

Pega Robotic Process Automation

Driving productivity and efficiency across global enterprises

A Pega Datasheet

Most organizations have operational areas that execute thousands of time-consuming work processes each day. Simple or moderately complex, these workflows are fundamentally rules-based and don't require human decision making and judgment. The work is mundane, tedious, error-prone and requires retrieving information siloed data stores and interfacing with inflexible legacy systems that are not easily accessed or integrated. With Pega Robotic Process Automation™, this high-volume work, traditionally done by employees, can now be automated, eliminating the need for human intervention. Pega Robotic Process Automation is non-invasive and equips organizations to bridge legacy systems, easily close data integration gaps, and wrap legacy system integrations, without making changes to underlying technology investments.

- **Fast:** An event driven approach to automation makes Pega Robotic Process Automation faster and more resilient.
- **Robust:** The broadest and deepest out-of-the-box support for enterprise applications, custom and legacy systems, coupled with object-level integration makes Pega Robotic Process Automation more robust, and reliable.
- **Flexible:** Robotic Desktop Automation allows you to distribute work across desktops, humans, and servers, so you can scale to meet business needs.
- **Enterprise:** Pega Robotic Process Automation is fully unified with business process management (BPM) and case management, to further drive operational efficiency.

Challenge

In today's marketplace, most organizations are under pressure to do more with less, and every organization has people performing mission critical but mundane, repetitive work. Your employees work to complete thousands of time consuming business tasks and processes that demand accuracy and speed, but don't necessarily require human decision making to complete. Often these process are error-prone and a source of frustration for employees.

Solution

With Pega Robotic Process Automation (RPA), organizations can automate the tedious manual work that is hampering productivity and efficiency. Whether adjudicating claims, onboarding customers or employees, reconciling financials, or updating customer information in systems record your business can utilize Pega RPA to optimize processes across your enterprise.

Pega Robotic Process Automation

Pega Robotic Process Automation removes the need for employees to perform repetitive work and enables that work to be processed digitally, with greater speed and accuracy. Robotic automation fully automates end-to-end business processes to accelerate work outcomes, remove opportunities for errors, and enable organizations to scale quickly for spikes in volume, without adding additional resources. With 24/7 transaction processing capabilities, Pega Robotic Process Automation has capabilities that increase productivity and eliminate processing backlogs, which translates into reduced costs associated with rework.

- **Optimize resources**

By automating routine tasks, your employees are free to perform more high-value work. By focusing on decision making and customer service that need human decisions, people are more efficient and engaged.

- **Increase productivity**

Gaining efficiencies through 24/7 productivity is a reality with Pega Robotic Process Automation. Pega software robots can work on-demand or around the clock. This allows for faster turn-around on work requests and significantly improves SLAs.

- **Reduce costs**

Pega Robotic Process Automation creates an intelligent software-based workforce that lowers the cost associated with high volume, repetitive tasks that don't require human intervention.

- **Reduce risk**

When processes complete flawlessly every time, you don't need to allocate additional time or resources to rework. Pega robots don't make mistakes or judgment calls, and they never get tired.

Pega Robotic Automation Console

Provides a robust management console so you can easily orchestrate, manage, and prioritize the queuing of work and processing activity for Pega software robots. Dashboards, reports, and drill-downs monitor robot health, work status, SLA compliance, and auditing.

Pega Robotic Automation Studio

Provides an automation authoring experience designed for rapid development, and delivers the most powerful application automation and integration capabilities available today. The visual design surface makes it easy to create workflows and apply business rules through shapes, or by recording workflows.

