AUTOMATION TOOLBOX

ROBOTIC PROCESS AUTOMATION

RPA can drive significant operational benefit by automating manual, repetitive, rule based activities performed by your workers, enabling them to focus on high value activity

OPERATIONAL BENEFITS

Rapidly reduced operating costs
Robots operate at a fraction of the cost of an employee

Enhanced operational control
Eliminate human error and increase quality

Increased Capcity
Robots can operate 24/7 to enable employees to focus on value add activity

Improved customer experiece
Increased quality & speed of response

WHAT MAKES A PROCESS SUITABLE FOR RPA?

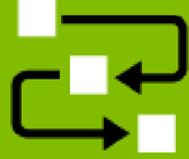| Rules based	Structured digital data	Sufficient volume	Prone to error	Uses multiple systems
✓	✓	✓	✓	✓

Follows rule based tasks

- The process must follow known rules, steps and decisions
- The process should not rely on judgement or human emotion
- The process should be widely known, agreed and documented

Uses structured digital data

- The process inputs should be in a structured format
- It is beneficial if the process input is in standard format
- The process inputs should be digital and not hand written
- The data sources should be defined and agreed

Has sufficient volume

- The process should have sufficient volume to be able to see a benefit
- It is beneficial if the process is prone to volume spikes and seasonal increases
- Management information will be required to validate volume and trends
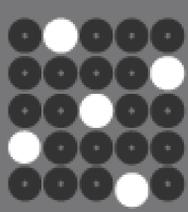
Is prone to manual error

- The process regularly sees manual errors and defects
- Clients complain that the process output is incorrect or late
- These issues are due to staff error, skills or performance

Uses multiple systems

- The process use different systems and software applications
- Data is consolidated, dupliated or moved between these sytems
- These systems and applications reside in different locations

KEY RISKS & CHALLENGES

PROCESS SELECTION
Automating the wrong process is the biggest risk to RPA success. Understanding business drivers & conducting thorough opportunity assesment will mitigate this

CULTURE
Fear can hamper efforts and prevent SMEs from contributing. Engagement and communication at all levels is critical to overcome this and a focus on the positive benefits that will be seen by a successful automation

INFRASTUCTURE
IT need to be engaged from the outset and involved throughout. It is important to ensure RPA is aligned to the existing infrastructure. It is critical to understand where RPA will fit with existing IT governance

COLLABORATION
The change needs to be managed jointly with key SMEs, IT and Process Owners involved throughout. Dedicated resources should be assigned for maximum success

DATA
Access to business data is critical. Early identification of the process data including the source, integrity and understanding any data restrictions or quality concerns as well as gaining access to test data will help

LINKING AUTOMATION TO CONTINUOUS IMPROVEMENT

Automation will be more successful when applying process management principles: Standardise - Maintain - Improve - Automate.

Automation is the next evolution of PMI's expertise and builds on our vision of process excellence. The biggest benefits will be seen by those organisations that already embrace and share our process management philosophy.