Boosting Performance and Productivity
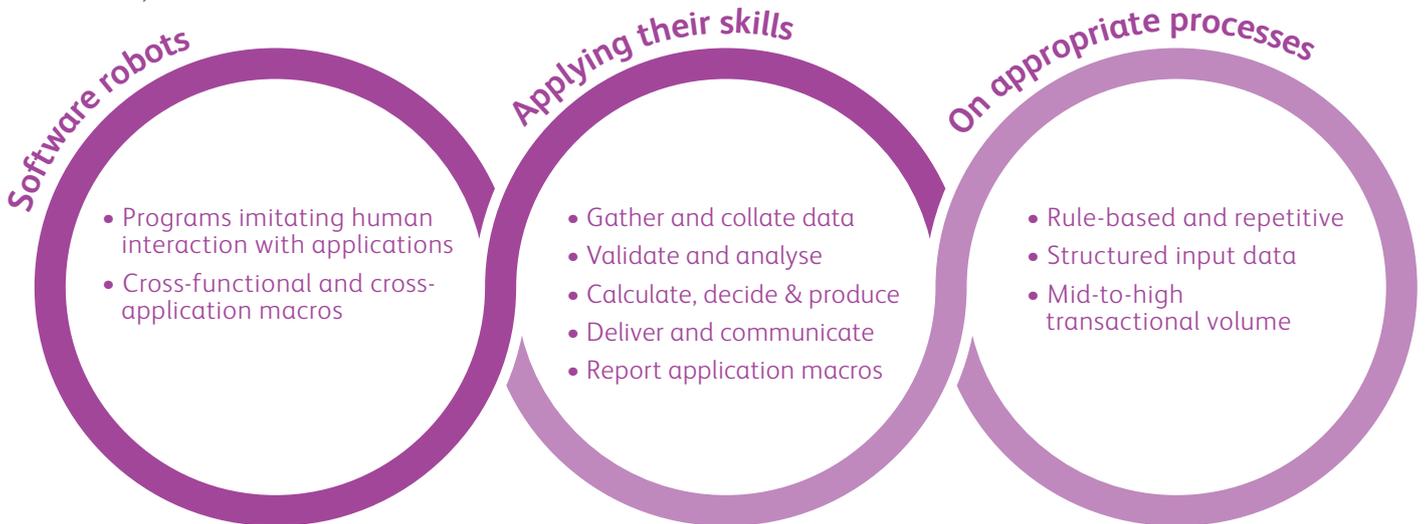
Supercharge your business with Robotic Process Automation

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What is Robotic Process Automation?

Robotic Process Automation (RPA) configures software robots to execute tasks by capturing data, interpreting information, and performing programmed tasks. RPA robots can communicate with other systems and applications to execute a wide variety of tasks, from simple to complex.

In short, RPA is:

Software robots
- Programs imitating human interaction with applications
- Cross-functional and cross-application macros

Applying their skills
- Gather and collate data
- Validate and analyse
- Calculate, decide & produce
- Deliver and communicate
- Report application macros

On appropriate processes
- Rule-based and repetitive
- Structured input data
- Mid-to-high transactional volume

Which processes should be automated?

To experience the full value of RPA, you should first identify the right tasks to automate. These tend to be:

- Highly manual/ repetitive
- Rule-based processes
- Structured input data
- Mid-high volume
- Low exception rate
- Prone to human error
- Process out of working hours

What industries benefit from RPA?

Banking
- Compliance Reporting
- Credit Collections

Logistics
- Scheduling Delivery
- Invoicing and Credit Collection

Manufacturing
- Supply Chain Automation
- Smart Order Tracking Management

Insurance
- Claims Processing
- Member Eligibility and Billing

Health Care
- Appointment Scheduling
- Data Security and Confidentiality

Market Research
- Data Aggregation
- Insights and Reporting

Businesses that have implemented RPA are experiencing significant benefits. These include increased efficiency, improved customer retention, and employee satisfaction (from 92% of employees**).

** Forbes Insights: Accelerating Business Insights with Intelligent Automation, 2019

Take your operations to new levels of efficiency

Streamlined operations Routine tasks as well as complex, data-heavy processes are delegated to RPA, eliminating tedious manual activities. This frees up your employees to focus on higher value tasks, empowering your business to do more with less.

Higher Performance, lower costs As RPA takes over data-heavy tasks, accuracy is increased, quality and speed of work is improved, and costs due to human errors are reduced. Automating tasks creates an immediate 25-50% cost savings* vs. manual processes.

* Benefits of RPA, Institute for Robotic Process Automation

Data-driven optimisation Data collected allows you to further optimise the use of bots. An easy-to-navigate dashboard presents information in a relevant manner. Utilise the data to make adjustments and maximise RPA benefits.

Accuracy and transparency A detailed audit and logging of user and robot activities gives you visibility on digital activities, and facilitates ease of reporting. RPA ensures a complete and clear audit trail.

Ease of implementation and scalability

RPA allows quick interactions with your legacy applications and ease of integration into business processes with no disruptions to current workflows. Start with a small process within a department and scale across your enterprise with confidence.
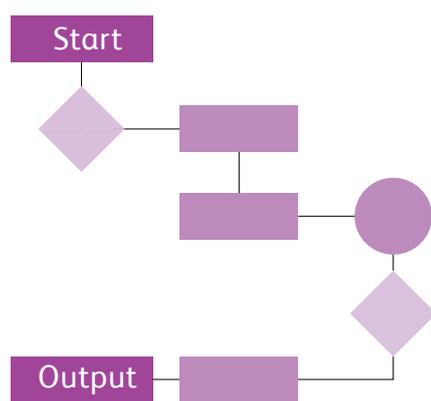

Current Workflow
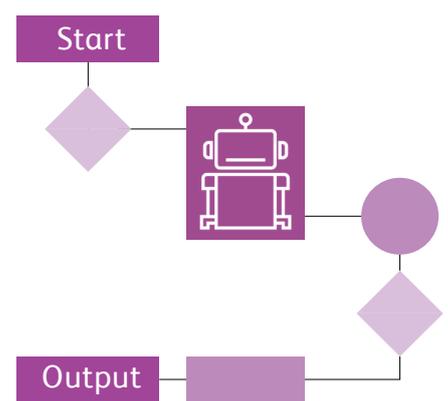
Workflow after adopting RPA

Harnessing the power of Intelligent Automation

Intelligent Automation is a combination of intuitive automation technologies to allow organisations to transform complex workflows and digitise document-intensive processes from beginning to end. It does this by harnessing the power of artificial intelligence (AI), using robotic process automation (RPA), information capture, mobility, analytics, and process orchestration.

This allows you to create a seamless, real-time link between customer-facing systems of engagement and internal systems of record. Whereas business process automation platforms can trigger workflows to help people make decisions, **Intelligent Automation** allows for complex decision-making with minimal human intervention.

Cognitive Capture

Robotic Process Automation

Process Orchestration

Mobility

Advanced Analytics
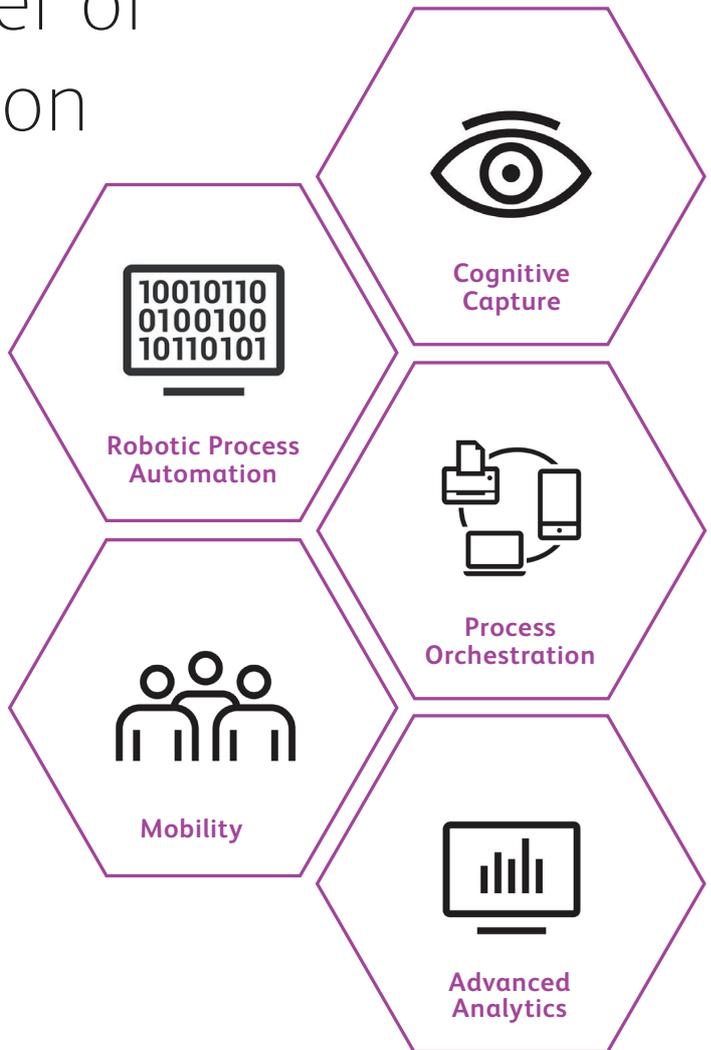
Key benefits of Intelligent Automation

- Replaces manual processes with error-free workflow automation
- Cuts down completion time and reduces costs
- Ensures compliance and eliminates fraud risk
- Improves customer satisfaction

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The information is as of June, 2021.