

Robotic Process Automation (RPA) for Information Management Professionals: Is RPA Right for My Business?

Introduction

There are few trends in the IT space generating more interest right now than Robotic Process Automation. This new technology offers an enormous amount of promise by allowing you to automate manual tasks, saving you time and money. Still, many information professionals have questions about whether RPA is right for their business and how it might fit into their information management strategy.

Before assessing what tasks you might be able to automate with RPA, it's important to understand where it works best and where there are limitations:

- RPA is best for handling structured data in specific formats. As the variety of input formats increases (e.g., different invoice formats from suppliers), the effort required to train, deploy and maintain multiple robots can increase.
- RPA is suited for basic exception processing but is not the right tool for complex exception processing.
- RPA is suited for standardized processes. If the processes change frequently or if there are multiple variants of a process, RPA also needs to be constantly tweaked.



Common Use Cases

There are a lot of tasks in information management that RPA is perfectly suited to help automate and improve. Here are some common use cases for RPA that businesses are reporting having success with:

Data Entry and Validation

Data Consolidation

Data and File Manipulation

Automated Formatting

Web Scraping

User Interface Manipulation
(clicks, input fields, et al)

Upload / Export Data

Download / Import Data

Message Creation

Data Quality Checks

Framework Assessment

We've created a framework to assist in assessing whether a task is a good fit for Robotic Process Automation. Here are five questions to ask yourself:

- 1 Is this a structured, repeatable, computer task?**
- 2 Does this result in simple/complex decisions based on pre-determined rules?**
- 3 Does this require access to multiple systems to accomplish this task?**
- 4 Does this involve searching for, aggregating, or updating information?**
- 5 Is this task part of a workflow sequence?**

If you've answered yes to all five questions, RPA sounds like a great fit for automating the task in question.

Moving Forward

When used correctly, Robotic Process Automation has the power to save you time, money, and effort. Use the lessons contained in this tip sheet to help you navigate to success.



Here at AIIM, we believe that information is your most important asset and we want to teach you the skills to manage it. We've felt this way since 1943, back when this community was founded.

We focused on the intersection of people, processes, and information; we help organizations put information to work.

AIIM is a non-profit organization that provides independent research, training, and certification for information professionals.

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