits** in a very **short period**.*
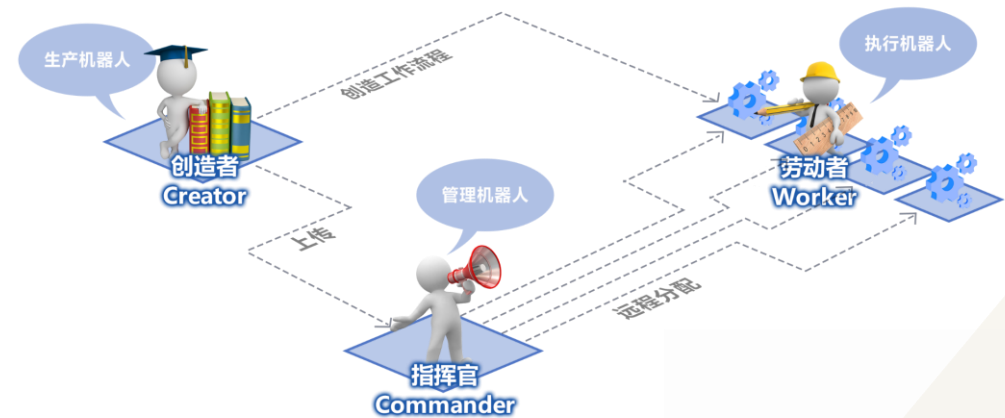
What You Can Expect from the UiBot?

| Improving Work Efficiency | Reducing Decision Making Time | Nearly 0 Error Rates | Reducing Labor Costs |

UiBot Functional Advantages

Underlying Architecture

- Flexible operating systems
- Windows，Linux，MT(Mobile Terminal)

Real-time Switching of Developing Interface

- A interface for everyone, it also increases the efficiency of development
- A key to switch the code and view Interface

UI Identification Ability

- It supports the WIN32,IE, Chrome, FireFox, embedded browser, SAP, Citrix, and other programs identified by UIA/MSAA

Preset Extensions

- Preset 400+ function elements,
- It supports the extension of .net,
- Python, Lua, C/C++ , Java
- Application plug-in store

High Security

- It supports the management of multi-account and password
- Role-based access control
- Perfect log management
- It supports the lock screen operation
- It is secure and developed by a number of international patents certification

OpenEco

- The community edition is free to use without any functional restrictions
- Free learning tutorials and user guide
- Developer community for better interactive communication
- Free online supports

Localization Services

- 100+ localization product R&D staffs
- Rapid response to client demands
- Perfect after-sales service system
- Customized services with AI technology

Full Stack RPA+AI

- Self-developed OCR, NLP and CV
- Integration with third-party applications, OOTB

UiBot Can Do Lots Of Things

来也

HR	Finance	Healthcare	Purchasing	Inventory	Sales
• Employee data maintenance	• Accounting maintenance	• Patient data maintenance	• Supplier data maintenance	• Material data maintenance	• Customer data maintenance
• Resignation information maintenance	• Accounting document processing	• Data integration of multi-systems	• Automatic maintenance of purchase ledger data	• Inventory data maintenance	• Sales account automatic maintenance
• Checking Remuneration & welfare accounts	• Reconciliation	• Warehouse daily management and inventory	• Purchasing & ledger system data audit	• Logistics system & inventory data check	• Sales ledger & system data check
• Tax declaration	• Invoice verification & certification	• Accounting maintenance	• Accounts payable reminder	• Inventory check	• Rebate data maintenance
• HR system maintenance	• Tax return	• Accounting document processing	• Billing information provision	• Monthly settlement	• Credit data maintenance
• Training & meeting reminder	• Bank reconciliation	• Reconciliation	• Monthly settlement	• Reporting	• Account receivable reminder
• Offer generation & distribution	• Capital position daily report	• Medical documents scanning and classification	• Reporting		• Automatic billing
• Reporting	• Fixed asset maintenance	• Reporting			• Monthly settlement
	• Revenue audit	• Billing			• Reporting
	• Income reminder				
	• Billing				
	• Reporting				

RPA Product Comparison

Tools	UiBot	UiPath	WorkFusion	Blue Prism
Availability	Free Chrome Extension Enterprise and Community Edition	Enterprise and Community Edition	RPA Express and Enterprise	Enterprise Only
Learning(Difficulty)	Easy(Chrome Extension, Simply drag-and-drop)	Chrome Extension Hard(Community)	Medium(RPA Express)	Medium(Express)
Setting Up(Difficulty)	Easy(Chrome Extension)	Medium(Community Edition)	Medium(RPA Express)	Unable to Set up as an individual
Installation	Chrome Extension, Enterprise and Community	Desktop Software(＞200M)	Desktop Software（＞1G）	Desktop Software
Intelligent Auxiliary Function	√	×	×	×
Operational Behavior Collection	√	×	×	×
Autonomous Intelligence Ability	√	√	Unknown	Partially Supported
Providing Process SC(Source Code)	√	√	√	×

WuLai

An open-ended chatbot platform that helps enterprises build, train and deploy chatbots.

The role of **Wulai** can be an intelligent customer service staff, social media account assistant, intelligent consultant, intelligent shopping guide and more to provide services 24/7, all year around.
You can enhance your user experience and increase your sales with **Wulai**.

Wulai supports the integration with **Web SDK, API, Facebook, Line, Linkedin, WeChat Enterprise, WeChat Official Account, Applet of WeChat**, and more platforms.

Wulai Advantages

Powerful

It supports Q&A, task, chat and other forms of dialog

PaaS

It provides various APIs and second development

Personalized

It provides personalized interactive experience for clients
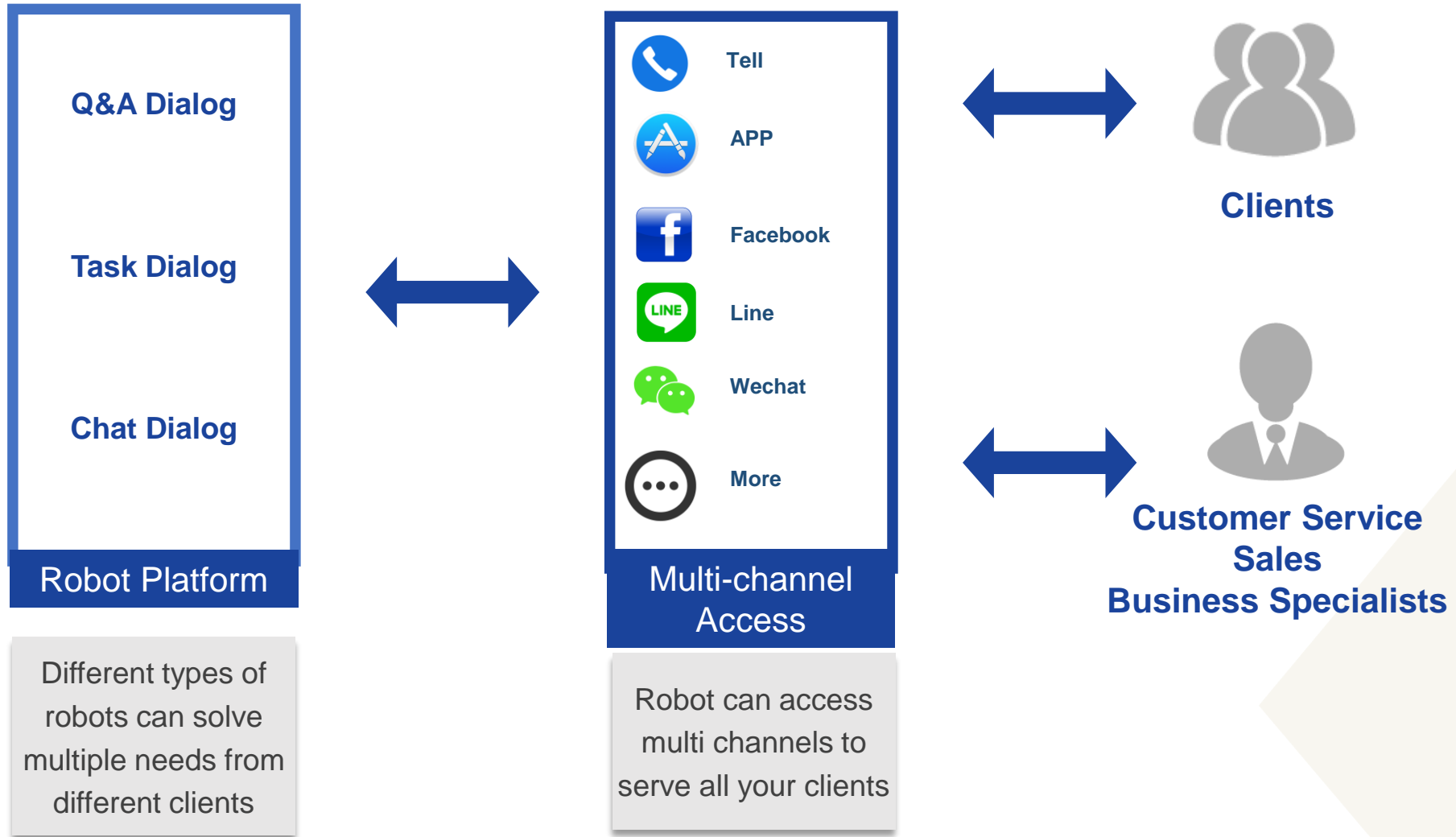
Marketing Scene Robot

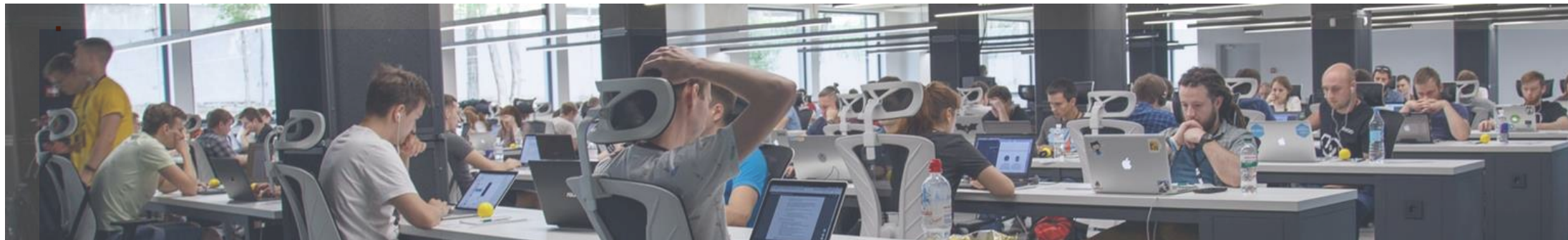**Customer Service Robot**

**Enterprise's Internal Chatbot**

Other Scene Robots

Wulai Application Mode

Robot Platform

- **Q&A Dialog**
- **Task Dialog**
- **Chat Dialog**

Different types of robots can solve multiple needs from different clients

Multi-channel Access

- Tell
- APP
- Facebook
- Line
- Wechat
- More

Robot can access multi channels to serve all your clients

Clients

**Customer Service
Sales
Business Specialists**

Eco System – Community

- As of June 01, 2020 (17 months after release)
- **17 releases** in total
- **150+** Offline training sessions
- Over **1,259,257** downloads
- Over **311,213** registered users
- Serving more than **11,600** members through QQ groups
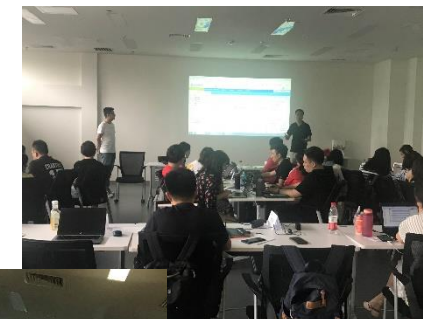
PART 3

Use Case

Generic Use Case

Pain Points

Employee

Separated Entrances

Complex Operation

Long Time Waiting

Query

Improve employees' satisfaction

Massive & Trivial

Repetitive

Routine Procedures

Answer

- Human Resource
- Legal/Finance
- Sales Supporter
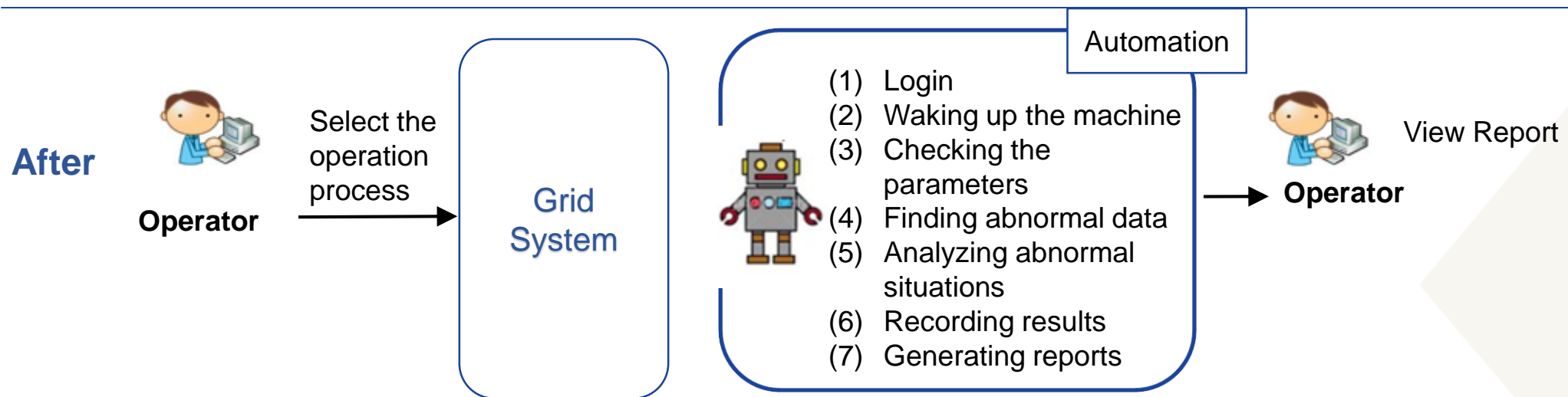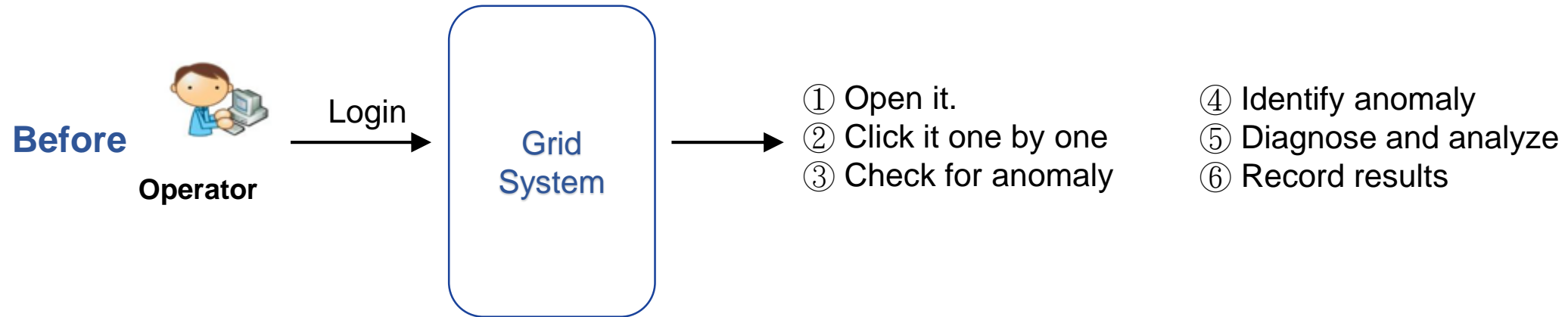- IT Helpdesk
- ……

Power System solution

Before

◆ **Enterprise**： **One of Power Supply Bureaus**

◆ **Workflow**：**The power bureau staff has to login to its grid system everyday, monitoring 11 types of equipment, such as the transformer oil chromatography, GIS partial discharge, bushing partial discharge, main transformer partial discharge, circuit breaker, lightning arrester, core current, CVT insulation, etc.**

◆ **Workload**：*Two to four hours per day, around 60 to 120 hours per month.*

After

◆ **Workflow**：**After setting the working process, UiBot starts to execute all work orders automatically, including logins and recording relevant data and more. After that, reports of all equipment operational data can be generated automatically through the UiBot.**

◆ **Effect**：*More productive and efficient, Increasing the accuracy of all data, around 15-30 mins per day.*

Use Case-Energy

Power System solution

Before

Operator

Login → Grid System →

① Open it.
② Click it one by one
③ Check for anomaly

④ Identify anomaly
⑤ Diagnose and analyze
⑥ Record results

After

Operator

Select the operation process → Grid System

Automation

(1) Login
(2) Waking up the machine
(3) Checking the parameters
(4) Finding abnormal data
(5) Analyzing abnormal situations
(6) Recording results
(7) Generating reports

→ Operator   View Report

Use Case–Healthcare

Deploy UiBot+Wulai on many systems and platforms

Client Overview
One of the most famous hospital chains in Malaysia. It has more than 20 branches all around Singapore.

_____

Implementation
Three Weeks

Business Challenges
- Like many other healthcare providers, the hospital was still highly dependent on paper records such as patient medial files and financial documents.
- Transferring these paper files from different chains into a digital database by hand was time intensive and involved significant human error.
- The hospital faced pressure to deliver quality personalized healthcare services to patients, and what drives them crazy is that they have to a lot of repetitive work everyday. However, they want to free some time and people to do more valuable work.

The Solution
- UiBot completed the medical documents scanning(Through the OCR) and filing(RPA+AI) automatically for each hospital, and the hospital do not need any warehouse to keep them. UiBot also connected together all medical data coming from different kinds of systems in chains to allow the hospital better manage and evaluate all data.
- After learning their doctor's communication knowledge, Laiye deployed the Wulai, an enterprise chatbot on the hospital's **website**, **Facebook**, **Linkedin**, **Line** and **Wechat** to answer all questions automatically 7*24, all the year around.

The Benefits
The hospital turned to RPA in order to regain control of its operational processes and significantly **improve the patient experience**. Through the **UiBot**, the hospital was able to **eliminate a significant number of internal space** and provided its patients with increased transparency.

Over 95% questions was perfectly answered by the bot, it is greatly reducing their staff's workload and increasing patients satisfaction.

Use Case-Retail

Client Overview
Mary Kay Inc is a multilevel marketing company that deals with cosmetics and skin care products.

Implementation
Two Weeks

Business Challenges:
➢ The internal functional departments receives thousands of calls from outdoor staffs every day to answer policy questions, which costs a lot of time on repetitive work.
➢ Many queries happen in non-working hours.
➢ Staffs are located all around its country, it's difficult to fully understand the politics in various regions, even for senior staffs, and it frequently results in the slow response.
➢ The company's internal knowledge base system is not well established. A large amount of valuable info will get lost on the experienced employees' demission. Meanwhile, the average costs of training new employees continually increase annually.

Solution

Knowledge Points

Built a knowledge base with 132 knowledge points，including legal, finance, IT related points

Rate of accuracy

The Q&A Bot could answer over 90% of the questions

Sample of knowledge Points

•Contract
• Should the suppliers stamp first?
• Contract approval process

•Suppliers
• Is the supplier risk assessment form available?
• How to register a new supplier?
• When is a supplier risk assessment required?

•Finance
• How long is the financial audit?
• What should be noted in the quotation?
• What is the standard prepaid rate?

•IT
• How to contact helpdesk support?
• Is there a size limit for file uploading?

MARY KAY®

Demo Video

来也

吾来 wul.ai

领先的行业智能助理

企业智能助理

Use Case-Retail

Walmart E-Commerce Q&A Bot

Background

Client Overview
An American multinational retail corporation that runs chains of large discount department stores and warehouse stores.

Implementation
One Week

Business Challenges
Customer service is crucial for Walmart and they wanted to develop an intelligent, conversational digital assistant that was capable of answering a diverse number of questions, which enables them to focus on more complex tasks and gains customer satisfaction.

Problems

Problem 1: Volume of customer inquiries boost by 10X during JD618 & Double 11/12 period. It requires lots of staff to reply a large amount of repeated questions everyday

Problem 2: Existing CS system is outdated with limited functions that needs to be upgraded

Problem 3: Although they have plenty of standard Q&As, but CS staff do not answer most questions according to these standard answers

Problem 4: It spent too much time to do data statistics so as to form the management report

Problem 5: The number of CS staff increases as the amount of members grows, which leads to the growth of admin cost

Solution

Channel	WeChat & APP
Knowledge Base	Build up knowledge on the basis of the chat history & Q&As in the past 1 year
Gradual Association	For ease of operation or editing, the standard answers will pop-up for CS staff when required
Triggering Statistics	The bot will do the statistics & summary reports by triggering each knowledge point and chat records
Automatic Response	QA bot answers questions automatically with low recall rate. It greatly reduced the labor costs.

Use Case–Energy & Utilities
Integration of SCADA and GIS System for Power Company

来也

Client Overview
The company is one of the largest energy suppliers in China. It needs to stop the execution of some tasks in the electricity grid system before carrying out any system maintenance and repair.

_____

Implementation
One Week

The Business Challenges
Besides meeting the basic needs above, the company is also quite stressing on mass of human errors, Because its mass of customers logged in to the multiple systems every day, human error caused unnecessary losses and potential threats to their properties.

_____

The Solution
After fully understanding the company's requirements, Laiye group immediately made the RPA+AI solution UiBot for its electricity grid system, UiBot did:

- Execute the Execution/Non-execution tasks according to the preset commands.
- Log into its core engineering system, SCADA, GIS and some custom-developed systems.
- Detect possible problems by using the "Plug-in" without enter in to its IT systems.
- Send results to its network engineers directly for the better decision making

Benefits
UiBot cuts the file management time **from 3 hours minutes to maximum 5 minutes** per day, eliminated the **additional IT expenses**, and **reduced the number of complaints** significantly.
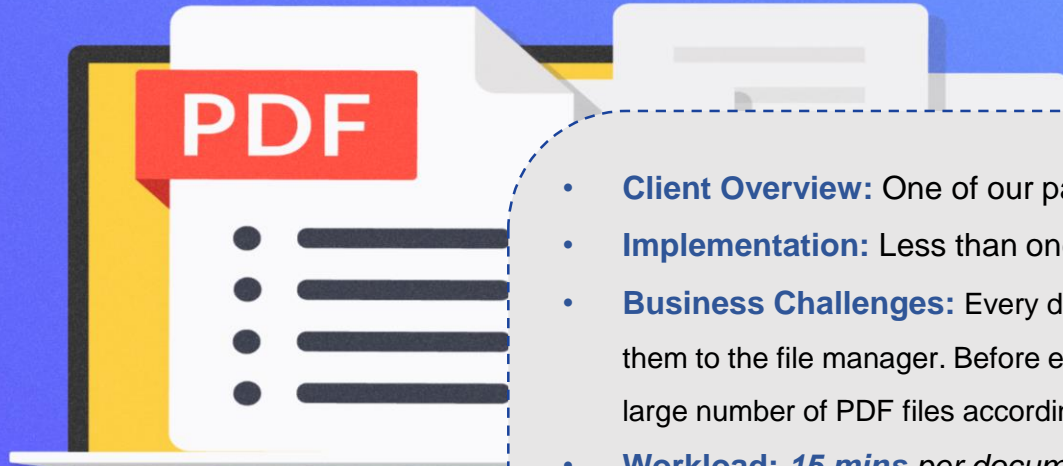
Use Case-Enterprise Training

PDF Document Management

- **Client Overview:** One of our partners in Taiwan

- **Implementation:** Less than one week

- **Business Challenges:** Every day, trainers need to search a large number of PDF documents and save them to the file manager. Before each training course, the training instructor needs to search PDF files from a large number of PDF files according to the training content, and merge these PDF files into one file.

- **Workload:** *15 mins* *per document*

- **Solution and Benefits:** UiBot Worker *automatically searches* for *PDF* documents on demand, saves them to the file server, and creates excel reports to summarize all PDF index information. When the training instructor needs to find and merge the PDF files, just enter the name of the PDF file to be used through the interactive dialog box, and UiBot can automatically find the PDF files and merge them into one file. The whole process is shortened to *1-2 minute* per document

Use Case–Insurance

Insurance Audit

Process Description

The audit department needs to collate and check a large number of data on the financial statements in the process of basic data analysis and collation. These financial statements include **cash flow statement**, **balance sheet**, **profit and loss statement**, **detailed statement of premium income**, **detailed statement of operating expenses**, **detailed statement of claim payment**, etc. They also need to complete the **extraction and analysis of related Sub Ledger sets**, the **screening of key vouchers**, the extraction, collation and analysis of business reports, as well as the screening and sorting of key verified policies and claims.

Business Challenges

For each month, customer needs to **extract** and **analyze a large number of data reports**, order processing reports and financial reports. And send the sorted list to the relevant person in charge. Due to the **huge amount of data**, it needs **more than one** financial **staff** to process it for **more than one day**.

Solution

UiBot automatically extracts, integrates and accounts all kinds of reports, marks the policy data and claims, the UiBot arranges them into reports to synchronize with the rest of the company.

Benefits

- **Reduce TAT** (process turn around time)
- Improve process quality and speed
- **100% accuracy**
- Greatly reduced the human costs

Use Case-Finance

Financial Report Unstructured Data Extraction

- **Client Overview:** One of our partners in Australia

- **Business Challenges:** Its employee has to log in to the mailbox server everyday finding the financial statements that was provided by the third-party suppliers. The financial statement is in **PDF format**, and the content is a **picture**, so the **data cannot be copied and pasted as usual** . The employee has to **manually read** the **data** from report in PDF and **manually** fill in a new **EXCEL** file to summarize into another new report. Finally, send the report to the leader. Which is tedious and repetitive

- **Workload: 30 mins** *per day*

- **Solution and Benefits:** Benefiting from the powerful *Document Understanding* ability of UiBot, the robot *automatically extracts unstructured data*, *transforms* it into *structured data*, automatically creates and edits excel reports, and automatically sends them to the person in charge as an email. The whole process is shortened to *1-2* mins per day.

Module		Fixed v Variable	Americas Region					Africa Region				
			Yr 1	Yr 2	Yr 3	Yr 4	Yr S	Yr 1	Yr 2	Yr 3	Yr 4	Yr S
Application Services	Sell	Fixed	1423.19	1380.49	1352.88	1325.83	1312.57	Not used	Not used	Not used	Not used	Not used
	Operate and Asset Management	Fixed	7836.22	7601.14	7449.11	7300.13	7227.13	2055.82	1994.15	1954.26	1915.18	1896.03
	Supply	Fixed	11893.51	11536.70	11305.97	11079.85	10969.05	1235.13	1198.08	1174.12	1150.63	1139.13
	Finance	Fixed	2500.71	2425.69	2377.18	2329.64	2306.34	721.43	699.79	685.79	672.08	665.36
	HR	Fixed	4291.74	4162.99	4079.73	3998.13	3958.15	1164.43	1129.49	1106.90	1084.76	1073.92
	Technology Enablement	Fixed	8004.75	7764.60	7609.31	7457.13	7382.55	1708.98	1657.71	1624.56	1592.07	1576.15
	SAP Integration	Fixed	5354.76	5194.11	5090.23	4988.43	4938.54	Not used	Not used	Not used	Not used	Not used
	SAP Basis and DB	Fixed	3801.68	3687.62	3613.87	3541.59	3506.18	539.39	523.21	512.74	502.49	497.46
Infrastructure & Cloud Management (incl EUC)	Server Management	Unit Rate	180.86	172.19	167.04	163.71	160.44	147.21	140.16	135.96	133.25	130.59
	End User Compute (Office 365, Intune Support)	Unit Rate	9.96	9.56	9.27	9.08	8.90	8.10	7.78	7.55	7.39	7.25
	Storage & Back-up	Unit Rate	151.25	145.20	140.84	138.03	135.27	123.11	118.18	114.64	112.35	110.10
	Dbase Management	Unit Rate	131.75	126.48	122.68	120.23	117.82	107.24	102.95	99.86	97.86	95.90
	End User Compute (Desktop/Laptop Support)	Unit Rate	3.50	3.36	3.26	3.20	3.13	2.85	2.74	2.65	2.60	2.55
Service Desk	Service Desk	Unit Rate	24.59	24.10	23.62	23.38	23.15	31.67	31.04	30.42	30.11	29.81
	Self Help	Fixed	4911.34	4714.88	4573.44	4481.97	4392.33	1582.38	1519.09	1473.52	1444.05	1415.16

Thanks