Automation of Business Processes Using Robotic Process Automation (RPA)

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Abstract. Robotic process automation (RPA) is the use of software with artificial intelligence (AI) capabilities to automate high-volume, repeatable, rule-based, workflow-driven tasks that previously required humans to perform on computers.

RPA Software Robots ('Bots') mimic human actions and behaviour (intelligence) in executing workflow tasks. These Robots, with cognitive and analytical capabilities – the DIGITAL WORKFORCE, provide Intelligent Process Automation (IPA/iRPA).

A digital worker (An Intelligent Robot) is a team member that is trained to carry out the process just like any employee, only faster, with more productivity, with less mistakes, and in lower cost. All teams will have digital workers alongside humans in the near future – The **Digital Workforce**. It is already happening!

Keywords: Robotic process automation · RPA · Automation · Business process

Introduction

For the execution of business process, workers currently spend substantial time dealing with Enterprise Resourcing Planning (ERP), Customer Relationship Management (CRM), spreadsheets and legacy systems in manual repetitive tasks like typing, coping, pasting, extracting, merging and moving massive amount of data from one system to another. Consider that some of these highly structured, routine and manual tasks could be handle by a robot, so that knowledge workers have more time for value added tasks.

Building Digital Workforce

This is the promise of Robotic Process Automation (RPA) that emerges in the last few years as a set of software tools and platforms that can automate tasks on rules-based business process. Recent case studies report the benefits of the application of RPA in different business process and some authors propose the criteria for selecting the process for automation. One of these criteria is highly structured tasks, corresponding typically to back office business process like finance, procurement and human resources. From the research, studies have found benefits of the application of RPA on front office business process like selling, requirements handling or after sales support. Considering the above, the question is "What are the results on applying RPA to service business process with front and back office activities"?

Robotic Process Automation (RPA) emerges as software-based solution to automate rules-based business processes that involve routine tasks, structured data and deterministic outcomes. Recent studies report the benefits of the application of RPA in terms of productivity, costs, speed and error reduction. Most of these applications were carried out on back office business process where the customer is not directly involved, therefore a case study was conducted on a BPO provider to verify the benefits and results of applying RPA to a service business process with front and back office activities. The results show that productivity improvement is the main benefit of RPA.

RPA Adoption Report

Digital Workforce creation technology – RPA, has swiftly become the main go-to solution for senior executives of nearly every business environment, and with good reason - many enterprises have successfully deployed and leveraged automation for efficiency, general business improvement and other related objectives. However, all these endeavours come with specific challenges. Concerns about security, scalability, and automation maintenance are top of the mind of most organizations' executives. The report provides the findings of a survey-based research project that Everest Group undertook with 72 enterprise executives across multiple geographies, to understand what enterprises value as the most important features of an RPA solution.

Tech Talk

A tech talk is being organized to understand Robotic Process Automation. **The tech talk** provides awareness on Robotic Process Automation (RPA) technology and its application.

Coverage:

- What is RPA, how does it work and what are its benefits?
- RPA Use Cases and Business Case
- Leading RPA Technology Products
- RPA Adoption & Implementation Approach
- Demos

Training Workshop

A training is being organized by **Learning & Development Team**. Training details for hands-on workshop on RPA UiPath:

COURSE COVERAGE
UiPath Training coverage will be for the **RPA Developer Role** with Foundational to Intermediate level
of knowledge along-with introductions to advanced topics.

COURSE STRUCTURE OVERVIEW
Duration : 40 Hours. Mode : Classroom.
Structure : Classes + Hands-on + Assessments

PRE-REQUISITES
Fundamental concepts of programming (OOP), 1+ year programming experience is a plus, working
experience with Excel, Mail, PDF.

LAB SETUP
- Windows 10 Laptops/Computers with internet connectivity, 8GB RAM
- Microsoft Excel, PDF, IE/Chrome/Firefox Browsers.
- UiPath Community Edition software for Studio and Orchestrator