CRG Solutions: Effortlessly Supporting End-to-end RPA Implementations

In the last few years, the Indian RPA market is witnessing rapid growth in innovations and delivery of newer automation capabilities. With bots harnessing the power of emerging technologies, they can now think, act and analyze like humans, thereby permitting the takeover of mundane and error-prone tasks, lower the operational costs and drive innovation. Employees can now redirect their focus on improving productivity. India possesses unprecedented opportunities for unparalleled RPA market growth from two types of customers. Large global MNCs with Shared Services set-ups and Back-offices in India have already embarked on the RPA journey and are looking at scaling the initiative to new use cases. Simultaneously, Indian based enterprises have increasingly begun automating their processes. They have commenced their RPA journey in a small manner and are in the process of discovering new use cases. These customers need a solution provider with the perfect blend of a strategic approach to automation, in-depth domain expertise, flexible engagement models and a skilled team to ensure experienced & transparent management of the undertaken projects.

Sandeep Viswanatha, Business Head

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CRG Solutions, incepted in 1989, is perfectly poised to meet and exceed every client's expectations. The company supports end-to-end implementations right from RPA strategy and pilot projects to full-scale implementations, operating model and advanced automation integrating RPA with analytics and cognitive solutions.

The company boasts of a team of experts that possess multiple years of relevant industry knowledge across various industry verticals such as Media, BFSI, Pharma, Manufacturing, FMCG, Telecom, Retail and so on. CRG has the much needed strategic capabilities, domain experience, and trained consultants to support every customer's RPA strategy and implementation projects. Once the client is onboard, the company partners with the client to discuss the best adoption approach, the ideal automation platform to proceed with, the most suitable processes to be automated and also outline a clear vision of the ROI. "Our experts examine and help assess customer's current business processes and help them build a Business Case for RPA that best suits your business requirements," explains Sandeep Viswanathan, Business Head – RPA, CRG Solutions.

The company has adopted several more approaches that place them at one of the leading positions in this domain. Aware of the increasing security threats, the team employs a security-first approach. Additionally, CRG Solutions leverages its years of expertise in Data Analytics to harness RPA generated data with ML & AI for actionable insight. Furthermore, the company deploys a very pragmatic Change Management strategy throughout the whole lifecycle of the project and even post-implementation.

Going that Extra Mile

Ensuring complete customer satisfaction, CRG has gained a strong foothold in this sector. "Our team has recently been awarded the 'Excellence in Business Process Automation' Award by Automation Anywhere at their IMEA Partner Awards – 2020. Our Development team attained recognition at the UiPath Global HyperHack contest that was held on the sidelines of their first Global Virtual DevCon," reveals Sandeep. The company envisions bringing about further positive change in this domain through its innovation. CR