ROBOTIC PROCESS AUTOMATION

As global economic conditions continue to put pressure on companies to innovate and reinvent themselves, Robotic Process Automation (RPA) is becoming a core part of next generation business models for all companies and industries.

At RGP, we are seeing companies embark on RPA initiatives with the expectation of certain benefits:

- Cost efficiencies
- Significant improvement in the quality of service delivery
- Rapid access to accurate insights leading to better decision making
- Reduction in processing time
- Higher ROI and excellent user experience

RGP'S STRUCTURED AND PROVEN METHODOLOGY

Based on preliminary evidence from RPA implementations we recommend a cautious, focused and measured approach. Key elements of our approach include:

1. Current maturity of existing business processes;
2. Readiness assessment of processes for automation and post implementation support; and
3. Understanding of the dependencies of technology including end user computing systems and ways of working

We encourage progressing through pilots, rather than a "big-bang" approach. This will allow benefits and lessons learned from previous phases to be fed into subsequent phases.
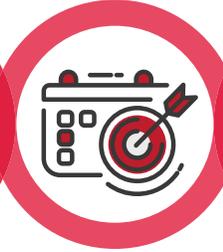
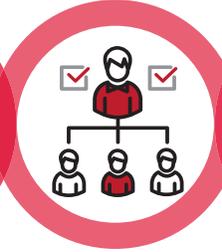|		
ASSESS IMPACT		• Assess challenges, maturity and governance of existing processes • Review current state process maps in conjunction with the overall RPA delivery roadmap and business case • Review structured data governance, security, procedures and access across applications • Review impact of automation against specific processes using exception handling techniques
EXECUTE PROOF OF CONCEPT OR PILOT		• Create future state process maps • Select two to three processes based on complexity and risk profile for the proof of concept (PoC) or pilot phase • Create design principles and the goals for the PoC or pilot phase • Select the automation technology • Test automation for identified processes
REALIZE AUTOMATION VALUE		• Define future state processes • Execute approach and roadmap • Define integrated plans and key performance indicators for reporting • Define and deliver adoption strategy across the business

HOW WE HELP

FOUR CORE CAPABILITIES UNDERPIN
RGP'S DELIVERY APPROACH FOR RPA

Consultants with deep functional & process transformation experience

Proven frameworks & methodologies

Significant project & change management experience

Certified in the use of proven RPA platforms

CASE STUDY

SITUATION

A multi-national network company sought to automate its monthly sales and use tax reconciliation process through the implementation of Robotic Process Automation.

SOLUTION

We supported the end-to-end implementation across all delivery phases providing best practices around process automation and delivery management, including:

- Business requirements gathering and business process design
- Project plan and timeline creation
- Creation of a RPA center of excellence

- Process analysis and improvement
- RPA installation, configuration and scripting
- User acceptance testing
- Risk assessment and governance model

IMPACT

Automation reduced the month end close process by ~160 hours per month. Our transfer of knowledge to our client enabled them to self-identify and automate other matching opportunities, which further reduced the hours required by ~280 hours/month.

LET'S TALK RPA

If you are:

- Determining the benefits of automation

- Assessing the maturity and readiness of your processes to be automated

- Developing a roadmap and business case for RPA

- Delivering RPA across your organization

We would welcome the opportunity to learn more about your RPA objectives and to position RGP as an RPA partner.