

# UiPathTogether

—— 北京 ——

A U T O M A T I O N   F I R S T



# 客户主题演讲

## MTR HK 港铁



**Lana Lo**

Chief Information Systems Services  
Manager, **MTR**

# Core Business of MTR

- Railway Services

Property



Projects





# New Technologies Keep Emerging



- Understanding the emerging Digital Technologies
- Apply to business to create values and opportunities so as to maximize growth and return

# Examples of Digital Transformation in MTR

Passengers  
(Chatbot)



MTR Mobile Chatbot Function

Operations  
(IoT and Data Analytics)



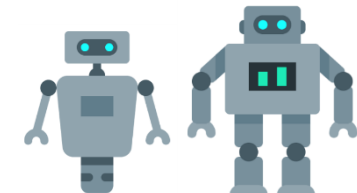
- Train-Borne Noise Monitoring System

MTR Mall Shoppers  
(IoT)



Shopping Mall Carpark Availability Check

Supporting Functions  
(Robotic Process Automation)

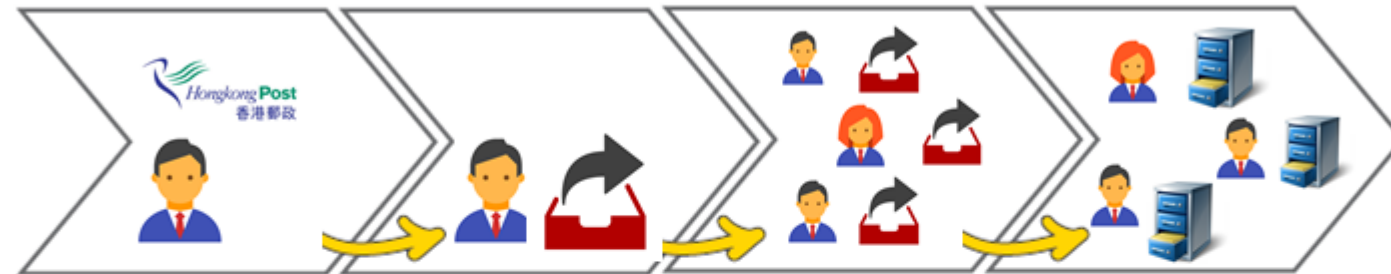


# Example of Robotic Process Automation

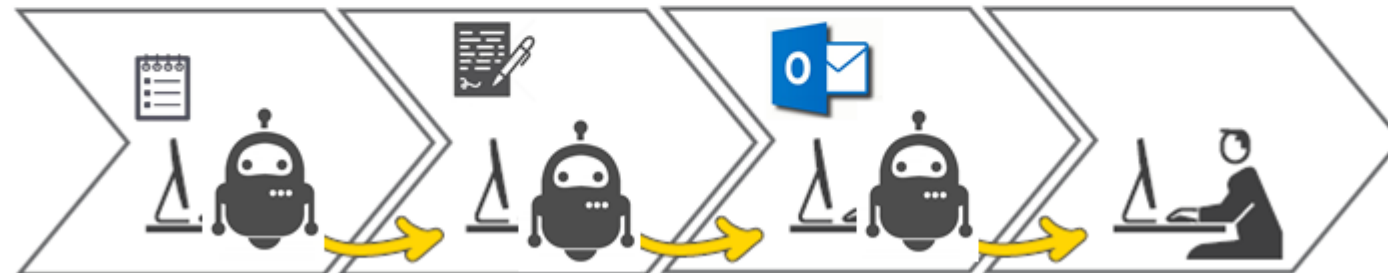
- Download Property Management Related Bank Statement & Save in Server Systematically

Receive Statement and Dispatch (Accountant) > Further Dispatch (Supervisor) > Filing (Accountant)

**Manual Process**



**Automated Process**



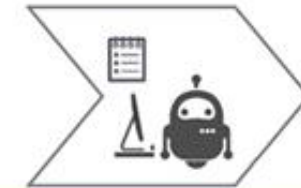
Download Statement (Robot) > Record Daily Balance (Robot) > Email Notification

## Download Property Management Related Bank Statement & Save in Server Systematically

Receive Statement and Dispatch (Accountant) >  
Further Dispatch (Supervisor)



Download Statement (Robot) >  
Record Daily Balance (Robot)



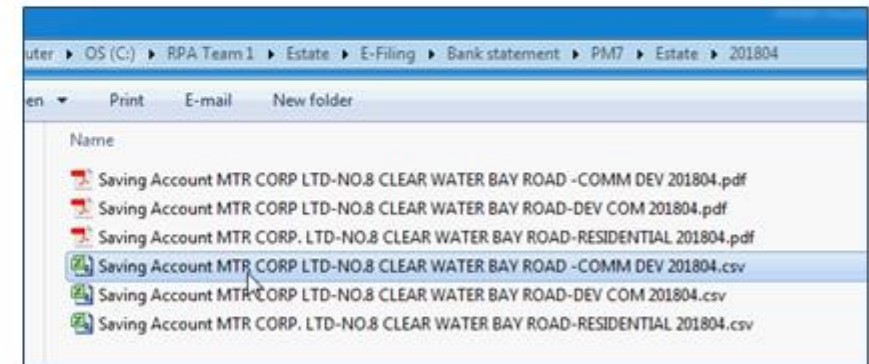
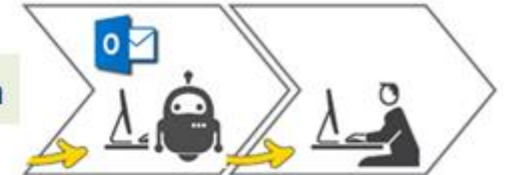


## Download Property Management Related Bank Statement & Save in Server Systematically

Filing (Accountant)



Email Notification





## Download Property Management Related Bank Statement & Save in Server Systematically

- Intangible Benefits



Support Go Green  
Policy



Centralized Storage



Shorten the  
Waiting Time



Value-added  
function

# 3 Major Challenges

## People

- How to gain management support
- How to engage end user
- How to manage user expectation
- How to ...

## Tool/ Platform

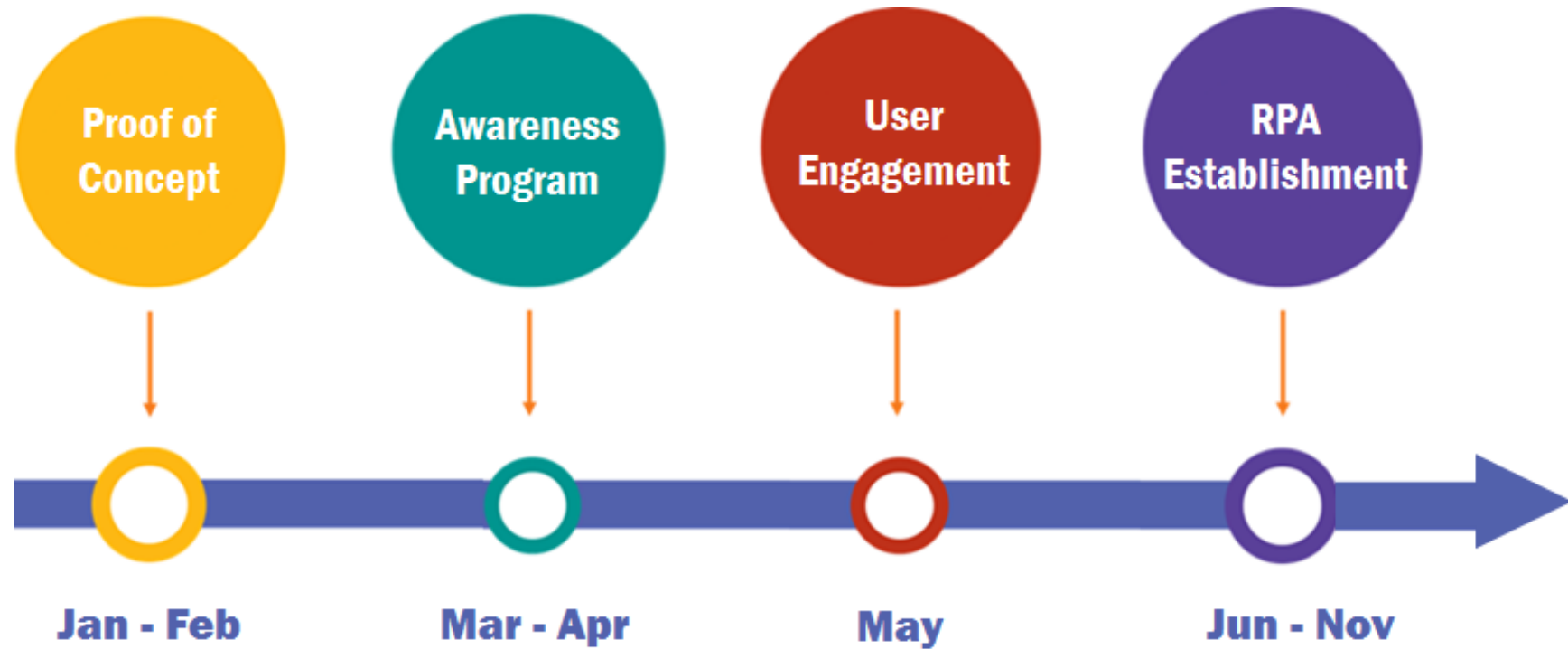
- Any appropriate tool
- Any enterprise level platform
- Any reference/ training materials/ supports
- Any ...

## Method

- How to select the right process
- How to deliver the automated process
- How to deliver in a managed manner
- How to ...

# MTR Journey of RPA Adoption in 2018

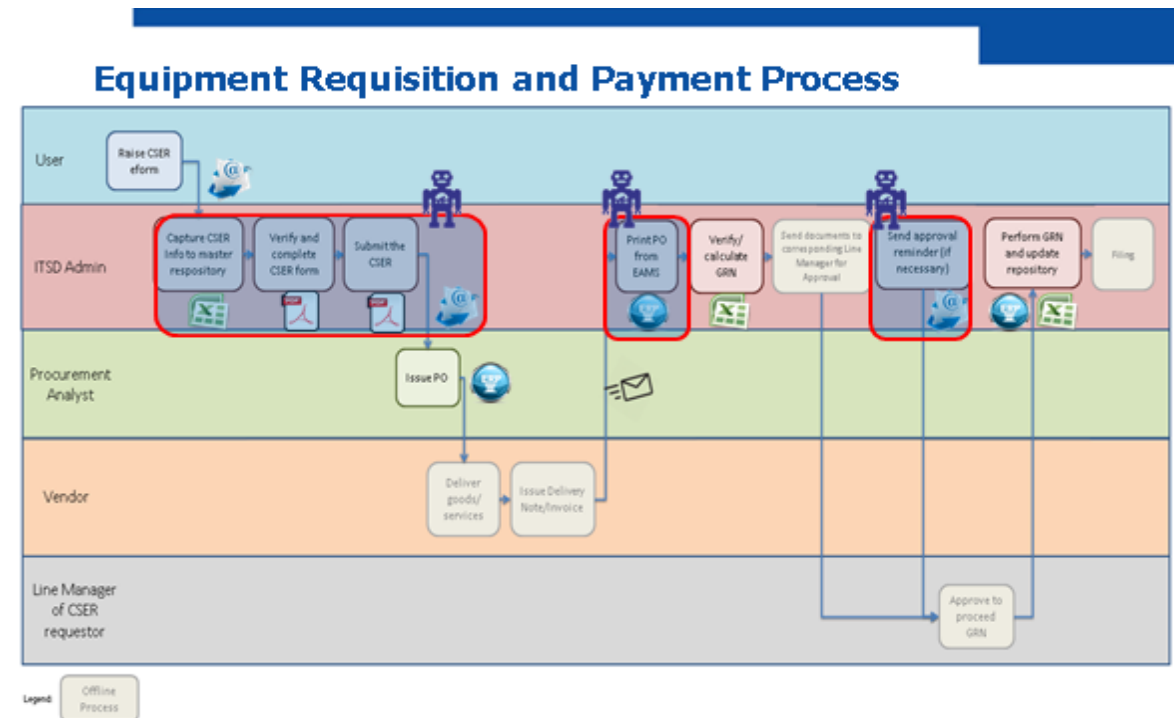
- UiPath is adopted as RPA Platform in MTR





# Proof of Concept

- *Jan – Feb 2018*
- Formed a taskforce with 4 members
  - 1 Team Lead
  - 1 Business Analyst
  - 2 Technical Engineers
- Taskforce selected a user process as pilot project
- Automated 3 sub-process within 8 weeks



# Proof of Concept

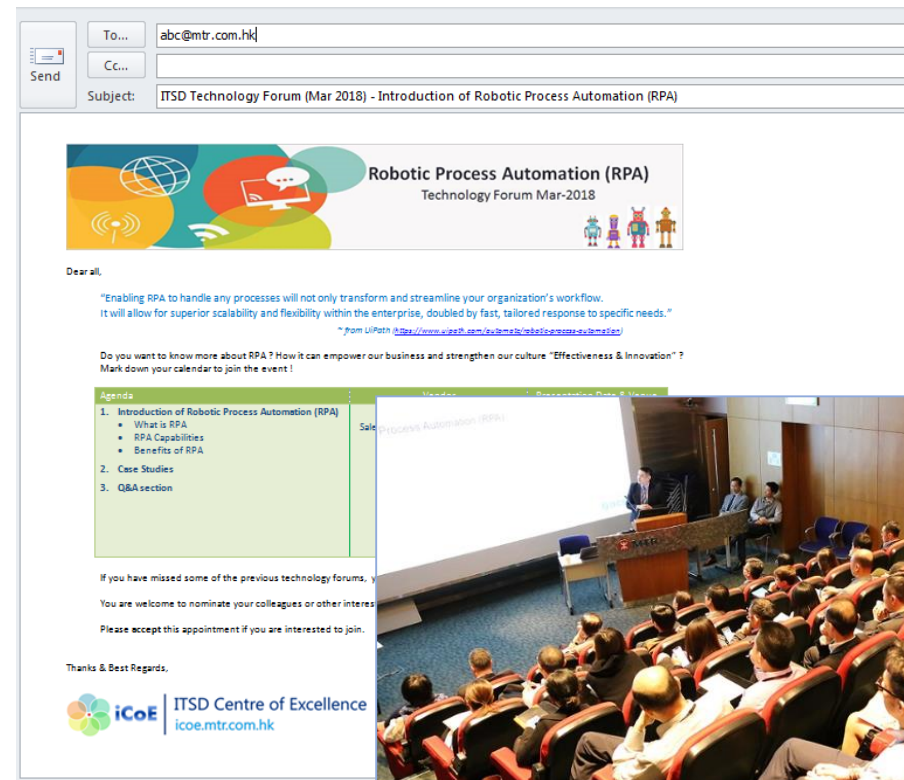
- *Sharing from the Taskforce*



# Awareness Program

- *Mar – Apr 2018*

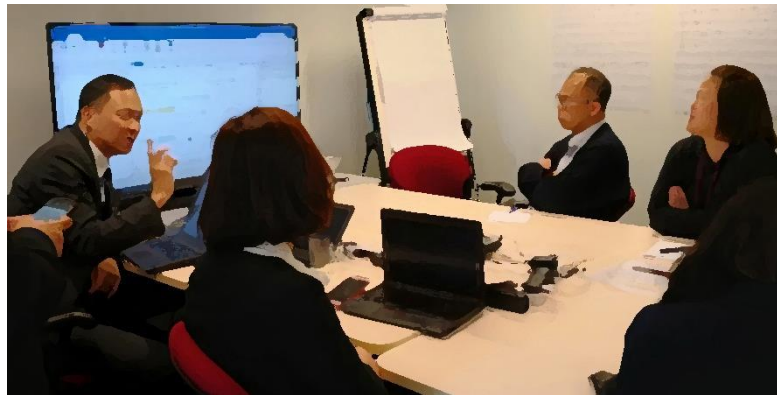
- Technology Forum





# Awareness Program


- *Mar – Apr 2018*
- 4 interactive workshops for idea jamming and brain storming



# Awareness Program

- **Mar – Apr 2018**


- **Publications**

**iCoE** | ITSD Centre of Excellence

[Home](#) [Technology](#) [Room Occupancy Updated](#)

## ITSD Centre of Excellence (iCoE)

Emerging and accelerating adoption of new information technology to create values for MTR




### Robotic Process Automation (RPA) Contest

May 15th, 2018 | Categories: Productivity | Tags: RPA

ITSD organized the first-ever Robotic Process Automation (RPA) Contest on 9-10 May 2018. We received an overwhelming response of over 40 proposal submissions from various departments.

[Read More >](#) 1



### 簡介一下什麼是RPA

March 17th, 2018 | Categories: Productivity

怎樣令電腦幫你做到繁複工作?

[Read More >](#) 4

### ITSD RPA Demonstration


- 1) CSER Handling
- 2) PO Preparation for GRN Approval

### RPA服務實現化

May 15th, 2018 | Categories: Productivity | Tags: RPA

在之前已有兩篇文章介紹RPA的理論及一些應用例子。但理論終歸理論，真的適合於我們公司內部運作嗎？基於這個疑惑，IT同事組成了一個小組，挑選了一個內部流程——“處理IT採購要求及整理採購文件供給審批流程”作試點，將RPA服務實現化。

[Read More >](#) 0




### Introduction of Robotic Process Automation (RPA)

April 6th, 2018 | Categories: Productivity

以機器人軟體代替以重複沉悶的重複工作

[Read More >](#) 0

### Success of RPA starts with selecting the right process




### Robotic Process Automation (RPA) Workshop

April 27th, 2018 | Categories: Productivity | Tags: RPA

Learn more from RPA Workshop organised by ITSD

[Read More >](#) 0

### From Manual to Auto




### RPA服務崛起

April 6th, 2018 | Categories: Productivity

以機器人軟體代替以重複沉悶的重複工作


[Read More >](#) 0

11 Comments




April 10, 2018 at 3:01 pm - Reply

好有用~




April 10, 2018 at 3:06 pm - Reply

Good! Looking for more knowledge about RPA!




April 10, 2018 at 3:22 pm - Reply

Thanks for the sharing.




April 10, 2018 at 4:06 pm - Reply

Good. We can use more for doing the repetitive works. No more boring!




April 10, 2018 at 5:38 pm - Reply

Good! Thanks for the sharing.




April 10, 2018 at 8:04 pm - Reply

Thanks for sharing. It is interesting!




April 11, 2018 at 8:46 am - Reply

Thanks for sharing




April 11, 2018 at 9:38 am - Reply

Good example for sharing technology



April 11, 2018 at 11:33 am - Reply

If the RPA is fit to IRM control, it may be good for MTR. Thanks for sharing.



April 11, 2018 at 12:02 pm - Reply

Love it.  
Thanks for the sharing and looking for more knowledge about RPA.

# User Engagement

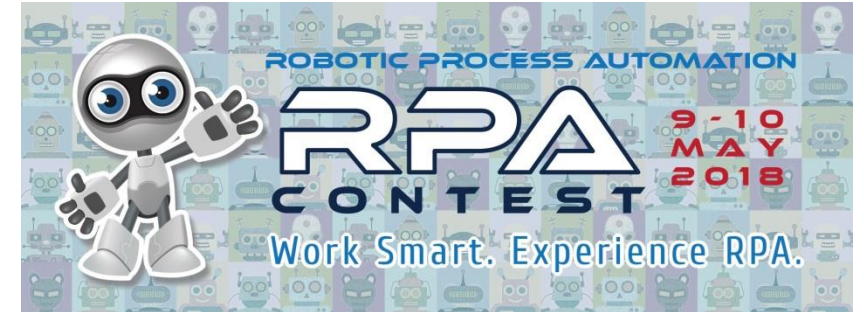
- *9-10 May 2018 - Robotic Process Automation Contest*

Objectives	<ul style="list-style-type: none"><li>• Experience the benefit of RPA</li><li>• Upskill the workforce with RPA</li></ul>
Definition	<ul style="list-style-type: none"><li>• Leverage RPA technology to realize process automation</li></ul>
Deliverable	<ul style="list-style-type: none"><li>• A workable prototype to demonstrate the effectiveness &amp; efficiency improvement with RPA technology</li></ul>
No. of Teams	<ul style="list-style-type: none"><li>• 6 shortlisted teams</li></ul>
Contest Format	<ul style="list-style-type: none"><li>• Each team will be assigned a RPA expert and an ITSD colleague</li><li>• Teams will work onsite and build prototype in 1.5 day at 9/F meeting rooms</li></ul>
Judging Panel	<ul style="list-style-type: none"><li>• Finance Director</li><li>• Human Resources Director</li><li>• Engineering Director</li><li>• Head of Information Technology</li><li>• External Assessor from the Supporting Company</li></ul>



# User Engagement

- *RPA Contest*
- **Promotion Materials**
  - Lobbying by Business Portfolio Managers
  - Poster
  - Website
  - Pop-up screen
  - iCoE website
  - Emails
  - etc



# User Engagement

- *RPA Contest – overwhelmed user response*

• 40



*proposals*



# User Engagement

- RPA Contest – 6 Finalists***

Downloading Bank Statement &  
Saved in Server Systematically

Financial Control Department



Bank Reconciliation for Property  
Development Stakeholding Accounts

Treasury Department



Automation of Sending the Reminder for  
Medical Examination of Concerned Staff

HR Transformation Department /  
Human Resource Management Department



CBM Data Handling (ETL) &  
Generating Reports

Rolling Stock Maintenance Department



Monthly Statistics Report from EAMS

Procurement & Contracts Department



Utilities Expense Verification & Analysis

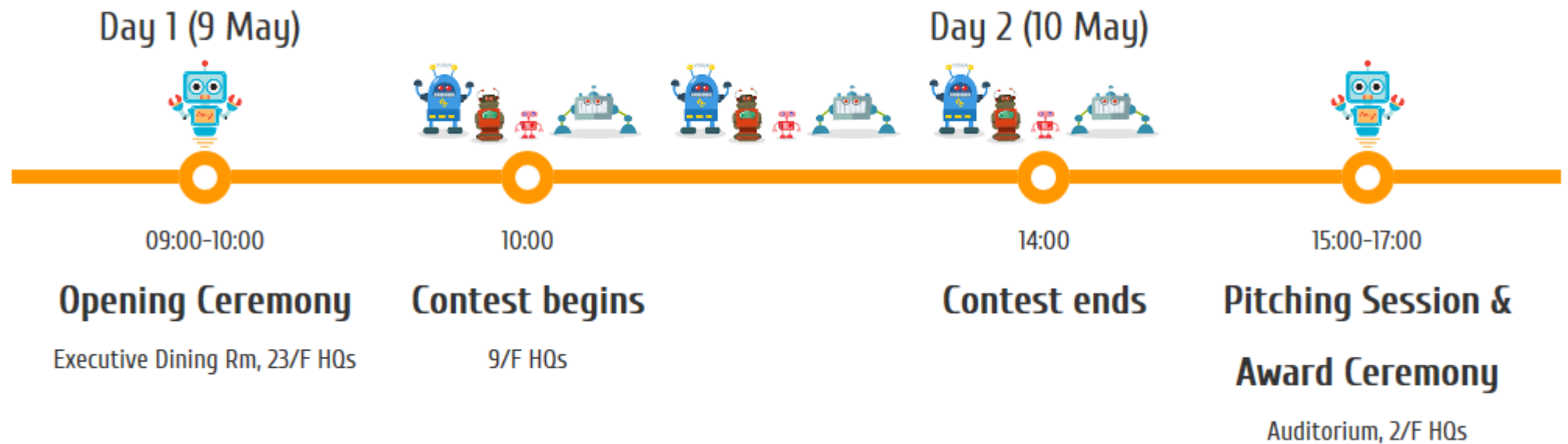
Administration Department





# User Engagement

- Highlights of the RPA Contest – Programme Rundown



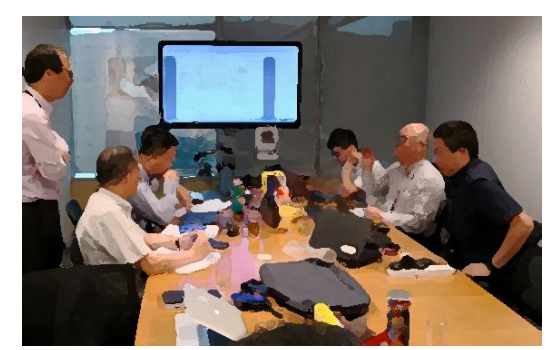
# User Engagement

- Highlights of the RPA Contest – Opening Ceremony



# User Engagement

- Highlights of the RPA Contest – Contest Begins





# User Engagement

- Highlights of the RPA Contest – Pitch and Closing



## Champion & Best Presentation Award

Title: Automation of Sending the Reminder for Medical Examination of Concerned Staff  
HR Transformation Department / Human Resource Management Department



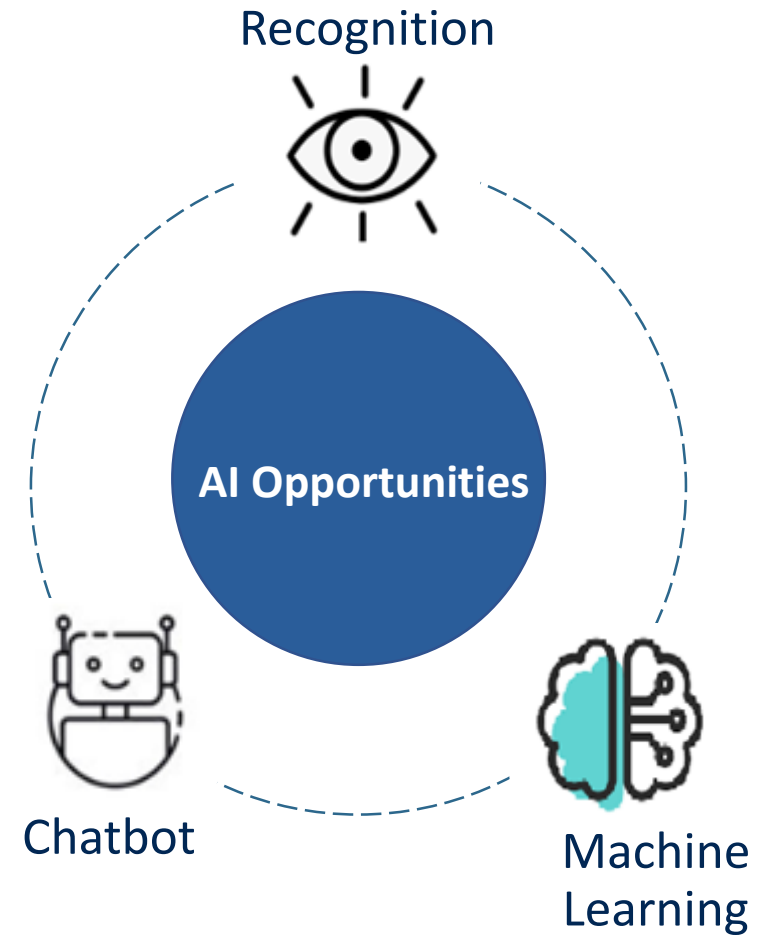


# RPA Establishment

- *Jun - Nov 2018*
- Project Implementation for the Contest Finalists, including users from
  - Finance Sector
  - Treasury Sector
  - Administration Sector
  - Operation Sector
  - Human Resources Management Sector
  - Procurement Sector
- Establish the Operating Model of RPA Centre of Excellence

# Our RPA Journey continues

- *Dec 2018 and beyond*
- Scale up the RPA adoption in the Corporate
- Work to extend RPA with Artificial Intelligence



# UiPathTogether

北京

A U T O M A T I O N F I R S T

