

RPA MODULE-1:

RPA (Robotic process automation) is a technology that enables software 'robots' to carry out repetitive, rule-based digital tasks. They are more accurate, faster and consistent.

Tasks of RPA: (6 points)

1. Cut and paste information from one app to another
2. Opening of website & login
3. Opening of an email and attachments
4. Read/write of database
5. Extraction of content from forms/documents
6. Use of calculations and workflows.

Flavors of RPA: (3 points)

1. Attended RPA
2. Unattended RPA
3. Intelligent process automation (IPA)

History of RPA: (2 points)

1. Mainframe Era
2. PC revolution.

BENEFITS OF RPA: (10 points)

1. Higher quality services, greater accuracy
2. Improved analytics
3. Reduced costs
4. Increased speed
5. Greater compliance
6. Comprehensive insights
7. Versatility
8. Simplicity
9. Time savings.
10. Increased employee satisfaction

DOWNSIDES OF RPA:

1. Long-term sustainability
2. Implementation
3. Error magnification
4. Overall risk
5. Maintenance.

RPA compared to BPM (Business Process management)

-adopting different management approaches, such as six Sigma (combo of project management & statistical techniques), lean production (manufacturing principle of Toyota) & Total quality management (TQM - blend of six sigma & lean production)

- Page _____
- BPM requires more time & effort because of changing extensive processes, not tasks.
 - It has rigorous approach & hence attractive to industries that are heavily regulated like financial service & healthcare.
 - To use RPA in BPM, first undergo BPM implementation to improve core processes.

With BPO (Business process outsourcing)

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|--------------|---|-------------|
| 1. Offshore | } | Strategies. |
| 2. Nearshore | | |
| 3. Onshore | | |
| 4. Security | } | Drawbacks |
| 2. Costs | | |
| 3. Politics | | |

With BPA (Business process automation)

- Automate complete process.
- Use case is onboarding