



WHITEPAPER

SELECTING THE RIGHT PROCESSES FOR ROBOTIC PROCESS AUTOMATION & OPTIMIZING ROI

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ABSTRACT

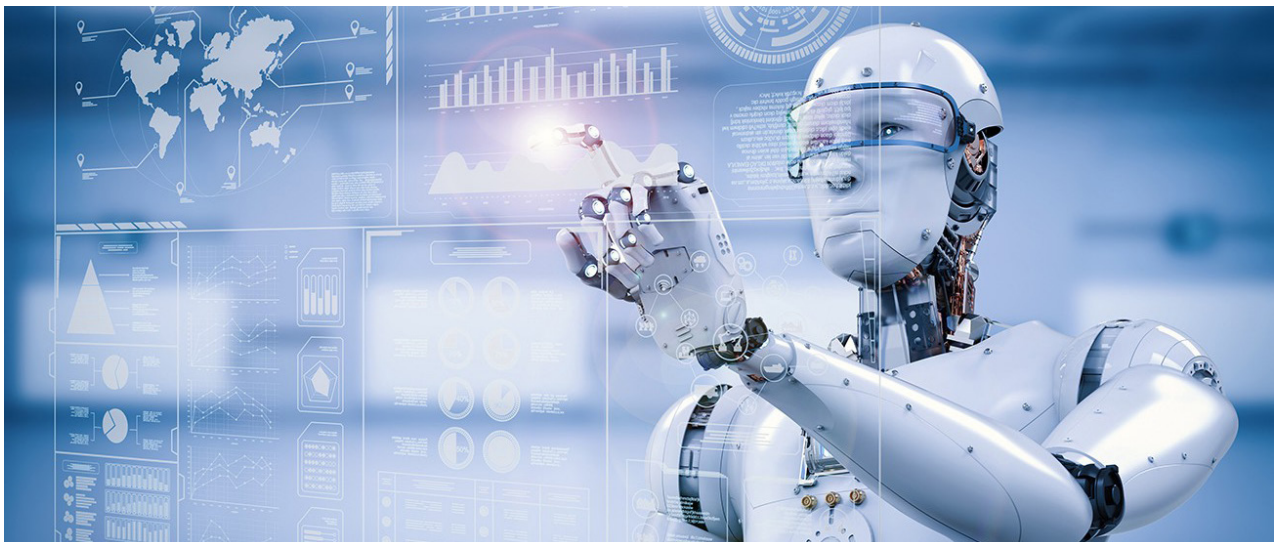
Robotic Process Automation (RPA) is getting accepted across the globe as a key technology. Enterprises are keen to evaluate the benefits of RPA and are looking at implementing it in their operations. This white paper provides key points that will help them select the right processes for RPA deployment. Rules-driven, repetitive, data-intensive, and high compliance are just some of the key parameters which an enterprise may choose to evaluate. This selection is imperative from the point of driving better Return on Investment (RoI) for Enterprise Automation programmes.

Using RPA for the right processes helps in achieving substantial monetary savings.



INTRODUCTION

RPA is gradually gaining momentum. However, when it comes to identifying and selecting the right processes for RPA, some enterprises are at sea because some operations are more suited for automation whereas some are not. Strategizing is one thing and implementation is quite another. Internalizing a technology and selecting the right process for the exercise requires a lot of thinking-through prior to implementation. However, as a thumb rule, processes that are manual, repetitive, and rule-based are more suited for RPA implementation.



Manual, repetitive, and rule-based processes are more suited for an RPA overhaul.

PROBLEM STATEMENT

Some reservations exist about the implementation of RPA at an enterprise level. Using products for mere desktop level RPA automation does not translate into automation at the enterprise level. Statistics say that 30– 50% initial RPA implementation projects fail (Report: Get Ready for Robots – Ernst & Young). With this, businesses are perplexed about achieving the desired results after investing in the technology.



There is a general lack of know-how about Enterprise Level RPA implementation. RPA deployment should begin by setting the project expectations disruptions.

In order to gain a successful outcome, the business needs to first select the correct process. They also need to specify what is expected (and what is not expected) from the implementation similar to a Six Sigma DMAIC project implementation. For example: RPA will improve the process speed by at least 5X. To put it simply, for an RPA implementation, a business needs to define the criteria based on which they can 'select the right process for automation'.

SOLUTION

RPA implementation is a significant cultural shift for most enterprises that are mid-way in their technology transformation. Additionally, a bias exists because of the mixed market sentiments about the technology. Despite the impediments, a business can ensure a seamless transformation and achieve maximum benefit from RPA by selecting the right processes for RPA. Towards this goal, a business needs to implement a step-by-step approach for adopting RPA:

01

Define the Vision

Different groups have different goals for RPA implementation. Some use the technology for scaling purposes. Others use it for regulatory compliance. Some businesses use the process automation achieved to baseline performance. A few businesses want to internalize it for increasing process efficiency and others for enriching customer experience. Hence it is a primary requisite to pen-down the vision / main business goals for the RPA implementation and undertake to coach and mentor the prime stakeholders in the exercise. These stakeholders further serve as the RPA evangelists in the enterprise.

02

Set-up a Governance team

An organizational C-suite and the immediate next rung are vast treasure troves of information.

Selecting a project sponsor and setting up a Governance team from this base immensely helps in fine tuning the organizational processes, and going further, in selecting the processes that are just right for automation. Also defining a proper Responsibility and Accountability matrix helps for a seamless RPA adoption.



03

Select Appropriate Technology & Implementation Partner


System Integrators, who can chart the RPA implementation road map as well as take the exercise to culmination, are a rare breed. Select technology vendors and integrators who have the right knowledge base and have a hands-on enterprise-level RPA implementation experience of delivering the ware successfully. They know the successes and the pitfalls of an implementation and can guide the businesses in circumnavigating about the pitfalls.

04

Define Checklists and Frameworks

These tools help to clearly chart the agenda for an RPA overhaul. Working within a framework of Rules-driven processes, helps to achieve the maximum mileage and RoI from RPA.

For a successful RPA implementation, define the project expectations, tap into the organizational knowledge base, partner with an experienced System Integrator, and define checklists & frameworks.



DATAMATICS CRITERIA FOR PROCESS SELECTION

Selecting the right process for RPA is based on some standards, which can be categorized under different headers in the form of a checklist. Datamatics has been helping businesses select the right processes for RPA and delivering successful outcomes. These range from high growth in the order of 75% CAGR, lowered capital expenditure, reduced operational costs, improved profitability, enhanced quality of service, and enterprise level collaboration.

Following are the indicators, which are widely used by Datamatics for selecting the right process candidates for RPA:

01

Rules-driven

Tasks that are highly rules-based, consistent, and occur very much the same way across the timeline are most suited for automation. RPA brings in standardization in such processes across the organization along with a sense of stability.

02

Repetitive in Nature

Organizations that utilize considerable time performing manual tasks, which are repetitive, also benefit from the technology. Most of the organizations today spend a huge chunk in the order of 25-30% in manual processes of a repetitive nature.

03

Data Intensive

Processes that churn high volumes of data in a systematic manner over and over are also the right candidates for automation. RPA allows the systems to talk with each other with miniscule levels of human intervention thus freeing up significant amounts of human capabilities and capacities to be used in more complex activities.



04

High Compliance

Quite a few businesses require high levels of regulatory compliances. RPA generates activity logs, which can help perform detailed analytics, identify exceptions, conduct root-cause analyses, comply with regulatory norms, and produce the supporting information that is required for statutory audits. The technology enables businesses to be in control of their processes and transactions and internalize an enterprise-wide robust compliance framework.

05

Validations

Many processes require validation at each step to maintain the authenticity of the data. RPA alleviates this cumbersome prerequisite. It works on predefined logic, achieves end-to-end automation, and maintains sanctity of the data. Many processes, which involve multiple systems and require transfer of data from each of these systems to arrive at a result, are also the right cases for automation.

06

Electronic Trigger Process

Processes, which are designed to perform a certain action after receiving electronic triggers in the form of screen data, files such as xls, xml, csv, etc. are another set of suitable candidates for RPA implementation.

07


Susceptible to High Error Rates

Tasks that are prone to errors due to reasons, such as voluminous transactional steps, paper-based data entry, interdependent processes, etc. are another set of the most ideal candidate for RPA.

08

Involve Manual Operations

Till date, a large number of businesses have many processes that use manual calculations and swivel chair operations. One slip cascades into another resulting into process failures. Such tasks need to be automated to achieve 100% error free operations.





09

Performed Out of Hours

Some businesses have seasonal workloads that spill beyond the regular business hours. Some others have processes that mitigate high volumes of complaints, orders, requests, etc., around-the-clock. These processes are right for an RPA overhaul. RPA is highly proficient in delivering services in a 24x7x365 mode and increases the efficiency and productivity of the business.

10

Electronic Start Points and End Points

Certain processes have digital inputs and digital outputs. However, they may have many intermittent steps that are manually performed. These manual steps or gaps can be plugged using RPA to achieve end-to-end automation. In instances where digital start points are absent as in the case of paper-intensive process flows, use of Data Ingestion techniques, such as Optical Character Recognition, help convert paper-based data into digitized assets. These can be further used to leverage end-to-end process automation.

Datamatics has been helping businesses select the right processes for a successful RPA implementation using key criteria.

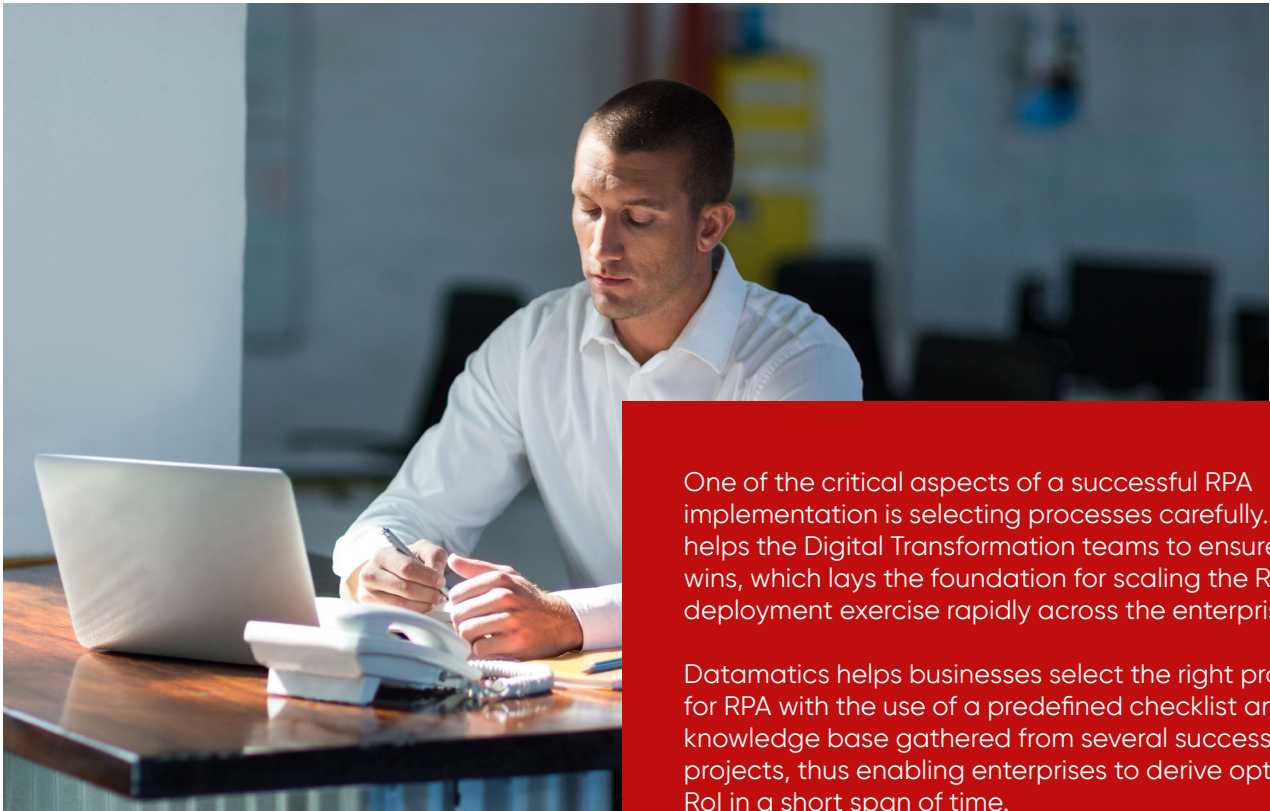


OPTIMIZING RETURN ON INVESTMENT (ROI)

Selecting the right process for automation is synonymous with optimizing RoI for the process. Automation of the right process, though small, can result in huge savings over a time frame of one year. Tasks that are error prone and have a high error rate give quick RoI. Simple processes can reap good RoI within 2 - 4 months, medium complexity processes within 6 months, and highly complex processes in 6 - 24 months. (This is indicative and actual timelines may vary) To add further, centralized operations using bots or RPA across Shared Services bring in the benefit of scale during a wider roll out.



CONCLUSION



One of the critical aspects of a successful RPA implementation is selecting processes carefully. This helps the Digital Transformation teams to ensure quick wins, which lays the foundation for scaling the RPA deployment exercise rapidly across the enterprise.

Datamatics helps businesses select the right processes for RPA with the use of a predefined checklist and the knowledge base gathered from several successful projects, thus enabling enterprises to derive optimum RoI in a short span of time.

ABOUT THE AUTHOR

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Rajesh Agarwal heads the Robotic Process Automation (RPA) business at Datamatics since over a decade. He brings with him over 20 years of varied experience in the field of Information Technology and IT enabled Services and has been instrumental in developing the proprietary solution for RPA – TruBot with the objective of improving business processes for its clients. Rajesh has played a key role in helping transform Datamatics from a service led organization to a product and solutions led organization leveraging new technologies to address business challenges. He has expertise in the areas of Technology Innovation, IP Development, Solution Architecture, Project Management, Pre-Sales, Account Management, Transition Management, and Business Process Reengineering.

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Satrajit is a project manager for Datamatics' Robotic Process Automation (RPA) business. He has played a key role in developing the proprietary RPA solution – TruBot and has successfully executed multiple Process Automation projects for leading banks. He is a certified PRINCE2® Practitioner. He brings over 18 years of experience as a techno-functional analyst in Information Technology. His expertise has mainly been in Microsoft technology and has also automated systems based on various platforms like Java, Mainframe, etc.

ABOUT DATAMATICS

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence.

It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection.

Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing.

The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit www.datamatics.com

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