UiPath

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MTR Journey of RPA Adoption

Core Business of MTR

Railway Services

Property

Projects

Images captured from MTR Annual Report 2017

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

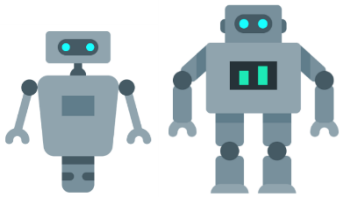
Operations
(IoT and Data Analytics)

Train-Borne Noise Monitoring System

MTR Mall Shoppers
(IoT)

Shopping Mall Carpark Availability Check

Supporting Functions
(Robotic Process Automation)

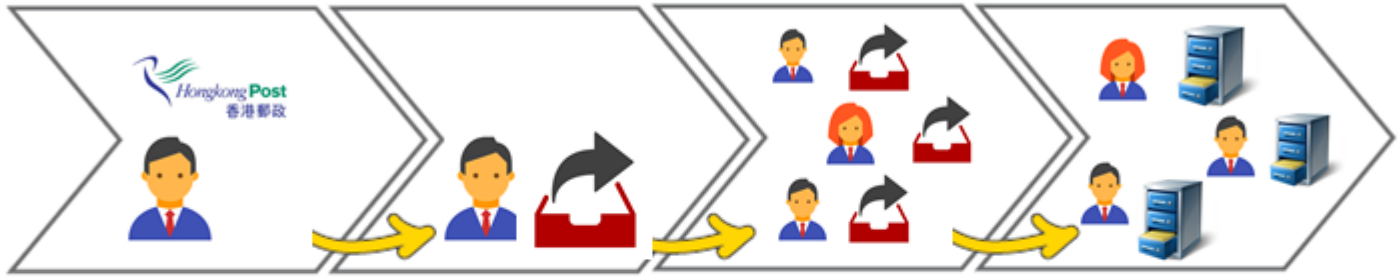


Example of Robotic Process Automation

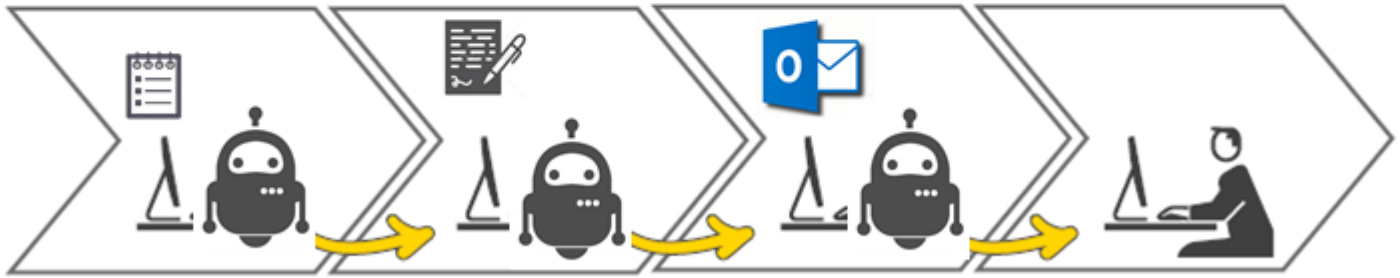
Download Property Management Related Bank Statement & Save in Server Systematically

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

Manual Process



Automated Process

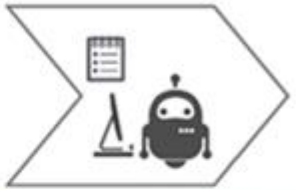


Download Statement (Robot) > Record Daily Balance (Robot) > Email Notification

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)



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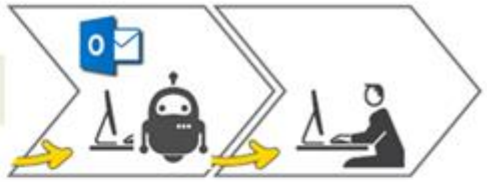
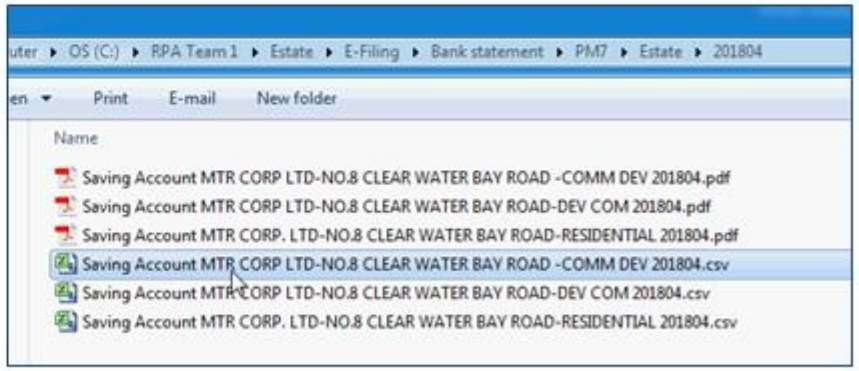
Filing (Accountant)

Email Notification





Download Property Management Related Bank Statement & Save in Server Systematically

Intangible Benefits

Support Go Green Policy

Centralized Storage

Shorten the Waiting Time

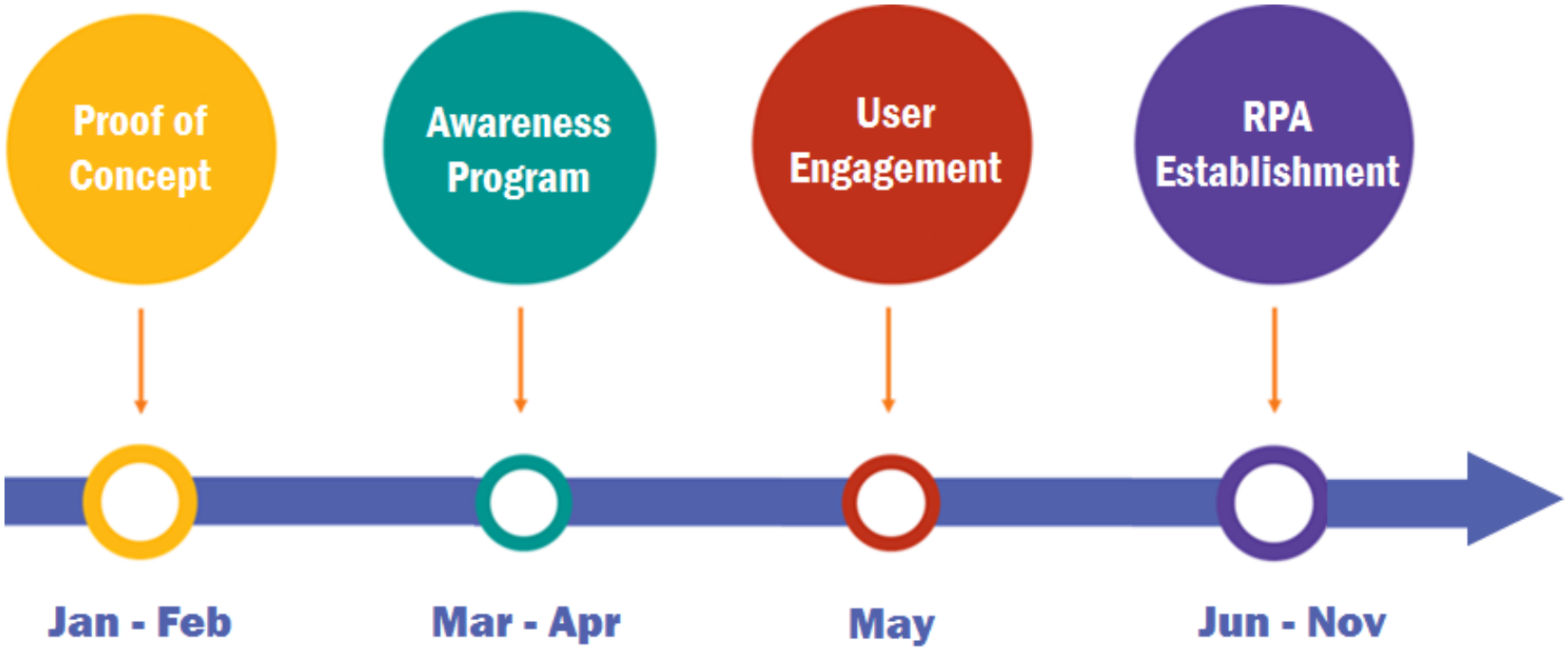
Value-added function

3 Major Challenges

People	Tool/ Platform	Method
• How to gain management support • How to engage end user • How to manage user expectation • How to …	• Any appropriate tool • Any enterprise level platform • Any reference/ training materials/ supports • Any …	• 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

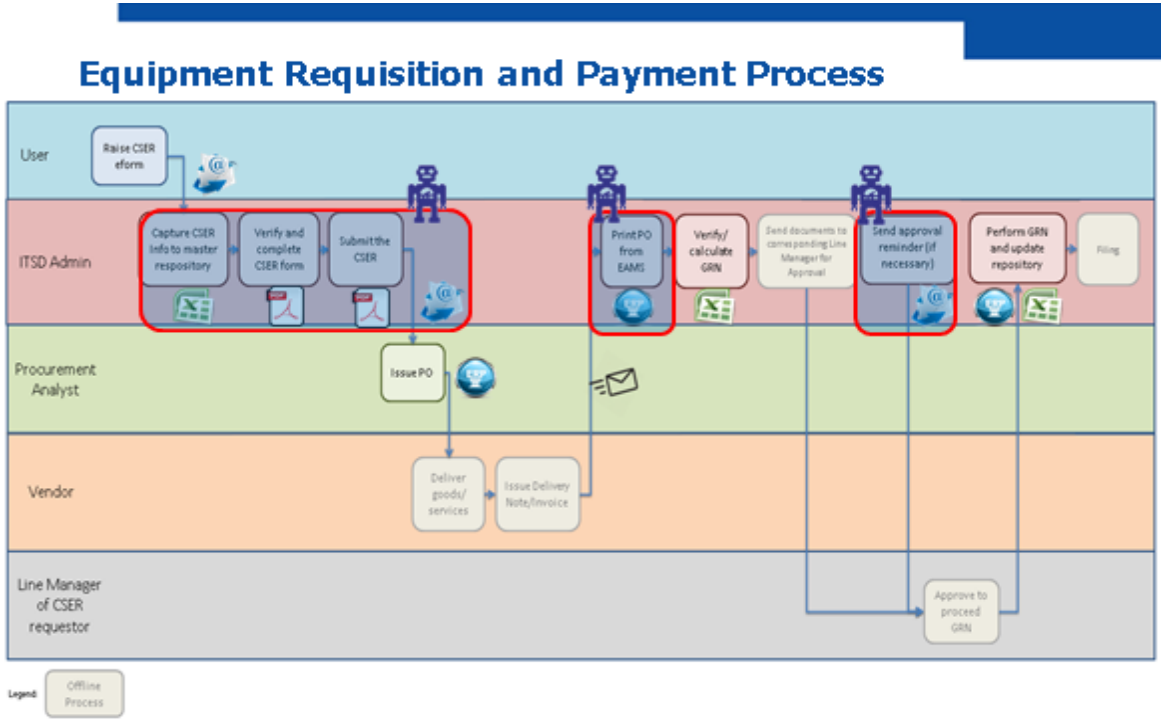
UiPath is adopted as RPA Platform in MTR



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
- 4 interactive workshops for idea jamming and brain storming
- Publications

User Engagement

9-10 May 2018 - Robotic Process Automation Contest

Objectives	• Experience the benefit of RPA • Upskill the workforce with RPA
Definition	• Leverage RPA technology to realize process automation
Deliverable	• A workable prototype to demonstrate the effectiveness & efficiency improvement with RPA technology
No. of Teams	• 6 shortlisted teams
Contest Format	• Each team will be assigned a RPA expert and an ITSD colleague • Teams will work onsite and build prototype in 1.5 day at 9/F meeting rooms
Judging Panel	• Finance Director • Human Resources Director • Engineering Director • Head of Information Technology • External Assessor from the Supporting Company

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

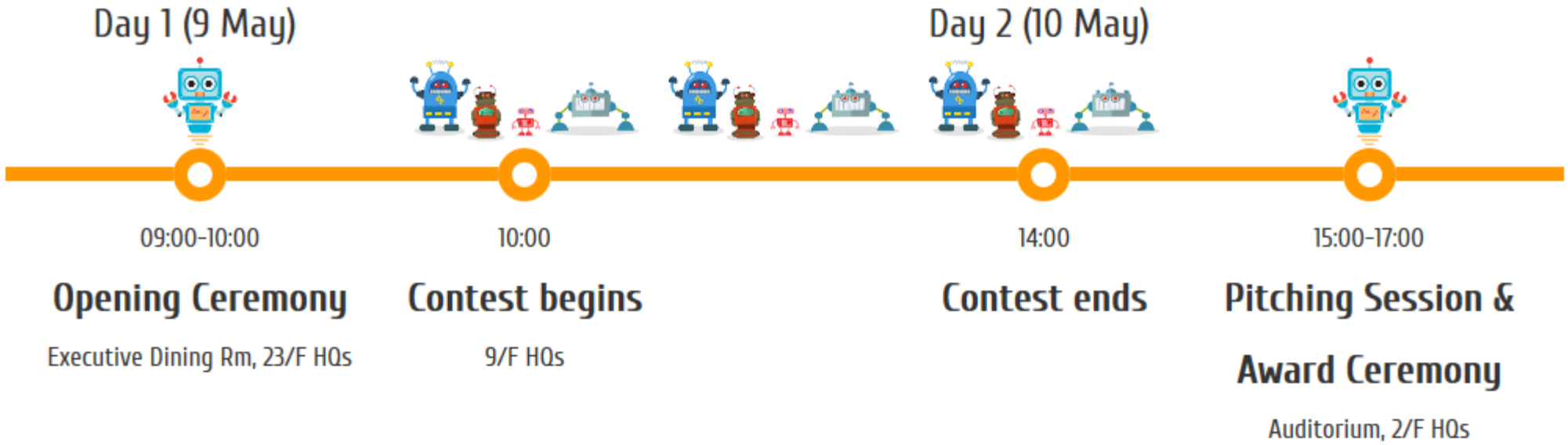
Procurement & Contracts Department

Utilities Expense Verification & Analysis

Administration Department

User Engagement

Highlights of the RPA Contest – Programme Rundown



User Engagement

Highlights of the RPA Contest – 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

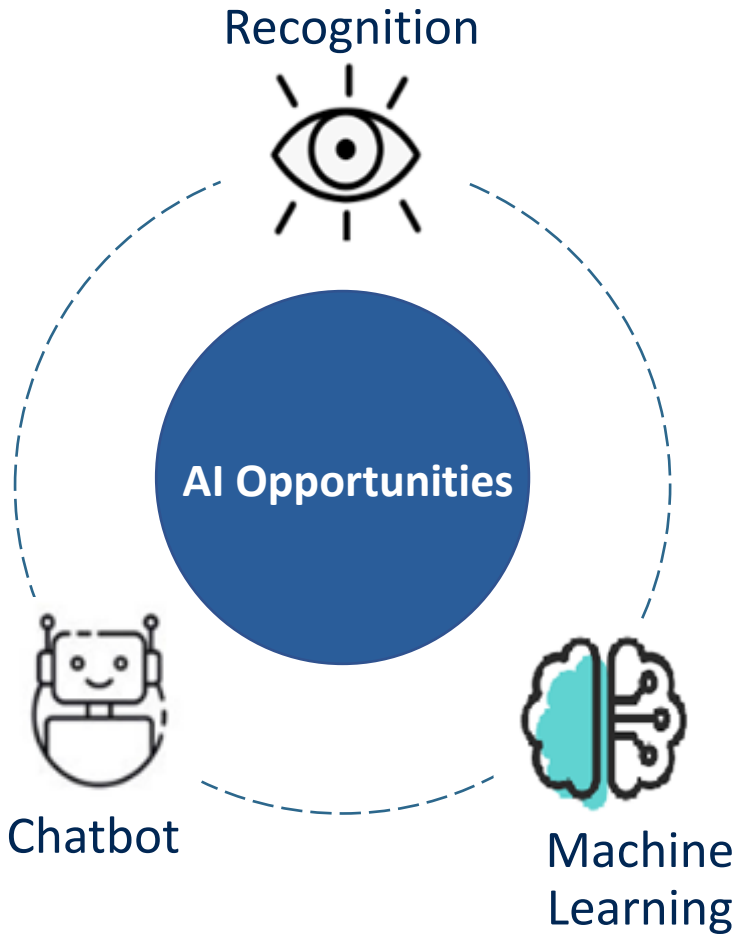
Jun - Nov 2018

- 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



Thank You

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