

Course agenda



1 The time for RPA Is Now!

3 What Process Should I Automate?

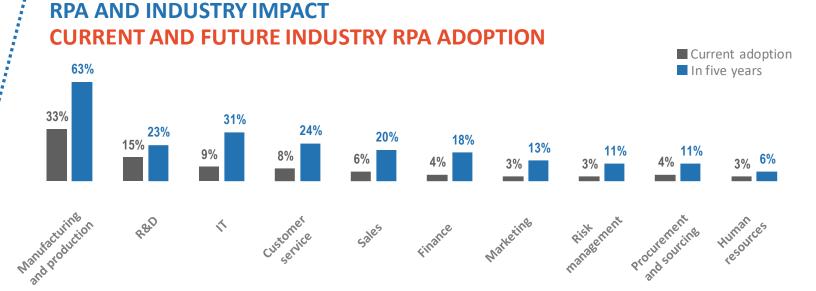
2 RPA Adoption Across Processes And Industries

Processes Every Company Should Automate

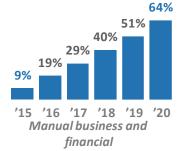
The time for RPA Is Now! Why RPA? And Why Now?

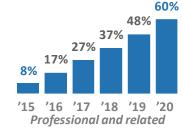
of tasks across every job category will be automated by 2019

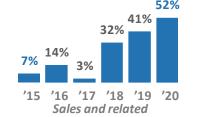
SOURCE: Forester Research 2015

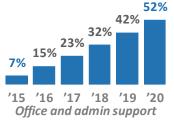


RPA RATE OF JOB TRANSFORMATION



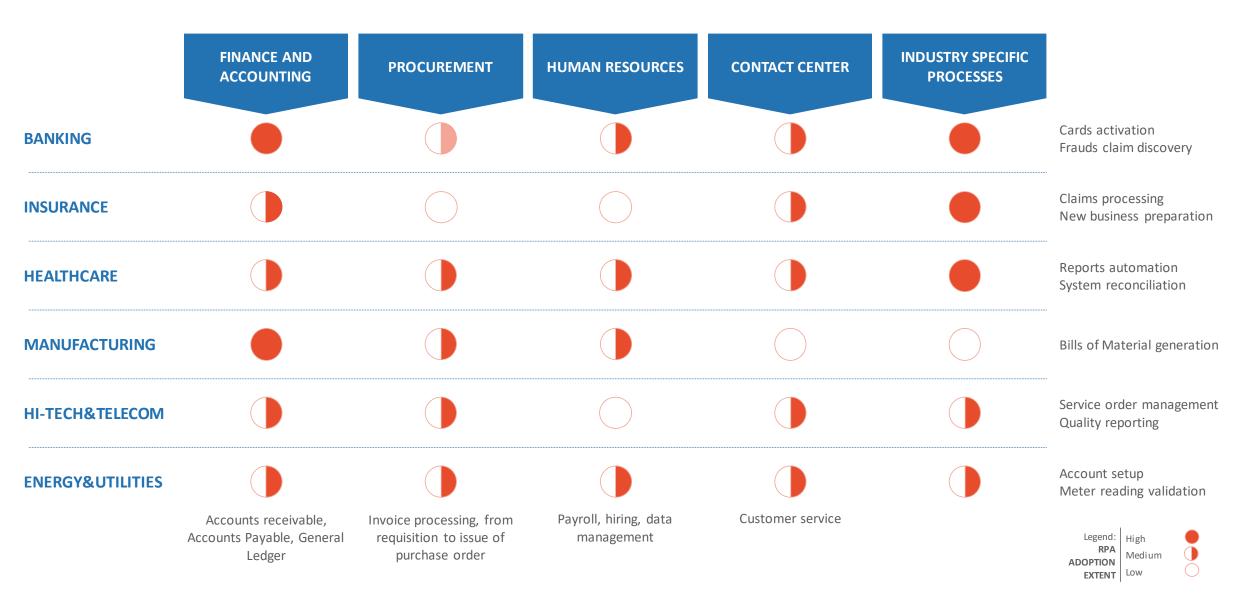






RPA Adoption Across Processes And Industries

RPA is high priority for most global in-house centers



What Process Should I Automate?

Guide to Choose the Best Candidate Processes for Automation



Highly manual and repetitive processes

- High transaction volume processes
- Highly frequent processes running daily, weekly (instead of monthly or yearly, which involve lots of manual work or work prone to human error)



Processes with standard readable electronic Input Type

- Triggered by standard and consistent inputs.
 The inputs should be in a readable input type like Excel, Word, email, XML, PPT, readable PDFs etc
- Triggered by input types which are not readable (scanned images with no OCR are not prone to automation.)



Changeable Processing Method or System Change

- The processing method cannot be changed
- Fundamental changes are not required in the underlying technical architecture of the current systems (e.g new interface development or changes in configuration for existing systems to enable automation)
- We strongly recommend to avoid automating a process that will be changed in the short term



Rule-Based Processes

 Activities with clear processing instructions (template-driven), with decision making based on standardized and predictive rules



High Volumes

 Processes with high transaction volumes (and high frequency).



Automation Savings

 It's recommended to automate only the processes that can provide a saving in terms of human work-effort of minimum 2 FTEs



Low Exception rate

 Activities with low number of variation scenarios existing in the process leading to different handling procedures

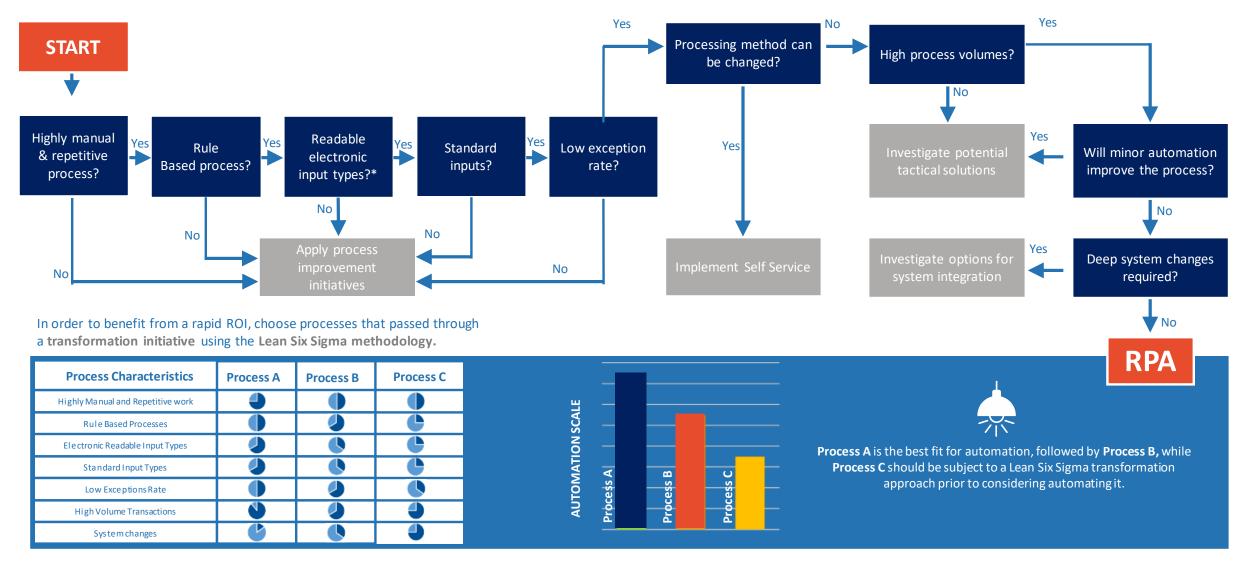


Mature and stable processes

- Well documented, stable, predictable
- o Known operational costs

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^{*} Readable Input Type = Excel, Word, email, XML, PPT, readable PDFs etc. Non-readable input type: scanned image with no OCR

Processes Every Company Should Automate



HR Services

Due to the huge amount of repetitive, often manual, administrative tasks, under the shape of form fillings, data capturing, updating and disseminating and large number of request processing, HR is a gold mine of opportunities for automation



Inventory management

Demand and supply planning

Invoice and contract management

Work order management

Returns processing

Freight management

Supply Chain

Supply chain problems cost companies between 9-20% of their value over a period of 6 months. The processes mentioned in this slide are typically prone to automation and represent typical area of improvement in any supply chain operations.



Finance and Accounting

F&A is another area where automation can have significant positive impact on cost savings, improved efficiency and streamline processes, when applied

Procure to Pay (AP) Order to Cash Record to Report Vendor Management Collections Incentive Claims Sales Order Finance and Accounting

Software deployment Server and app monitoring Routine maintenance & monitoring Email processing and distribution Batch Processing Password reset/unlock Back up & restoration T Services

AUTOMATION

Other Areas for Automation

Besides typical horizontal services, there are other organizational activities that can fall easily under the scope of any automation strategy

IT Services

With an estimated 30% of time spent on low level tasks, IT is compelled to embrace automation as a way to focus on the initiatives that require innovative thinking, and be able to tackle with the critical organizational tasks currently consuming much of their time.

