

MINSAIT'S ROBOTIC PROCESS AUTOMATION SOLUTIONS ARE IMPROVING OPERATIONS IN THE RETAIL SECTOR, RESULTING IN COST SAVINGS OF UP TO 30%

- In contrast to other technologies, robotic process automation is not only implemented in just a few weeks, but it also achieves major efficiencies in the short term and a return on investment (ROI) in just two or three months
- Indra's digital transformation unit is implementing robotic technology in retail multinationals to ensure and accelerate their organic growth and improve the quality of their processes in areas like financial services, human resources, sales, purchasing, supplier management and IT
- Indra's differential proposal in the retail market is based on improving the customer's knowledge and experience from an omnichannel perspective; the digitization of the physical point of sale; the automation of the supply chain; and technological innovation through pioneering solutions

Madrid, January 24, 2018. Minsait, Indra's business unit created to meet the challenges of digital transformation, has developed RPA (Robotic Process Automation) technology to increase the capacities of its solutions and their applicability in the retail sector with the aim of improving the quality of the processes undertaken by retailers and contributing to their growth and global expansion. RPA, which is implemented in just a few weeks, provides tangible results in the short term by reducing operating costs by an average of 30%, achieving a return on investment (ROI) in just two to three months and removing the possibility of human error.

Minsait currently has hundreds of robots deployed at the facilities of 30 customers in Spain and Latin America, facilitating the performance of more than a million manual processes per month and contributing to excellence in business operations by supporting staff and improving service for end customers. Indra's digital transformation offering in this scope is based on a combination of differentiating factors that provide the capacity to transform operations with a global (end-to-end) vision, from strategic consulting to the automation and even outsourcing of processes. Minsait also has four qualified experts in Spain and Latin America to provide its customers with global service and has forged alliances with the main RPA manufacturers, such as Blue Prism in the retail fashion market.

RPA has become an opportunity to generate added value in business processes, both in the front office (processes that interact with the end customer) and in the back office (activities that support the business). The inestimable qualities they provide in this scope include greater operational efficiency, an increase in the generation of value and competitive differentiation with respect to other companies. Moreover, the use of robots in process automation not only optimizes the use of existing systems and supports the work done by employees, but also contributes to improving the user experience through its positive impact on productivity and efficiency.

Retail experience

Minsait's robotic solutions are being implemented in numerous sectors by some of the retail industry's most representative companies. The company is now enhancing business processes at one of the world's leading textile multinationals, where it is helping to focus human capital on high-value tasks and contributing to improving the quality of processes within areas like financial services, human resources, purchasing, supplier management and IT.

It is a commitment to robotic technology applied to retail and major distributors that produces visible results of value for direct customers (B2B) and end consumers (B2C) as it is one of the sectors where these agents

most directly benefit from progress and innovation. Within its offering in the retail sector Indra develops its projects and services throughout the entire value chain for top-level customers by fostering their digital strategy, as the basis for their specialization, with a differential proposal supported by four pillars: improving the customer's knowledge and experience (customized products and services, 360° customer view, omnichannel purchasing experience); digitization of the point of sale (optimization of operational efficiency and sales activities); digitization of the supply chain (end-to-end traceability of products and fleets, route optimization, warehouse sensorization); and technological innovation initiatives, which not only apply RPA but also other technologies that are starting to change the conception of how business is conducted, such as blockchain, biometrics, cybersecurity, chatbots, artificial vision and virtual or augmented reality.

About Minsait

Minsait (www.minsait.com) is the Indra business unit that tackles the challenges posed by digital transformation to companies and institutions. Its offer is focused on achieving immediate and tangible results. Indra has grouped its entire digital business technology and consulting solutions under Minsait, which has established itself as one of the leading companies in said market in Spain. Minsait is characterized for its differential methodology, a broad portfolio of business solutions, a proprietary and unique sales model, delivery and support aimed at impact generation, and a flexible organization based on multidisciplinary teams, comprised of specialists with very specific profiles. Minsait completes Indra's existing offering of high-value vertical products, helping to orientate all services to cater to clients' key business needs, and thus becoming a driving force behind their growth.

About Indra

Indra is one of the world's top consulting and technology companies and a technology partner for the key operations of its customers' businesses worldwide. It is a leading worldwide provider of proprietary solutions in niche areas in Transport and Defense Markets and the absolute leader in IT in Spain and Latin America. It offers a comprehensive range of proprietary solutions and cutting edge services with a high added value in technology based on a unique culture of reliability, flexibility and adaptability to the needs of its customers. Indra is a world leader in the development of end-to-end technology solutions in fields such as Defense and Security, Transport and Traffic, Energy and Industry, Telecommunications and Media, Financial Services, Electoral Processes, and Public Administrations and Healthcare. Through its Minsait unit, it addresses the challenges of digital transformation. In 2016 Indra posted a revenue of €2,709m, employed 34,000 professionals, and had a local presence in 46 countries plus sales operations in more than 140 countries. Following its acquisition of TecnoCom, Indra's combined revenue amounted to more than €3,200m in 2016 with a team of nearly 40,000 professionals.