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60 PROCESSES TO CONSIDER FOR RPA AUTOMATION

PURCHASE TO PAY

Reduce the processing time of an invoice by over 60%

- Vendor and Item Master Set-Up And Maintenance
- Master Data Management
- Requisition Processing
- Invoice Processing
- PO Processing
- Receipt – processing of electronic inputs such as PDFs, OCR, magnetic tapes, etc.
- Follow-up on items requiring resolution
- Exception Resolution
- Tax Processing
- T&E Processing
- Improve reports and credit cards
- Payment Processing
- Identification of certain discrepancies such as price or quantity differences, short pay, missing or invalid PO numbers
- Execution or action on resolved either from systems, mail or sites
- Inventory Accounting
- AP Reconciliation
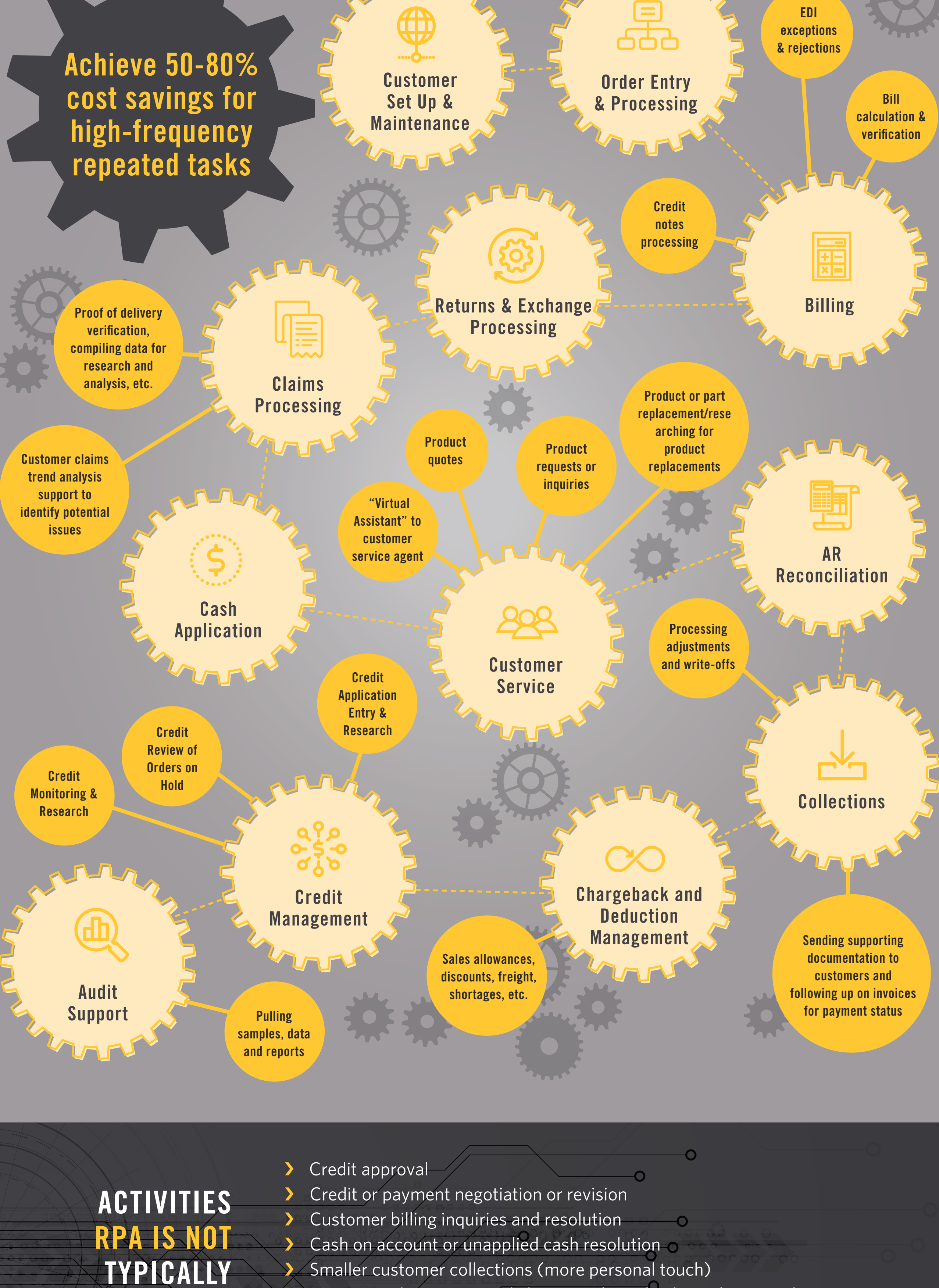- Pulling samples, data and reports
- Audit Support

ACTIVITIES RPA IS NOT TYPICALLY USED FOR:
- Cash management and payment approvals (i.e., which vendors to pay and when)
- Some vendor inquiries and resolution
- Exception research and resolution
- Employee T&E inquiries and resolution
- Supplier management
- Supplier contract management

ORDER TO CASH

Achieve 50-80% cost savings for high-frequency repeated tasks

- Customer Set Up & Maintenance
- Order Entry & Processing
- EDI exceptions & rejections
- Bill calculation & verification
- Order entry processing
- Billing
- Returns & Exchange Processing
- Proof of delivery verification, compiling data for research and analysis, etc.
- Claims Processing
- Product replacement processing for product replacements
- AR Reconciliation
- Customer claims trend analysis support to identify potential issues
- Product packing and info
- Cash Application
- "Virtual Assistant" to customer service agent
- Processing adjustments and write-offs
- Collections
- Credit Monitoring & Research
- Credit Review or Renewal Entry in Credit Score
- Credit Application Entry & Renewal
- Customer Service
- Chargeback and Deduction Management
- Sending supporting documentation to customers and following up on invoices for payment status
- Audit Support
- Pulling samples, data and reports
- Credit Management
- Sales allowances, discounts, freight, shortages, etc.

ACTIVITIES RPA IS NOT TYPICALLY USED FOR:
- Credit approval
- Credit or payment negotiation or revision
- Customer billing inquiries and resolution
- Cash on account or unapplied cash resolution
- More complex operational claims or chargeback resolution and negotiation
- More complex customer inquiries or quotes (level 2/3)
- Customer complaint resolution

RECORD TO REPORT

RPA tools are up to 65% less expensive than offshore-based employees and 93% less expensive than onshore-based

- Chart of Account Maintenance
- GL Account Reconciliations
- Bank Reconciliation
- Intercompany Transaction Posting
- Standard & Recurring Journal Entries Processing
- Fixed Asset Set Up & Administration
- Audit Support
- Tax Filings and Regulatory Reporting
- Period Report Data Compilation & Generation
- Variance & Trend Tracking

ACTIVITIES RPA IS NOT TYPICALLY USED FOR:
- More complex or non-standard journal entries
- Non-standard period end adjustments and accruals
- Forecasting and budgeting
- Variance analysis
- Business performance analysis
- Cash flow management
- Internal control deficiency remediation

HIRE TO RETIRE

65% of HR rules-based processes can be automated

- Payroll Processing
- W4 Management
- Employee Onboarding and Offboarding
- Employee Data Maintenance
- Time & Attendance Management
- Regulatory and Compliance Reporting
- Benefits Administration
- Employee Requisition and Job Posting
- Recruiting Process and Internal Referral Support
- (i.e., candidate screening & workflow management, candidate and internal communications, system management, interview notification, etc.)
- (i.e., evaluation form workflow)
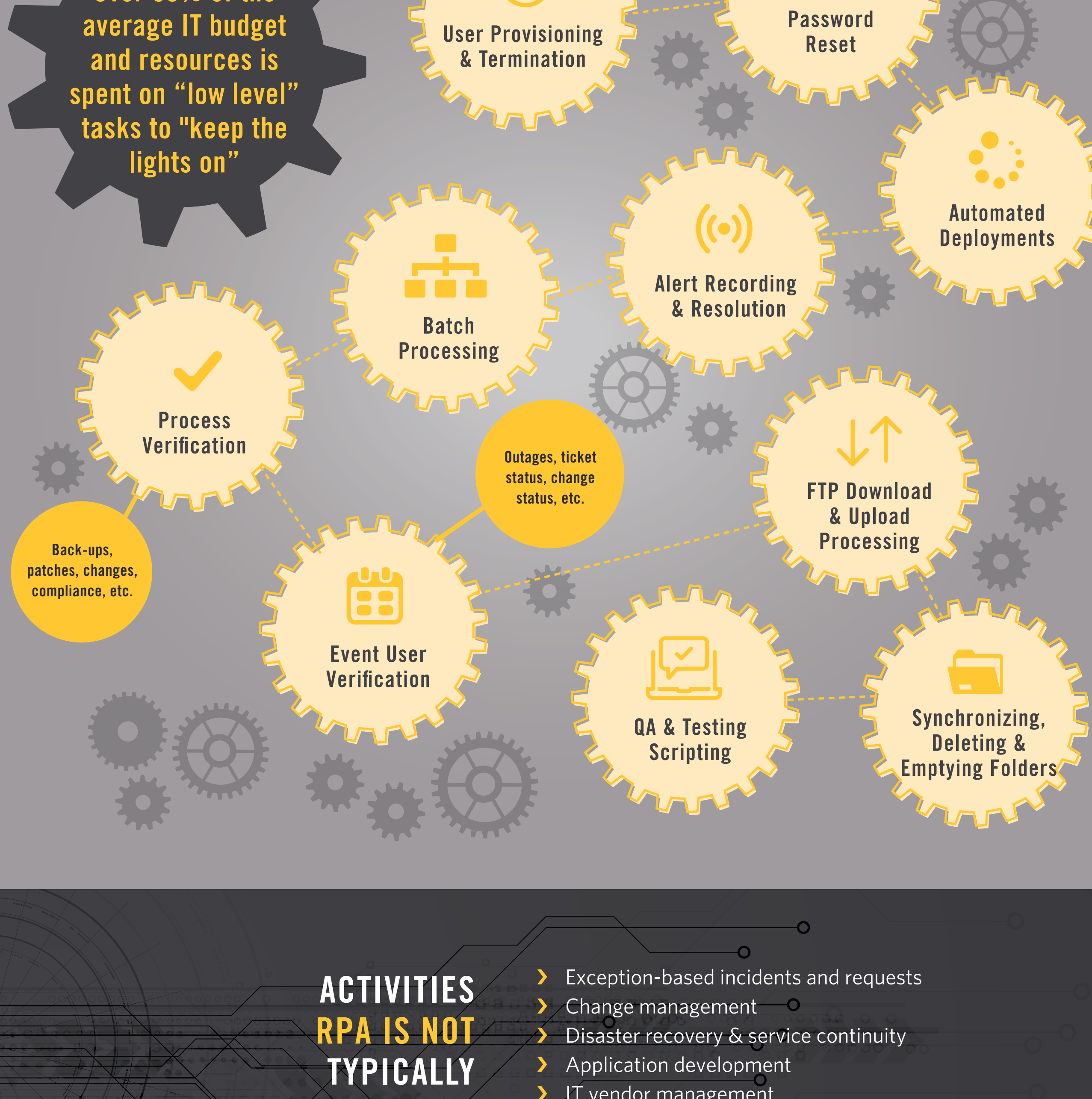- Employee Performance Management Support

ACTIVITIES RPA IS NOT TYPICALLY USED FOR:
- Candidate interview and selection
- Employee relations
- Professional development
- Employee performance management
- Training
- Compensation planning and analysis

IT SERVICES

Over 50% of the average IT budget and resources is spent on "low level" keeping the lights on

- User Provisioning & Termination
- Password Reset
- Automated Deployments
- Process Verification
- Batch Processing
- Alert Recording & Resolution
- FTP Download & Upload Processing
- Back-ups, patches, changes, compliance, etc.
- Event User Verification
- QA & Testing Scripting
- Synchronizing, Deleting & Emptying Folders

ACTIVITIES RPA IS NOT TYPICALLY USED FOR:
- Exception-based incidents and requests
- Change management
- Disaster recovery & service continuity
- Application development
- IT vendor management
- Security

OTHER AREAS

Processes with automation potential reside in all corners of an organization. Thus, a company's RPA strategy should extend to also cover other critical areas.

- Data Aggregation & Migration
- Data Reading & Entry
- ERP Transactions & Integrations
- Mass Email Generation
- Periodic Reporting, Calculations & Data Analysis
- Competitor Pricing

HOW TO GET STARTED?

Based on the process characteristics that lend themselves well for RPA, almost any process in your organization could be automated to some extent. But in reality, organizations need to first analyze and estimate the potential savings and benefits of each process in order to prioritize the ones that can really have a significant impact. Impact can be defined in many ways, from number of FTEs that can be reduced to money you may be leaving on the table for not effectively performing certain tasks such as claims verification or deductions management.

With a hands-on, practical approach, Auxis can help you identify the areas of opportunity for RPA within your process and system environment, quantify the real savings, and implement tailor-made solutions with a quick turnaround. To learn more about Auxis' RPA solutions, please visit: https://www.auxis.com/rpa-robotic-process-automation

SOURCES
https://www.uipath.com/blog/how-uipath-automation-solutions-optimize-finance-accounting-processes
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