

## **Robotic Process Automation (RPA) the "Fourth Industrial Revolution."**

Robotic Process Automation (RPA) is developing software to enable work to be done by a machine rather than a person (Willcocks et al, 2015). For the point of view of a business, labour costs will impact on profits, this has meant in some instances whole operations relocating to China. It has been said that by 2035 around 35% of all jobs can be impacted by the use of automation (Frey and Osborne, 2017).

RPA is basically a business model that may replace manual jobs in receptive industries or where errors need to be eradicated (Romero, 2018), this ultimately is designed to reduce labour costs (Slaby, 2012).

Blue Prism are one such company who have developed RPA software that looks at combining AI and machine learning with business processes to make them more agile and cost effective (Madakam, 2019).

The evolution of RPA could be seen in the future by developing unassisted RPA driven by Artificial Intelligence (Gupt and Dixit, 2019) in fact it has been cited by Klaus Schwab as being the "Fourth Industrial Revolution."

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