AutoBot

START YOUR **AUTOMATION JOURNEY TODAY!**

Accelerate business processes, reduce costs, and enhance efficiency with our **advanced RPA solutions.**

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ROBOTIC PROCESS AUTOMATION - **AutoBot**

Solutions for Business Efficiency

Transform your business with Robotic Process Automation Embrace the future of business automation with our RPA solutions. Designed to simulate human interactions with digital systems, RPA enhances productivity, reduces costs, and eliminates manual errors, leading your business towards operational excellence. We help you resolve repetitive tasks that consume your valuable time, allowing you to maximize your employees' productivity by focusing on other aspects of the job.

WHY Choose AutoBot?

Easy Integration

RPA integrates seamlessly with existing IT infrastruc-ture, eliminating the need for complex system changes.

Increased Efficiency

Automate repetitive, rule-based tasks and free your employees for strategic work.

Cost Optimization

Reduce processing costs by up to 80% and achieve a quick return on invest-ment.

Improved Accuracy

Eliminating human errors ensures precise and consistent operations.

Scalability and Reliability

Operates 24/7, ensuring reliability and continuity in your processes.

WHEN & WHERE Can AutoBot Be Used?

AutoBot is ideal for processes that are:

- MATURE AND STABLE
- REPETITIVE BY NATURE
- RULE-BASED
- PRONE TO HUMAN ERRORS
- HIGH IN DATA ENTRY VOLUME
- TIME-SENSITIVE OR OUTSIDE BUSINESS HOURS

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Applications across **VARIOUS INDUSTRIES**

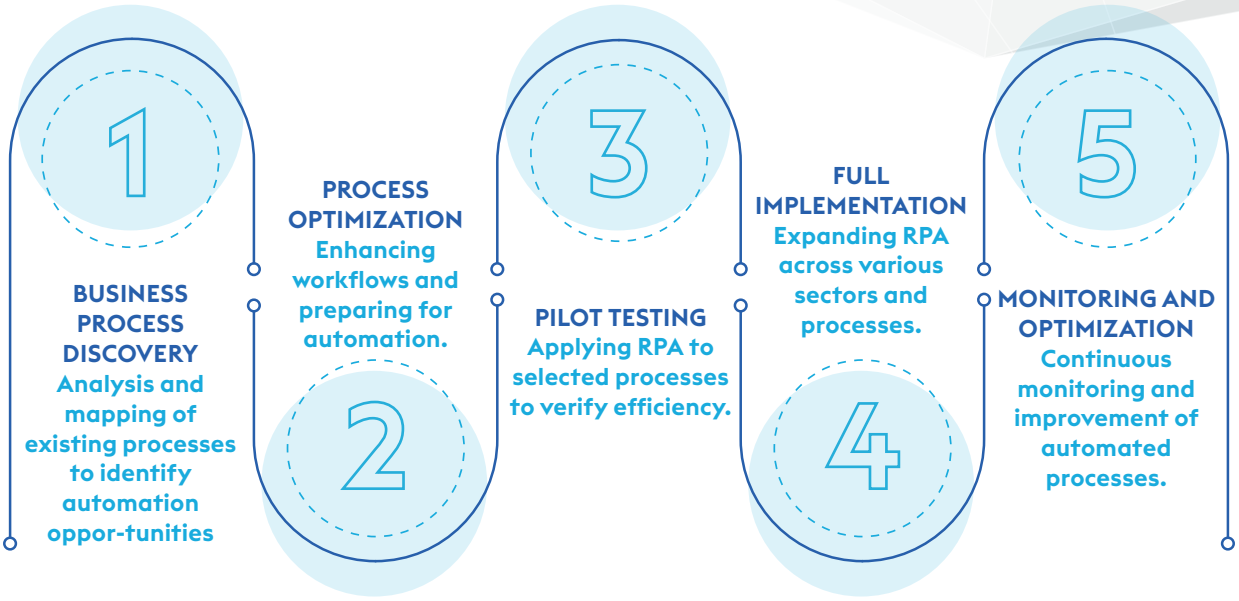
FINANCE
Automate operations such as financial reporting and account reconciliation.

HUMAN RESOURCES
Optimize recruitment processes, payroll, and employee data management.

SALES & MARKETING
Enhance data processing, customer support, and lead generation.

PROCUREMENT
Simplify order processing and supplier management.

AutoBot **IMPLEMENTATION APPROACH**



1. **BUSINESS PROCESS DISCOVERY**
Analysis and mapping of existing processes to identify automation oppor-tunities

2. **PROCESS OPTIMIZATION**
Enhancing workflows and preparing for automation.

3. **PILOT TESTING**
Applying RPA to selected processes to verify efficiency.

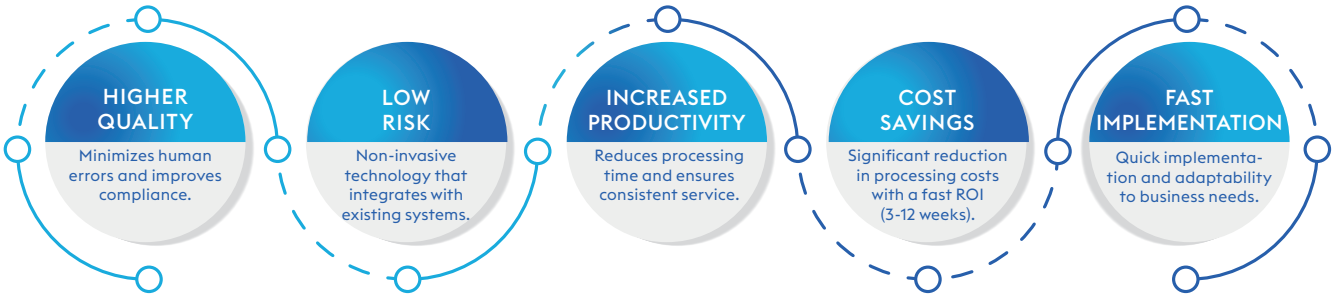
4. **FULL IMPLEMENTATION**
Expanding RPA across various sectors and processes.

5. **MONITORING AND OPTIMIZATION**
Continuous monitoring and improvement of automated processes.

KEY BENEFITS of AutoBot

HIGHER QUALITY
Minimizes human errors and improves compliance.

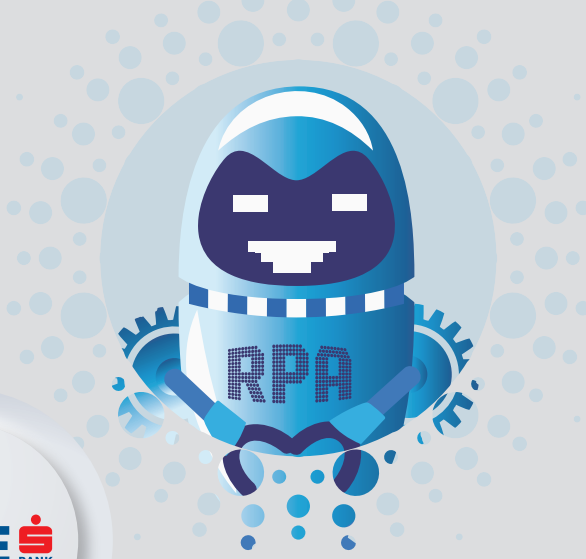
LOW RISK
Non-invasive technology that integrates with existing systems.



INCREASED PRODUCTIVITY
Reduces processing time and ensures consistent service.

COST SAVINGS
Significant reduction in processing costs with a fast ROI (3-12 weeks).

FAST IMPLEMENTATION
Quick implementa-tion and adaptability to business needs.



AUTOBOT CASE STUDY

BANCA INTESA
Reduced account opening time from 3:48 to 00:25 minutes, saving over 43 working days.

KUEHNE NAGEL
Saved 67 FTEs within 9 months, targeting 400 FTEs in two years.

ERSTE BANKA
Erste Bank has automated back-office processes to speed up and improve operations. Some of the processes brought savings of 3 fte/day

FTE - **Full-time equivalent** - the unit used for the degree of "utilization" of resources on the project / process / task

A1
Successfully improved employee focus by automating SAP processes, significantly enhancing data management.

AUTOBOT PRICE LIST

PROCESS COMPLEXITY	MONTHLY PRICE (EXCL. VAT)	IMPLEMENTATION TIME
SIMPLE	100 €	1–2 WEEKS
MEDIUM COMPLEXITY	250 €	2 WEEKS – 1 MONTH
HIGH COMPLEXITY	400 €	1–2 MONTHS

Contact us for a personalized consultation.

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WWW.SMART.RS

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AutoBot

COMMON PROCESSES ACROSS INDUSTRIES THAT COMPANIES SHOULD AUTOMATE

MANUFACTURING, RETAIL AND WHOLESALE

BANKING

ALL INDUSTRIES

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Process of Creating Incoming Invoices in the ERP System

Automatic entry of approved invoices from the DMS system Doculibrium into the ERP system Microsoft Dynamics NAV 2018, populating the header and/or line item fields depending on the invoice type. The robot processes only new, previously unprocessed invoices.

Bank Statements – Download, Import, and Archiving

Automated download of bank statements, integration into the NAV ERP system, and matching of payments with corresponding invoices based on account number and reference number. The robot also archives PDF versions of the statements in the DMS system, placing them in the appropriate folder based on the statement date.

Entry of Card Payment Data

Automated retrieval of .csv card payment reports from email, conversion into a predefined Excel format, and comparison with records in NAV. Only transactions that fully match are imported. Transactions with discrepancies are flagged by the robot, separated, and either sent in a report via email or saved to a designated location.

Entry and Approval of ADZ Specifications in the DMS System

Automated entry of ADZ specifications from a predefined folder into the DMS system, populating relevant fields based on the file name. The robot periodically checks which specifications have already been posted in NAV, in order to automatically approve them in the DMS. This streamlines and accelerates the process of recording and confirming administrative withholdings.

Reconciliation of Administrative Withholdings for the Pension Fund (PIO)

Automated processing of a .txt file provided by the Pension Fund (PIO), converting it into a properly structured Excel file and importing the data into the payment journal in NAV. The robot identifies customers based on their personal ID number (JMBG). Items without a recognized JMBG or cost center are excluded and flagged, saved in a separate file, and a report is sent to the user via email.

Reconciliation of Administrative Withholdings for Other Legal Entities

Automated reading of administrative withholding specifications provided by legal entities, identification of relevant data (personal ID number – JMBG, personnel number, customer code), and preparation of an Excel file for import into NAV. The robot then imports the data into the appropriate payment journal. It also flags rows with unrecognized data, saves them separately, deletes previous entries for the same customer in another payment journal, and processes the specification based on the customer code and date extracted from the file name.

Comparison of Invoices from SEF, DMS, and NAV

Periodic cross-checking of incoming invoices between SEF and NAV. The robot retrieves invoice lists from both NAV and SEF for the same period, compares them by vendor and invoice number, and highlights any discrepancies between the lists.

Recording of Cancelled Invoices from the SEF Platform

Daily check of cancelled invoices from the SEF platform, access to the details of each invoice, and generation of a report on the cancelled documents. The report is then automatically sent to the email addresses of the appropriate users.

Creation of Payment Reminders for ADZ Transactions

Automated monthly check to identify whether individuals with purchases under administrative withholdings have overdue unpaid invoices. Based on predefined delay criteria, the robot generates a proposal for sending reminders in Excel format. After the user selects the recipients, the robot automatically sends SMS or email messages to the customers with appropriate content, depending on the number of days past due.

Posting of Rounding Differences

Automated identification of customer or vendor items that remain open due to minor amount differences. Based on predefined tolerance thresholds, the robot suggests items for closure. It then fills in the closing journal using a general journal entry, applying the proposed amounts to close the outstanding items.

Customer and Vendor Item Reconciliation

Periodic review of all open customer and vendor items to identify those that can be closed – i.e., items with matching amounts and appropriate posting groups (such as invoices, refunds, and payments). The robot then automatically closes these items in NAV and also displays items with unmatched payments and invoices.

Submission of Tax and Fee Declarations

Automated retrieval of data from corresponding Excel files and completion of tax and fee declarations on the tax authority's portal. The robot eliminates the need for manual data entry by performing the entire process automatically.

Entry of VAT Refund Claims on the Tax Authority's Portal

Automated retrieval of data from predefined Excel files and completion of the appropriate VAT refund claim form on the tax authority's website, eliminating the need for manual data entry. The robot handles the entire process of submitting VAT refund claims for foreign nationals related to purchases made in Forme Ideale retail stores.

Dividends

The robot automatically calculates and distributes dividends based on predefined criteria and input data. This process ensures timely and accurate dividend payments to investors with minimal human involvement. Automation reduces the risk of errors and delays in distribution.

PIS Service Ping Monitoring

"The Service Ping Monitoring process is an automated task in which a robot continuously monitors the availability and performance of the Payment Initiation Services (PIS). The robot periodically sends test requests–or “pings”–to the service to check its current status and response time. The goal is to detect any connectivity issues, delays, or service outages.
Based on the collected data, the robot can generate uptime and downtime reports, and even suggest improvements. If irregularities are detected, the process can automatically alert the responsible teams or trigger recovery procedures to ensure uninterrupted service delivery.
This process is essential for maintaining high reliability and availability of the PIS, especially in environments where financial transactions are mission-critical."

Generation of Annual Leave Decisions

The robot automatically collects and analyzes vacation requests, optimizes the schedule based on predefined rules and priorities, and notifies employees of approved leave dates. This increases efficiency and reduces administrative workload.

Automation of Attachment Reception and Archiving from Incoming Email

Upon receiving a new email in the mailbox, a folder is automatically created on the file server according to predefined rules. All attachments from the email are downloaded and saved into that folder, with optional logging of the performed activities.

Daily Exchange Rate Update and Import

The robot retrieves the current exchange rates daily from the National Bank and imports them into the Navision ERP system.

PROCESSES BY INDUSTRY THAT COMPANIES SHOULD AUTOMATE

INSURANCE

Claims Approval	Sending claims for approval
Creating a daily payment list for claims	Creating a daily payment list – Claims/Finance: data collection, import into Excel. Optional: check with Finance. Import into IS
Sending policy statements via email	Creating PDFs and sending policy statements via email to the client/employee by ID
Contract termination, upon request from Bank channel	Contract termination, receiving requests via email, updating data, and preparing letters to be sent by mail to the client
Process automation for data and documentation preparation for underwriting in the Voluntary Health Insurance department	Preparation of information and documents for medical underwriting during individual health insurance underwriting
Marketing Campaign	Example: select all clients whose AO policy expires in the next month, with a vehicle up to 5 years old, and offer free roadside assistance or a promo offer
Debt Collection	Automatic generation of various types of reminders based on due date, printing with client data, sending via email if available, and internal employee alerts
Policy Renewals	Automatic sending of renewal lists to the employee by employee ID
Posting	Posting/matching payments, etc.
Agent Notifications	Automatic sending of campaign, plan, and collection info; robot extracts invoiced/paid premiums and sends reports, reminders on targets, etc.
Agent Notifications	Automatic emails to agents about unpaid policies and debts based on defined criteria
NBS Reports	Automatic completion of all fields for reports to the National Bank of Serbia

PROCESSES
BY INDUSTRY THAT COMPANIES SHOULD AUTOMATE

BANKING

EODM execution	Execution of end-of-day processes, typically for financial tasks, to ensure that all accounting and operational activities are completed and balanced by the end of the workday.
STP e bank inflow schedule for LE	A process related to managing incoming fund transfers for legal entities within the electronic banking system, enabling more efficient and streamlined fund processing.
Authorization MT103	MT103 is a standardized SWIFT message format used for international fund transfers. This process involves the authorization of such messages, ensuring compliance and accuracy of international payments.
Payment abroad - without documentation, PLA3	Processing of international payments initiated without supporting documentation, in accordance with the specific internal procedure referred to as PLA3.
Filling in the PC Transfer Order based on the data from the FT module	Involves entering the transfer order into the system using data from the Financial Transactions (FT) module to ensure accurate completion of the order.
Booking retail loans to off-balance records	Involves recording retail loan transactions in off-balance sheet accounts, typically for monitoring purposes without directly affecting the balance sheet.

BANKING

Robotic Process for Automating the Posting of Discrepancies Identified During Cash Count of Deposit Reserves	Automated identification and reconciliation of discrepancies detected during the physical counting of cash reserves, using robotic process automation (RPA).
Robotic Process for Converting Excel Data to TXT for Uploading Individual Salaries into FC	Utilization of robotic automation to convert data from Excel format into text format, enabling seamless integration into financial systems (FC), specifically for payroll processing.
Booking of payments done by legal entities	Recording of financial transactions and payments executed by legal entities within the accounting or financial system.
Mass Transfer from GL to GL - Income	A process of bulk transferring General Ledger (GL) entries related to income, typically for reallocation or consolidation of financial records.
Automation of the Revolving Limit Settlement Process	Automated management of revolving credit limits, including assessment, adjustment, and settlement of credit lines.
Collateral Entry	The robot is designed to automatically enter collateral data into the system, following predefined procedures to ensure accuracy. Information is collected from various sources to ensure that all relevant aspects of the collateral are properly recorded.

BANKING

Promissory Note Deletion

The robot is programmed to check the status of promissory notes and, upon approval, automatically delete them from the system when they are no longer needed. This process includes validating the notes and ensuring that their deletion does not negatively impact business operations. Automated control and deletion of promissory notes reduce the risk of system delays and congestion.

WU1 Visa MT202 and Authorization

Automation of this process enables the generation and integration of MT202 messages, used for interbank transactions, into banking systems. The robot handles all aspects of message authorization, improving processing speed and reducing manual intervention. It ensures that all messages are accurately processed and comply with international standards.

Reconciliation

An automated system compares data from various sources and generates reports on any discrepancies. This process ensures the accuracy of financial reporting and helps identify errors before they become issues. Robots reduce the need for manual data matching, significantly accelerating and simplifying financial control.

CreditTheirRef, DebitTheirRef

The robot automatically maps and enters relevant references into the appropriate systems as part of credit and debit processes. This ensures that all financial transactions are accurately tracked and recorded. Precise entry of references reduces the risk of errors in financial reporting and enables easier data management.

1 to 2 Transfer

"The system automates the transfer of funds from one account to another based on predefined rules. This process enables faster and more accurate execution of transfers, reducing manual effort and the risk of errors. Automated control ensures that transfers are carried out only when all conditions are met.

Foreign Transaction Netting

The automated netting process for foreign transactions ensures that each transaction complies with prescribed rules and regulations. This automation enables more accurate and faster processing of international payments, reducing risks related to foreign exchange. The robot provides transparency throughout the process, making it easier to manage international financial flows.

BANKING

Account Opening

The automated system collects the required documents and inputs the necessary data for opening new accounts, reducing the need for manual entry. This process ensures accuracy and processing speed, providing clients with faster access to their new accounts. It also minimizes the risk of administrative errors and enables more efficient management of customer data.

uCoin

The robot automatically generates and distributes uCoin transactions using predefined digital currency protocols. Automation ensures efficient and secure fund transfers, simplifying the management of digital flows within the system. This approach enables faster and safer transactions without the need for manual intervention.

Annual Reapproval Entry

The system evaluates and records foreign currency coverage, ensuring that all transactions are backed by appropriate funds. Automated validation reduces the risk of exchange rate discrepancies and enables more accurate financial planning. By using a robot, organizations can respond more quickly to changes in foreign exchange markets.

Microsi

The automated system executes Microsi transactions and integrates them into banking systems, enabling seamless execution of payment operations. Automation reduces the risk of errors and improves transaction processing speed. This approach allows banks to maintain high efficiency and transparency in financial activities.

Open Items

The robot automatically monitors and updates information on open items based on data collected from multiple sources. This ensures a comprehensive and up-to-date overview of financial or outstanding obligations, enabling quick identification and resolution of potential issues. Regular updates of these items support the maintenance of financial discipline and transparency.

MANUFACTURING, RETAIL AND WHOLESALE

Posting of Retail Journals

Automated retrieval of daily sales data from NAV or predefined Excel files, comparison with the NAV system report, and execution of retail journal posting within a defined time interval if the data matches. In case of discrepancies, the robot notifies the user via email and notification, and the posting process is not triggered automatically.