

Daythree Business Services: Delivering Reliable Automation Technology

The repetitive, complex, and erroneous processes that involve keeping track of an organization's day-to-day sales, invoice processing, inventory management, customer relationship management, and so on turn most businesses unfruitful and unyielding. Automating these processes will alleviate the businesses associated with the manual tasks that cost time and effort—making Robotic Process Automation (RPA) the need of the hour. However, only a select few companies that provide services that are technology-laden, quality-rich, and purpose-driven, which guide, enterprises to successfully deploy RPA solutions. The sole exception is Malaysia-based Daythree Business Services—a fast-growing regional business service provider in the areas of business and knowledge process, and IT services to global clientele.

Daythree embarked on a transformational journey about 18 months ago to become a fast-growing regional business service provider. "Improving operational outcomes with the use of cutting edge technology is what we see as setting us apart from our peers in the industry. We remain steadfast in our commitment in striving to harness technology and provide services that directly or indirectly improve efficiency, effectiveness, and service excellence for our customers," says Raymond Devadass, CEO of Daythree Business Services.

As a company that envisions tomorrow's drivers while enhancing today's reality, Daythree Business Services offers clients a reliable implementation of the new automation technology, improving business processes that make organizations more effective and increase the capacity in their teams. According to Devadass, the firm's RPA solutions and

services are designed to reduce the repetitive clerical processes and customer's operational cost by at least 25-50 percent. Daythree uses a human-action automation framework as a basis to enable non-intrusive connectivity to existing legacy applications thereby executing actions configured and defined for various tasks. After aligning and developing a strategy at the corporate or functional level, the firm conducts an assessment of RPA potential and organizational maturity. The firm will conduct assessments in the areas of processes, information technology, human resource, and even business location. "We recommend deploying RPA on specific processes or tasks identified to validate the business case for RPA. This helps the various stakeholders in the organization to identify the potential of RPA before implementing for various other processes within the organization," asserts Devadaas.

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 We have a clear vision of becoming a leading business service provider by employing cutting edge technology

In the sphere of business process, the firm focuses on enhancing client's business performance by streamlining processes, improving process efficiency, and reducing operational cost without the client having to invest in requisite technology and skills. "What sets us apart from our peers in the industry is our strict adherence to world class standards and best practices to foster a high-performance culture for our customers," adds Devadass. Adherence to standards include COPC Standard (Customer Operations Performance Centre) and Payment Card Industry Data Security Standard (PCI-DSS).



Raymond Devadass,
 CEO

The firms' core vision is to find and develop RPA solutions and services that help customers overcome various challenges. One such client, an American medical technology company's APAC Shared Service Centre had a Purchase Order (PO) processing team that receives POs from customers in PDF or spreadsheet formats, which referred to as 'input documents.' They needed to process the input documents and create the orders in its internal ERP system as a purchase/sales order within a strict SLA. Via Daythree's robotics automation workflow, Daythree helped the client to process incoming documents without human intervention.



"Daythree formulated a Robotic Process Automation solution for our Regional Shared Services Purchase Order process. The outcome provided us with great confidence on the RPA technology. Our global leaders were very impressed with the outcome, especially within the short period of time," says the Director of APAC Shared Services Centre of the said US Medical Technology Company.

Daythree envisions capturing a slice of the market in the near future. According to Devadass, the next version of RPA or RPA2.0 will allow the software robots to handle unstructured data with cognitive tools. The firm also anticipates the emerging trends of investments going towards Cognitive Computing and Artificial Intelligence. In these regards, Daythree is leaving no stone unturned to unlock the potential of these new technologies into their RPA offering and provide smarter software robots. [CA](#)

LEVERAGING TECHNOLOGY FOR APAC BUSINESSES

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Top 10 APAC Robotic Process Automation Companies - 2017

Having gained a lot of traction in recent years, Robotic Process Automation (RPA) has scaled up to be a fast-growing offering in the IT & BPO space and is set to become one of the largest markets in the following decades. Transparency Market Research has valued the IT robotic automation market at approximately \$5 billion by 2020. To increase revenues, transform business models, and reduce operational costs, businesses are leveraging RPA solutions and services in conjunction with machine learning, AI, language processing, vision technology, big data analytics, and many other technologies.

Industries are evolving at a rapid pace and organizations essentially need to evaluate these emerging technologies and employ them. As RPA is already helping finance teams re-imagine and restructure their operating models, over the next few years RPA is anticipated to transform the most central functions such as intercompany reconciliations. Moreover, from consumer goods to healthcare sector, Robotics is gradually becoming omnipresent to simplify processes, improve efficiency, and better manage risks. With increasing adoption of automation within business and IT processes, the industry is already set for a transformational journey towards a cut throat market.

Standing at a point where Robotic Process Automation is sternly poised to be the biggest change ever seen in the last few years, our distinguished panel of Editors have thoroughly examined multiple vendors and solution providers to funnel down the ones who are at the forefront of the industry in terms of innovation and services expertise. The listing provides an insight into how different solutions in this vertical are capable of streamlining business processes, and hence offers business owners a comprehensive knowledge of how to smartly navigate this complex and fragmented landscape. And so, in this issue of CIO Advisor, we present to you the "Top 10 APAC Robotic Process Automation Companies - 2017."



Company:

Daythree Business Services

Description:

Daythree replaces the repetitive service process with an automated digital workforce especially by using software robots

Key Person:

Raymond Devadass,
 CEO

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daythree.co