Robotic process automation

Automation’s next frontier
Robots" are software tools that have emerged to simplify business process delivery. The technology behind this development is called robotic process automation (RPA). These software robots offer improved business efficiency, data security and effectiveness by mimicking human actions and automating repetitive tasks across multiple business applications without altering existing infrastructure and systems. Enhanced productivity, reduced cycle time, and improved accuracy and compliance are some of the benefits of this technology.

Robotics process automation (RPA) is another step in the evolution of business process bundling and outsourcing. Over the last few decades, various waves of technology progression that dramatically impact business have been seen. We believe RPA is the next step, with the potential to significantly reduce the requirement for employees to perform rule-based high-volume activities.

The next wave of cost savings is gathering pace, focused on replacing manpower with technology in service delivery.
How we can help you bring RPA into your company

1. RPA Strategy
2. RPA proof of value for selected opportunities
3. RPA Business Case Development
4. RPA production rollout (People, Process, Technology)
5. RPA Centre of Excellence
6. RPA Managed Service

Benefits of RPA:
- Reduced delivery risk
- Application integration via user interface
- Efficiency or cost base reduction
- Quality, accuracy and risk mitigation
- Auditing and security
- Flexibility and multitasking
- Average run time decrease of 76%
Areas of RPA development

Organizations are constantly looking to identify processes that can be automated. A classic candidate for RPA would be one where three key characteristics are fulfilled:

- The actions are consistent, with the same step being performed repeatedly.
- It is template driven, with data being entered into specific fields in a repetitive manner.
- It is rules-based, to allow decision flows to alter dynamically.

Thus, some application examples are:

**Finance**
- Account closure and opening
- Account audit requests
- Foreign exchange payments
- Claims processing

**Supply chain**
- Order management
- Material requirements planning system
- Energy consumption and procurement
- Payment protection measures

**People Management**
- Timesheet administration
- Job role change
- Amendment of address details
- On- and off-boarding procedures

**IT**
- Password resetting
- System maintenance
- Data cleansing
- Data analytics
How to prepare your organisation for this massive change in the way we work

1. **Sell the concept to (human) executives**
   The best place to start is at the top, as the business case for the cost of robotic full-time-employees (FTEs) vs. in-house FTEs will need buy-in from senior executives.

2. **Prepare to work with IT in new ways**
   Getting the buy-in of IT is essential to project success. IT support is critical to identify issues that have been hidden before, such as capacity planning and failover for servers and storage, licensing of virtual machines, network latency and response times.

3. **Make the business case**
   It is essential to have a detailed understanding of the actual current costs of the business process to be automated. It is difficult to demonstrate savings could be achieved with a robot if current costs cannot be identified.

4. **Develop skills to run a robotics shop**
   Developing or hiring additional skills in the area of testing and quality assurance helps to identify some issues that won’t become evident until the robots are executing the process at scale and are subjected to the variables of live virtual machine environments.
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