

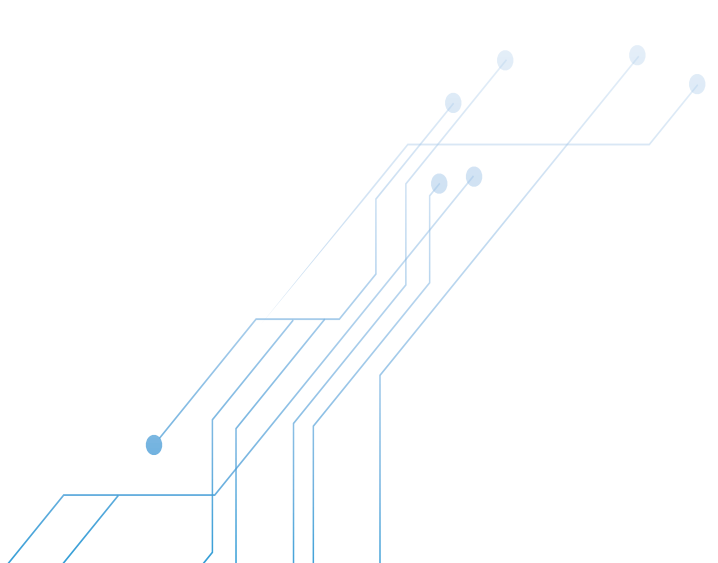
What Every Business Needs To Know About **RPA Bots**





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What Every Business Needs To Know About RPA Bots



Increasing instability and an indeterminate macro environment have enhanced the challenge of doing business. Enterprises begin to invest in advanced technologies to face the upturn in labor costs and a shortage of skilled resources. When business people zoom out to have a viewpoint on a macro level, the key inefficiency that comes into attention is human error. Even though the analytical thinking and decision-making need a human mind, the increasing number of mundane, manual processes no longer requires a workforce to stay with it.

The key is Robotic Process Automation, an automated replacement for tedious tasks where bots replace workers, and unbind datasets from the corruption routed by faulty entries & miscalculations. These days, incredibly repetitive, high volume jobs with a manual process and various evaluation rules are automated using RPA services. RPA automation increases the business innovation with an improved focus on cost reduction, efficiency, compliance as well as deploying staff resources on high-value tasks. Within a few years, RPA will cause a significant effect on tax policies, social agendas, GBS (Global Business Services) sourcing strategies, talent management strategies and many more. Therefore, businesses should begin to realize the valuable influence of this technology based on their needs.

This white paper aims to offer a quick outline of robotic process automation technology in the current industry ecosystem. Continue reading to understand:

- » **What is Robotic Process Automation?**
- » **Overview of Robotic Process Automation Market Today**
- » **What Makes RPA Different from a Traditional Method?**
- » **Unlocking the Potential of Robotic Process Automation**
- » **Benefits of RPA Beyond Cost Saving**
- » **RPA in Action – Industries Automating their Processes**
- » **Why Choose Clarion for RPA Implementation?**

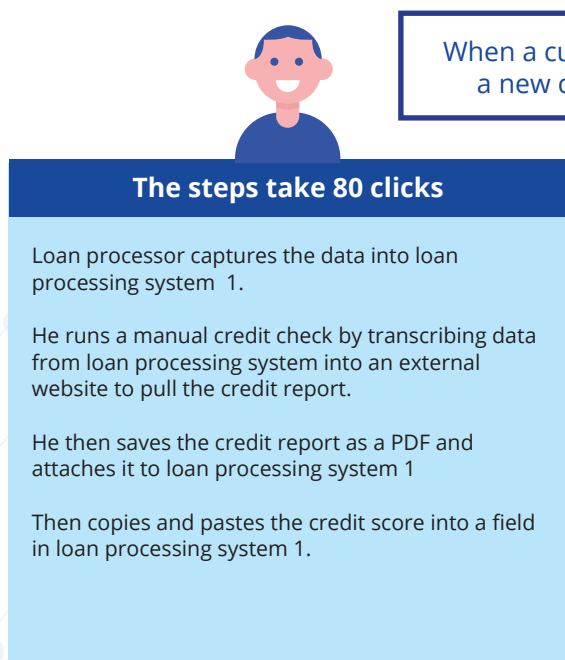
What is Robotic Process Automation?

RPA and its bots are defined as a technology that is configured to observe the practice a user performs to complete a certain task and effectively reproduce the process. RPA, the compilation of software automation enables businesses to configure the software to collect knowledge, perceive patterns, and absorb, adapt & react to new situations. Unlike a standard computer program, which behaves like a static linear model, RPA is dynamic that searches for patterns and builds predictions.

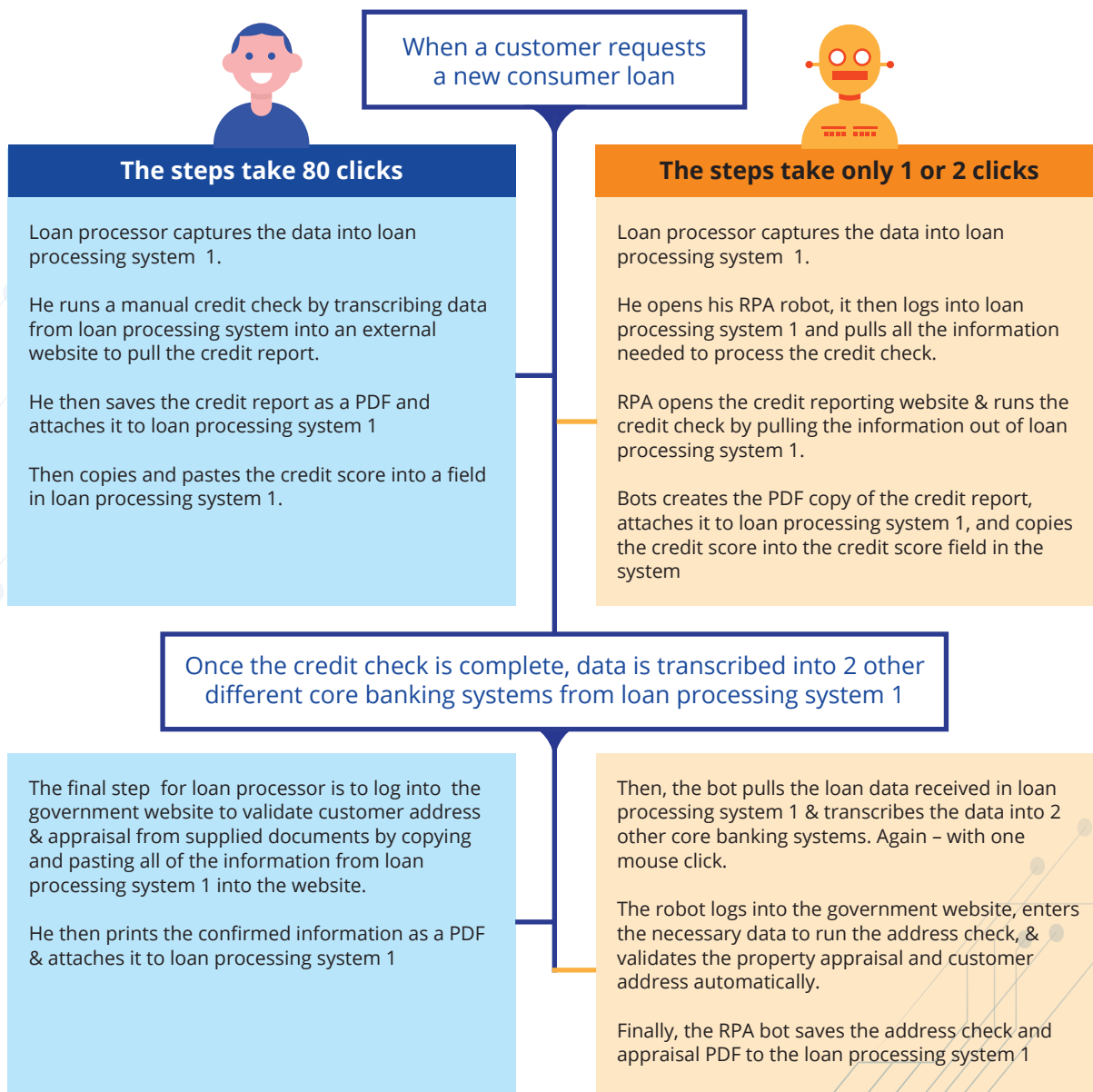
The following example depicts the detailed use case of RPA in Customer Loan Processing. Let us analyze the processes in loan processing that take place before and after RPA implementation.

RPA in Customer Loan Processing

Pre-RPA banking use case process



RPA banking use case process



Here, the tasks used to take 20 minutes to complete manually take just 5 minutes with RPA. In addition, the loan processor gets a chance to focus more on exceptional customer service instead of doing data entry operations.

Overview of Robotic Process Automation Market Today

As artificial intelligence has been increasingly integrated into routine life and in various technologies, RPA automation is following a significant evolution.

The Everest Group's report, [Robotic Process Automation \(RPA\) Annual Report 2018](#) declares-

“ The global market of RPA software grew through 92 to 97 percent in 2017 to hit \$480 to \$510 Million. Further, RPA market is anticipated to rise between 75 to 90 percent annually in upcoming years.



RPA market gains advanced level of growth due to the tremendous level of efficiency resulting from this technology. The early success stories, rising SME's RPA adoption, enhancing geographic spread, and faster & higher ROI are the factors that encourage investments in this technology at a higher rate.








Especially, in 2017, the RPA market encountered high-level improvement with the arrival of new software, which complements or replace the existing tools. Wide-ranging product update facilitates the users to automate more tasks with less effort. As RPA has attracted the interest, many companies have started their digital transformation journey. With this intelligent automation, they can ensure simpler, faster, scalable and secure processes. RPA bots adoption supports them to improve productivity, customer satisfaction, and workload.

Overall, the last year evidenced a major turnaround for RPA as it enhanced in all sectors and undeniably, this will continue further in the upcoming years.

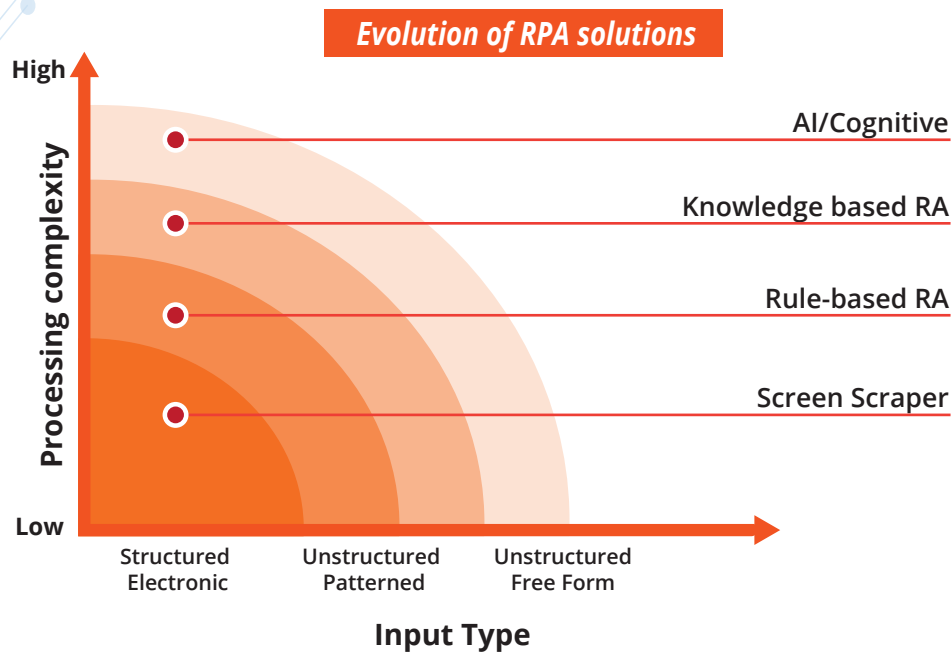
What Makes RPA Different From a Traditional Method?

RPA is a certain type of automation that involves software combined with machine learning and AI rather than using physical robots. It designs an intelligent software-oriented robotic digital workforce to automate routine and manual data-intensive tasks. These virtual workers run rule-based processes, with enhanced accuracy and efficiency. Unlike traditional automation method, RPA includes the power to understand and adapt changing situations, circumstances, and exceptions. Once the RPA software is prepared to capture & understand the workflow of certain processes in the software application, then it can use data, trigger response, initiate new actions and interact with other systems independently.

RPA includes several distinguished features of traditional automation technology as detailed below:

 Traditional Automation		 Robotic Process Automation
Doesn't imitate user activity, just conceivably execute the given programming instructions	Functional Layer 	Able to take decisions and imitate user actions, soon after the completion of learning stages
Users should be proficient in programming skills to automate the functionalities	Programming Skills 	Users don't need to have programming skills to automate any application
Due to certain restriction on the programming language, it can't automate the complex systems	Complex System 	As it is independent of the architecture of the system that is to be automated, it can automate the complex system
As the feasibility study and test case designing for a certain application take additional time, it requires substantial amount of time to design the scenario.	Design Time For Scenario 	RPA requires less time to design a scenario – defining the processes in the flowchart with drag and drop functionality
Though the parallel execution and scalability are possible with various programming methods, one should have a physical machine to complete this.	Execution Time & Scalability 	RPA allows allocating the work to the virtual machine, any of the machines can carry out the assigned task.

Unlocking the Potential of Robotic Process Automation



Key elements of RPA solutions:

- ➔ Undisturbed business system integration
- ➔ Business rules execution accordant with self-learning & defined logic
- ➔ Activity monitoring
- ➔ Data aggregation that gathers information from various back-end systems
- ➔ Work item and exception queuing

RPA applications have developed from the primary days' screen scraper that collects screen display data from one app and shares it with other apps. At present, most RPA solutions are rule-based that facilitate business to work well with a complex system controlled by a certain set of monotonous rules like completing invoices.

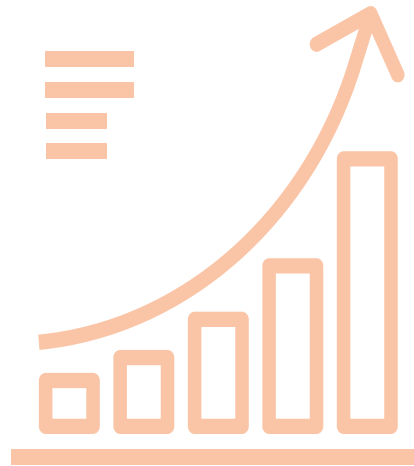
With the success of these systems, some guarantors start to adopt advanced knowledge-based RPA models. These systems are extremely capable to handle a broad range of tasks and can function outside the restricted rules set. For example, RPA in the customer service function is a knowledge-based automation as it searches

for information across systems and replies customer emails.

Further, with the evolution of cognitive computing and artificial intelligence, the RPA technology progresses into more value-adding creativities. The more notable revolutionary about the RPA system is it doesn't demand enterprises to make modification in their back-office technologies or strategic processes. Even if enterprises deal with various technological systems and split up geographically, RPA process can connect their systems. Hence, there is no doubt that RPA can function as a minimal risk and cost-effective solution for process automation as well as optimization with promising payback.

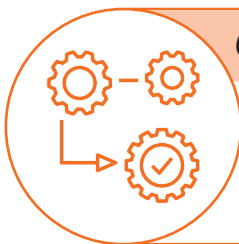
Benefits of RPA Beyond Cost Saving

The most acceptable benefit of RPA is the cost saving that deals with manual processing. RPA tools cost as little as 1/5th of an onshore FTE (Full-time Employee) and 1/3rd that of an offshore FTE. In addition, RPA process includes the ability to cut error rates by 20 percent and relieve employees from boring tasks, allowing them to concentrate on value-added initiatives. A report called Enterprise RPA Adoption Pinnacle Model Assessment by Everest Group stated that enterprises that adopt RPA have obtained greatest benefits in their operational areas as depicted below:



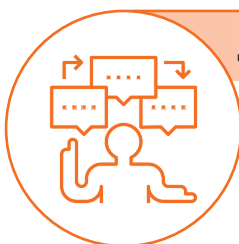
Cost Impact

Enterprises generated **4 times ROI** and created **3 times the resource capacity**



Operational Impact

Enterprises, on average, have achieved **50% improvement in operational metrics**



Strategic Impact

A considerably higher share of Enterprises have generated **“high impact”** in strategic areas

Enterprises utilizing RPA software typically gain several benefits beyond cost reductions. They are:

Benefits of Robotic Process Automation



Decreased Cycle Time & Enhanced Throughput:

RPA bots can perform faster than a human can and don't require rest or day off – ensure 24*7 operations possible



Flexibility & Scalability:

The robotic workforce can be as small or as large as you require it to be. A new robot can be deployed effortlessly at a minimal cost. Similarly, the bots can be rapidly reassigned when more processes arise since each bot can perform several types of processes.



Enhanced Accuracy:

Robots are disciplined to follow certain rules; there is no chance of typos and other errors.



Enhanced Employee Morale:

The tasks most appropriate for RPA automation are typically the most boring ones, so employees freed of them enjoy focusing on high value as well as rewarding activities.



Detailed Data Capture:

The processes automated with RPA can be controlled and recorded at each step. Hence, it offers a valuable audit trail to support the further process enhancement and proper regulatory compliances.



Versatility:

RPA solutions can serve across industries and have the ability to carry out a broad range of tasks.



Better IT Support & Management:

Robots can enhance the operational excellence of the service desk and supervise the network. This facilitates enterprises to manage short-term points without hiring extra staff and training them.

RPA in Action – Industries Automating Their Processes

Robotic Process Automation can be applied to all kinds of rule-based processes in a broad range of industries. It includes banking, consumer products, logistics, retail and more. The following are some real-world use cases of RPA in various sectors:

Sample Use Cases For RPA



Banking

- Credit card processing
- Mortgage processing
- Account closure process
- Fraudulent account closing



Healthcare

- Patient registration
- Provider credential verification
- Member eligibility and billing
- Providing clinical documentation

RPA in Banking

With an abundant number of account documents for withdrawals, deposits and other transaction files, the banking sector requires to adopt an effective technology to manage their day-to-day process. While reducing the processing times, RPA solutions can eliminate human errors and support easy access to information that ensures a transparent environment.

RPA in Healthcare

Healthcare industries can benefit from RPA technology over the tasks like claims processing, patient scheduling, data entry as well as billing. Because of reducing time spent on these administrative tasks, the healthcare sector dedicates their time to enhance patient-provider relationships.



Customer Service

- Updating client profile
- Billing customers
- Updating user preferences
- Resolving common customer issues



Insurance

- Client profile updates
- Generating renewal premiums
- Claims processing
- Underwriting processes

RPA in Customer service

RPA supports to remove redundant customer efforts by gathering, analyzing, and sharing details across various channels and platforms without being invasive. Employing bots to mimic human actions, RPA elevates customer services. Example processes include sending personalized emails to customers, running regular scans to ensure entire services and systems are running properly, billing customers, updating client profiles, and resolving disputes.

RPA in Insurance

One of the industries that own the most to benefit from RPA automation – including the huge volume of claims' requests and activities related to review, analyze and remit claims. RPA allows maintaining a balance in creating profitable businesses while reducing costs and controlling risks.



Retail

- Managing complaints
- Issuing loyalty rewards
- Processing return authorizations
- Sending shipping notifications

RPA in Retail

The continuing convergence of the retail industries makes some compelling chances to implement RPA. Especially, the investments in the data analytics, logistics, and supply chain management systems have increased the demand for significant cumbersome process steps that require manual effort. In addition, the activities like extracting details from manufacture's websites, month end reporting, and credit reporting can be accomplished well with RPA bots.



Manufacturing

- ERP automation
- Logistic data automation
- Product pricing comparisons
- Data monitoring

RPA in Manufacturing

Manufacturing industries begin to shift from manual resources to the software robots to assemble, analyze and pack their products. They are automating their processes with RPA to minimize the human errors, reduce the human workforce, and enhance productivity. The automated processes include ERP, logistic data, product pricing comparison and data monitoring.

List of Robotic Process Automation Tools

As we are all aware, there are plenty of RPA tools available in the market from an open source framework to licensed products. Typically, these tools are built based on the idea of test automation tools. It can be enhanced bit further with the limited programming knowledge to make the tools to automate complex business processes. Some of the RPA tools even involve simple drag & drop tactics to compile various functions together. RPA tools require little to no programming knowledge to work on them.

The three core functionalities of RPA tools are:

- ***A bot can interact with other systems via either API integration or screen scrapping.***
- ***A bot can take decisions and find its action with reference to inputs collected from other systems.***
- ***A bot can have an interface to custom code the bot.***

The followings are the most popular RPA software to check:

RPA Tools


An Infosys company
Reimagine • Rethink • Recreate

Why Choose Clarion for RPA Implementation?

Robotic Process Automation is realized as the quickest way to improve performance and reduce cost. At Clarion, we can support our customers to formulate and execute their RPA journey. By combining industry expertise, knowledge, and the technology of a various range of products, we help businesses drive maximum value from their RPA investment. With expertise in RPA & AI technologies and partnership across leading tool vendors, we can promise the best solution for your business needs. Once you decided to adopt RPA solutions for your needs, Clarion can support you to build a customized strategy to guarantee a successful implementation.

Our Key Services

1

End-to-end service

End to end services for automating the Business Process as well as the IT operations.

2

Defining strategies

Defining the strategies for continuous improvement, implementation, automation, integration & support.

3

Customization

Evolved accelerators for every lifecycle phase that can be customized to suit customer requirements

4

Flexible support services

End-to-end delivery & support with flexible support services from product specialists

5

Enterprise-wide RPA efforts

Ability to manage enterprise-wide RPA efforts with our proven Center of Excellence framework

Conclusion

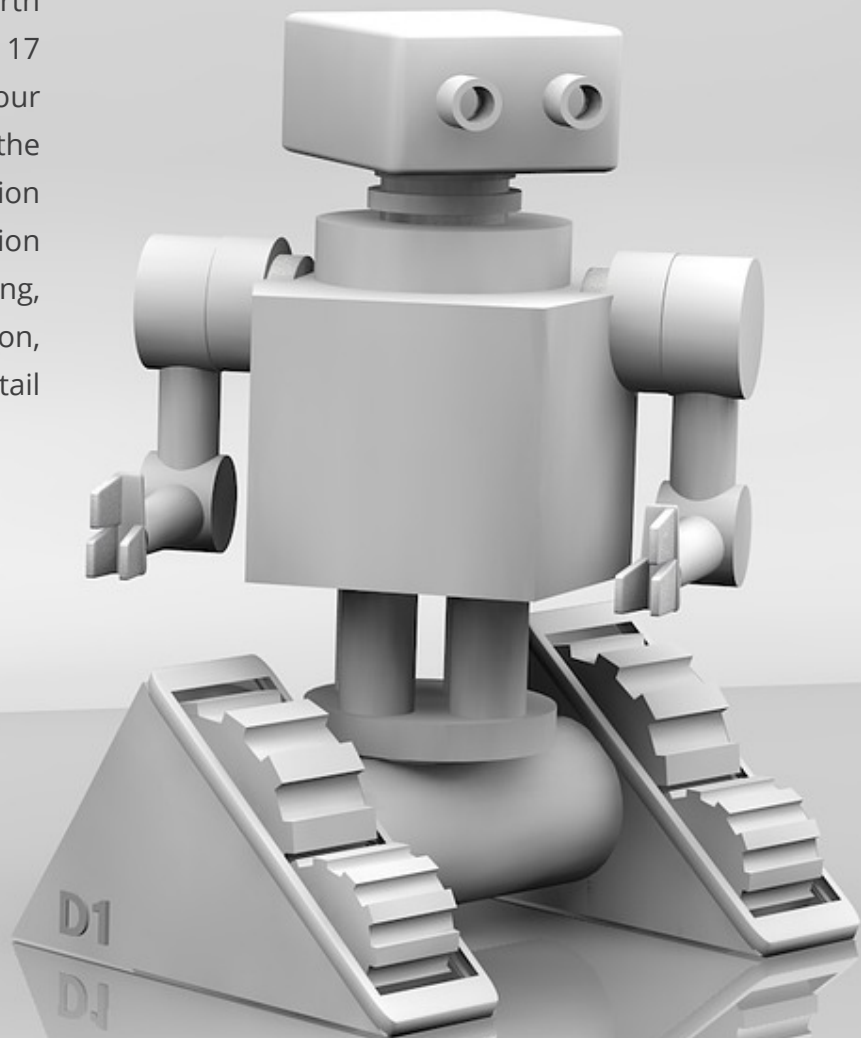
This white paper provides an overview of what does RPA mean and their impacts on the businesses today. To summarize, RPA is appropriate for the rule-based and repeatable process. While the intention of RPA is to shift certain processes that are clearly defined from human to robots, human capital is essential for a successful transition. RPA can support enterprises across various industries automate their wide variety of tasks and meet countless benefits including cost saving, enhanced productivity, customer loyalty and an error-free environment.

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