

**Company:** FPT Software  
**Company Description:** FPT Software, a subsidiary of FPT Corporation, is a global technology and IT services provider headquartered in Vietnam, with \$1 billion in revenue (2023) and over 30,000 employees in 30 countries.mThe company champions complex business opportunities and challenges with its world-class services in Advanced Analytics, AI, Digital Platforms, Cloud, Hyperautomation, IoT, Low-code, and so on.  
**Nomination Category:** Product & Service Categories - Business Technology Solutions  
**Nomination Sub Category:** ERP Solution  
**Nomination Title:** FPT Software’s HyperAutomation: Revolutionizing Efficiency with AI-Driven Automation



1. Which will you submit for your nomination in this category, a video of up to five (5) minutes in length about the the nominated new or new-version product or service, OR written answers to the questions for this category? (Choose one):
- Written answers to the questions
2. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video.
3. If you are providing written answers for your submission, you must provide an answer to this first question: If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released:
- Latest product update date: 29/03/2024
4. If you are providing written answers for your submission, you must provide an answer to this second question: Describe the features, functions, and benefits of the nominated product or service (up to 350 words):

**Total 320 words used.**

FPT Software’s HyperAutomation Key Program is designed to optimize business operations by automating manual and repetitive tasks using advanced technologies like AI, RPA, and machine learning. Its core mission is to enhance efficiency, reduce costs, and improve accuracy, enabling organizations to focus on strategic and value-driven initiatives.

The program delivers scalable solutions that accelerate time-to-market and improve customer experiences through faster, more personalized interactions. It empowers business units across FPT Software to streamline operations and expand service offerings, positioning the company as a leader in automation services.

By integrating HyperAutomation into its portfolio, FPT Software attracts clients seeking digital transformation, opens new revenue streams, and strengthens its competitive edge. HAP also plays a pivotal role in FPT Software’s internal growth by expanding its service portfolio, attracting automation-focused clients, and upskilling employees into intelligent automation (IA) experts. Its collaborative partnerships with leading tech firms like UiPath, Blue Prism, and Celonis further strengthen its capabilities and market reach.

**The core features include:**

- **Robotic Process Automation (RPA):** Automates repetitive tasks, reducing manual effort and increasing accuracy. It includes automation capabilities assessment, end-to-end RPA Development, RPA Orchestration platform, and RPA Migration.
- **Digital Worker:** A virtual model representing processes, data, employees, and assets, enabling real-time monitoring and optimization
- **IT Process Cognitive Automation:** Uses AI and ML to automate complex decision-making processes.
- **Low-code Platforms & BPM:** Accelerates application development and process management.

**Functions:**

- Automates both simple and complex business processes.
- Integrates with IT service management, data pipelines, and security systems.
- Provides orchestration platforms for managing digital workers and automation workflows.

**Benefits:**

- Operational Efficiency: Reduces processing time significantly (e.g., 75% reduction in invoice validation time for a global oil & gas client).
- Cost Savings: McKinsey reports up to 30% reduction in operational costs over five years.
- Enhanced Security: Automation reduces human error, a major cause of cybersecurity breaches.
- Scalability: Supports end-to-end automation from discovery to measurement.
- Improved Decision-Making: AI-driven insights enable faster and more accurate decision-making.

5. If you are providing written answers for your submission, you must provide an answer to this third question: Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable (up to 350 words):

**Total 342 words used.**

**Market Performance:**

(Certain performance metrics & project details are confidential and shared exclusively for evaluation purposes, NOT for public disclosure).

HyperAutomation Program is a key growth engine for FPT Software, driving digital transformation through high-impact projects for global clients like COX Automotive, HSBC, and Miroku Firearms, with iTCVPO reaching 28 million USD in 2024.

**Revenue Performance**

Client Industries: Finance, Automotive, and Healthcare are among the top sectors served.

**Critical Reception:**

HyperAutomation is recognized for its innovation and strategic value. According to Gartner Peer Insights (2023), 57% of tech leaders plan to adopt HyperAutomation, reflecting strong market momentum. Internally, HyperAutomation Services is seen as a cornerstone of FPT’s digital transformation strategy, with leadership committed to expanding its impact.

**Client Success story: A global oil & gas company in the UAE reported a 75% reduction in invoice processing time using FPT Software’s RPA and IDP solutions.**

Identifying sustainability as a major driver of growth, our client, a global oil & gas company headquartered in the United Arab Emirates, has been utilizing technology to fuel their green initiatives. The client identified several potential areas for automation but decided to start their invoice validation process in this early phase.

**Challenges:**

Working with hundreds of partners, the company faced the challenges of:

- Processing 10,000 invoices annually
- Invoices come in different formats and templates
- Invoices contain 25 various data fields.
- Time-consuming and labor-intensive invoice validation process

**Solution:**

- Given the complexity, FPT Software has deployed top-notch technology such as Robotic Process Automation (RPA) and Intelligent Document Processing (IDP) for enhanced accuracy.

**Key results:**

- Processing Time Reduction: A staggering 75% reduction in invoice processing time was achieved, delivering immense time and cost savings.
- Enhanced Accuracy: 10,000 invoices are now automatically validated with high accuracy, eliminating costly errors inherent in manual processes.
- Unleashed Human Potential: Employees are now freed from repetitive, low-value tasks to focus on strategic initiatives, optimizing operational efficiency and contributing to energy savings.
- Strengthened Partnerships & 24/7 Operations: Faster payment processing bolstered partner relationships, while the 24/7 availability of the tech-based solution ensured continuous, uninterrupted operations.

6. You have the option to answer this final question: Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words):

**Total 13 words used.**

- **Website:** <https://fptsoftware.com/services/digital-technologies-and-platforms/hyperautomation>

**Attachments/Videos/Links:**

[FPT Software’s HyperAutomation: Revolutionizing Efficiency with AI-Driven Automation](#)

 [REDACTED FOR PUBLICATION]