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Introduction to robotic process automation
What is Robotic Process Automation (RPA)?

Introduction

• Robotic Process Automation (RPA) is a way to automate repetitive and rules-based processes.

• RPA software, commonly known as a ‘robot’, is used to capture and interpret existing IT applications to enable transaction processing, data manipulation and communication.

• The robots typically use dedicated logins to interact with different applications and systems in the same way as human teams.

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**R&CA Robots are...**

- Computer coded software
- Programmes that replace humans performing repetitive rules-based tasks
- Cross-functional and cross-application macros

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**R&CA Robots are not...**

- Walking, talking auto-bots
- Physically existing machines processing paper
- Artificially intelligence or voice recognition and reply software
What tasks can RPA perform?

Strengths of robotics

How do I identify good candidates for RPA?

- Rules-based
- Uses digital data sources
- Sufficient scale
- Prone to manual error
- Same data across multiple systems
What can robotics do for me?
Understanding the benefits

**Efficiency and Quality**
- Streamlines, standardises and optimises processes, improving quality and reducing costs
- Perform with a high degree of accuracy and operate 24x7 leading to high-throughput of tasks

**Scalability and expertise**
- Processes can be rapidly automated, reducing reliance on recruitment to handle workload spikes
- Process automation helps to engage talent by freeing up capacity to develop new competencies and build expertise

**Insourcing and control**
- Opens new doors for insourcing processes by providing greater control over your service delivery model

**Governance and compliance**
- Platforms are secure, audited and managed within an IT corridor of governance
- Automation enables improved quality/consistency of data, that can result in better analytics, insights and increased revenue

**Competitive advantages**
- Leverage investment in existing applications with low integration costs
- Provides high potential ROI which can be utilised to drive critical initiatives

Automating a process with robotics is typically 1/3 of the cost of performing the process offshore or 1/9 of the cost of keeping the process onshore
The role of RPA

RPA in the wider scale transformation strategies

RPA projects can deliver automation of sub-processes or activities within **weeks rather than months** and they use a non-invasive approach that works with the existing user interface and security model to minimise the IT change impact.

**Typical use cases**

- **Deliver rapid process improvement** as a component of a transformation programme
- **Integrate new apps/web/self-service portals with legacy systems**
- **One off processing** due to a regulatory change, remediation activity or data migration
- **As a first step towards end-to-end automation** with AI and Cognitive tools
- **Document processing and communication** (Invoice processing, on-boarding, customer management)
- **Back office / Offshore data entry tasks can be automated as ‘low hanging fruit’**
Continuum of automation
RPA, cognitive automation and AI

There is a range of technologies available to drive efficiency and effectiveness, but the market is still emerging.
Technology showcase
Technology showcase

Example 1 – A simple robot
Technology showcase
Example 2 – A complex robot
Technology showcase
Example 3 – Semi-structured data extraction
Technology showcase
Example 4 – Natural language understanding

Cogito
Classification
&
Extraction
Demonstration
Questions?