

2021

INTRO TO RPA

PRESENTED by **KG HAWES**



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RPA INTRO VIDEO

What is RPA ?

RPA stands for “Robotic Process Automation”.

RPA automates rule-based and other repetitive tasks using computer programs called “bots” (short for “robot”) for rapid business transformation.

Examples of rule-based and repetitive tasks are:

- Data entry
- Read & extract data
- Reconciliations
- Invoicing and receipts
- Maneuvering through applications
- Making decisions
- Scraping data from the web
- Answering questions, and
- Much more!



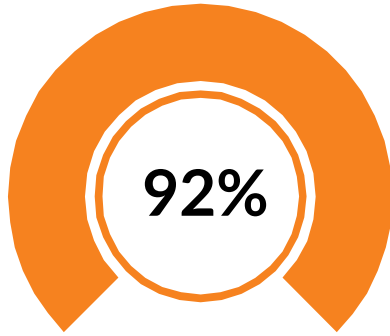
Why RPA ?

Bots can relieve staff of tedious office tasks. Businesses that automate will have a sizeable performance advantage over competitors that don't. **Benefits of RPA include:**

- Reduced Costs
- Better Compliance
- Minimal Exposure to Sensitive Data
- Scalability Without Staff Increase
- Improved Operational Resources
- Optimized Budgets
- Lower Operational Risk
- Enhanced Consumer Interactions
- Increase in Employee Morale
- Extended Life of Legacy Systems
- Faster Service
- Better Consumer Experiences, and
- Much More!



BENEFITS!



**Improved
Compliance**



**Improved
Productivity**



**Improved
Quality**



**Cost
Reduction**
(i.e., processes vs. FTEs)

What does **RPA Cost** ?

The cost to develop an RPA process depends on the level of automation required, and whether you are using a ready-to-deploy solution, or creating a custom process that requires bespoke development.

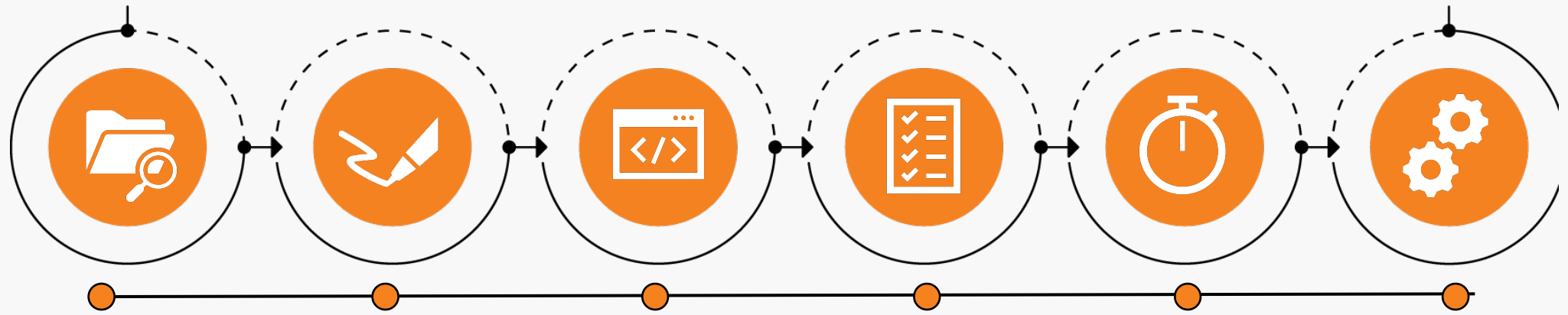
Regardless of which option you choose, the full costs of RPA implementation is generally recouped within a year, with ROI savings seen as early as weeks after deployment.

According to a recent Deloitte study, the savings associated with the implementation of RPA processes include: [\(Source\)](#)



In the following slides, we will briefly introduce you to the RPA development & release process.

RPA Creation



Process Understanding

Documenting Process

Development & Code Review

RPA Testing

Release & Monitoring

Support & Maintenance



Process Understanding

● The *process understanding* stage begins with a 30-minute initial consultation to find out what RPA process(es) you're most interested in and what your business goals are.

The next step of this stage is learning about your **current-as-is manual process(es)**, which will provide us with a baseline for identifying the key areas that should/could be automated. This part of the discovery stage will usually be conducted remotely, via web conferencing, with one of our technical architects, as well as the staff you assign to be a part of this project.



Documenting Process

● —————

In this step, the results obtained in the previous stage are used by our team to compile the ***Development Specification Document*** (DSD), which will:

1. Contain the current-as-is manual process(es), as well as...
2. The documentation for the RPA process, which will include the design, flowchart(s) and an explanation of the functionality details necessary to create the new automation.



Development & Code Review

Once your business has approved the **DSD**, our team will begin development on the RPA.

During the development process, our Chief Technologist continuously checks the team's code to gauge the process' ability to meet best practices. This includes the bot(s) ability to:

1. Handle exceptions (i.e., recover from errors)
2. Run smoothly in a production environment
3. Easily update when changes are required
4. Remain extensible (because there will always be more use cases that can be incorporated into the existing automation).



RPA Testing

● In this stage, our team will test the developed automation in a pre-production setting with the use of testing data to ensure the RPA is ready for release. Testing will continue until each business rule that was documented in the DSD has proper test-scenario outcomes.

Before the RPA moves to the next step, our team will meet with your team to demonstrate a pre-production run, and to ensure that you require no further refinement or modifications to the automation.



Release & Monitoring

● After all the development and testing has been completed, your new RPA is ready for implementation.

There are various ways to approach the release of the bot automation into your business environment. Typically, we will begin with a controlled release using a small sampling of live testing data on your system while continuously monitoring its execution and fine-tuning as required until it is confirmed ready for full release.



Support & Maintenance



KG Hawes provides help-desk support for any RPA implementation developed in house.

Additionally, we can provide support and maintenance for:

- Additions to & the expansion of any RPA
- RPA adjustments needed as systems are upgrade, and
- Change-management scenario consulting

REQUEST A CONSULTATION

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