

Robotic Process Automation

Creating a digital workforce

**June 29, 2016
Discussion Document**



Would you like to lower your operating costs while increasing your productivity and accuracy?

Relative FTE Cost Differential¹

A digital employee is 1/9th the cost of your current staff and makes fewer errors



Onshore FTE



Offshore FTE



Digital FTE

¹Source: Mindfields 2015

Robotic Process Automation

What is a digital workforce?

- Simple, configurable tool for Ops & Tech Managers
- Non-invasive; interacts with your systems the same way a user would
- No need to change underlying systems and technology
- Achieves greater savings and benefits than offshoring or outsourcing



Features and Benefits

Creating a digital workforce of the future enables the rapid digitization of manual business activities and brings forward benefits

Features

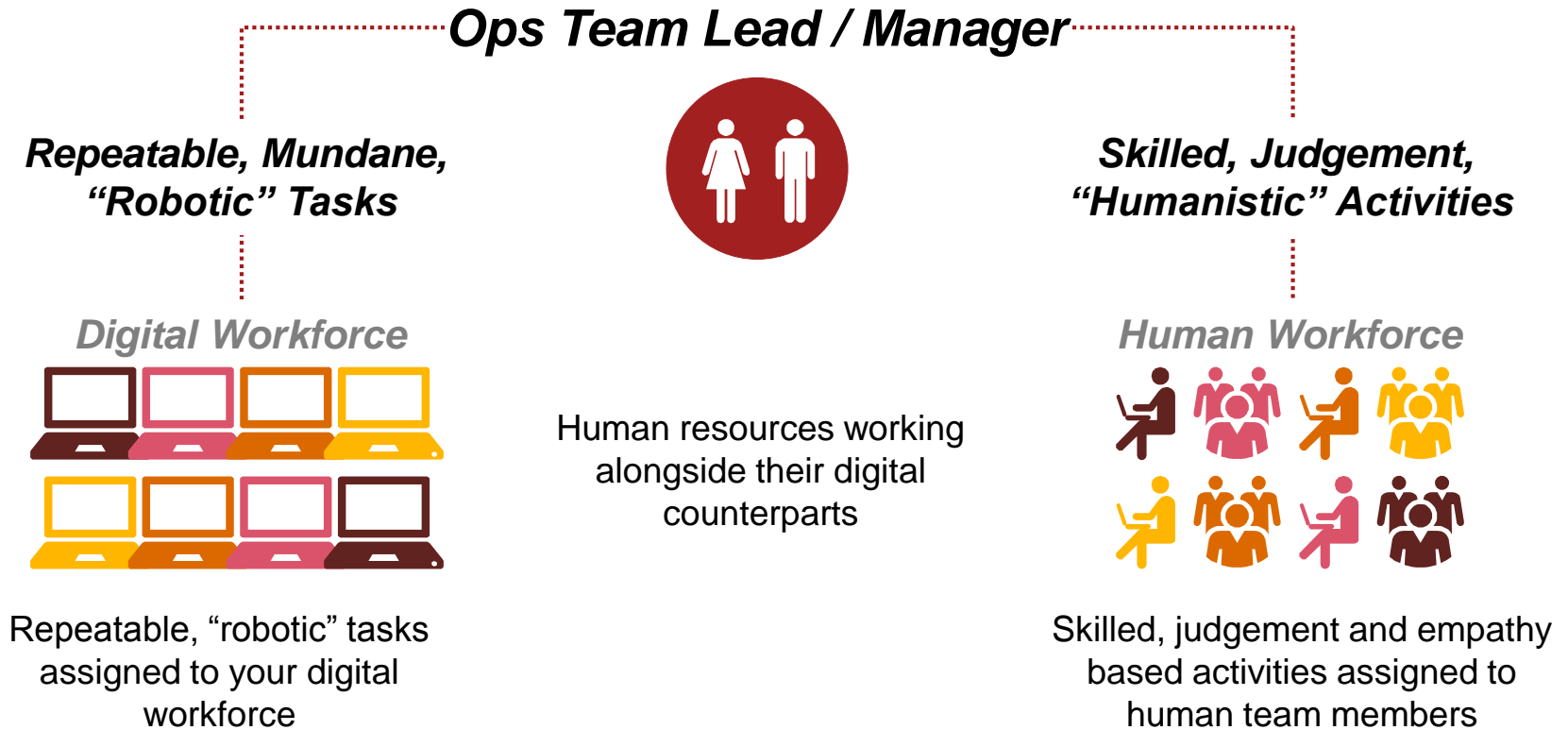
- Cost effective
- 24x7
- Strong governance and auditability
- Ease of implementation
- Rapid benefits delivery
- Standardization of processes
- Enables 'true' freeing up of resources

Benefits

- 1** **Predictability** – Consistency of processing
- 2** **Quality** – Will have close to 100% accuracy
- 3** **Cost savings** – Reduced cost of processing
- 4** **Governance** – Embedding rules/controls on process
- 5** **Rapid implementation** and payback

Digital Workforce

Your new Digital Workforce automates the routine, mundane, rule-based tasks, while allowing your skilled workers to allocate more time to humanistic ones



Source: White Collar Robots: The Virtual Workforce

Process Selection

Which of my current business processes are suitable for Robotic Process Automation and my new Digital Workforce?

Process Characteristics

**Rules
Driven**

**Electronic
Input**

**Human
Error**

Repetitive

**Costly IT
Change**

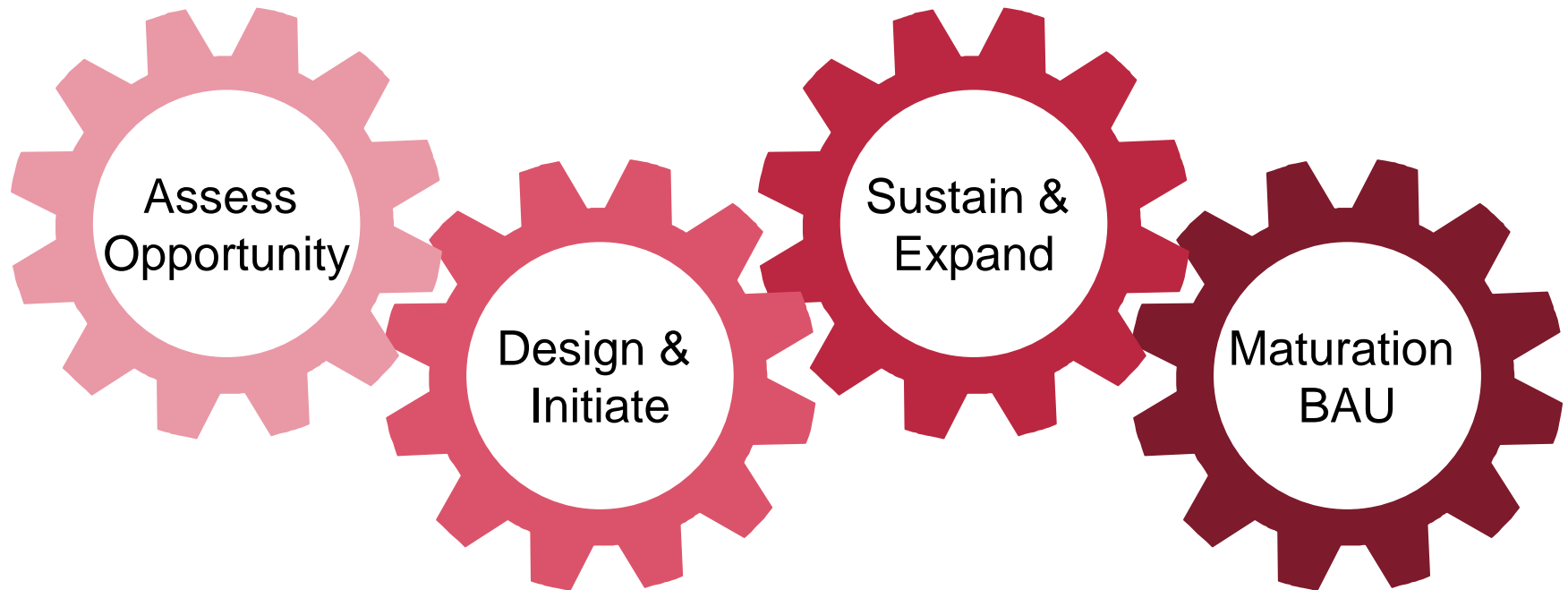
**Seasonal
Volumes**

Candidate Processes

1. Onboarding
2. Verification
3. Reconciliations
4. Change of Details
5. Loan Processing
6. Amendments
7. Card Applications
8. Cancellations
9. Payment Processing
10. Complaints
11. Maturities
12. Statements & Reporting

RPA Journey

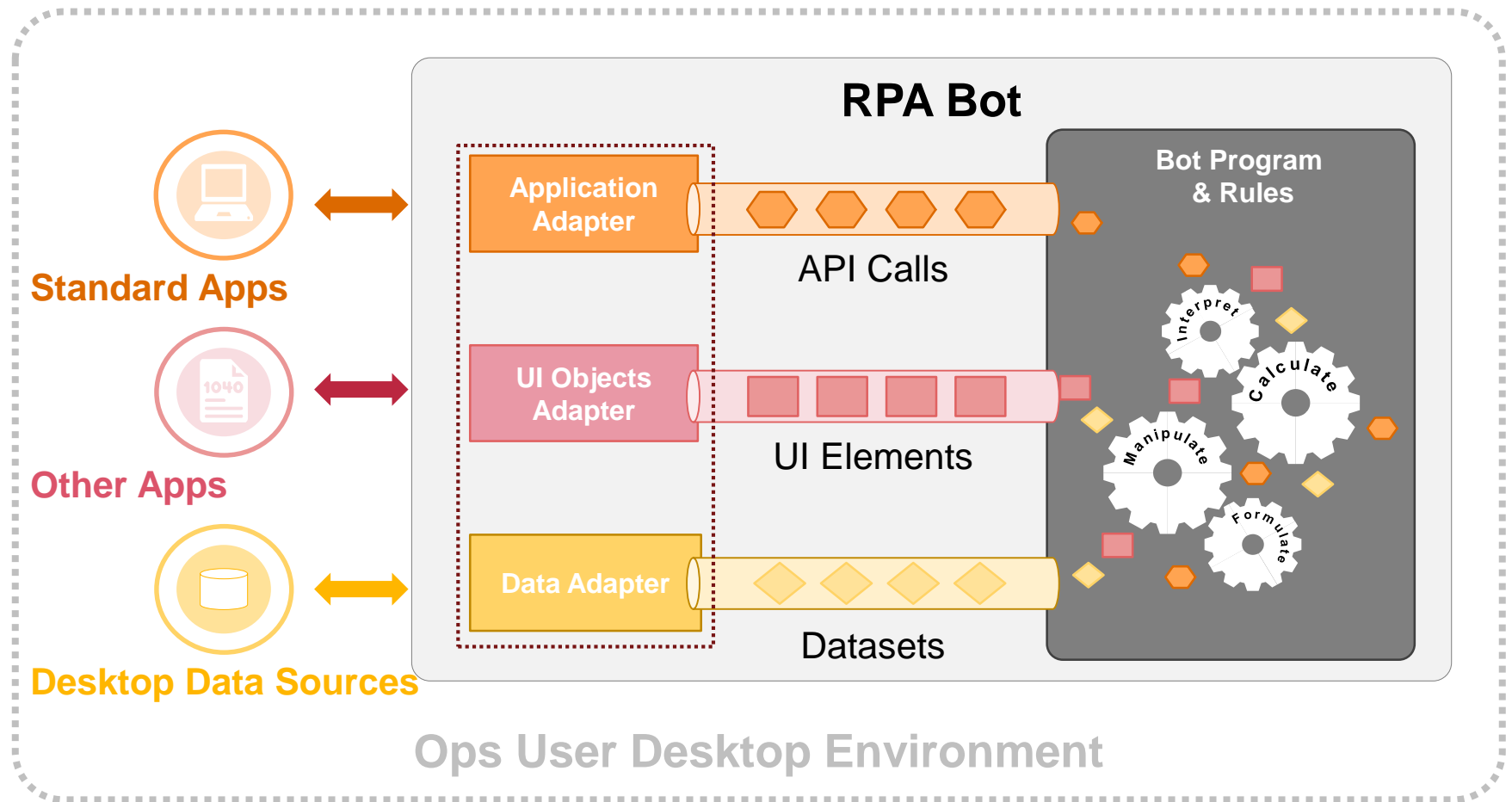
The introduction of this new capability and incredibly powerful tool may take a number of years to reach maturity and will overlap with your existing teams



RPA Anatomy

Knowing how RPA bots interact with surrounding systems will inform your understanding of how RPA bots are resilient to system / technology changes

Anatomy & Interactions of RPA Bots



Tech Deployment Considerations

To realize the full potential of Robotic Process Automation, a number of key technology considerations and strategic choices must be addressed



Deployment Patterns

- Deployed at various scales
- Nodes pattern vs. fleet pattern
- Decision driven by strategy and appetite for technology footprint



Application & Data Integration

- Application and data integration
- RPA vendors support local app integration
- Data adapters enable bots to integrate with enterprise data



Bot Programming





- RPA vendors make bots easily programmable
- Bots varying degrees of cognition
- Programming ranges from macro recorders, to visual IDEs, to scripting languages

Vendor Suitability

RPA vendor offerings vary by level of sophistication, centralized management, and infrastructural footprint – vendor decisions should be driven by ops goals

RPA Vendor Categories

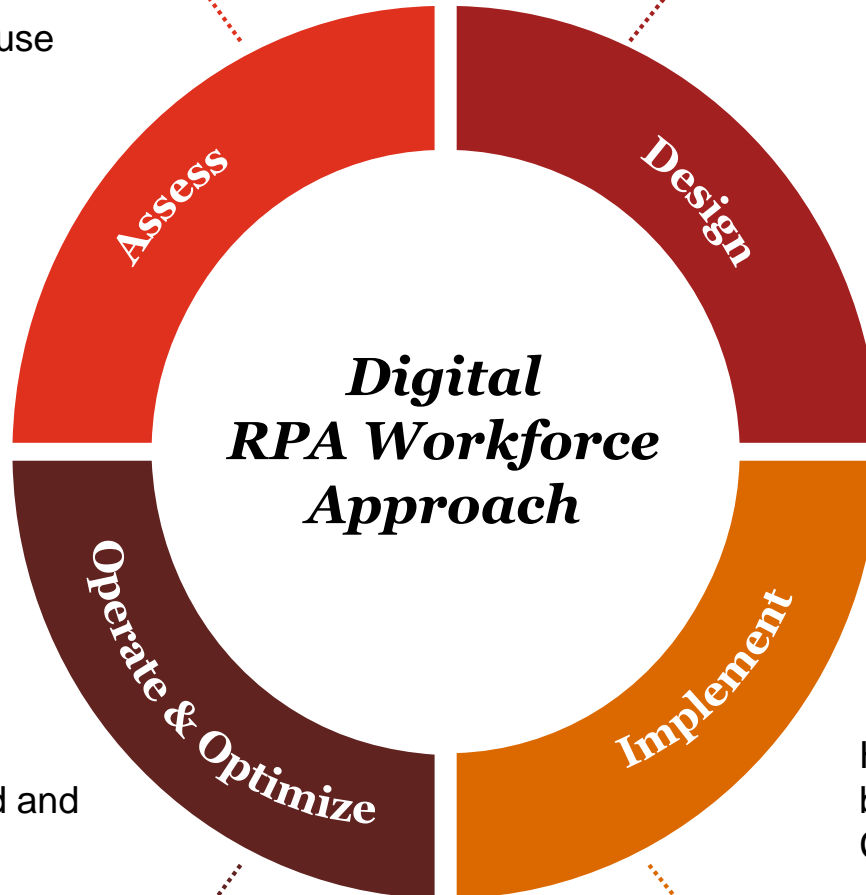


	Enterprise	Hybrid	Desktop
Sample Vendors		 	
Considerations	<ul style="list-style-type: none">• Centralized deployment with large footprint – typically more expensive• Highest sophistication• Used for enterprise-level ops / process optimization	<ul style="list-style-type: none">• Mix of both desktop and enterprise (pros & cons)• Balance power & complexity• Used for RPA PoCs that may evolve to enterprise and/or smaller-scale ent. programs	<ul style="list-style-type: none">• Small footprint, easy to deploy, typically lower cost• Cannot coordinate bots• Used for automating repetitive tasks on single / independent desktops

Our Approach

The first step in creating your digital RPA workforce is to assess your existing processes; the solution lends itself well to a Proof of Concept (PoC)

What are the potential use cases and expected benefits for RPA?



How will RPA technology be deployed and applied? How effective is it?

How will a large Digital Workforce be governed and scaled?

How should we expand RPA beyond our Proof of Concept?

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Thanks for your time today.

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