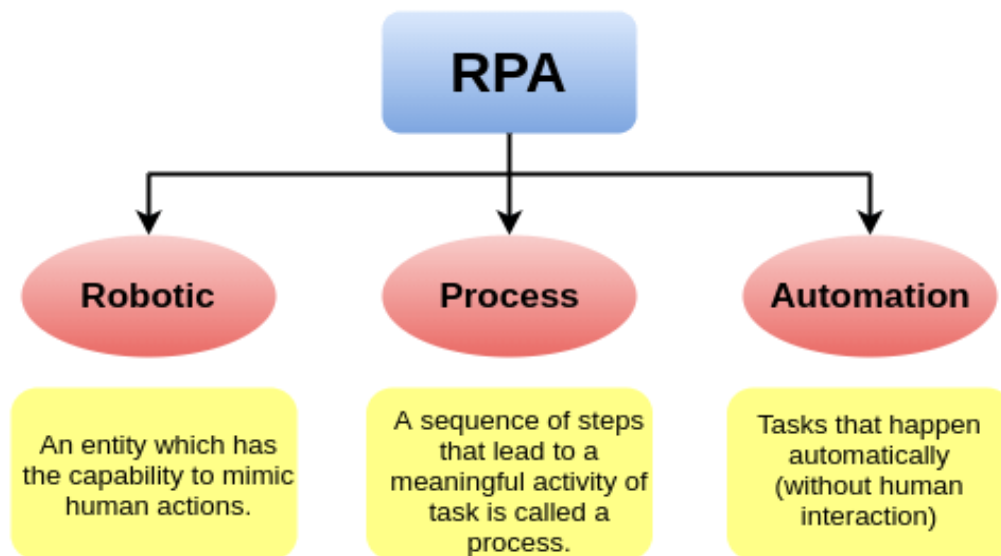


# What is RPA?

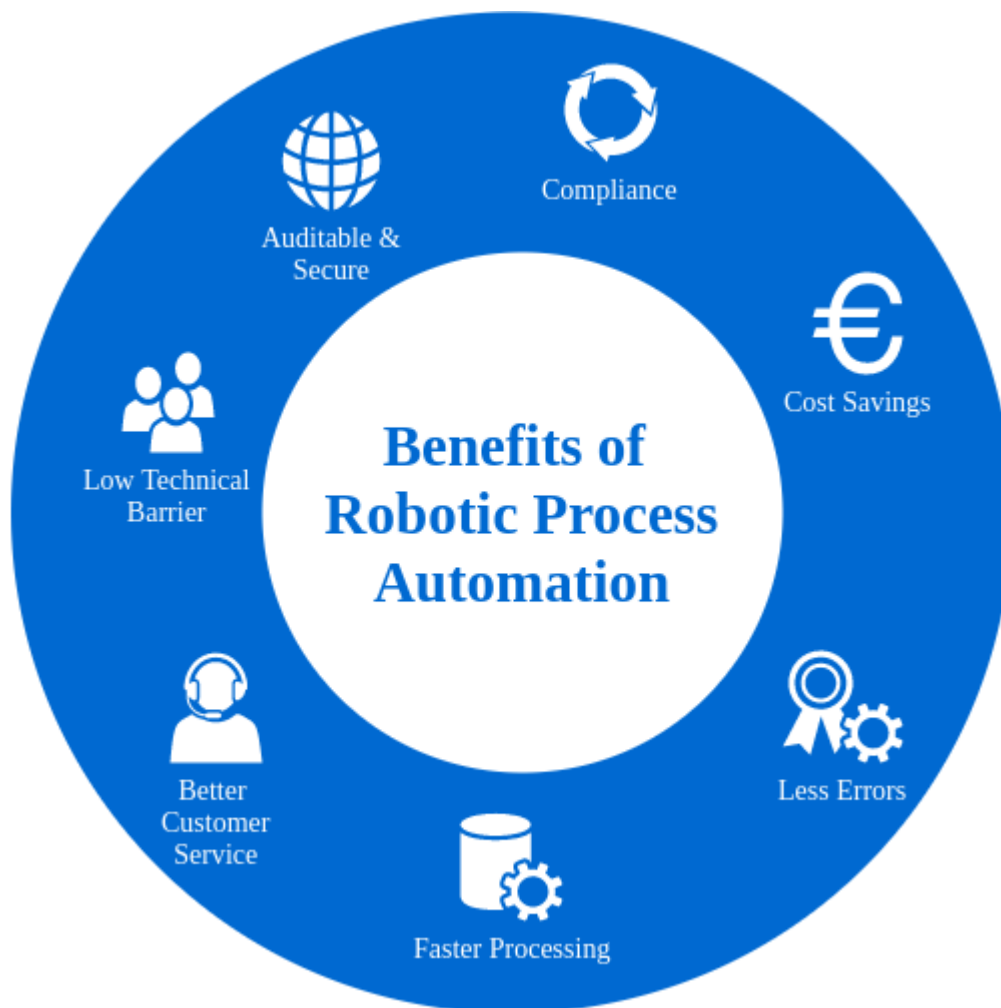
RPA stands for Robotic Process Automation(also known as software robotics). It is the technology used for software tools that automate human tasks, which are manual, rule-based, or repetitive. Typically, it is like a bot that performs such tasks at a much higher rate than a human alone. These RPA software bots never sleep and make zero mistakes, and can interact with in-house applications, websites, user portals, etc. They can log into applications, enter data, open emails and attachments, calculate and complete tasks, and then log out



## Why RPA?

RPA is not part of an organization's IT infrastructure. Instead, it belongs at the top of the whole organization's IT infrastructure. In an IT environment, most of the business processes are not smart and intelligent. Many of them are dependent on multiple IT systems, which rarely interact with each other. Such types of tasks are repetitive, time-consuming, and labor-intensive for human beings. With Robotic Process Automation, it takes large IT transformation plans and implementation processes to automate those types of repetitive, time-consuming, and rule-based tasks more quickly, accurately, and tirelessly, compared to a human being.

RPA technology uses bots that interact with web applications, web sites, excel worksheets, and emails to automate the tasks just like a human. RPA is currently the most efficient automation solution, and it helps human beings to focus on those tasks which require emotional intelligence, reasoning, judgment, and interactions with the customers, rather than just doing repetitive tasks.



## RPA Tools

RPA tools are the software that helps users to configure various tasks to get automated. Most of the organizations have periodic and repetitive tasks such as data entry, data extraction, report generation, etc. These tasks are manually performed on the software by the employees. Such repetitive tasks can be easily automated with the help of bots. The software that utilizes bots for performing automation is called the RPA Tool

Some popular RPA tools are described below:

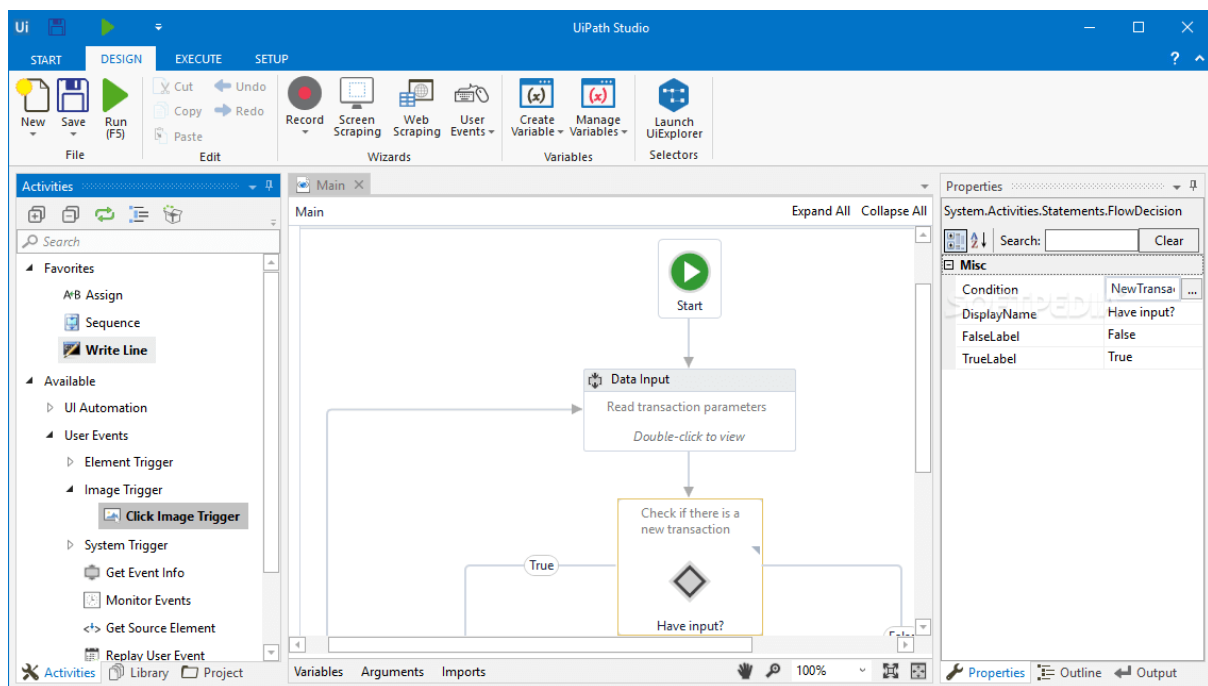
### 1. UiPath

UiPath is a highly extensible Robotic Process Automation tool that helps to automate desktop or web applications. It offers global enterprises to design and deploy a robotic workforce for their organizations.

The best thing about UiPath is that it includes a community edition that comes with a drag and drop feature. So, the users do not need programming knowledge to automate the tasks using UiPath. The community edition is free for the people who want to learn, practice, and implement RPA.

## Features

- It provides multiple hosting options, such as cloud environments, virtual machines, and terminal services.
- It supports a high range of web and desktop applications.
- It supports the auto-login feature to run bots.
- It includes a scrapping solution which works with .Net, Java, Flash, PDF, Legacy, SAP, with maximum accuracy.

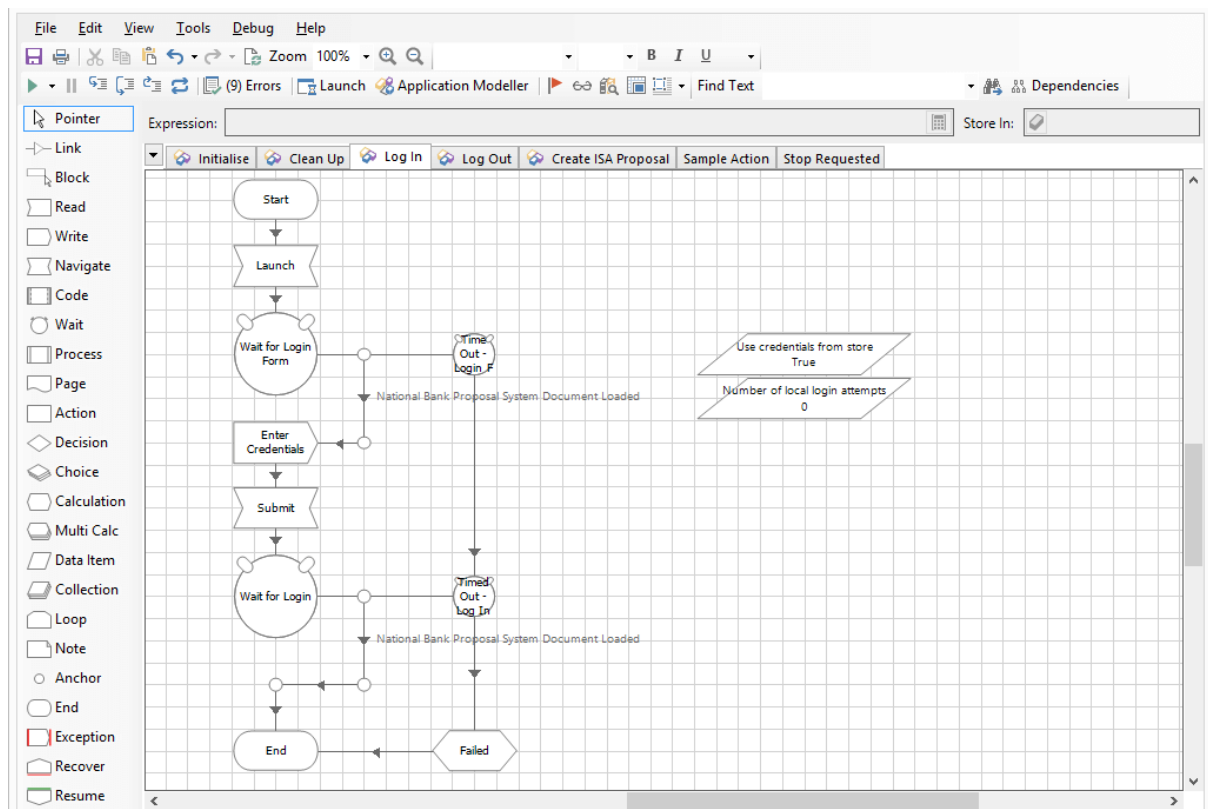


## 2. Blue Prism

Blue Prism is an RPA Tool that provides a virtual workforce to the organizations. It helps organizations to automate manual, repetitive, and rule-based business processes in an agile and cost-effective manner. It includes drag and drop support to automate the tasks.

## Features

- It is platform-independent so that it can be used on any platform.
- It contains robust features like load balancing, data encryption, and end-to-end auditing. Thus, every change is audited.
- Blue Prism also supports automation of codes written in Mainframe, Java, Windows applications, and even web-based applications.
- It supports all major cloud platforms, like Microsoft Azure and Amazon AWS. So, users can manage most of the tasks centrally.



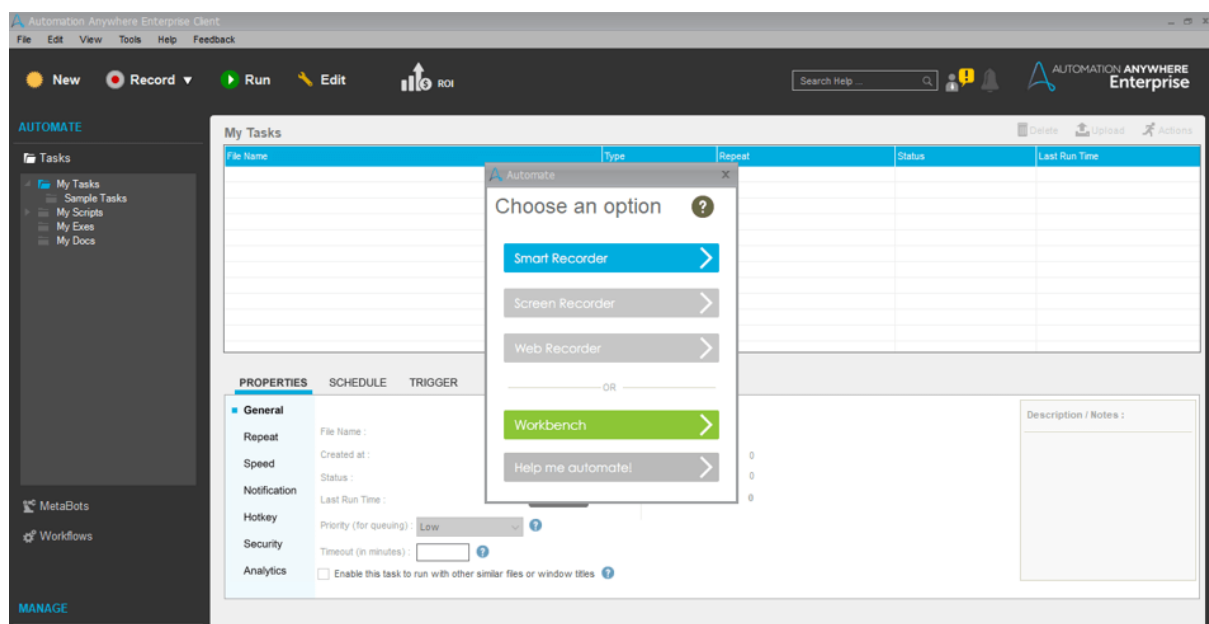
## 3. Automation Anywhere

Automation Anywhere is one of the popular RPA vendors that offers powerful and user-friendly capabilities to automate any complex business process. This tool is a combination of all the core functions. It combines RPA with intellectual elements like language understanding and reading any unstructured data.

Automation Anywhere is a web-based administration system that provides control to run and manage end-to-end automated business tasks for companies. It allows automating a broad range of tasks, from basic windows configuration steps to the ultimate networking and remote database processes.

## Features

- It provides easy integration with different platforms.
- It provides Bank-grade security through authentication, encryption, and credentials.
- It distributes tasks to multiple computers and rapidly automates complex and complicated tasks.
- It offers scriptless automation.

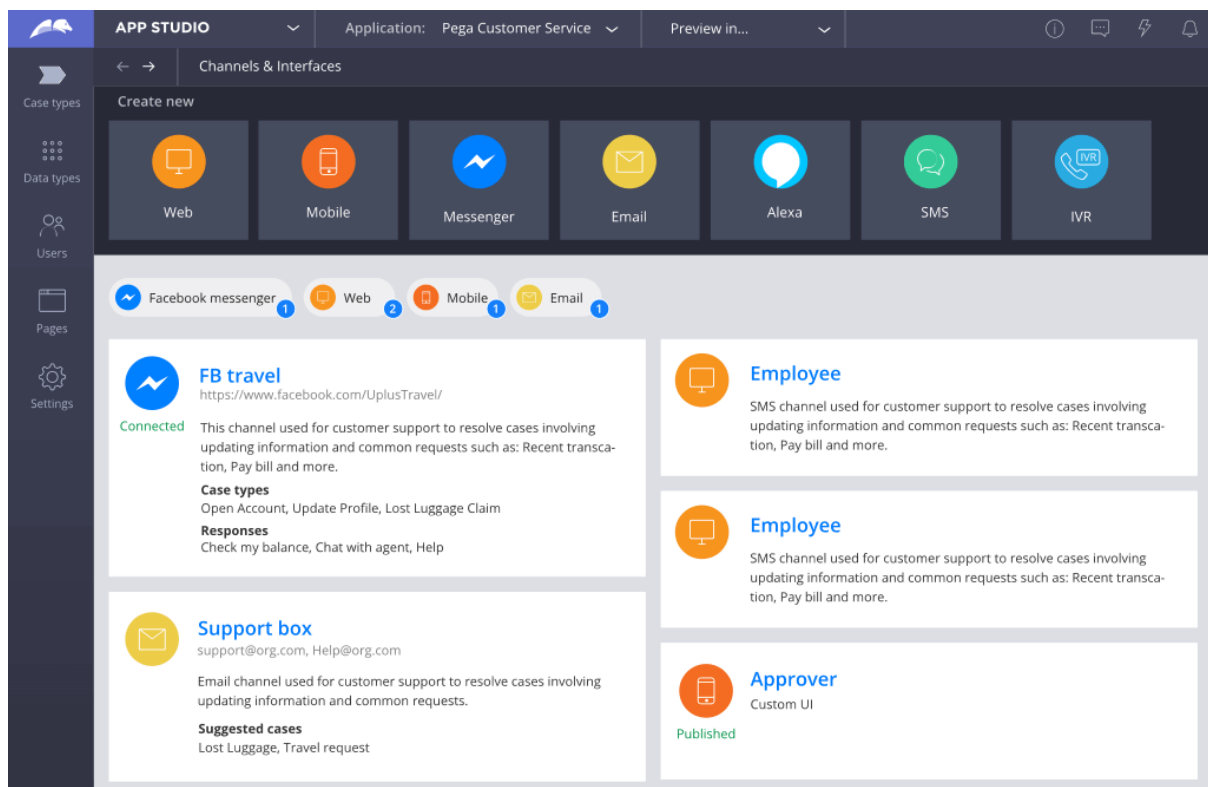


## 4. Pega

Pega is an RPA tool that can be used to automate the routine tasks which are repeated in a workflow. It adds the ability to automate tasks using the UI of existing applications. It can be beneficial to speed up manual tasks by automating user actions.

## Features

- It provides a cloud-based solution.
- It helps in the deployment of the solutions to the customers.
- It captures insights at the desktop. It gets details of how work gets done.
- It does not store any execution data in a database. Everything gets stored in memory.



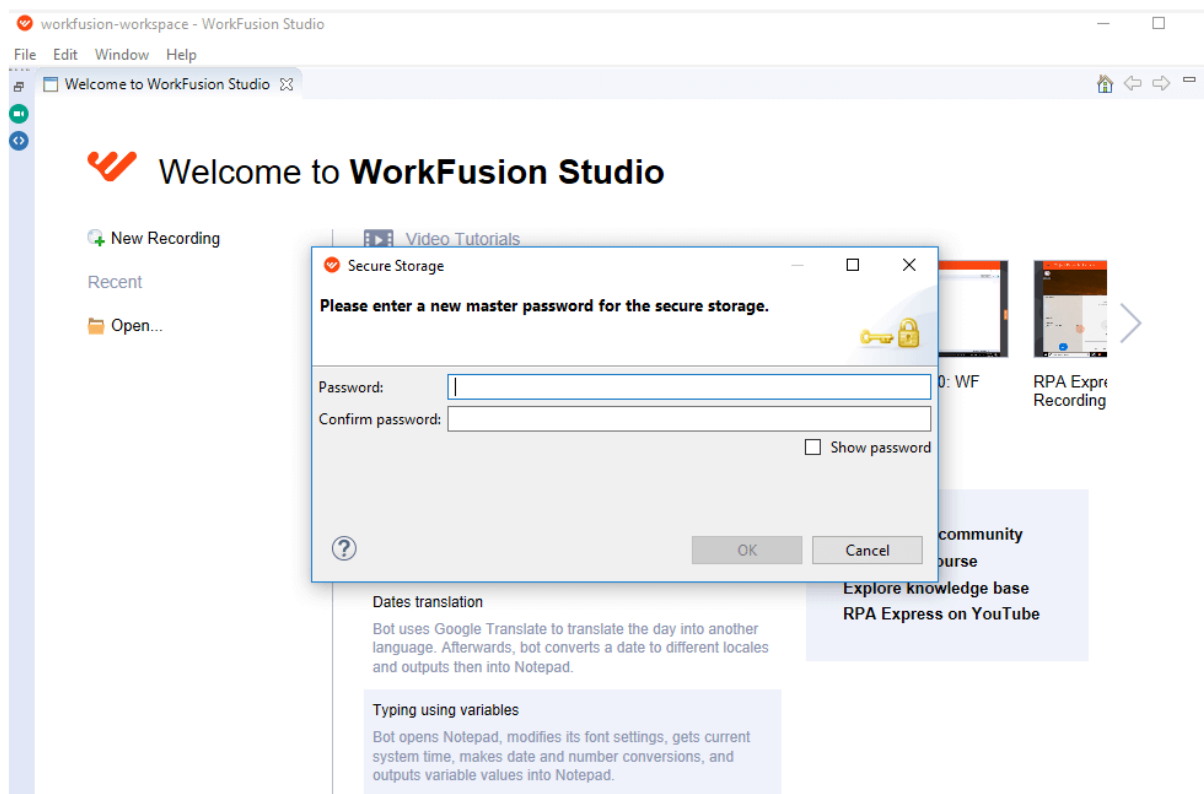
## 5.WorkFusion

WorkFusion is a **SaaS (Software-as-a-Service)** cloud computing platform. It automates the monitoring of data feed and helps you to manage crowd-sourced workers from global talent markets.

WorkFusion uses statistical quality control to ensure the accuracy of the work output.

## Features

- It can collaborate with multiple users across different workstations.
- It supports quick start / stop automation, just by pressing a button.
- It also has a drag and drop feature.
- It allows organizations to digitize their operations and enhance productivity.



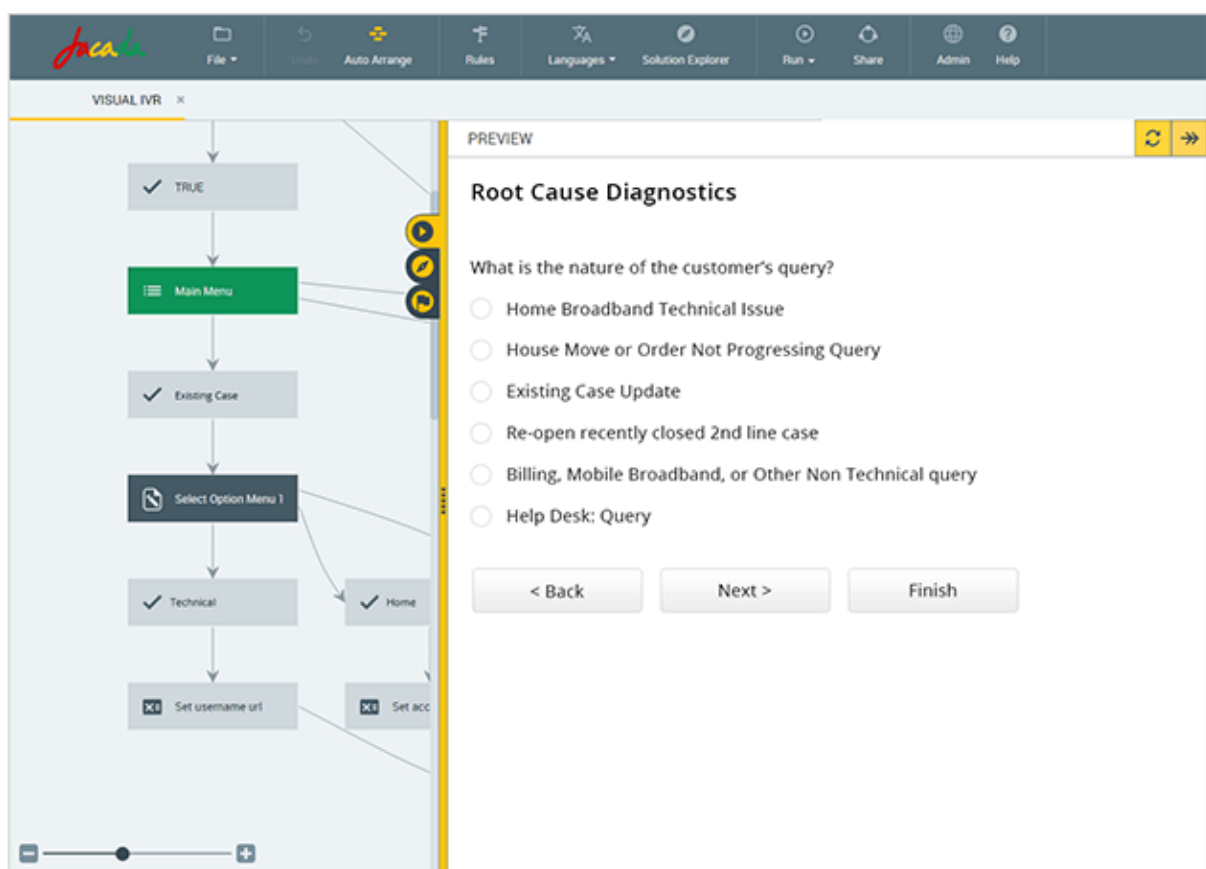
## 6. Jacada

Jacada is also one of the leading RPA tools. It helps in Desktop Automation and allows organizations to automate time-consuming, error-prone, and repetitive tasks. It supports increasing accuracy, productivity, and customer satisfaction.

This tool is widely used for creating communication centers and customer services.

## Features

- It includes hybrid RPA capabilities that combine attended and unattended bots.
- It provides an unparalleled level of flexibility for automated processes handling.
- It reduces the average handling time for organizations.
- It helps in increasing first call resolution (or instant resolution).



## 7. WinAutomation

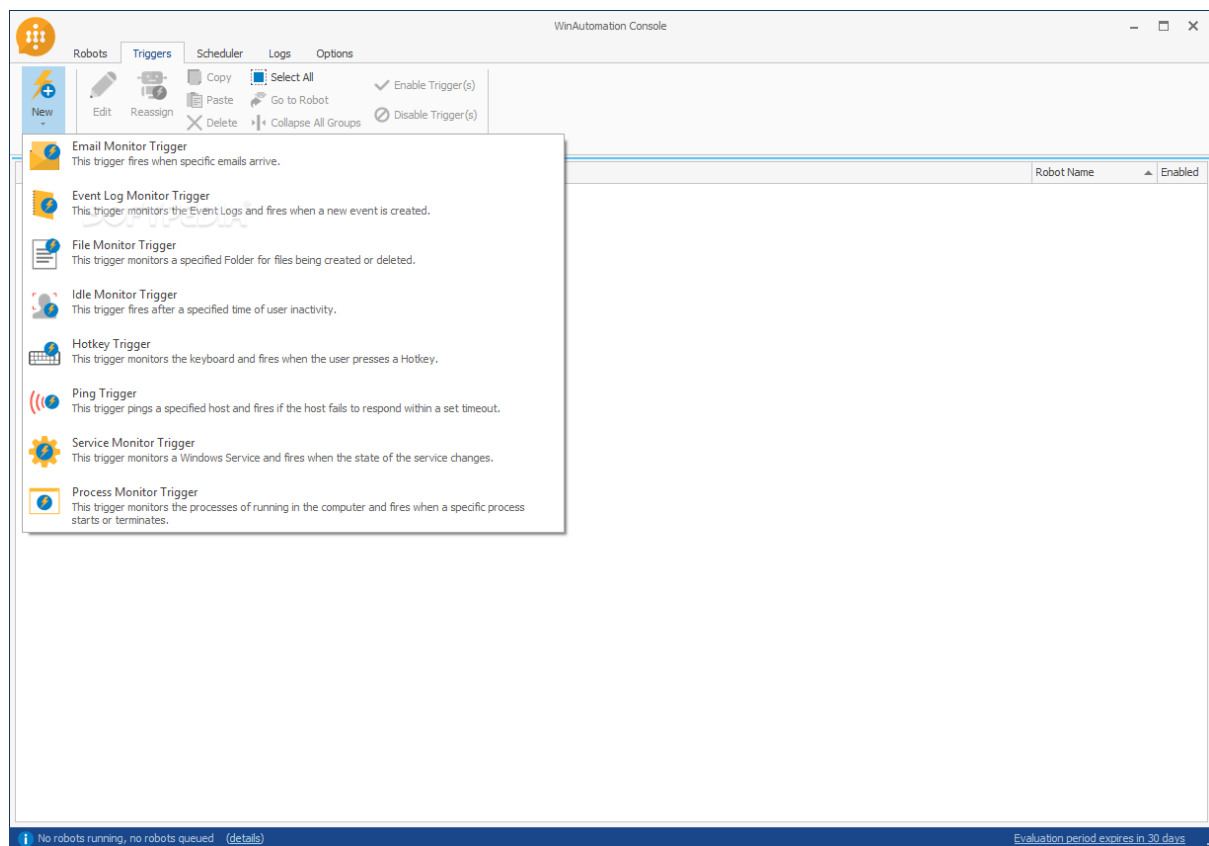
WinAutomation is a powerful, robust, and easy to use windows-based desktop automation tool that allows the development of software robots. It provides enterprise-grade security and controls.



This tool can fill web forms, extract data, and transfer the same data from one application to another.

## Features

- It provides easy integration with leading third-party applications.
- It supports parallel execution during testing.
- It includes image and optical character recognition.
- It requires minimal coding for the development of bots



## 8.NICE Systems

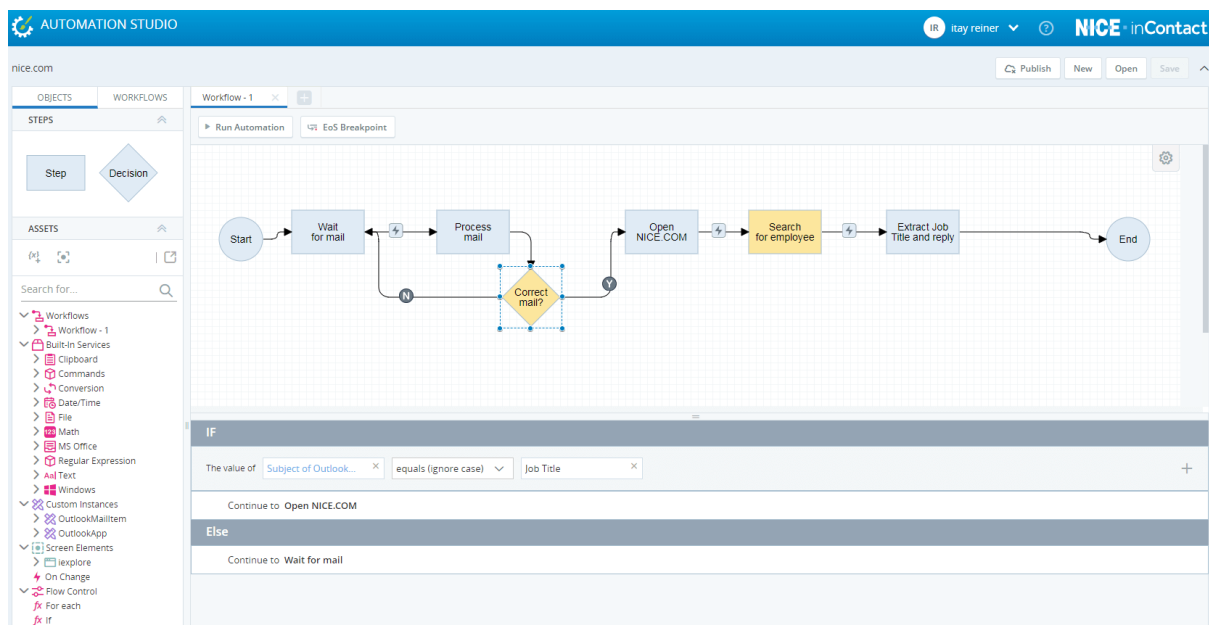
The NICE system is an intelligent RPA tool which is also known as **NEVA (Nice Employee Virtual Attendant)**. It operates on both the cloud and on-premise business software. With the help of this tool, a variety of tasks can be executed

independently without human intervention. It helps employees to perform repetitive tasks.

It allows businesses to make accurate inferences with the help of high-level analytics of structured and unstructured data.

## Features

- It supports both attended and unattended automation.
- It is ideal for banks, Finance, HR, etc.
- It provides increased customer satisfaction and productivity.
- It automates ordinary tasks and ensures compliance adherence.



## 9. Contextor

Contextor is an integrated development environment used for a robotic automation process. It offers a complete customer view, online help, and exchange of data between two or more applications.

## Features

- It helps in configuring robots through a drag & drop, and point & click approach.
- It can monitor the processes executed on the workstation.
- It can discover and recognize the target applications.
- It can maintain existing projects and add new features.

In the present time, there are many more vendors who are providing RPA Tools. However, the leading tools in the RPA market are **UiPath**, **Blue Prism**, and **Automation Anywhere**. These tools are most widely used in organizations for various purposes.

### Following core functionalities should be present in any RPA tool:

- A software robot should be able to interact with other systems either through Screen Scraping or API Integration.
- A software robot should be capable of making decisions and determine its actions based on inputs gathered from other systems.
- A software robot should have an interface to program the other robots.

## Choosing the right RPA Tool

As we have seen, there are lots of RPA tools, but the question is which tool should we choose. Following are some parameters which should be considered before choosing the RPA tool:

### Technology

The RPA tool must be platform-independent and should support all kinds of applications so that the organization will be able to perform their routine tasks outside the local desktops.

There are some other important technologies (i.e., screen scraping, scalability, cognitive capabilities, etc.) that should be available in the RPA tool.

## **Scalability**

One of the important parameters of the RPA tool is scalability. There should be an option to expand the robotic workforce as per the requirements. RPA tool should support expansion for either no extra or minimal cost.

## **Security**

Security is an important parameter to be considered before the selection of the RPA tool. Since the software robots access and manage private data, the organization should check all the security features of the tool. They are required to measure all the security controls before the implementation of RPA. Otherwise, the system may become accessible to external malicious attacks. It can cause misuse of confidential data, privacy issues, and other security concerns.

## **Total Cost of Ownership**

The total cost of ownership is considered as another important parameter that should be evaluated before choosing the RPA tool. It depends on different factors such as initial setup cost, vendor fees, repetitive license fees, cost of implementation, maintenance, and more. Because the organizations usually prefer to start small and then scale, that's why the evaluation of the cost of the RPA tool with the company's RPA roadmap in mind is necessary.

## **Ease of Implementation**

The selection of the RPA tool must include easy and quick integration as per the business requirements. It is necessary to check the compatibility with existing legacy systems to enable smooth transition after the implementation.

## **Ease of Use & Control**

The RPA tool should be flexible and easy to use for performing the automation process. There should be options that can be controlled easily. It is better to use such an RPA tool, which requires less training and can be operated by users who lack knowledge in programming.

## **Vendor Experience**

Choosing an experienced vendor will drastically improve the speed of implementation and reduce the work required to implement RPA software.

## **Maintenance & Support**

It's always good to choose such RPA providers who provide strong vendor support to their clients. A good vendor support helps in getting technological innovations, smoother deployments, better training, and certifications, etc.

## **Quick Deployment**

The RPA tool should be able to help the user by interacting with applications which are available at the presentation layer. It also supports the user by validation, screens, and business rules, as they all are presented through a virtual desktop.