



ROBOTIC PROCESS AUTOMATION

Key Business Benefits & Adoption Guide

Robotics Process Automation (RPA) is a significant and buzzworthy technology – but when it comes to the actual business applications of RPA, most companies are having a difficult time considering, let alone justifying it for their own brand. We developed this comprehensive eBook to outline how Robotic Process Automation can be applied to your real business needs. Discover the key benefits of RPA, how to develop RPA for any business process, and how RPA can change the face of business productivity.



RPA

Robotic Process Automation (RPA), an emerging field of business process automation, capitalizes on software applications (often called robots or bots) to replicate and improve tasks typically performed by humans.

RPA is considered the next evolution of business operations due to its low running costs and ability to reduce human dependency. With RPA, companies are able to automate repetitive, manual tasks and leave more rewarding, logical, and creative work for humans.

“To match the speed of technology we must reform current conventional business processes with AI & robotic automation.”

21st century business drivers, and their success, depend heavily on technology. Technology and the processes it enables are faster than ever before, enabling the pace of the production to grow exponentially. To nurture such growth, enterprises are embracing modern technology developments, such as RPA, leaving manual and time-consuming business processes behind for AI and robotics enabled solutions.

BUSINESS NEEDS & RPA SOLUTIONS

The marketplace is comprised of various types and sizes of industries producing tangible goods or valuable services. While each of these industries operate with vastly different internal departments and processes, all are defined by the processes they form to function and run smoothly. Yet often processes leave companies heavily reliant on human performance. Businesses are impacted by human limitations. Most brands underestimate the true cost of human limitation and ignore the opportunity for process automation.

“Empower employees through technology by acknowledging the true cost of human limitations.”

RPA provides the key to overcome human limitations, allowing brands to keenly adopt technology trends and excel among global competitors.



BUSINESS BENEFITS OF RPA

RPA emulates user interactions with applications at the user interface level. Rather than just technology, RPA's value is based on its speed, ease of development, and deployment.



Non-invasive in nature.

Using RPA businesses can avoid fresh expenditure on software development and still plug their process gaps with minimum changes in current infrastructure.



Quick development.

RPA's development cycle is considerably less as compared to typical IT-led application integration projects.



Low investment, as a result of direct deployment, the cost of a high complexity implementation and pilot programs becomes less.



High ROI, due to reduction in full time equivalence leading to cost savings, increase in scale of operations and re-deployment of work force in value added tasks.

BUSINESS BENEFITS OF RPA CONTINUED ...



Analytics for any organization can be powered by the data collected with the task execution of RPA.



Higher Scalability as compared to human capacity which is limited to a certain level in the fluctuating demands in the market.



Auditability, Consistency & Error rates are the three of the many features RPA brings into the system, which is due to the direct substitution of any human error by foolproof robotic implementation.



Optimized business process (Onshore and Nearshore)

Incorporating RPA enables businesses to optimize their business processes and have the right combination of offshore, onshore and nearshore capabilities.

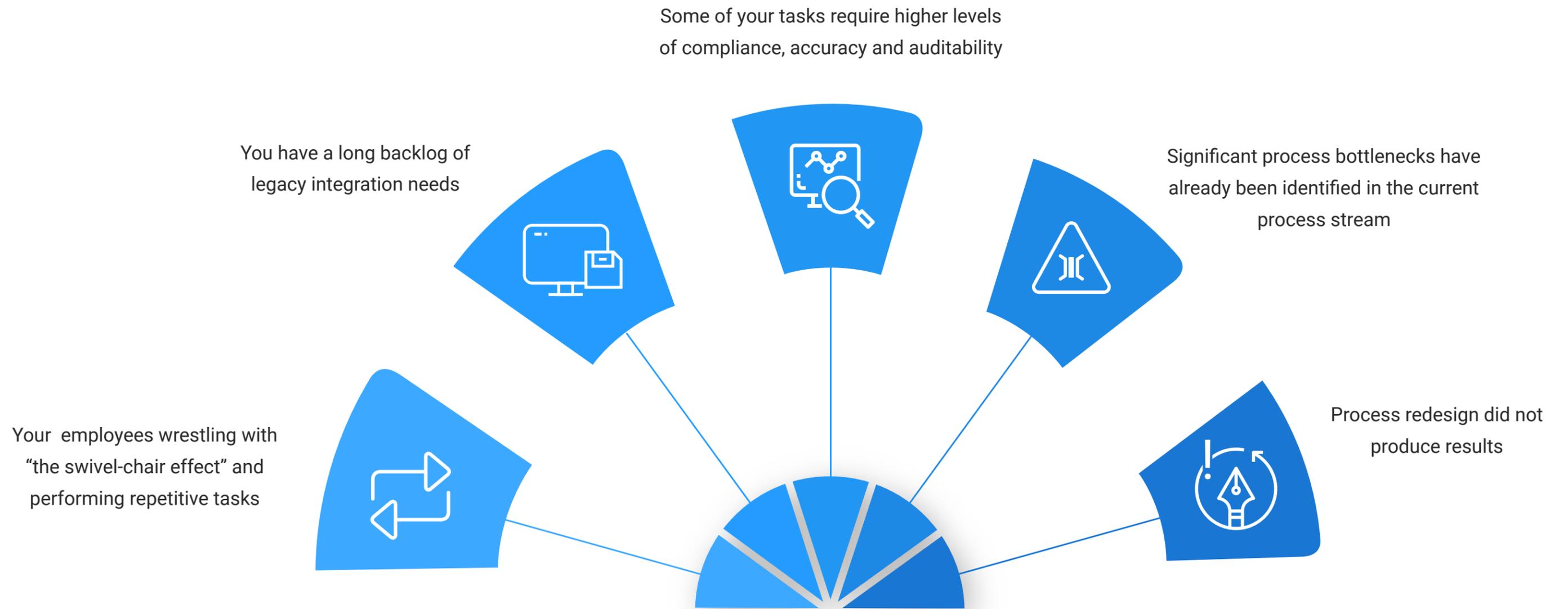


Employee Satisfaction and Retention increase with the implementation of RPA. Automation allows employees to trade mundane tasks for more creative and rewarding work.



IS
RPA
THE RIGHT SOLUTION
FOR YOU?

SIGNS THAT YOUR BUSINESS NEEDS RPA



BEFORE THE RPA ADOPTION...



Prioritic need of RPA adoption in each department/business process, which will determine the order of RPA implementation.



Identify key metrics of business processes in order to identify the processes right for robotic automation.



Classify task and processes, do not mix a repetitive task with a repetitive process



Do a preemptive analysis of RPA cost versus enhanced productivity of the department to undergo RPA adoption.

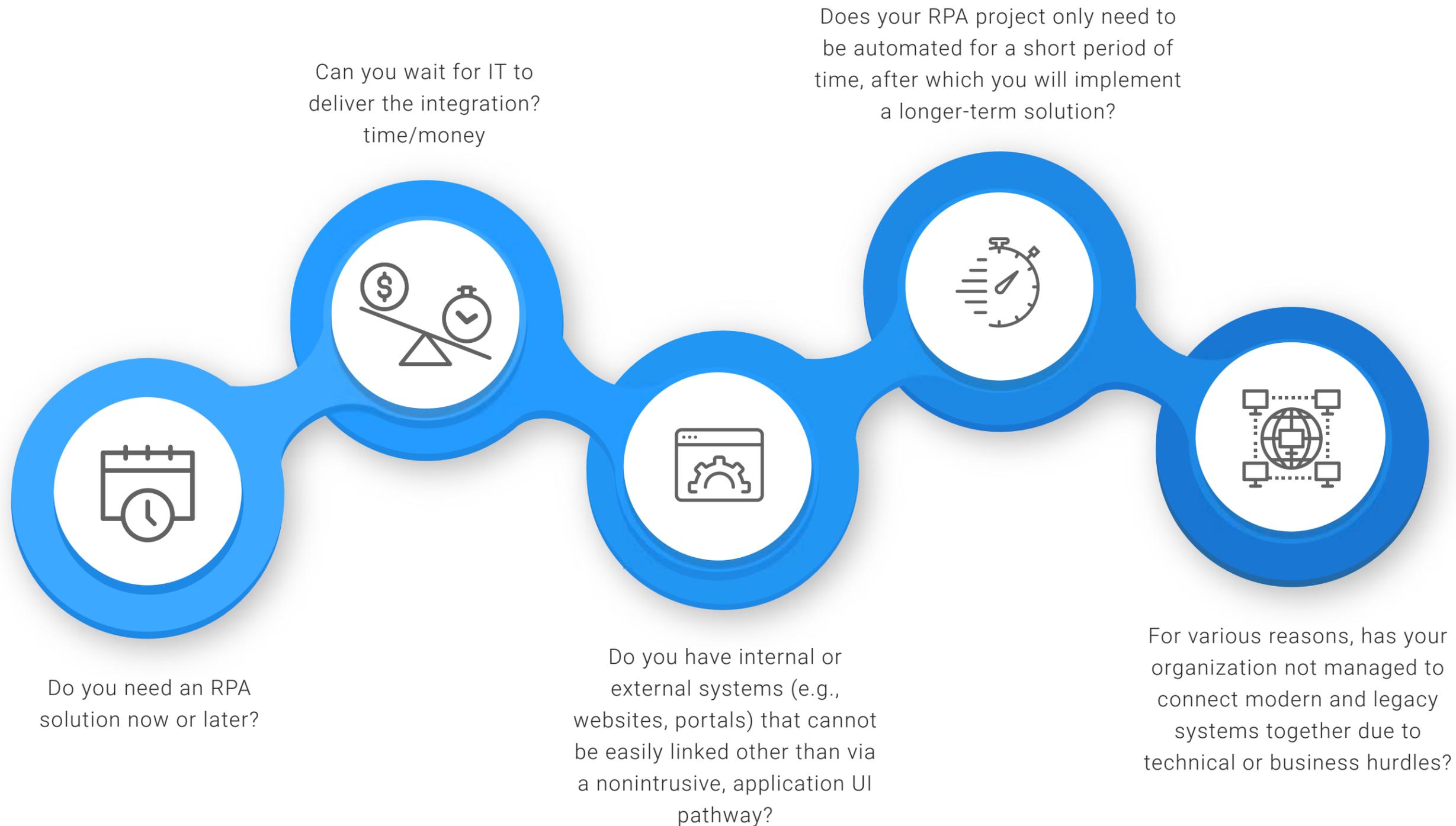


Be aware of current process error before developing an RPA solution. Faults in the processes, may lead to erroneous solution as RPA with a bottleneck has no use



Clearly identify the business-critical decisions, which are part of a business process and evaluate if RPA is a substitute to human intervention for such decisions or not.

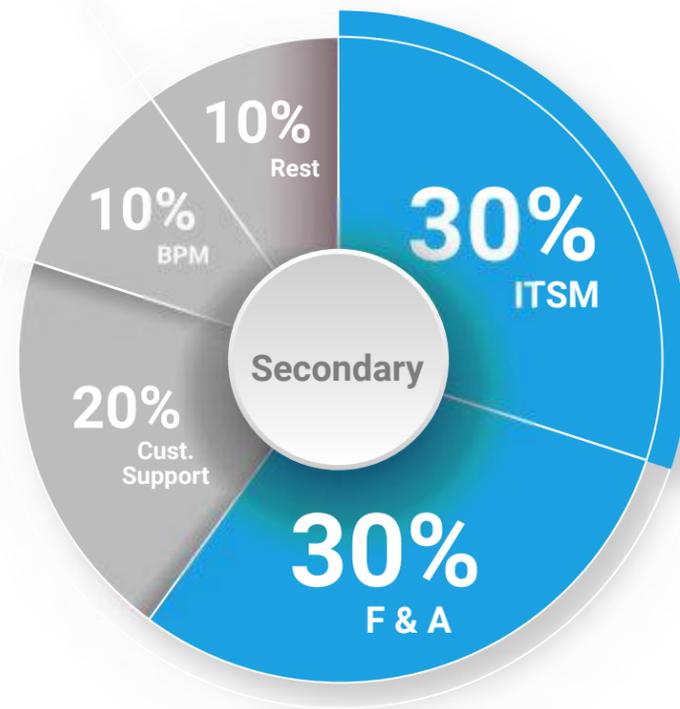
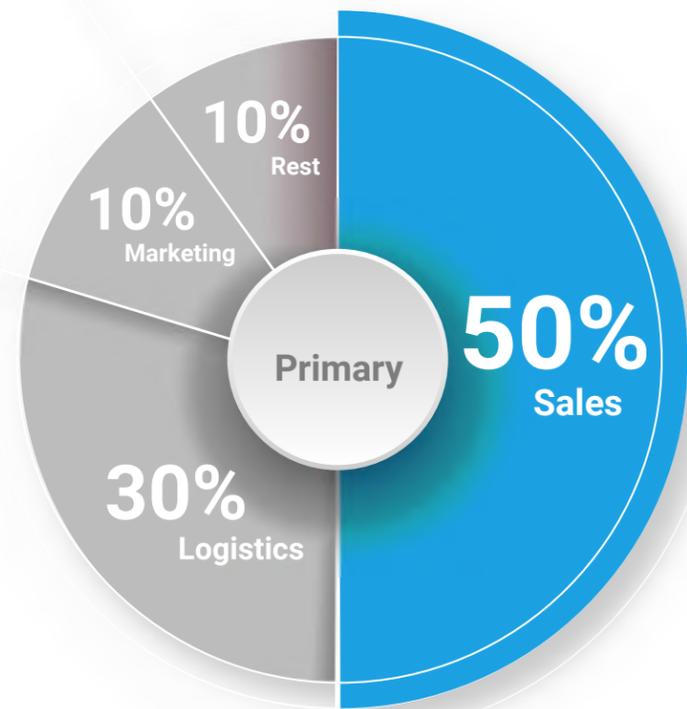
DEEPER EVALUATION



MOST ELIGIBLE BUSINESS PROCESSES FOR RPA ADOPTION

Every industry capitalizes on certain departments for their overall productivity. Effective and foolproof performance of those departments is the key to their success in the market.

Adopting RPA to upscale the performance of business-critical departments, depending on the nature of their industry, is crucial.



Weightage of various departments in 3 major industrial sectors:
production/extraction of raw materials (**primary**), manufacturing (**secondary**), and services (**tertiary**)

RPA: CASE STUDIES

FINANCE SERVICES

Business Case

The company needed to automate a back office process with a volume of approx. 1800 processes per month with 3 FTEs. There were 3 departments involved that used 4 applications, such as MS Office and e-mail on desktop. The process involved unstructured information, while the rules and decisions were predetermined. There were less than 2% of exceptions. The process also involved the use of paper and of the OCR technology.

Goals

- Eliminate the repetitive jobs to manually add merchant details
- Reduce redundant activities
- Eliminate error while entering merchant details into the system

RPA Implementation

The Automated robot extracted data from an incoming invoice via e-mail, and validated the PO number, the number of items and the cost per item against the PO and goods received. The robot used ABBYY OCR to extract the data.

Benefits

- Massive improvement of customer relationships
- Customer had time to concentrate on other processes that involved more critical thinking



Degree of Automation
90% Effort Automated



ROI Timeline
2 Months



Error Rate
Reduced To 0%



Processing Time
2 X Previous Time



Manual Effort
Dropped By 80-90%

IT SUPPORT SERVICES

Business Case

The requirement was to automate resolution of 30 different issues under different categories. All the issues has a fixed resolution performed with fixed steps. There is set of more than 15 people working 24x7 just to support over the mentioned cases.

Goals

- 95% FCR
- Less turn-around time for issue resolution
- 100% automation in Tier 3 support
- Lean IT governance with employee upskilling

RPA Implementation

The resolution for those 30 issues was determined. All the manual steps were automated with the manual effort only required to identify the issue. Single person would remotely run the scripts over the server and desktops.

Benefits

- People were upskilled
- Highly Time and cost efficiency
- Better use of Human creativity



Degree of Automation
95% Effort Automated



ROI Timeline
3 Months



Error Rate
Reduced To 0%



Processing Time
1.5 X Previous Time



Manual Effort
Dropped By 90%

COLLABORATION SERVICES

Business Case

In the order creation & service removal process, this client aimed to implement RPA to process the huge volume of transactional data involved. The client provided speed booster service as discount to all customers. AUD 20 was lost per customer per month for this discount. The specific challenge lay in the removal of speed booster service in order to reduce cost to the company.

Goals

- Replace the speed enhancing service with RPA implementation
- Faster Order processing
- Better customer experience with less wait time

RPA Implementation

Automated Robot was used to automate the order build process and service removal activity. Within 4 weeks, the Automated Robot was built on the client's CRM system (Siebel), tested and deployed into production. The solution involved the generation of a daily operational report for discussion with stakeholders. A total of 4 robots were running 24/7 to process 480-600 orders every day.

Benefits

- 25.000 orders processed in the first 4 months
- 10 FTEs saved



Degree of Automation
90% Effort Automated



ROI Timeline
4 Months



Error Rate
Reduced To 0%



Processing Time
1.9 X Previous Time



Manual Effort
Dropped By 90%

ADMINISTRATIVE SERVICES

Business Case

The company needed to automate a back office process with a volume of 20 pallets per day, and an AHT of 120 seconds per pallet. There was one department involved that used 2 applications on desktop and web. The process involved fully structured information. There were less than 2% of exceptions.

Goals

- Completely automate the back office process
- Bring the exception to 0% in this highly stable environment

RPA Implementation

The Automated robot automated the interface between the issue of goods in the production system, the ERP system and the web portal of a logistics supplier. When pallets left the stock, one person scanned the pallet. The information got passed on to the robot, which looked up at the pallet numbers and registered them in the web portal, so that the rental time was handed over to the client.

Benefits

- Savings through direct entries into the target system
- Strengthened independence of the departments



Degree of Automation
100% Effort Automated



ROI Timeline
6 Months



Error Rate
Reduced To 0%



Processing Time
1.75 X Previous Time



Manual Effort
Dropped By 90-95%

AGILE BUSINESS TECHNOLOGY

For more than 15 years, we have strategically leveraged digital technologies to deliver competitive advantage to our clients

DIGITAL TRANSFORMATION IS A JOURNEY

Take 10 minutes to understand where you are before you make the next investment.



Ground Floor, Ou Kollege Building
35 Church Street,
Stellenbosch, 7600
South Africa

rpa@agile.co.za
0218867062

eBOOK