Robotic Process Automation 101

What to Know? Where to Start?

Tuesday, December 13, 2016
What is Robotic Process Automation?

Software robots that mimic the work of humans across applications non-invasively.
• Repetitive
• High volume and/or long running
• Rules driven
$8.75 billion by 2024

RPA Market Size

Grand View Research

65% less expensive than the full-time employees

Grand View Research
30+ Years of “Terminology”
Why the buzz now?
Because "Robotic" sounds great!
Who isn’t talking about it?
Need more…
Cost Savings & Quick Wins
Where’s the beef?
Some legacy and cloud applications are too hard or expensive to automate quickly

“APIs” or services don’t yet exist

Service / API integration is too slow, too expensive to deliver ROI

We revert to training people to do the work that Robots can do whilst we wait
Are we saying Robots can now do everything a human can do?
Robotic Process Automation: Approaches

**RPA - Unattended**
- Robots in the server room (VM’s)
- One Robot per VM
- Automates 100% of work
- Impacts smaller sub-groups / processes
- Best for fully-documented processes
- Automation of entire end-to-end rote work
- Back office, operations, outsourcers
- Robotic Console to manage server Robots

- Deployed to 10-100 Robots per enterprise

**RPA – Attended**
- Robots on every workers desktop
- Personal robots for **every** employee – in real-time
- Automates 20-90% of work
- Impacts large and small groups / processes
- Automates fully or partially-documented processes
- Automation of rote with cognitive in real time
- Front office, back office, operations, branch, CC
- Robotic Console to manage Robots / workers

- Deployed to 100-20,000 Robots per enterprise
Robotics – Opportunities for automation

Mix of RPA - Attended and Unattended Automatable Processes

Employees Benefiting from Automation

RPA – Attended

Human Activity

Computer Activity

RPA - Unattended

Lean Manual

Partial Automation

Full Automation
Side by Side – Unattended and Attended RPA

RPA - Vendor 1
Unattended Only
Telco A

- > 25 million customers
- Live - a few hundred Robots over 5 years
- Focused primarily on back office
- Saves “a few million”

RPA – Pega Robotics
Attended + Unattended
Telco B

- > 15 million customers
- Live - 20,000 Robots within 1 year
- Focused on front and back office
- Saves over $10m a year
Side by Side – Unattended and Attended RPA

RPA – Vendor 1
Unattended Only – Bank A
- > 100,000 employees
- Live with 200 Robots in > 5 years
- Focused on back office

RPA – Pega Robotic Automation
Attended + Unattended – Bank B
- > 30,000 employees
- Live with 300 Robots within 9 months
- Automated 20+ processes
- Focused on back office
- Work originally required ~300 people
- Half the people needed to do same work!
- Continue to optimize same groups
How do I get there?
RPA Hammer…
All needs look like nails
Define and focus your desired ROI upfront

Understand the variances in RPA technology

Combine attended and unattended RPA together

Go beyond small-scale, simple rote automation
  • Target larger groups, automate larger impactful processes
  • Example: The same 10 automations deployed to 100, 500 or 10,000 people is better than 100 different automations for 10 people

Your RPA ROI Checklist
Lots of vendors out there! Help!
All vendors have lots of customers but ask;
  • What’s your largest Robotic Deployment (# of Robots)?
  • How many FTEs do your Robots do the work of?
  • For each, when did the customer first start?
  • What’s the total cost of total deployment v ROI?

Can you demonstrate an RPA running alongside a human?
  • Whilst the human is on the phone and still doing work?
  • Fast attended RPA robots require little-to-no wait time

How do you automate hidden or complex controls in windows applications?

Do you often have to wait for a page to refresh before you can automate?

Can your Robotic Controller or Console work on premise or cloud?

Don’t be afraid to ask your vendor…(1)
Will RPA reduce the number of FTEs? Remember…
  • You can redeploy FTEs to other work
  • You can take on more work (if business is growing)
  • Focus on higher value work and turn it around faster
  • You choose but don’t use FTEs if it’s ripe for automation

Will I need to keep people skilled in the automated processes as backup?

What are the advantages of attended RDA?

What happens if an application’s UI changes, will the RPA break?

What happens to automation in years 2, 3 or 4?
  • Pick a vendor that can offer to transform the process over time
  • Reap the value now but don’t lock yourself into one path
QUESTIONS?
NEXT UP:
ROBOTS FINDING WORK
FOR ROBOTS

TUESDAY, JANUARY 24, 2017
DETAILS & INVITES TO COME!
Why not use Robotics to find more work for Robots?

The AI in Pega Workforce Intelligence will do just that...

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<th>Type</th>
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<th>Screens</th>
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