

IBM Robotic Process Automation



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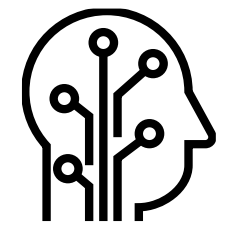
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Contents

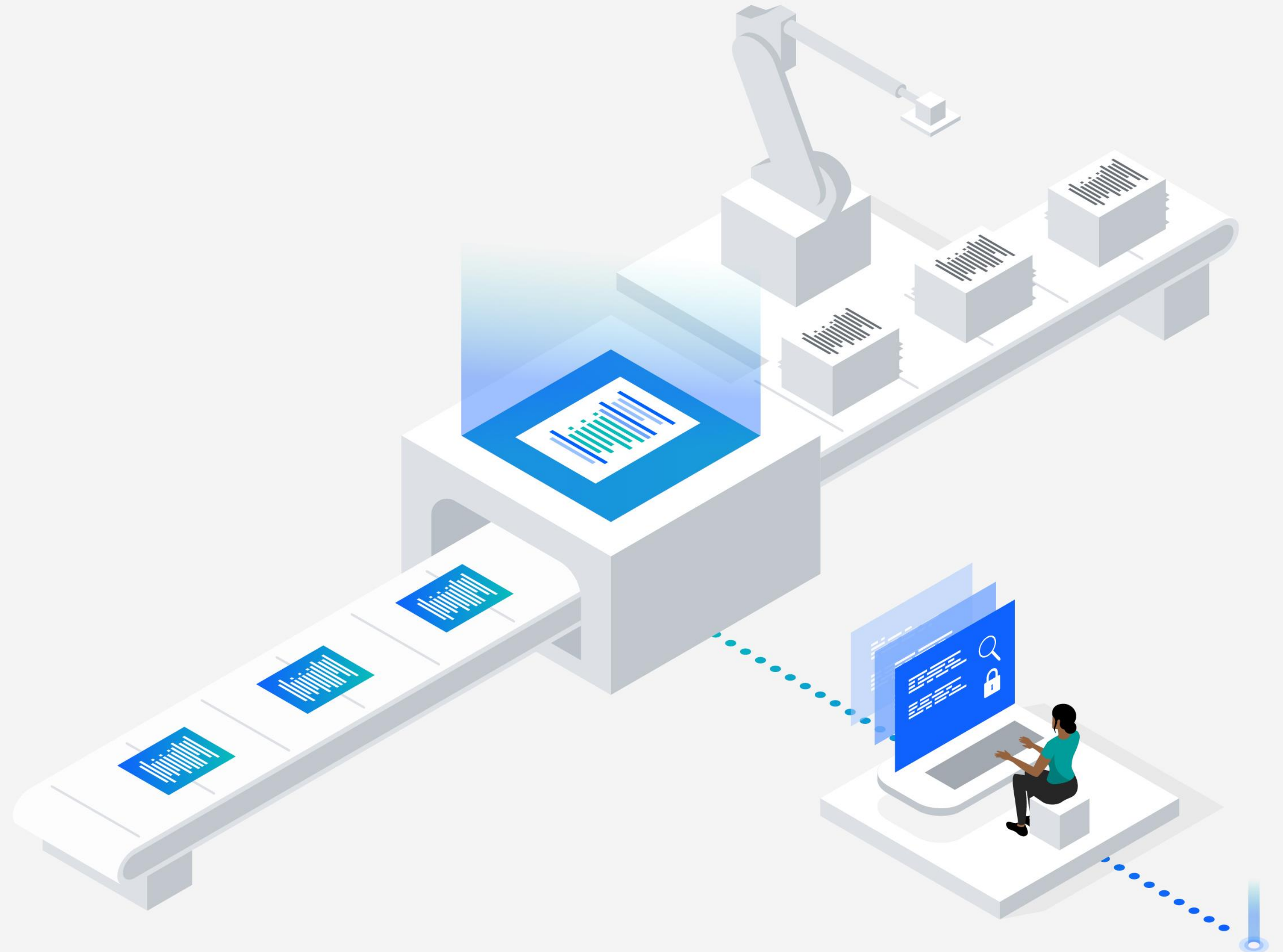
Introduction

Demo



Digital Labor Definition

Digital labor leverages AI & Automation empowering individuals to do work without expert knowledge of business processes and applications

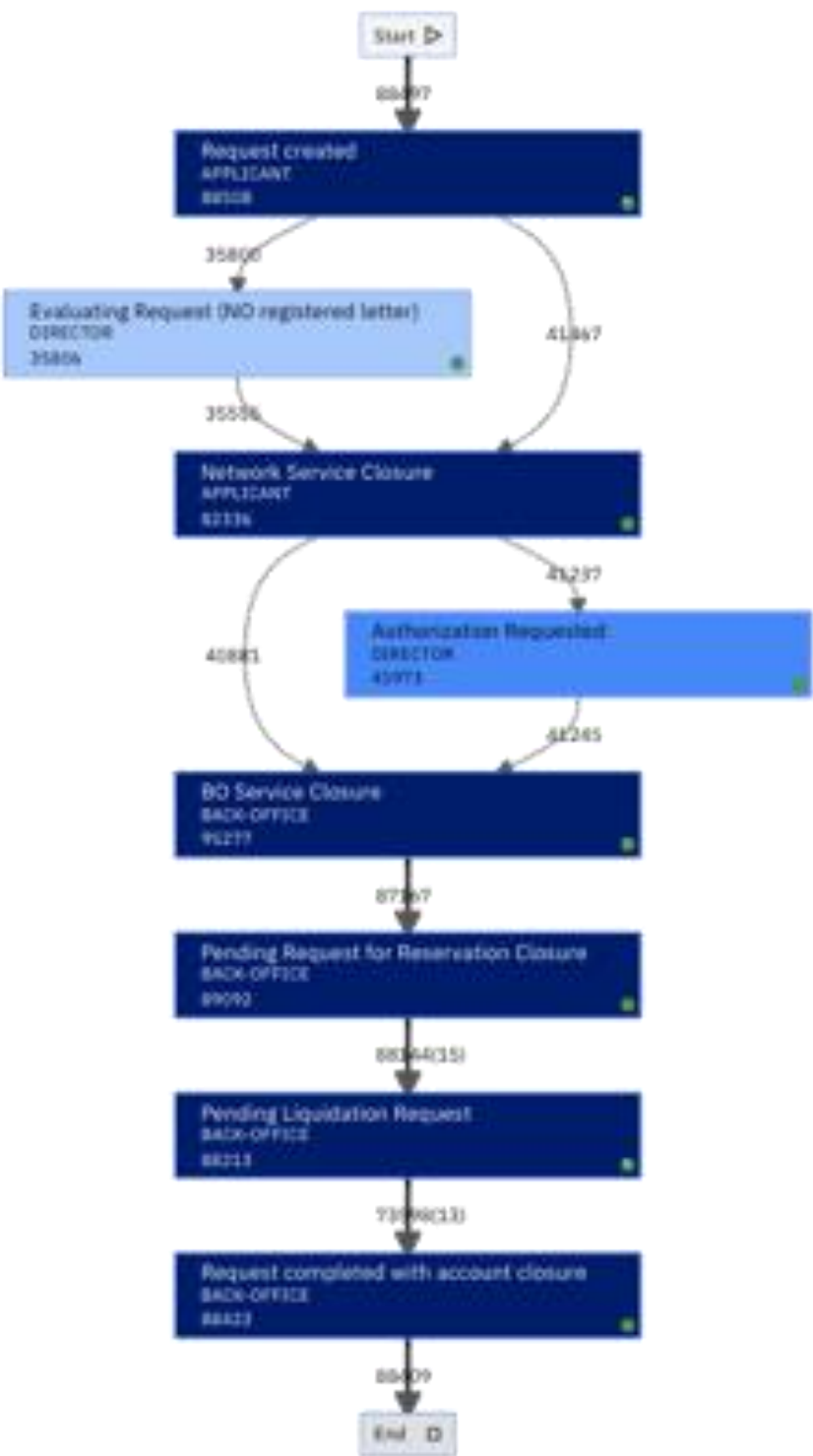


Intelligent task automation

is a critical capability for delivering digital labor solutions.

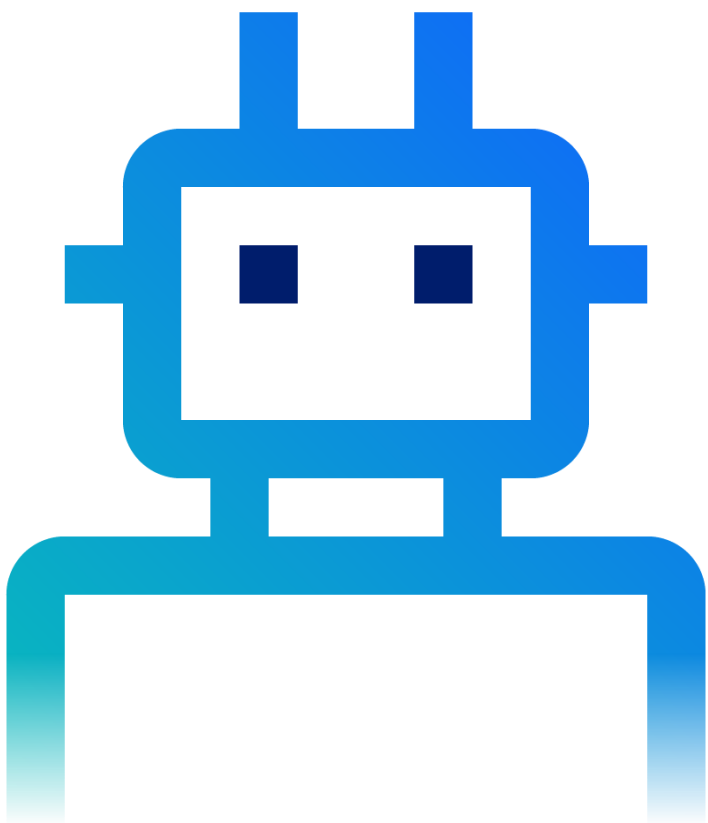
Essential ingredients to discover, build and apply task automations.

Analysts **discover** opportunities for automation with **IBM Process Mining**



Low-code

Developers **build** automations with **IBM App Connect** and **IBM Robotic Process Automation***



Low-code

Business users **apply** automations with **IBM Watson Orchestrate** using natural language

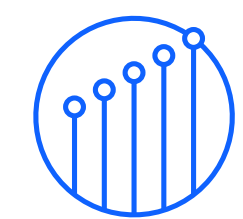


No-code

* and other IBM and third-party automation technologies

IBM Robotic Process Automation key benefits and how it helps organizations improve customer satisfaction & reduce manual work

Boost productivity



Move repetitive tasks to always-on bots enabling employees to spend more time on innovation

100%

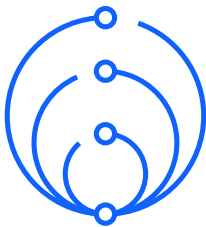
Automate manual tasks

Gained up depending on business process



<https://www.ibm.com/case-studies/new-mexico-mutual>

Grow your Business



Experience cost efficiencies that occur when you automate routine, manual tasks, and shift employees toward higher-revenue efforts

100%+

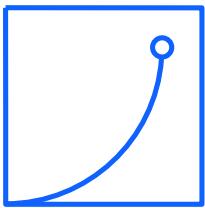
ROI achieved in 3 months

Eliminate 2000 manual work hours
Lower operational costs



<https://www.ibm.com/case-studies/primanti-brothers>

Accelerate time to value



Create, test and deploy new automation schemes in hours, instead of days or months

650

hours saved

Using RPA software, NBN registers 2,150 ISO standards/year, compared to 800 in the past



<https://www.ibm.com/case-studies/bureau-voor-normalisatie/>

Increase throughput



Fulfill automated tasks in seconds or minutes, round the clock

>4X

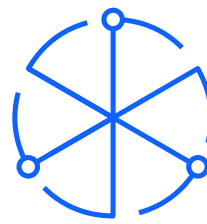
accelerated the PV process

Searches that took 5 minutes each were reduced to 2 min 11 sec on average



<https://www.ibm.com/case-studies/selta-square>

Reduce human error



Virtually eliminate copy-and-paste mistakes from entering the same data into multiple systems

80%

time savings

Gained near zero errors when robots are used



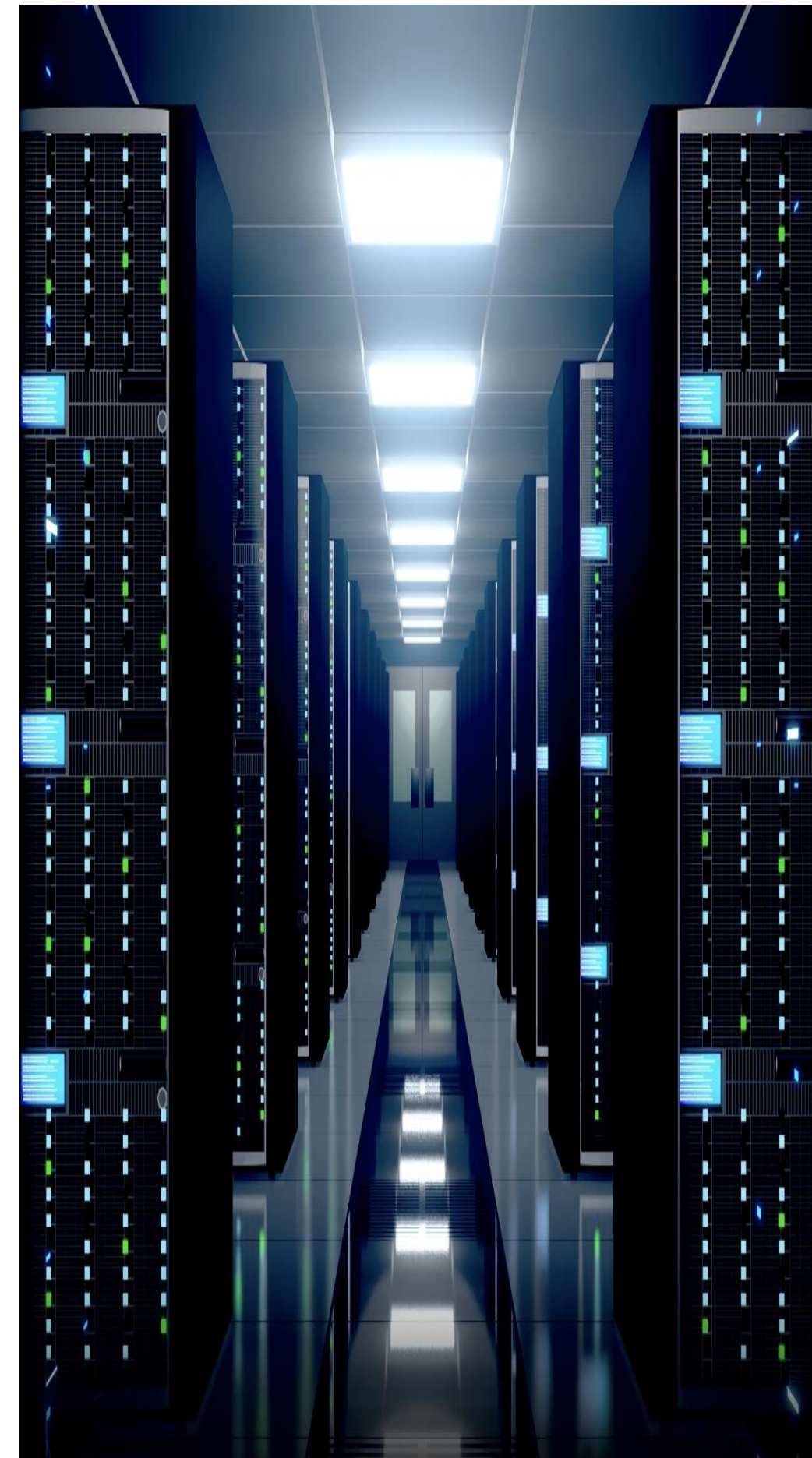
<https://www.ibm.com/case-studies/system-of-credit-unions-of-brazil/>

How RPA works

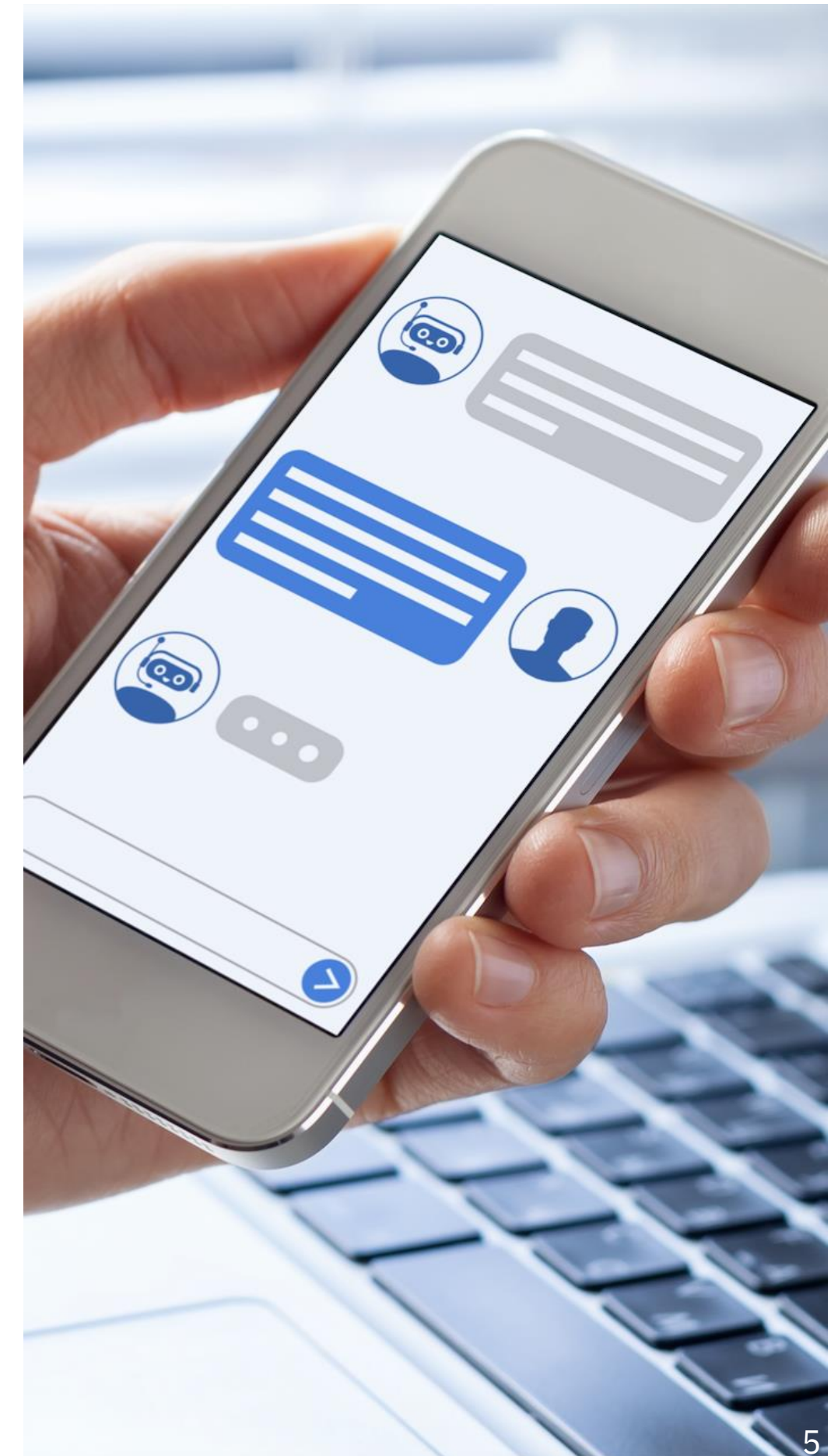
Attended bots



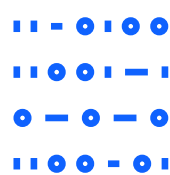



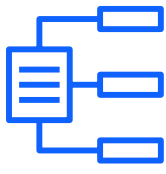

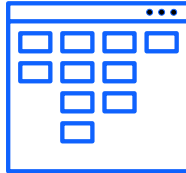

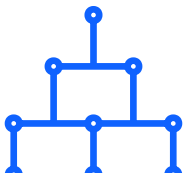
Unattended bots



Digital workers and chatbots



What can bots do?

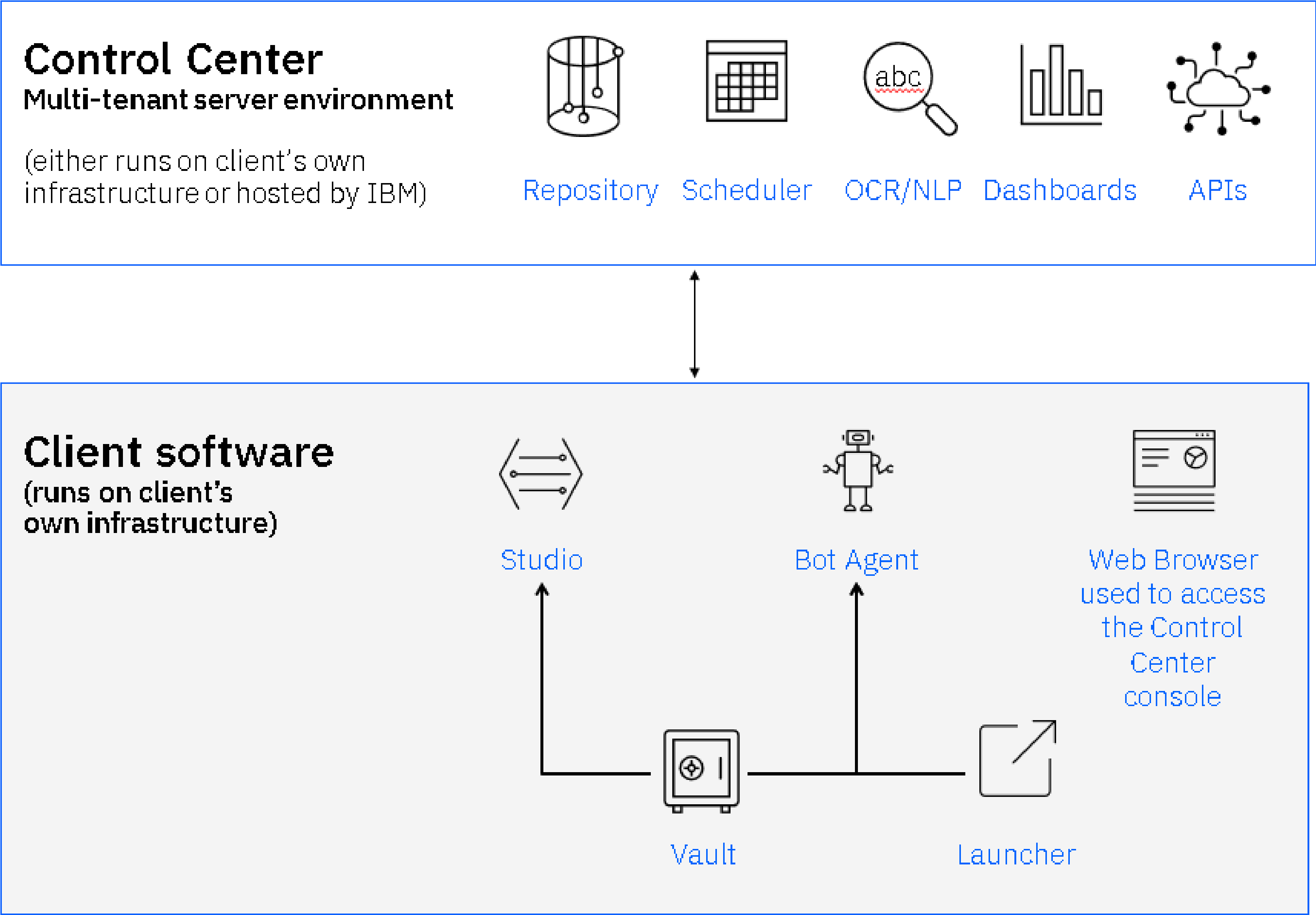
 <p>Use Microsoft Windows OS Use file system, clipboard, taskbar, services, open and close applications</p>	 <p>Use desktop applications Work with web apps, Windows apps, Microsoft Office suite, SAP, Java apps, remote desktop</p>	 <p>Interact with systems Access mainframes, call APIs, update and query databases</p>
 <p>Communicate Send and read emails and SMS messages, chat using natural language</p>	 <p>Read documents Extract structured data from unstructured content</p>	 <p>Apply intelligence Understand information, make decisions, apply knowledge, learn</p>
 <p>Create documents PDF Reports, MS Excel, MS Word</p>	 <p>Process Data Encrypt, analyze, perform calculations</p>	 <p>Manage Files Create, upload/download, transfer</p>

Demo

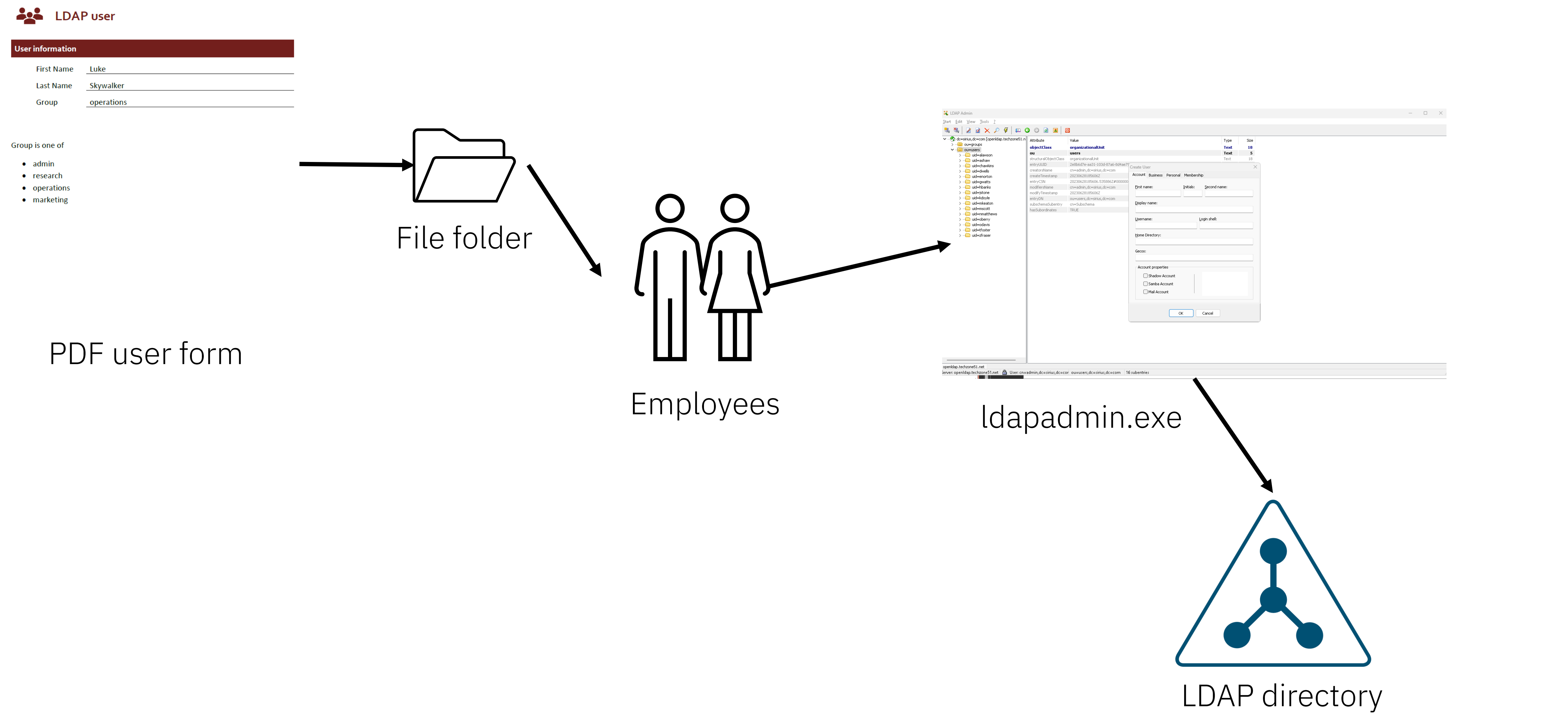
Scenario

Bot development


Running bot (simulates
attended bot)



Scenario



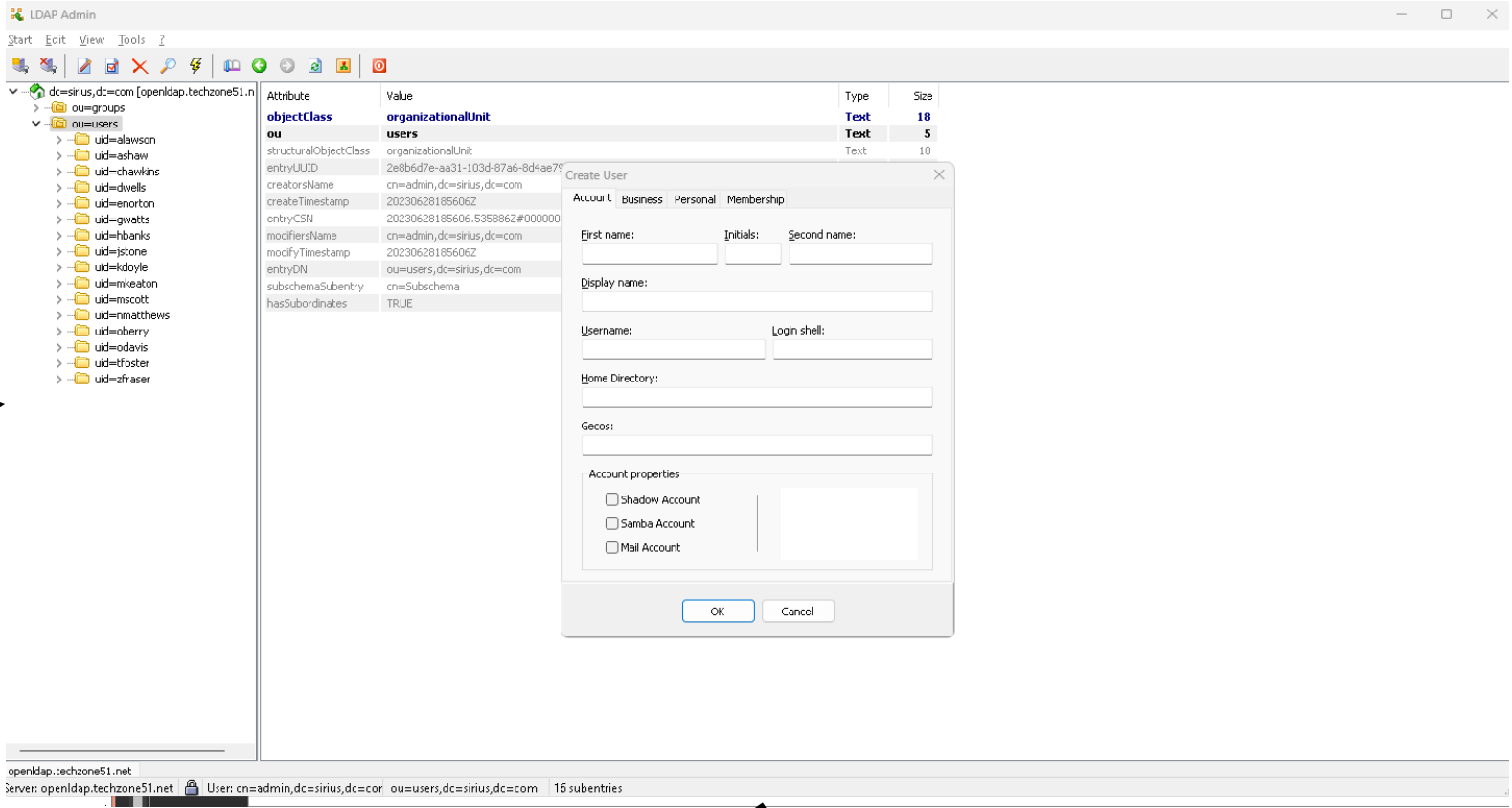
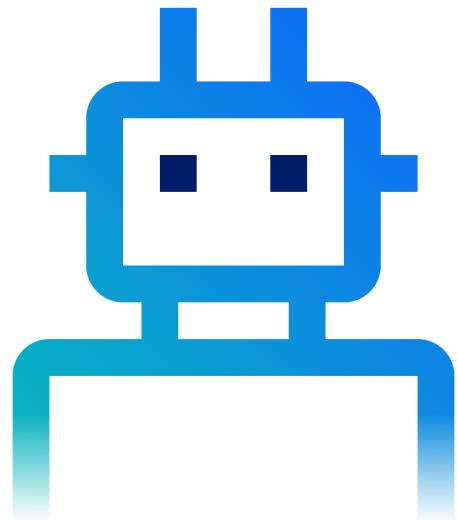
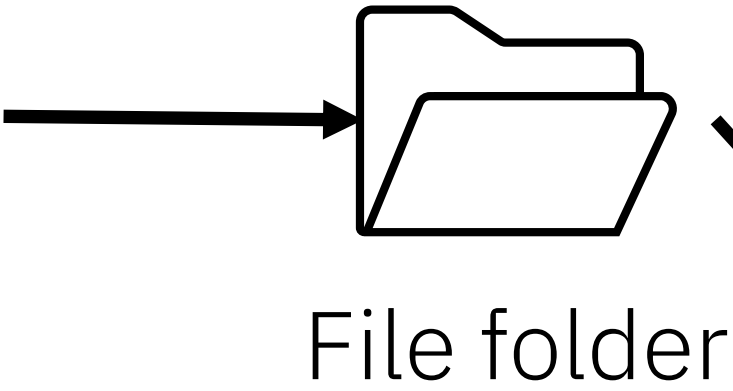
Scenario

 LDAP user

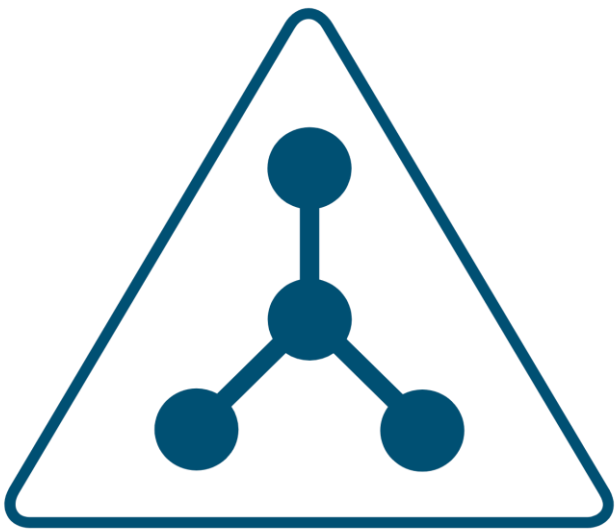
User information	
First Name	Luke
Last Name	Skywalker
Group	operations

Group is one of

- admin
- research
- operations
- marketing

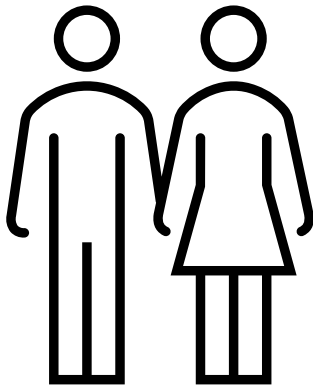


ldapadmin.exe



LDAP directory

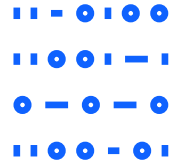



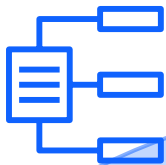

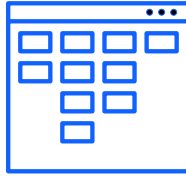

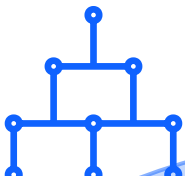
PDF user form



Employees

working on other tasks

What can bots do?

 <p>Use Microsoft Windows OS Use file system, clipboard, taskbar, services, open and close applications</p>	 <p>Use desktop applications Work with web apps, Windows apps, Microsoft Office suite, SAP, Java apps, remote desktop</p>	 <p>Interact with systems Access mainframes, call APIs, update and query databases</p>
 <p>Communicate Send and read emails and SMS messages, chat using natural language</p>	 <p>Read documents Extract structured data from unstructured content</p>	 <p>Apply intelligence Understand information, make decisions, apply knowledge, learn</p>
 <p>Create documents PDF Reports, MS Excel, MS Word</p>	 <p>Process Data Encrypt, analyze, perform calculations</p>	 <p>Manage Files Create, upload/download, transfer</p>

Demo

