Anup Upadhyay

RPA Life Cycle

How do you start your RPA?

Anup Upadhyay

A short write-up

As a certified senior advisor Anup leads the RPA Practice for different clients, where he advises clients and delivers on complex transformation customer journeys designing on leveraging Robotics, Autonomics, and cognitive automation.

Throughout the course of his 14 years career, Anup has built a reputation as an energetic and ambitious change agent who excels at developing and executing automation strategic, program, and automation project roadmaps driving operational excellence.

His ability to liaise across all functional & technical areas and build consensus with culturally diverse, globally dispersed teams is only one of his many strengths. Analytical, focused, and decisive, Anup is highly adept at identifying and designing effective approaches to carryout transformational automation initiatives that deliver measurable business value and positive financial impacts under constrained timeframes and in highly regulated industries. Anup holds a Masters Degree in Computer Applications.
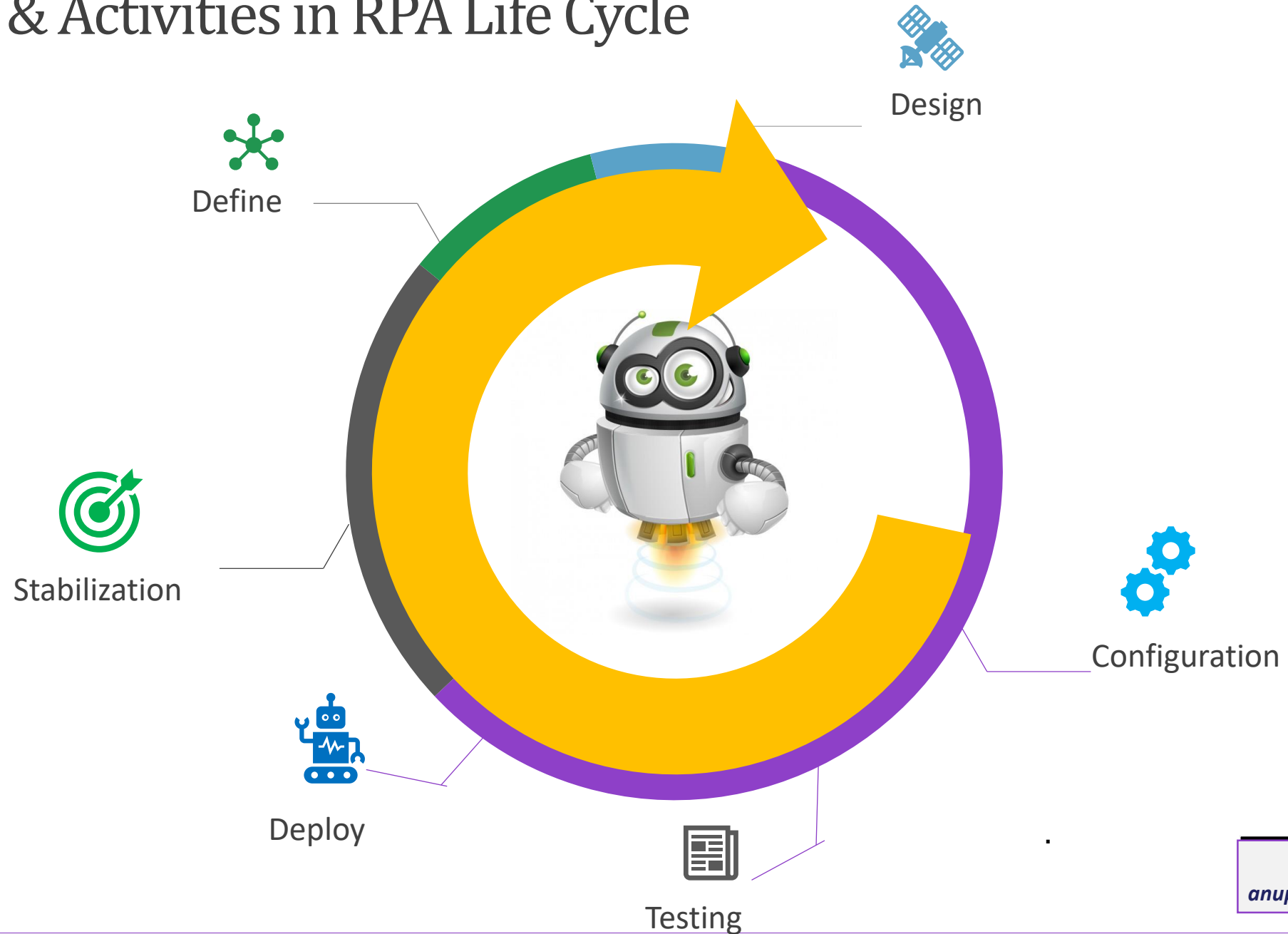
About Anup

Advisor - RPA
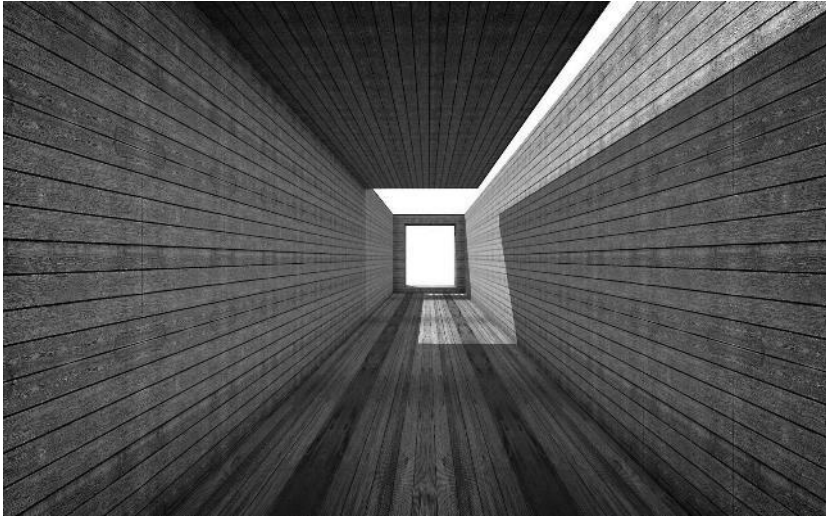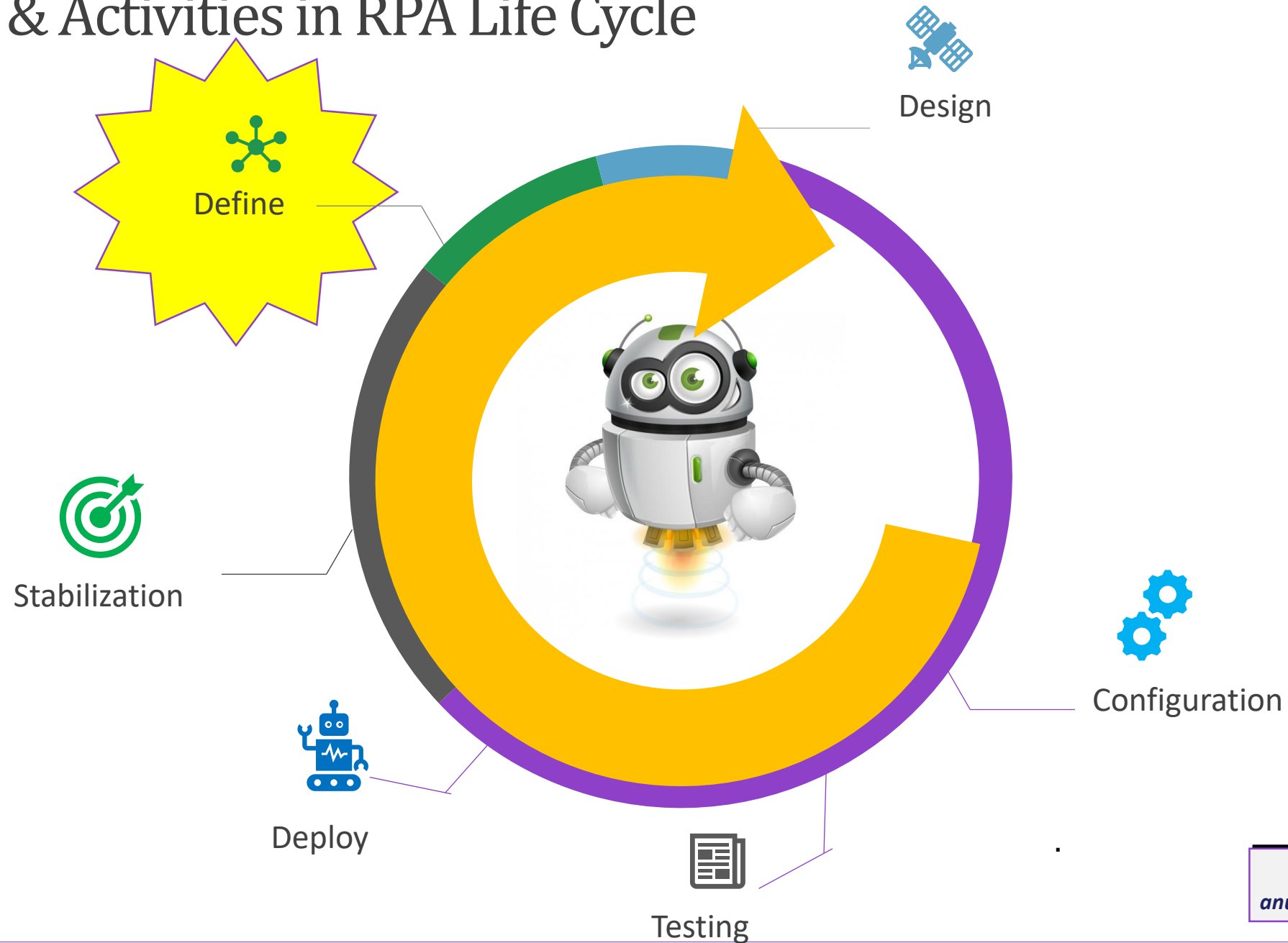
Phases in RPA
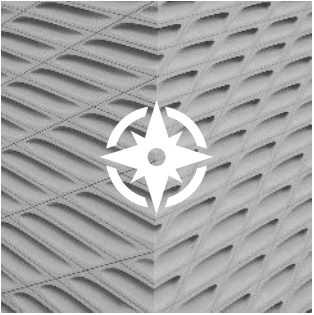
Different Phases in your RPA life cycle.

Anup Upadhyay

Phases & Activities in RPA Life Cycle

Design

Configuration

Testing

Deploy

Stabilization

Define

Phases & Activities in RPA Life Cycle

Define

Design

Configuration

Testing

Deploy

Stabilization

5

Define Phase – Part1

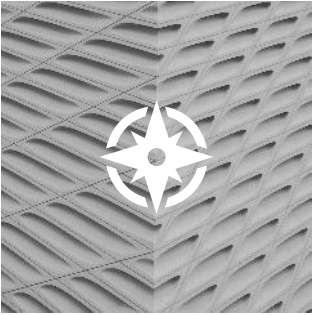| Discovery	Assessment	PDD	Infrastructure	Walkthrough
Initial Process Analysis/Desegregation Report	Process Analysis Report Out	Process Definition Document/ Scope Document	IT Requirements Document	Process walkthrough videos & SOP

Define Phase – Part2

As- Is Process	Key-Stroke	PDD	FRD	Exception
As-Is state Process Map	Key-Stroke map	Process Design Document (PDD)	Functional Requirement Document (FRD)	Exception Scenario

Pre - T&M Calculation – Take sign-off from Business

Sign off on As – Is, KSM, PDD, FRD and Exception List - SME

Ongoing RAID for full implementation cycle
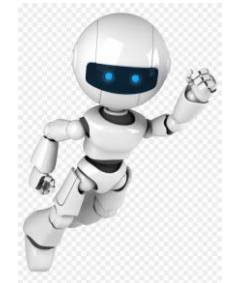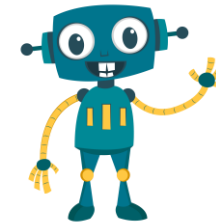
Important

Discovery

Initial Process Analysis/Desegregation Report

RPA Analyst   Client SME

The objective of the IPA is to provide a high level analysis and walkthrough of the process , the automation efficiency (how much of the work can be performed by a robot) and the effort involved in delivering and supporting the solution.

It also provides a quick checklist of the required details and areas for consideration.

1 Resource Requirement   2 Service Level Agreements   3 Operating Hours

4 Volume(DSR,WSR,MSR)   5 FTE working on the process   6 Process metrics(Schedule)

7 TAT, SLA

Assessment

Process Analysis Report Out

RPA Team
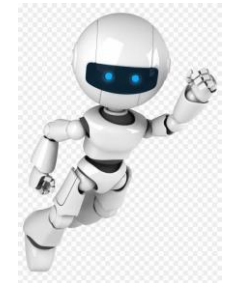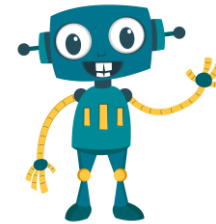
RPA Analyst

After high level analysis done by RPA team. RPA Analyst provide its understanding and comments on the process.

1 Assumptions   2 Dependencies   3 Full Automation/ Partial Automation   4 Reengineering Requirements   5 Any other Special Requirements (OCR/ Workflow System etc.)   6 Perform Process Analysis based on sub work types, COPIS, Process Metrics (Effort +Volume) approach

PDD

Process Definition Document/ Scope Document

Client SME

RPA Analyst

The main purpose of a Process Definition Document (PDD) is to describe the manual process exist that is to be automated.

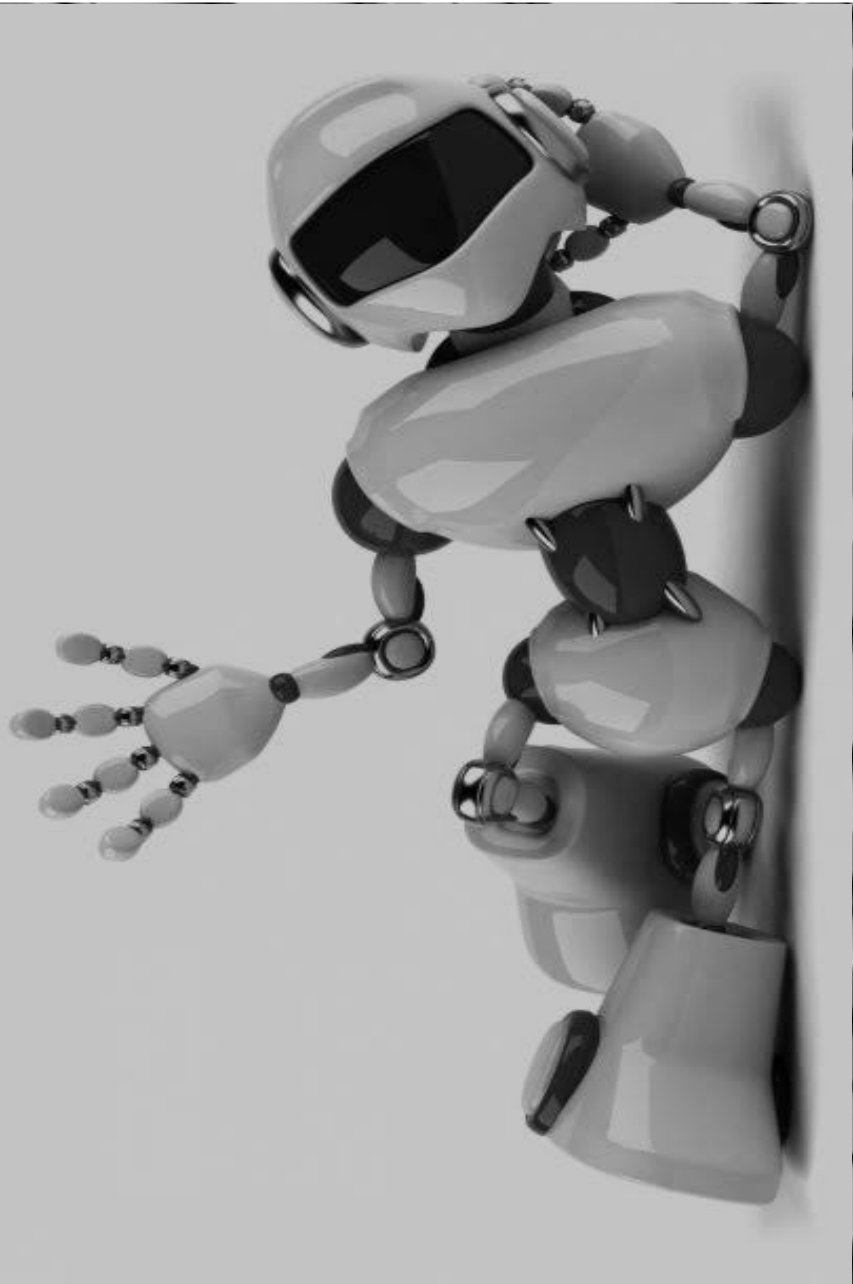It includes exactly how the process is to be carried out. A diagram and descriptions of every stage in the should be included.

Application screenshots and descriptions of each step should be provided, with annotations applied to the images where necessary. Any system warning messages, pop-up messages that might appear should also be explained. It should not be assumed that developer of the automated process will have any prior knowledge of the applications involved, and so the more detail regarding the behaviour

of the applications provided, the better.
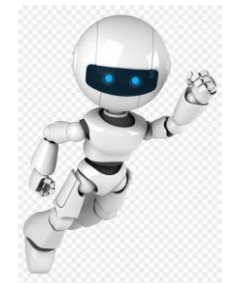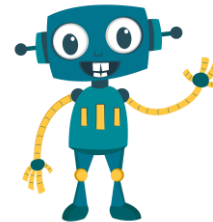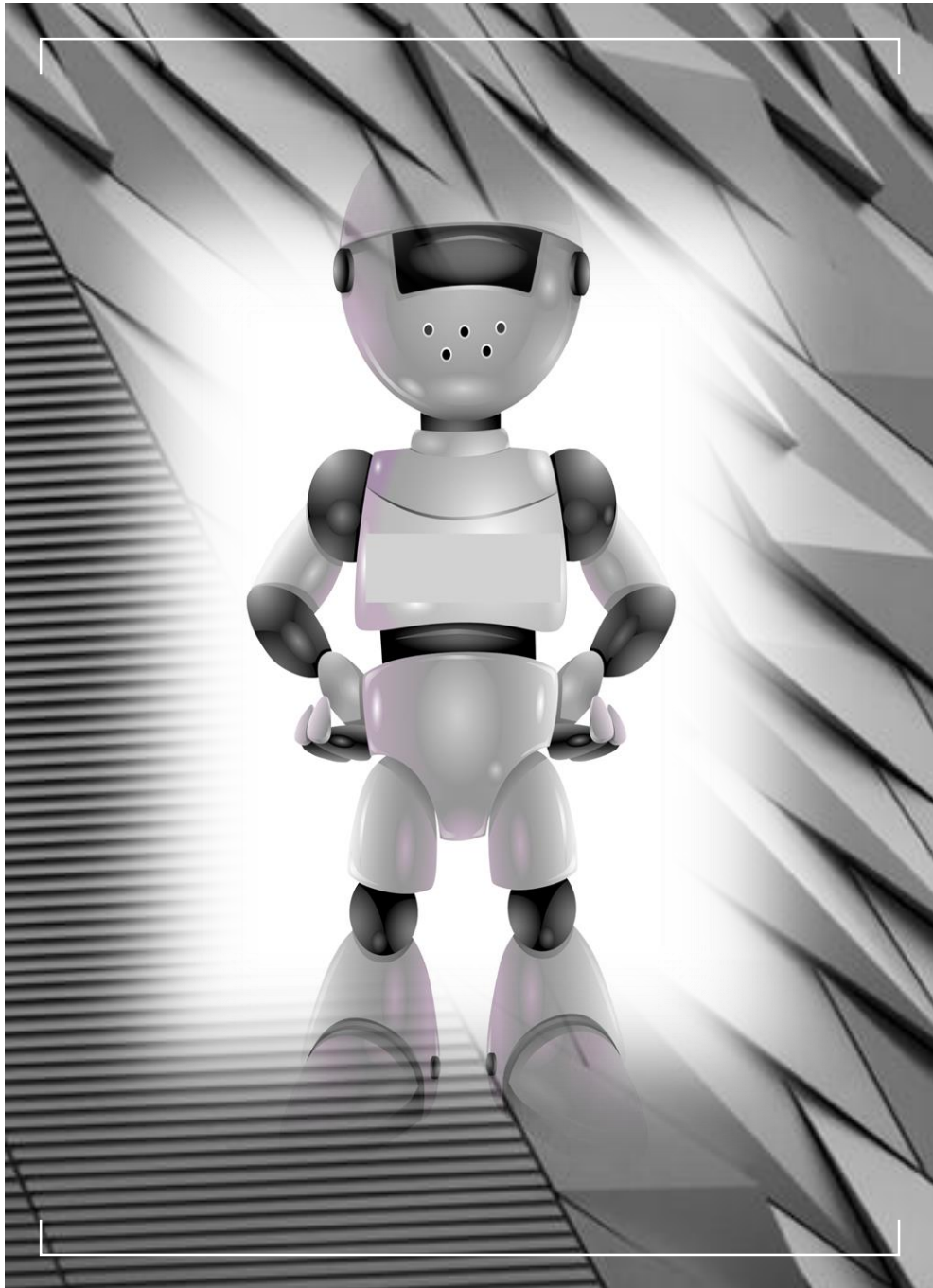
Infrastructure

IT Requirements Document

RPA Team

RPA Developer

The main purpose of the document is to make a list of all the IT Requirements (Infrastructure & Applications access) required by RPA team to create automation process

It also includes number of Bots/licences required for both development and production environment.

Walkthrough - Process walkthrough videos & SOP

How the walkthrough works.

- Each of the departments will work independently, as they will in the new process.
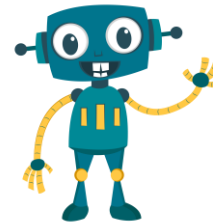- The business puts together a documented information (doc/video)– this is the full construction package that gives us the details we need to understand as we walk this through the process. (This would include maps, drawings, requirements, customer information, approval documents, demos videos).
- We also have the new process maps, the documentation.

A Walkthrough should starts out with the customer and gathers information, this shows how much time is actually spent with the customer – gathering information, using tools to detail maps.

Now the process analysts are looking for gaps in the process.

- What has stopped the workflow?
- Can we move it again?
- What system trigger do we need?
- Do we need the CRM system to tell us that all customer information is complete and the quote can be created?

We start and stop as gaps are identified. What really works is having the business owners discuss their handoff process between each other. They discuss and negotiate to determine what they both need to see. This becomes the most valuable part of the entire exercise – and what proves to bring the teams together to start understanding each other's process and have a vested interest in the entire process. At the end we gather together and talk about the whole walk through session and finalize the process understanding.
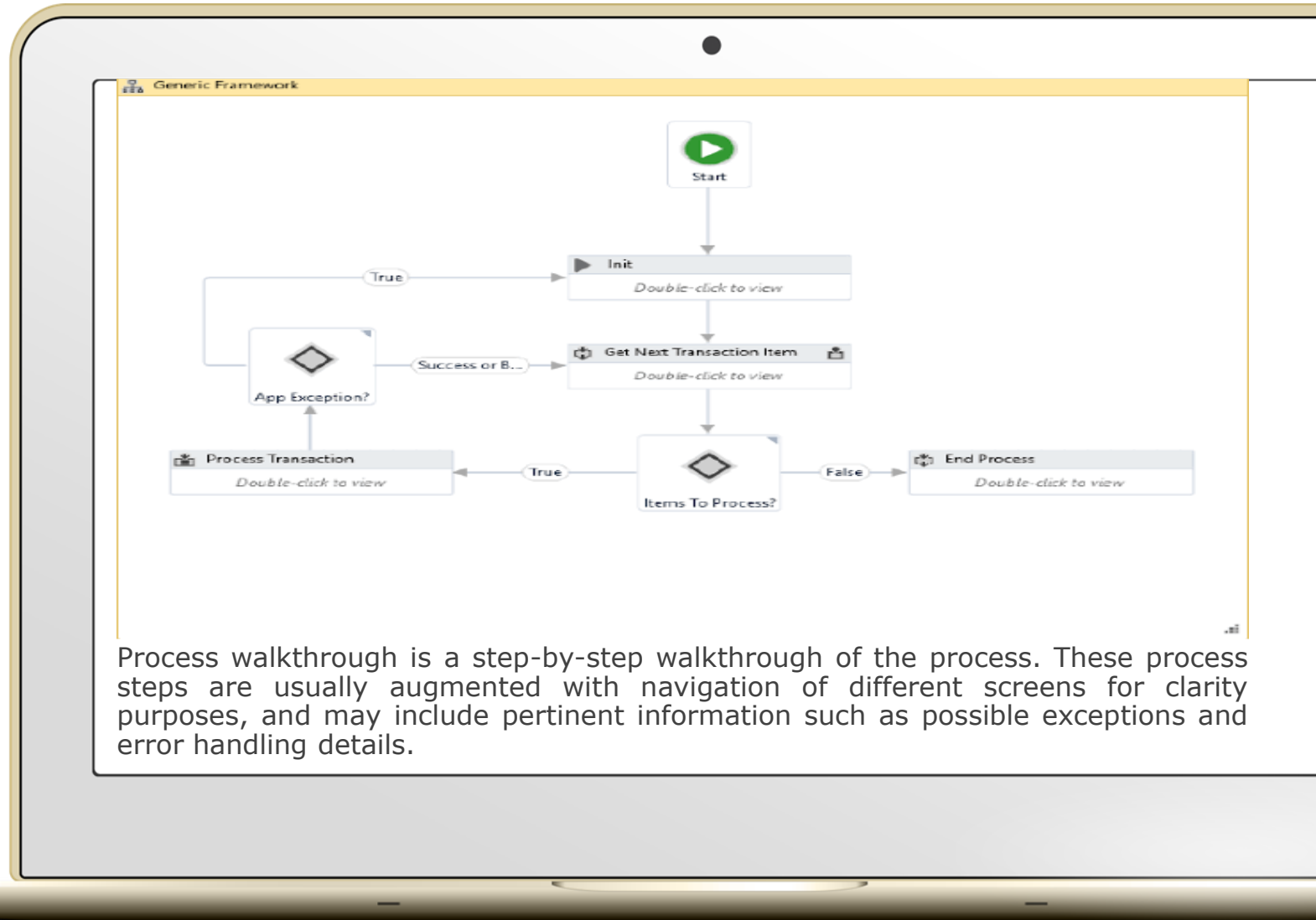
Process walkthrough is a step-by-step walkthrough of the process. These process steps are usually augmented with navigation of different screens for clarity purposes, and may include pertinent information such as possible exceptions and error handling details.

As-Is - As-Is state Process Map

An "As-Is" business process defines the current state of the business process in a organization.

It is the gathering and documentation of the current process situation, known as the as is process mapping, represented in flow or diagram. At this time, we also gather the problems and fragilities, as well as the opportunities for process improvement.

It is fundamental that the documented process – flow – has the equivalent element in the macro structure of organizational processes, represented by the Value Chain.

Items to analyze when doing AS IS process mapping

○ Document improvements (connected to the problems) and the expected gains and expresses them in a quantitative (not qualitative) manner. The important thing is to determine what is expected for the process in the future.

○ Determine the goals of the process. Understand why the modeling is being done, what is expected at the end of the work.

○ Elaborate the work plan, specifying the steps, the personal responsible, the chronogram and agenda – always prioritizing the processes.

○ Strategy and indicators related to the processes goals, checking the process alignment with the business strategy.

○ Guarantee the resources needed to the project – Infrastructure.
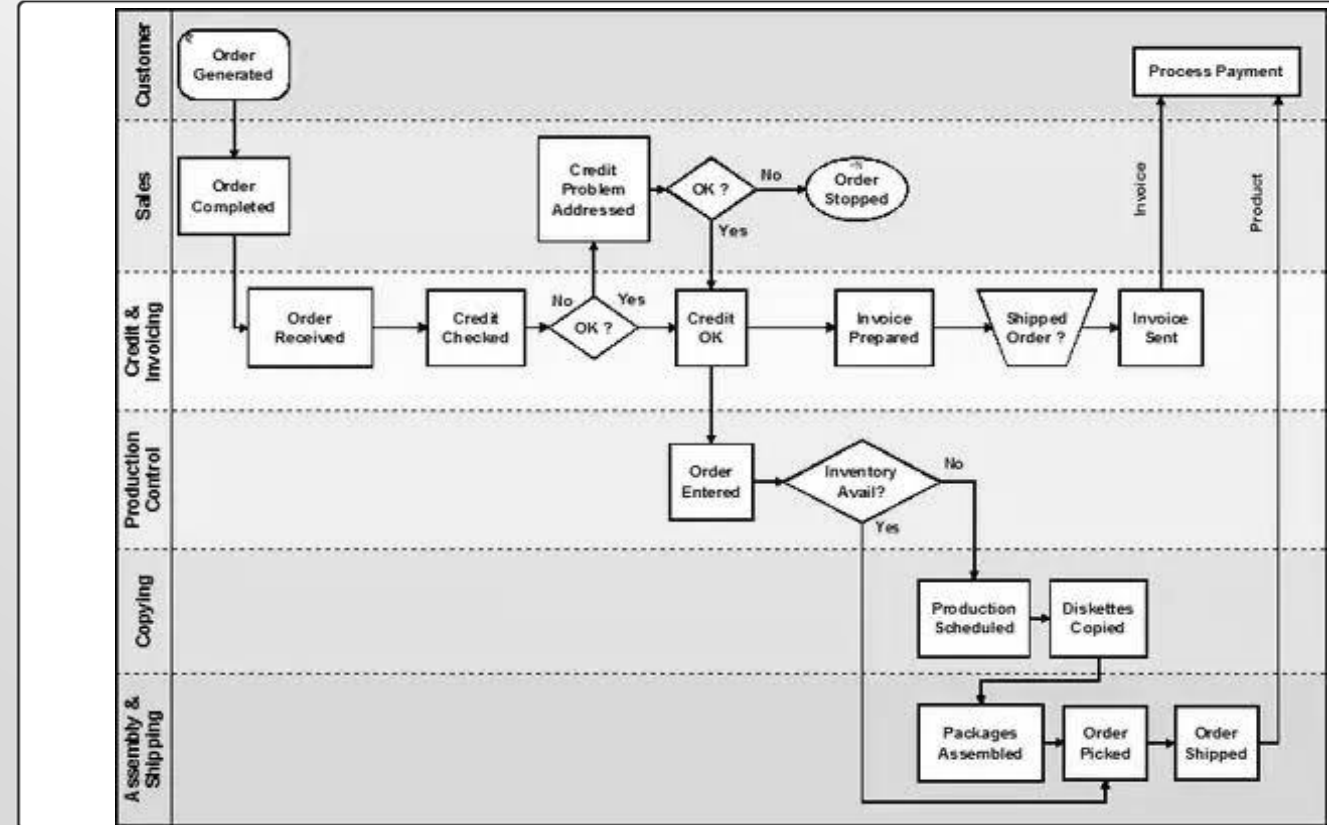
Key Stroke

Key-Stroke map – Sample sheet

Keystrokes are used to automate the tasks of writing text into an application. With the help of keystrokes, you can make sure you enter the text in any manner that you wish.

S No	Level 1 process (step)	Level 2 process (sub-step)	Keystrokes activities	Additional Scenario or Exception Handling needed	Time taken (in mins)	Application/ Environment	Comments
1	AI Process		Process starts on the dependent screen in IMF	This can be used for New, Increase, or Pending processes.			
2			Hit Page Down				
3			RTN APP - Enter "X"				
4			ADD INFO - Enter "X"				
5			Hit Outside Enter				

PDD   - Process Design Document (PDD)

Ui

Table of Contents

○ The **Process Design Document** outlines the business process chosen for automation using Robotic Process Automation (RPA) technology. This document describes the sequence of steps performed as part of the business process, the conditions and rules of the process prior to automation and how they are envisioned to work after automating it, partly or entirely. PDD serves as a base for developers, providing them the details required for applying robotic automation to the selected business process. The properly created PDD includes:

○ **Introduction** in which the purpose of the document, objectives, and minimum pre-requisites for automation are mentioned.

○ **AS-IS process description** that consists of the process overview, applications used in the process, AS IS process map, detailed AS IS process steps, and the input data description.

○ **TO-BE process description** deals with TO BE detailed process map, parallel initiatives, what is in scope for RPA, what is out of scope for RPA, business exceptions handling, and finally reporting.

○ Overall, **PDD - is the single document that contains all the particulars of the process needed for developing an RPA solution**. Together with PDD, it's important to include any support material that would detail the business rules, matrix role, the input & output reports specifications.

FRD

Functional Requirement Document (FRD)

Functional requirements capture the intended behavior of the system. This behavior may be expressed as services, tasks or functions the system is required to perform.

- The functional requirement should include the following –

- Descriptions of **data** to be entered into the system

- Descriptions of **operations** performed by each screen

- Descriptions of **work-flows** performed by the system

- Descriptions of **system reports** or other outputs

- Who can enter the **data** into the system?

- How the system meets applicable **regulatory requirements?**

Metrics

Workload

How many cases is the solution expected to handle?	
Include frequency e.g. 1000 cases per week, 50 cases per hour	
What is the maximum expected volume?	
What is the minimum expected volume?	
Are there any periods when a higher workload is anticipated?	

Manual Resource Effort

How many FTE are currently required to perform the process manually?	
What is the average case handling time?	

Service Level Agreements

Are there any SLAs this solution must conform to?	
What are the SLAs?	
Should the solution be expected to recognise an SLA breach? If so how?	

Control

Operating Hours

Will the solution run outside normal working hours?	
What time will the solution start?	
Will the solution work to a stop time?	
What days of the week will the solution run?	
Are there any days or times when the solution must not run?	

Business Interaction

What part will the Business play within the end-to-end process?	
Will the Business supply new work to the solution?	
Will the Business resubmit exception cases to the solution?	

Execution

Restrictions

Are there any business thresholds that must be adhered to? E.g. payments below a certain value	
What are they?	
Are there any time windows or periods when any of the target systems are unavailable?	
List the systems and when they are unavailable.	

Alerts

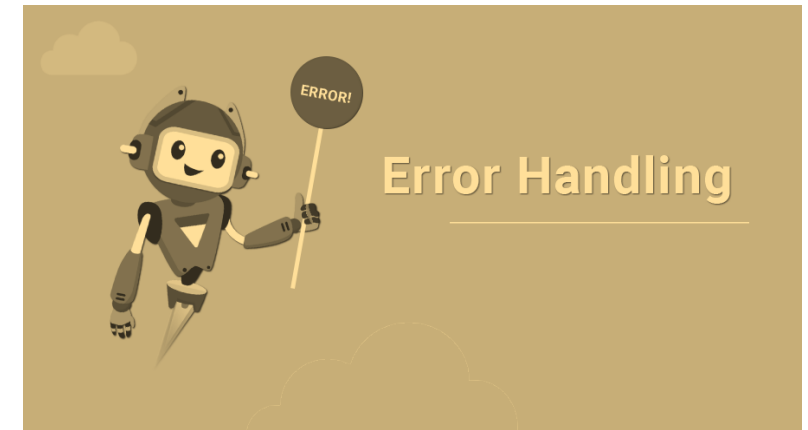|	
Will the solution need to send out any alerts?	
What events should trigger an alert?	
How will alerts be sent?	
Who will receive alerts?	

Data

Input

What input will feed work into this solution?	

Source

Where will the work come from?	
What time and frequency will the work arrive? (e.g. once per day at 9am, every 2 hours)	
Is it possible that no work will arrive?	
What should happen then?	

Structure

How will the data be structured? Where relevant, provide an example of the input.	
Will the cases be supplied one at a time or will each input contain multiple cases?	

Identification

Can cases be uniquely identified?	
What field or combination of fields will be used as the identifier? Only non-sensitive data should be used as an identifier.	
Is it possible that the solution could be supplied with duplicate cases?	
What would be the consequence of working a case more than once?	
Once detected, how should duplicates be dealt with?	
Is it possible that a case can legitimately reappear at a later date?	
How will a legitimate reoccurrence be distinguished from an unwanted duplicate?	

Outputs

How will exceptions be sent back to the Business?	
What will be the file structure or message format used for exceptions? Where relevant, provide an example of the required output.	
When will they be sent?	
Where will they be sent?	

Managenment Info

Apart from exceptions, will the solution create any MI output?	
What will be the file structure or message format used?	
How will it be created?	
When will it be created?	
Where will it be sent?	
Apart from exceptions and MI will the solution create any other output?	
What will be the file structure or message format used for other outputs?	

Preservation

How long should input data be kept for?	
How long should work queue data be kept for?	
How long should output data be kept for?	

Business Continuity

Blue Prism Unavailability

If this solution became inoperable and the current DR strategy was unable to ensure availability how should continuity be achieved?	
How would the Business like to be informed of Blue Prism unavailability?	
What is the business effect of the process not running for one hour?	
What is the business effect of the process not running for four hours?	

Excessive workload

Is it possible that the solution could be overwhelmed by an excessive workload?	
Is this solution required to detect such an event?	
Quantify an overload threshold	
Is this solution required to respond to such an event?	
How would this be achieved?	
How should the Business be informed?	
How should the Business deal with the situation?	

16

Error Handling

Exception Scenario

Process Expert and SME
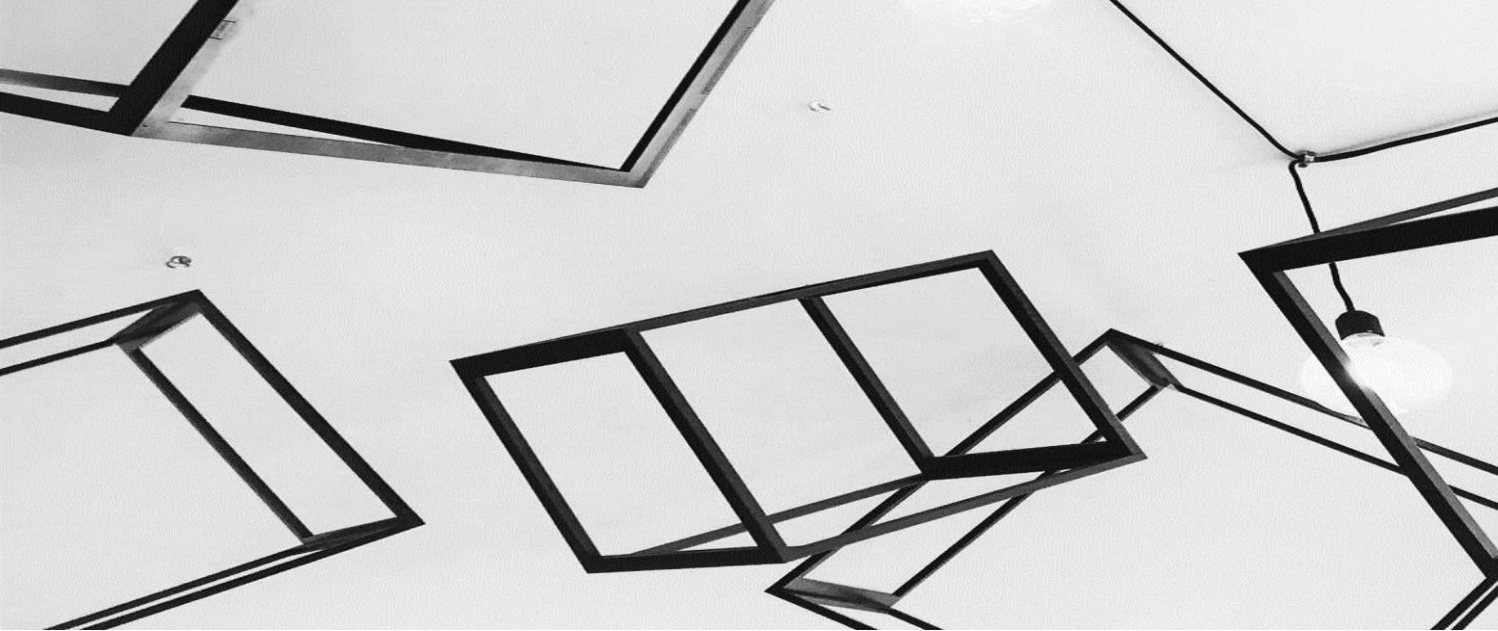
There are two main errors that an RPA robot can encounter: **Business Exceptions** and **Application Exceptions**. A business exception is one which has to do with the nature of the process. Business exception happens when a software bot is unable to process a transaction due to its programmed instructions. In other words, the business exception is written into the automation's code.

The second error type is an application exception. This occurs when a robot tries to connect with another program or application and is unable to do so. The robot is blocked from doing its task and should report that error. An application exception occurs when a robot encounters a technical issue, such as a server crash, a malfunction or a change to the technology environment that requires interaction with a new application, program or website.

R.A.I.D.

RAID (Risks, Actions, Issues, Dependencies) is a great analysis that can be done for both internal and external factors of a project. It can be applied to just any project type and it's usually a mandatory deliverable with any project these days.

RAID can be used as well when doing the time planning of the project as it highlights important milestones that the team must be aware about.

Add the RAID analysis to your project process. Allow at least 2–3 days of discovery for it and create a asset that can be shared with the client and the other stakeholders.

Learn from each done RAID. As you collect more and more RAIDs it will be more easy to forecast issues in the future.

Add the RAID to your SoW and get it signed by the client. It will be helpful.

RAID Summary

	Risks	Actions	Issues	Dependencies
Total Number of Risks	0	0	0	1
Total Open	0	2	0	0
High Severity /Critical	0	0	0	0

Action Owner	Number of Actions	Open	rdue Actio
All	0	0	0
EY	0	0	0
0	0	0	0

* Green = 0 overdue actions; Amber = 1 to 2 overdue actions; Red = 3 or more overdue actions

Risks

Actions

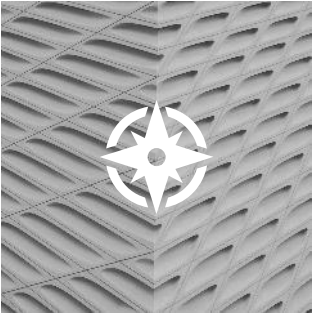Issues

Dependencies

Phases & Activities in RPA Life Cycle

Define

Design

Stabilization

Configuration

Deploy

Testing

.

19
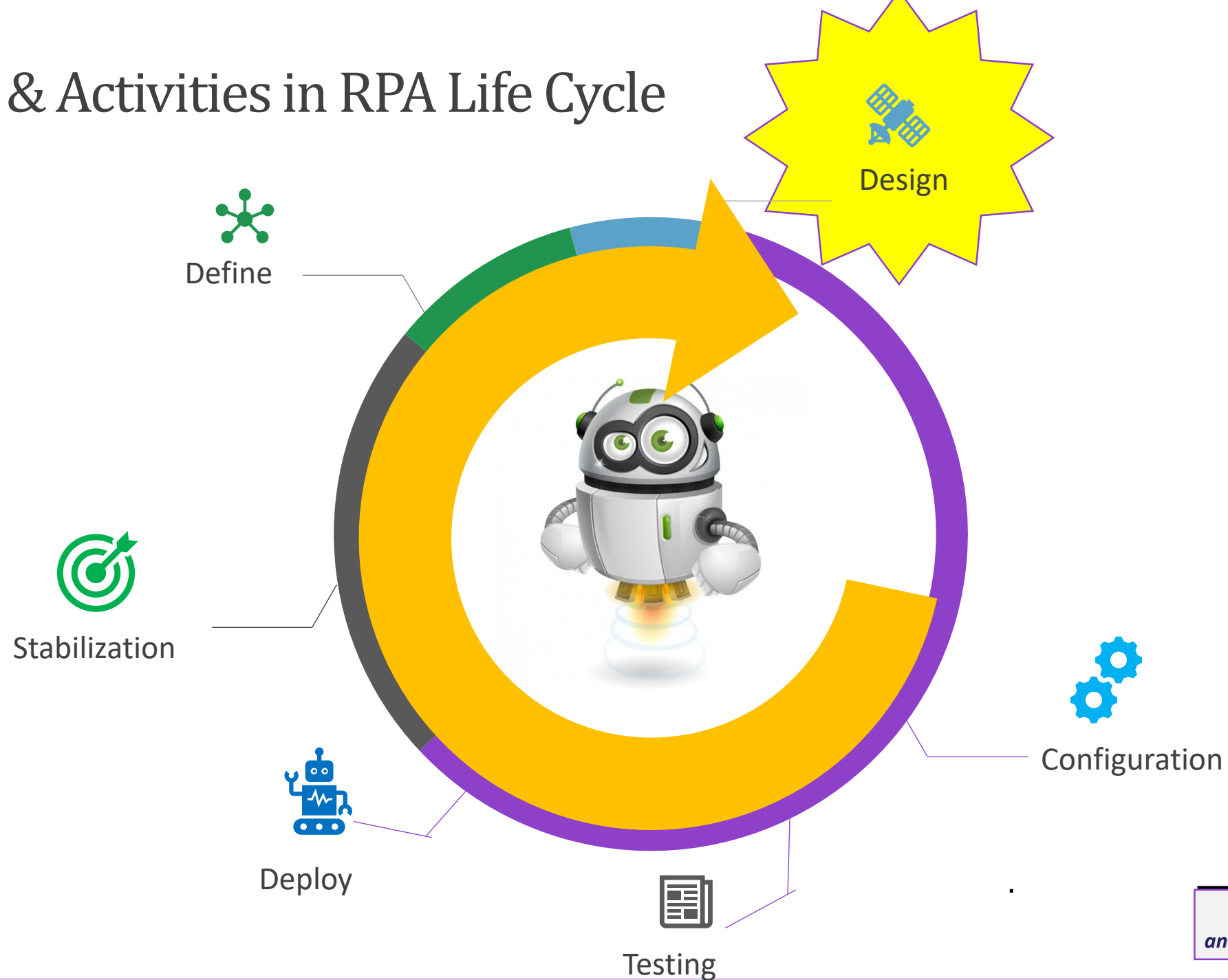
Design Phase – Part1

Automation application	Target Applications	Process walkthrough videos & SOP	To-Be state Process Map	Automation Potential & benefit
Initial Process Analysis/Desegregation Report	Process Analysis Report Out	Process Definition Document/ Scope Document	IT Requirements Document	Process walkthrough videos & SOP

Design Phase – Part2

Solution Design Document	ODI	Non- Functional requirement	Test Plan	Estimation
Solution Design Document (Functional Solution- To Be)	Object Design Instruction (Technical Solution)	Samples of Process automation outputs (Non Functional requirement)	Functional Requirement Document (FRD)	Effort Estimate and timeline

ODI and Estimated Effort Review - Internal Program Team

Infrastructure Set up - DEV - IT/Business IT

Business Benefit and Solution Document Sign Off - Business

RPA Implementation Go/No – Go Decision - Business

Important

blueprism

Contents

SDD

Solution Design Document

Solution Design Document is a high-level design report that describes how you may implement a technical solution to your project. This design is customized to the specific integration and business process management related project that you are working on. This document includes:

- Business and technical requirements regarding the project as provided by you
- High-level design approach
- Solution design in terms of a RPA process flow
- Data flow diagram describing the technical solution
- List of discrete services/activities that are orchestrated in the flow
- Best practices guidelines describing project phases and tasks
- Effort estimate for the project based on experiences with similar projects
- Deployment scenario for the solution in terms of hardware and software needed

To-Be - To-Be state Process Map

- Once you're done **As-Is** process in Define phase, now in Design phase you can start creating the **To-Be** process map. This works just about the same way as mapping the **As-Is** process: you create a flowchart that's just about the same as the **As-Is** process, with any adjustments you made present.

- With the **To-Be** process, the implementation is the harder part. Sometimes, your improvements might turn out to be not as effective as you'd thought. Others, your employees will take a while to get used to the new process.

- There are several best practices are recommended to help make the implementation easier.

- **Start Small** – While your new process might seem to be a great idea at a glance, it might turn out to be a disaster. To account for this, start the process on a small scale. Once you're certain that the new process is empirically better, you can scale it up & apply it company-wide.

- **Enforce the Process** – You can't just go up to your employees out of nowhere and say, "we'll be doing things completely differently from now on." They need to be made aware of why you're making changes to the process and how it's going to affect their work. Then, you need to make sure that they stick to the new process. There are 2 ways to do this: frequently check on their work, or use workflow management software to enforce the new process.

- **Benchmark the Metrics** – You have to be 100% certain that the new process is better than the old; otherwise, you're only going to end up wasting time. Pick the right metrics to benchmark post-implementation. This way, you can be sure that the changes you make are definitely positive.

ODI
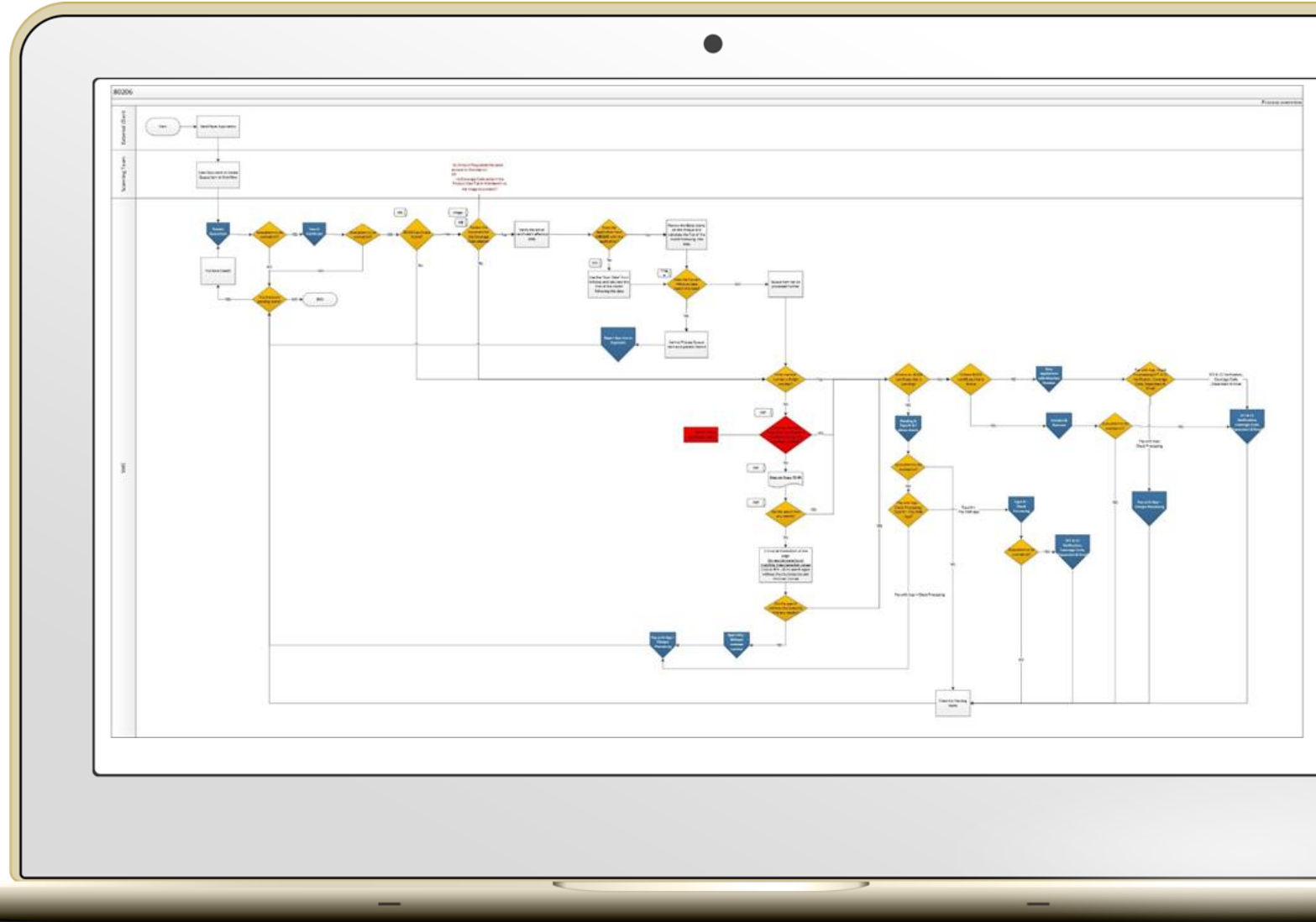
Object Design Instruction

The Object Design Instruction (ODI) contains a list per application of all its objects and their components. It can be a simple Excel document. This is the starting point for the bot.

ODI holds the Object design Information. Its like a blueprint of the objects. It details each object and each action and the input and output parameters too.

Object 1 - <Object Name>

Sr No	Action	Description	Input	Output	Data Element/Collection	Start Screen	End Screen	Exception Type	Exception Reason	Comments
1	Launch					Service management page	log out screen			
2	Activate					Service management page	Service management page			
3	Minimize					Service management page	Service management page			
4	Attach					Service management page	Service management page			
5	Terminate					Service management page				
6	Navigate to IM console					Incident Console	IM Console			
7	Filter OCC Incidents		Assigned Group			Incident Console	IM Console			
8	Open Incidents		Index	Incident Number		Incident Console	IM Console			
9	Get Number of Incidents			No. of Incidents		Incident Console	IM Console			
10	Check Incident scope		Job Name	Jobname,Scope,Data,MasterData		Master Job File	IM Console			
11	Go Back					Incident Console	IM Console			
12	Save Incident					Incident Detail Page	Incident Console			
13	Get Clipboard			Clipboard value						
14	Set Status		status			Incident Detail Page	Incident Console			
15	Set Assianed around		Group name			Incident Detail Page	Incident Console			
16	Set Assiagnee		Assiagnee			Incident Detail Page	Incident Console			
17	Set Work Notes		work note			Incident Detail Page	Incident Console			
18	Set Status Reason		status reason			Incident Detail Page	Incident Console			
19	Set Resolution field		Resolution Note			Incident Detail Page	Incident Console			
20	Set Work Info Type		Work Info			Incident Detail Page	Incident Console			
21	Assignment Status Check		Critical No Of Failed Jobs	Jobname,status,Created Date,Accepted		Incident Detail Page	Incident Console			
22	Time Calculation			Aceepted Main						

Test Plan
Functional Requirement Document

Below find important constituents of a test plan-

A test plan is a detailed document that outlines the test strategy, Testing objectives, resources (manpower, software, hardware) required for testing, test schedule, Test Estimation and test deliverables.
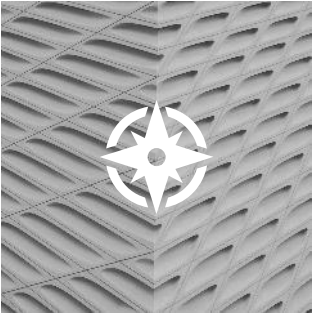
The test plan serves as a blueprint to conduct software testing activities as a defined process which is minutely monitored and controlled by the test manager.

Test Case No	Test Cases	Expected Outcome	Application 1	Application 2	Business Owner	Business IT Owner	EY Functional Lead	EY Developer	DEV Data Sample	UAT Data Sample	Production Healthcheck Data Sample
T1	Resolve a S1 incident with no Frequency available in	Calculate frequency & update frequency in master sheet									
T2	Resolve a S1 incident where status is "Assigned" and Assignee is blank	Check Status & Assignee (see T3.1 & T3.2). If assignee is blank, change status to pending and assign ticket to robot id. Update status reason (if empty) & work log. Save ticket and go to Step B to check frequency. get job name & ticket created time									
T3	Resolve a S1 incident where If Ticket Time + (Critical No. of consecutive failed Jobs-1) * Frequency > Current	Move to next ticket in remedy when this condition is satisfied and come back later									
		- Get Long Running Job Threshold from the Master Job List									
		- Get "Critical No. of failed jobs" from the Master Job file									
		- Get Frequency from Master Job file									

Phases & Activities in RPA Life Cycle

Design

Define

Stabilization

Configuration

Deploy

Testing
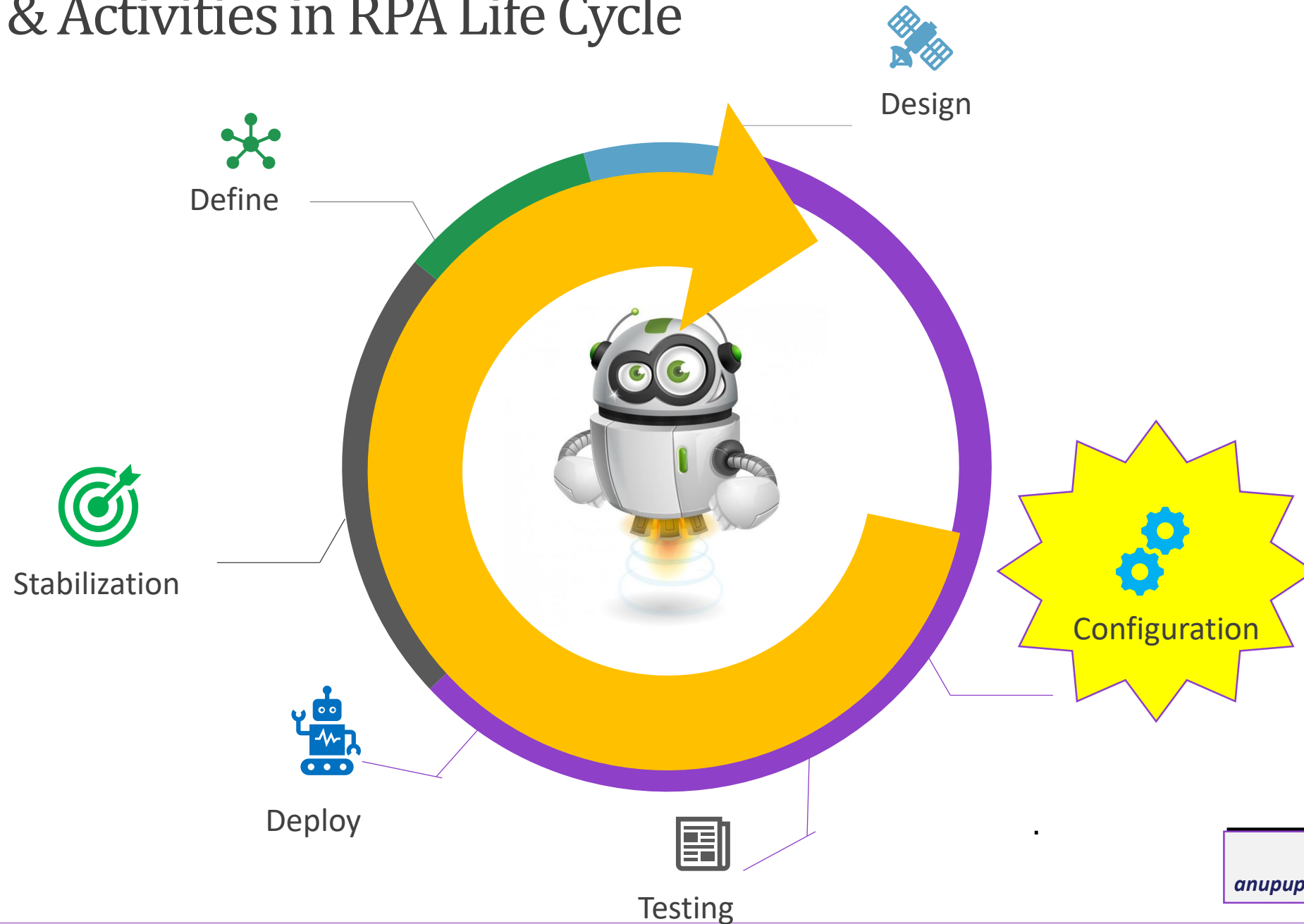
Configuration Phase – Part1

Infrastructure

Infrastructure Set up – DEV

SDD

Solution Design Document

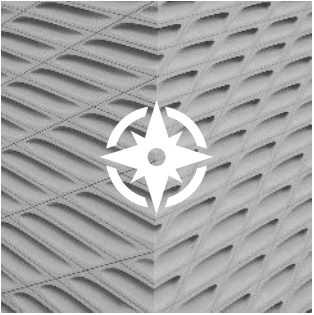
ODI

Object Design Instruction

Output

Samples of Process automation outputs

Automation Potential & benefit

Process walkthrough videos & SOP

Configuration Phase – Part2

RPA Configuration

This will vary for each process (Hyperlink for Repository

Unit Testing

Unit testing by Developer

SIT

System Integration Testing

Test Cases and Test Data

Test Cases and Test Data

Testing

Test Plan

Technical Review - Technical Lead

Configuration Walkthrough with SME - Functional and Developer

Sign off Test Cases and test Data - SME

Infrastructure Set up - UAT - IT/Business IT

Business Demo - Technical Lead

Important

Infrastructure

The prerequisites presented below apply for different stages in the RPA implementation life-cycle in an incremental mode (e.g. for the pilot the client needs to meet also the requirements for the PoC)

Project requirements throughout RPA implementation life-cycle

Detailed project requirements for an RPA Pilot

	POC	Pilot	Full Deployment
HW Infrastructure	2 PCs allocated for developers	An existing machine on which the robot will run	UiPath Server
Software Infrastructure	UiPath Studio Screen capturing/ recording tool	UiPath Studio	UiPath Studio
Environments	Development	Development, Test, Production	Development, Test, Production, Disaster Recovery
Access rights*	Normal user rights	Normal user rights	Normal user rights
Licensing	UiPath Studio (Trial Version)	UiPath Studio (Trial Version), Robot Licenses	UiPath Studio, Robot License, UiPath Orchestrator License
Number of processes	1	1	More than 1

	Pilot
HW Infrastructure	• Laptop/PC with access to Client network allocated for each developer (the number of developers will be determined based on the number of activities to be automated, their complexity and the expected delivery time) • A physical or virtual machine on which the robots will run once will be deployed into production
Software Infrastructure	• UiPath Studio installed on the above machines
Environments	• Access to development, testing and production environments (the closest to the production environment) for all the IT applications supporting the process in scope of automation
Access rights	• User accounts with corresponding rights and access for the IT applications supporting the process in scope of automation (e.g. access to screens and functions expected to be handled by the robot through the IT systems)
Licensing	• UiPath Studio (Trial Version) • If the Robot is expected to run more than 90 days, the client will acquire a full production license • The number of production robot licenses will be determined based on the process complexity and the expected processing time per transaction
Logistics	• Desks with network access and power plugs for each RPA Analyst • Dedicated meeting room for daily scrum activities

Phases & Activities in RPA Life Cycle

Design

Define

Stabilization

Configuration

Deploy

Testing

30
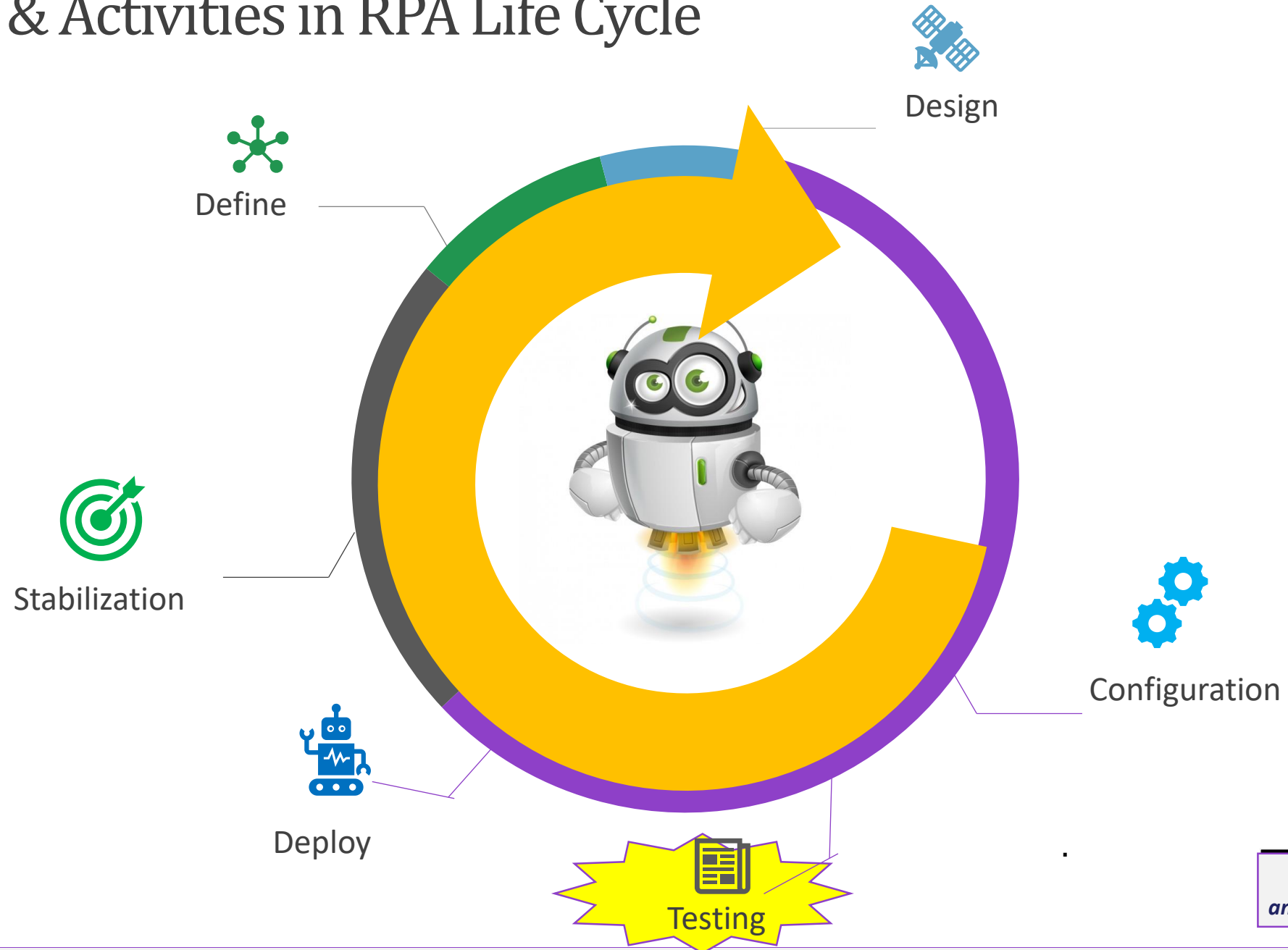
Testing Phase – Part1

RPA configuration	UAT Infrastructure	Test Cases and Test Data	UAT	UAT – Sign Off
RPA configuration	Infrastructure Set up for UAT	Test Cases and Test Data	Conduct User Acceptance Testing	Report out test Results- UAT Sign Off

Testing Phase – Part2

Report Bugs	Release	Operation Handbook	Ramp up - Production	Release Plan
Issues and Bug List Closure	Production ready Automation Release	Operation Handbook	Production transition ramp up plan	Production Release Plan

Sign off UAT testing / Production Go/ No-Go Decision - **Business**

Infrastructure Set up - Production - **IT/Business IT**

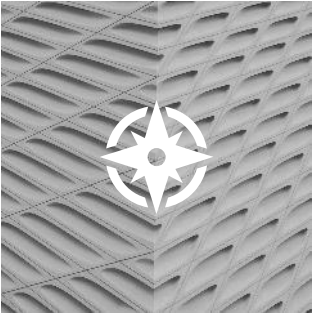Important

Operation Handbook

Operation Handbook

The Operations Handbook is intended to remind employees them of how to do their job. The manual is either a book or folder of printed documents containing the standard operating procedures, a description of the organizational hierarchy, contact details for key personnel and emergency procedures.

Phases & Activities in RPA Life Cycle

Design

Define

Stabilization

Deploy

Configuration

Testing

34
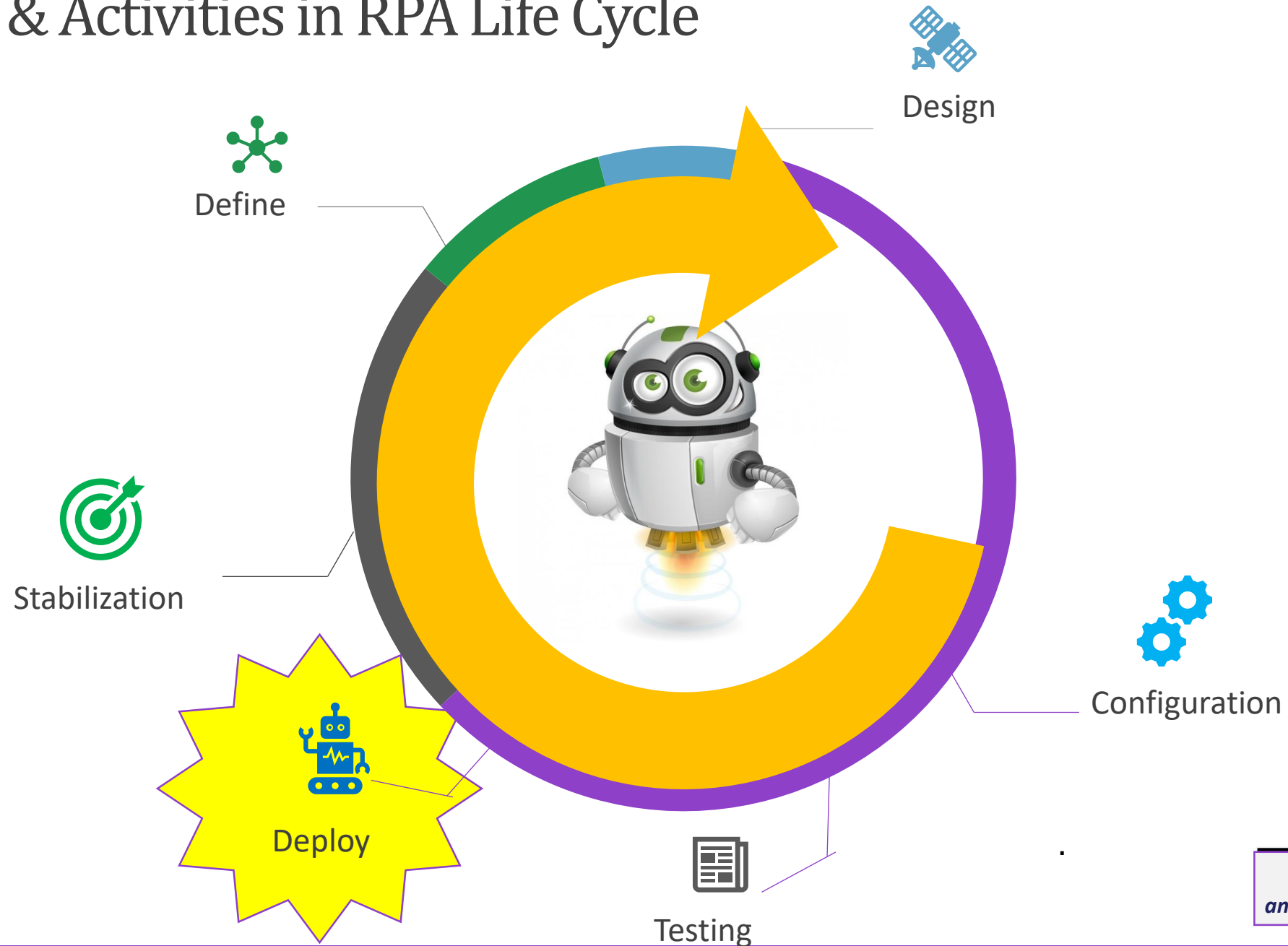
Deploy Phase – Part1

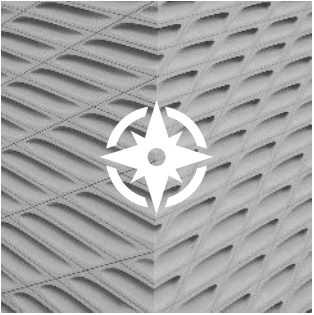| Deployment Plan	Infrastructure	Sample Data	Operation Handbook	Production Deployment
Production Deployment Plan	Infrastructure Set up - Production	Sample Data in production by SME	Operation Handbook	Production Deployment

Deploy Phase – Part2

Health Check

Automation Health check in production environment

Handover

Handover to Control Center

Handover to Business

Handover to Business

Support - Business

On-board Business for business application support

Support - IT

On-board IT for business application support

Sign of Health check - Business

Sign off Handover - Control Center

Sign off Handover - IT/Business IT

Important

Deployment Plan

Deployment Plan

The deployment phase will change based on the scale of the project, beginning with a proof of concept that includes a readiness check as well as understanding and strategizing to prove that the process works while also demonstrating its benefits. That initial step segues into a second readiness check where we determine the necessary scale and design, then configure and test the process. Finally, we enter the delivery phase and deploy the RPA.

Think of deployment and delivery as a wheel, given its different fluid and overlapping parts. Depending on the number of processes you ultimately automate, you can have multiple processes overlapping as you look to automate new ones. As the process evolves, it's crucial to remember that what starts as a proof of concept becomes a relatively larger pilot to, finally, reach full deployment.

See RPA Deployment Article : https://www.linkedin.com/posts/anup-upadhyay-6a83405_rpa-deployment-activity-6605413316590440448-QjtR

Phases & Activities in RPA Life Cycle

Design

Define

Stabilization

Configuration

Deploy

Testing
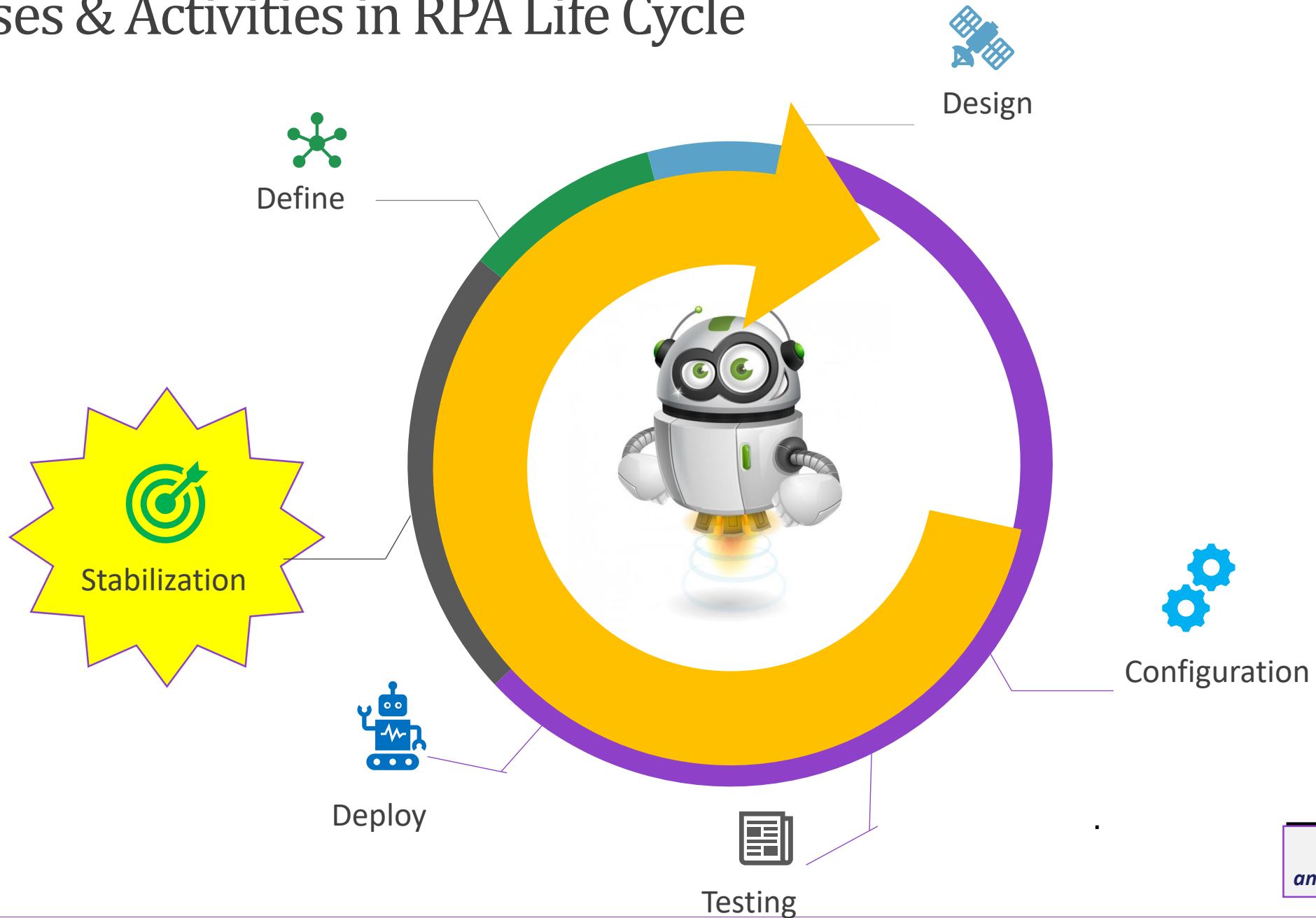
Stabilization Phase

HOTS- Hand Over To Support Team

Handover	Support Team	Stabilization
Developer	Control Center	Stabilization phase

Stabilization Phase
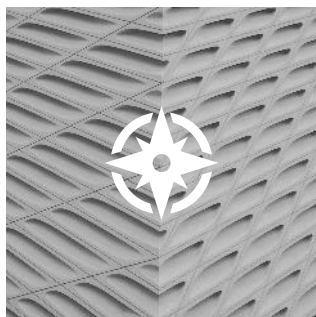
HOTS	Ramp up	Fix Bugs	Additional Requirements	Metrics
HOTS- hand over to support Team	Process automation volumes as per Ramp up plan	Report and fix Bugs/Issues during stabilization	Report additional requirements during stabilization	Performance Metrices for BOT

Sign off Stabilization - Business

Important

40

Benefits

Sign off Benefits - **Business**

$1B
- Pre T &M calculation

$2B
- Post T &M calculation

Today, robotic process automation is at a high ebb and it is expected to become even more popular over the next few years.
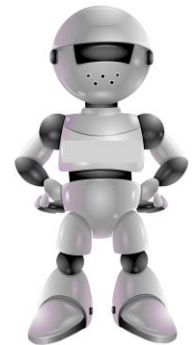
According to Forrester, RPA Market will reach $2.9B by 2021 - and this number is definitely not a limit. Another research claims that the global robotic process automation market size is expected to reach USD 3.97 billion by 2025.

As for the tendencies that will prevail in the RPA industry, RPA specialists highlight the following:

- RPA technology will be actively used in such industries as BFSI, Manufacturing, Retail, Analytics, Aviation, Oil and Gas, and Legal
- In the following years, automated tools and techniques will be used to manage data entry and data rekeying jobs
- All computer aided processes governed with the help of protocols will be managed with the help of RPA
- RPA tools will be utilized for improvised analytics and improved data accuracy
- RPA will serve to manage formatting tasks which consist of a set of particular rules

Among the long-term predictions they mention:

- The wider adoption of RPA tools by enterprises
- Going beyond the rule-based technology and greater involvement of AI
- The emergence of Smart Process Automation (SPA) to automate the unstructured data work
- Integration of RPA with other tools.

Market Opportunity - RPA

RPA Market Size Worth $3.97 Billion by 2025 – Grand View Research

$3B
Opportunity to Build

Phase - 3

$2B
Freedom to Invent

Phase - 2

$1B
Few Competitors

Phase - 1
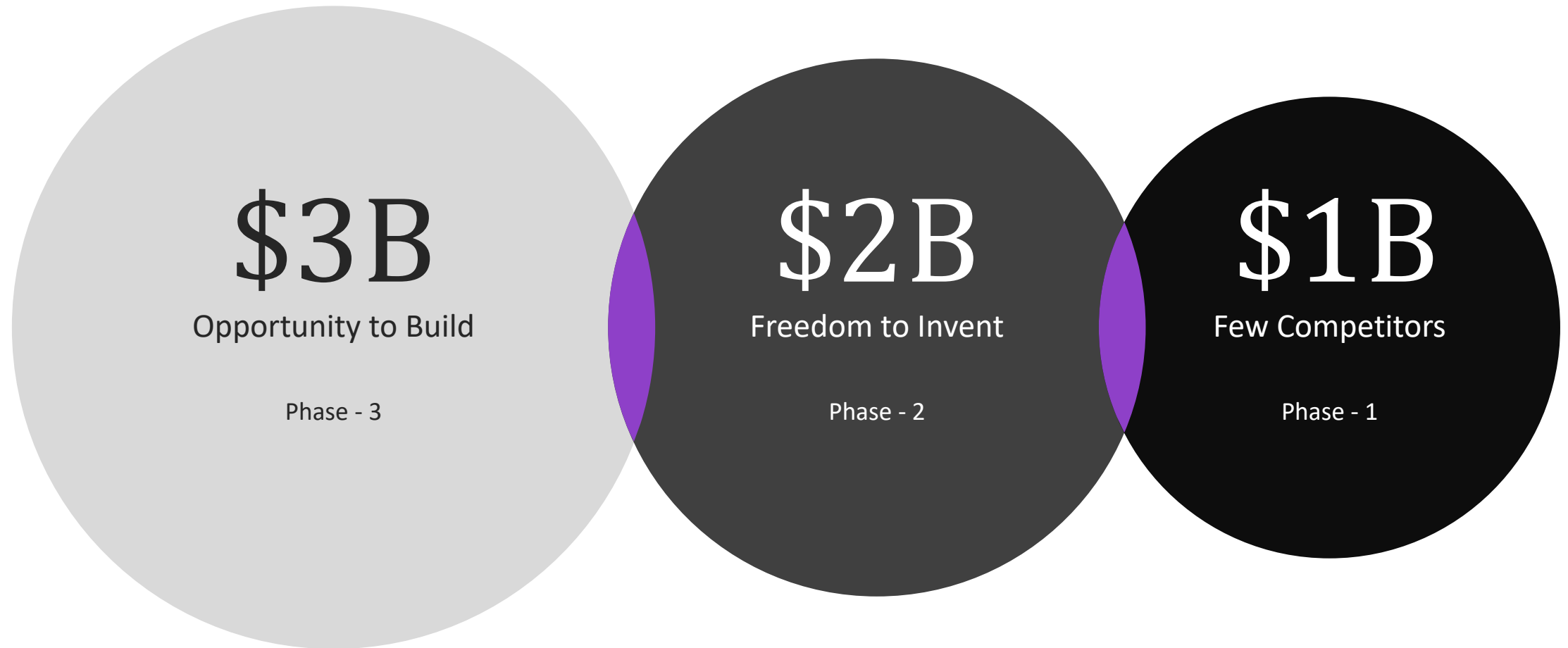
Robotic Process Automation Market worth $5.9 billion by 2025 – Markets And Markets

references sites/leaders:

EY
Ernst & Young

Ernst & Young Global Limited, known as Ernst & Young is a multinational professional services firm headquartered in London, England, United Kingdom. EY is one of the largest professional services firms in the world.

SSON
Shared Service & Outsourcing Network

The Shared Services & Outsourcing Network (SSON) is the largest and most established community for over 120,000 shared services and outsourcing professionals.

UiPath
Software company - RPA

UiPath is a global software company that develops a platform for robotic process automation.

Michelle Swoboda - Senior Business Analyst

Oleksandr Reminnyi - Technology expert

blueprism   *tallyfy.com*   *Ian Hawkins*

*heflo.com*   *embarkwithus.com*   *bridging-the-gap.com*

Adjusting to robotics is going to be easier for organizations already used to process focused and cost-sensitive resourcing strategies, for example via a Shared Services model. These organizations are already familiar with process mapping, standard operating procedures, and transitioning to more efficient locations.

Many organizations are already familiar with these concepts and have already leveraged centers accordingly. For these, it's an easy step to replacing low-cost FTEs with effective robots, especially given the additional benefit of onshore control

Given the drive to modernize enterprise support services, the natural progression would generally lead to outsourcing and/or reassessing human resource allocations. Robotics offers an alternative, namely reallocating work across machines. Implementing RPA also means that there is an immediate impact in terms of improved career opportunities for those for whom the monotony of transactional work tends to initiate a career move.

Robotics also support a 'right first time' implementation that eludes a human workforce, by eliminating the need to redeploy workers once a Shared Services or similar centralized model is established. Given the 'stickiness' in moving workers from one job or location to another, the use of robotics allows organizations to set up lean centers staffed by a small group of skilled employees that can spearhead value generating activities immediately, and scale robotics for growth.

Robotics and its implications are also interesting for the multitude of small or mid-size enterprises that characterize European economies. Size is not an impediment to RPA implementation. In fact, given the limited accessibility of SMEs to human and other resources, robotics may be just the solution they are looking for to drive scale without adding cost.
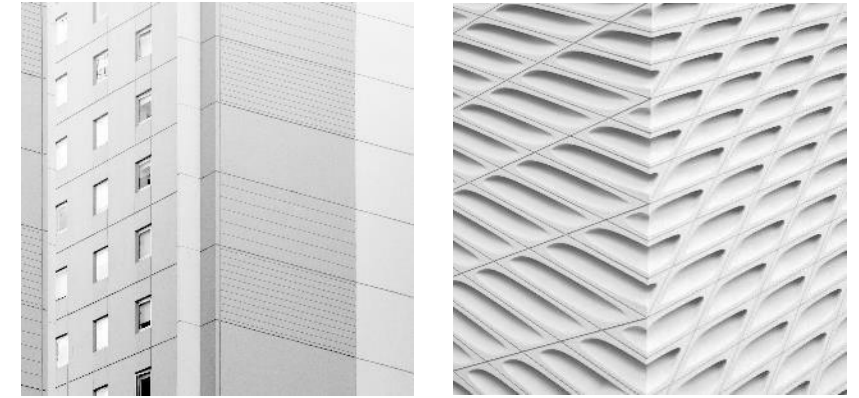
Summary

RPA Phases and Activities

RPA Phases & Activities

Thank You

- Anup Upadhyay
- +91 8209975456
- info@anupupadhyay.com
- www.anupupadhyay.com