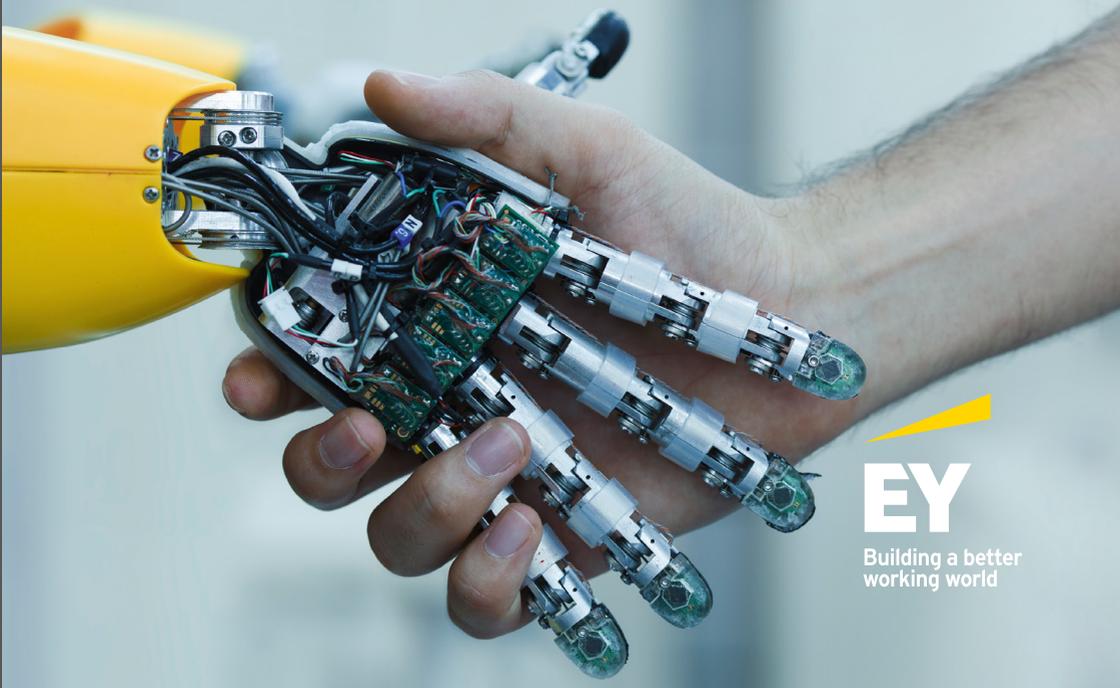# Robotic process automation

Automation's next frontier

EY

Building a better
working world

Robotics process automation is progressing towards new heights

"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.

2016

The next wave of cost savings is gathering pace, focused on replacing manpower with technology in service delivery.

2000s

Increase in manual workforce to perform activities between business systems.

1990s

ERP and shared services concepts fueled the emergence and growth of centralized finance and accounting, HR, procurement and other business functions.

How we can help you bring RPA into your company

1 RPA Strategy

4 RPA production rollout (People, Process, Technology)

2 RPA proof of value for selected opportunities
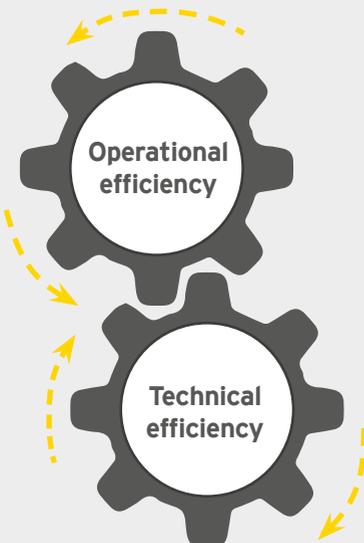
5 RPA Centre of Excellence

3 RPA Business Case Development

6 RPA Managed Service

Benefits of RPA

Operational efficiency

Technical efficiency

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%

" An application of technology that allows employees in a company to configure computer software, or a 'robot', to capture and interpret existing applications for processing a transaction, manipulating data, triggering responses and communicating with other digital systems. **"**

- The Institute for Robotic Process Automation (IRPA)

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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