

THE INTELLIGENT DIGITAL WORKFORCE

A Business Leader's Guide to RPA

OVERVIEW

Today, employees spend around [10–20%](#) of their time on mundane, repetitive tasks that can be easily automated. With Robotic Process Automation (RPA), businesses can offload these cumbersome tasks to their Digital Workforce, giving human workers more time for productivity and innovation. According to [Forbes](#), automation can save employees up to six to nine weeks of effort each year, saving businesses four million dollars annually. This recovered time can be reinvested into career development and personal growth opportunities, [making work more human](#).

Gartner predicts that by 2020, 40% of large enterprises will have adopted Robotic Process Automation (RPA), up from less than 10% today.

The evidence is overwhelmingly clear. To be competitive today—and tomorrow—you must automate. But which products should you buy for your organization?

EMPLOYEES SPEND

10-20%

OF THEIR TIME ON MUNDANE, REPETITIVE TASKS

WE'LL HELP YOU FIND THE BEST SOLUTION

This guide helps you select the best automation tools for your organization. Take a look. Learn how automation can improve your company's productivity, lower costs, and improve compliance—all while making you more competitive.

FEATURES TO CONSIDER WHEN SELECTING YOUR DIGITAL WORKFORCE:

According to [McKinsey](#), 60% of occupations have at least 30% of activities that could be automated, using currently demonstrated technologies. There are four key features to consider when buying automation tools: RPA, cognitive automation capabilities, smart analytics, and access to pre-built bots.

ROBOTIC PROCESS AUTOMATION (RPA)

A quality RPA platform must provide a secure, intuitive environment where bots can be easily created to automate repetitive business processes at scale both on-premise and in the cloud.

COGNITIVE AUTOMATION

Cognitive bots must use AI & machine learning (ML) to bring structure to unstructured data, enabling them to extract information from emails, CRM notes, PDF documents, and so on.

ANALYTICS

The RPA platform must provide embedded analytics to track bots, and measure and predict business performance; giving you the ability to fine-tune your automated processes for maximum benefit.

PRE-BUILT BOTS

Look for RPA platforms that provide you with pre-built Digital Workers that will enable you to scale and expand your automation efforts.

THE WORLD'S MOST COMPREHENSIVE DIGITAL WORKFORCE PLATFORM



RPA

+



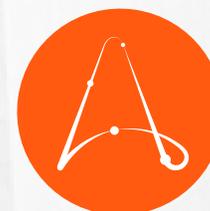
COGNITIVE

+



SMART ANALYTICS

=



DIGITAL WORKFORCE

WHICH AUTOMATION PRODUCTS ARE BEST FOR YOUR WORKPLACE?

A recent Deloitte report suggests that only 3% of today's large enterprises have more than 50 bots in production. And this is across all industries—high-and low-tech alike.

What industry are you in? Whatever it is, automation can probably help improve your productivity, lower costs, and improve customer satisfaction—all while conforming to mandated compliance laws.

SELECTING PRODUCTS FOR YOUR INDUSTRY

We've identified some leading industries below and show which automation products can help in areas specific to that sector.



INSURANCE



FINANCIAL SERVICES



HEALTHCARE



LIFE SCIENCES



BPO



TELECOM



PUBLIC SECTOR



MANUFACTURING

BUSINESS PROCESS OUTSOURCING (BPO)

Take your BPO firm to the next level with automation. Use it to augment your existing workforce, making them massively more productive for your clients, or use RPA as a stand-alone service offering. Or a combination of both.

WHAT SHOULD I BUY?

- **Customer Experience:** leveraging RPA, chatbots can be set up for call centers, taking the necessary information from customers and reducing the helpdesk cost-per-call while delivering overall operating cost reduction.
- **Operation Agility:** intelligent bots will improve operational agility. The bots can even detect customers' tone in emails and other communication forms, and take appropriate action, such as an escalation to a human customer service agent.
- **Increased Productivity:** RPA can dramatically increase your firm's capacity by increasing its overall productivity, whether as a self-sustaining service or as an enhancement to your current BPO workforce.

FINANCIAL SERVICES

Analysts predict that up to 25% of banking processes are likely to be automated in the next few years. Automation will enhance your customer's experience, enabling your organization to scale rapidly. The new Digital Workforce can meet consumer needs 24/7/365. All in a very cost-effective and legally compliant manner.

WHAT SHOULD I BUY?

- **Loan Underwriting:** intelligent bots can analyze unstructured data files and streamline document-intensive risk assessment such as in the loan/mortgage origination processes, even to the point where only applications which need human intervention are brought to the underwriter's attention for review.
- **KYC & AML Compliance:** because bots perform work only as programmed, they will maintain strict compliance with Know Your Customer (KYC) and Anti-Money Laundering (AML) regulations by using bots to automate data management activities.
- **Improved Operations:** by automating manual, repetitive tasks, RPA will streamline back office and customer service operations processes including account opening/closing, payment processing, and customer data updates.

INSURANCE

By nature, insurance companies are awash in paperwork and processes. With these come vast amounts of data which must be processed for underwriting, claims, and policyholder service. To meet these demands, insurers are using RPA to automate repetitive tasks.

With manual processes automated, employees can focus on developing innovative insurance products, accelerating claim handling, improving fraud detection, and meeting regulatory compliance.

WHAT SHOULD I BUY?

- **Claims Processing:** use chat bots to engage with claims customers—and even escalate issues when the customer isn't happy. Use RPA to triage claim severity and process payments.
- **Fraud Prevention:** intelligent bots can extract key claim data from emails and use analytics to determine whether a claim is fraudulent.
- **Underwriting Optimization:** predictive analytics capabilities provide analyses and insight to augment and improve the underwriting process.

THE INSURANCE INDUSTRY PAYS OUT

\$8 BILLION

ANNUALLY IN FRAUDULENT CLAIMS

HEALTHCARE

Healthcare managers are concerned with reducing costs, improving patient care, and maintaining customer privacy. Fortunately, automation can help in all three. Automation is a key component in the digital healthcare environment, where software bots can be programmed to do many of the repetitive tasks, and do them quickly and accurately, thus freeing up healthcare workers to focus more on delivering the best possible patient care.

WHAT SHOULD I BUY?

- **Lower Costs:** RPA empowers healthcare workers by taking over the repetitive, rote work for them. This makes them more productive and, as a result, more cost-effective.
- **Improve Patient Engagement:** RPA can improve the patient's experience from better enabling call center employees, to assisting with the scheduling process, to follow-up, and virtually every area of patient care.
- **Enable Compliance:** bots can be configured with features, such as role-based access controls (RBAC) and audit trail logging, to meet certain aspects of compliance and regulatory requirements.
- **Improve Access and Use of Healthcare Data:** an intelligent bot provides a 360-degree view of patient information with purpose-built AI capabilities designed to extract unstructured patient data from disparate sources.

LIFE SCIENCES

Life Sciences encompass companies in the fields of biotechnology, pharmaceuticals, biomedical, and other technologies. All of these can benefit from RPA for streamlining processes, speeding up product development, and improving patient services. A Digital Workforce automates repetitive processes and frees up the valuable time of researchers and process owners. Humans and bots work side-by-side to achieve better patient outcomes through enhanced productivity and improved quality, all while maintaining cost.

WHAT SHOULD I BUY?

- **Improve Pharmacovigilance:** RPA increases the accuracy of data captured and improves the safety and effectiveness of products.
- **Improve Compliance:** RPA helps maintain compliance by automating and standardizing regulatory processes to mitigate compliance risk.
- **Effective Patient Engagement:** RPA automation improves many aspects of population health by enhancing patient engagement with real-time data access from diverse data sources.

TELECOM

Every area of telecom is going through modernization and convergence, opening up new markets for telecom operators and new types of services for their customers. RPA is playing a critical role in transforming telecom processes to improve ROI and drive operational efficiency. Additionally, with new digital technologies such as 5G well on their way to market, telecom companies need to rapidly automate existing services and business processes to stay relevant and continue to grow revenues and margins.

WHAT SHOULD I BUY?

- **Account Provisioning & Personalization:** RPA ensures 100% visibility and a seamless customer experience by automating the provisioning of new accounts and delivery of personalized content. Drive higher revenues with quicker customer onboarding and free up customer service representatives so they can better serve customers and identify value-add sales opportunities.
- **Customer Service:** attended bots can help improve customer satisfaction with the setup of chatbots for call centers. These bots can reduce customers' wait time by answering routine questions before escalating more complex issues to agents and collect customer account information to assist the agent with support, upsell, and overall customer service.
- **Network Operations:** intelligent bots can work with Internet of Things (IoT) devices to optimize network performance. Bots can streamline network planning, remote fault diagnostics, trouble-ticket resolution, security improvements, and regulatory documentation compliance.

PUBLIC SECTOR

Public sector is under constant pressure to uphold public trust. This industry must do more with less, provide effective and timely services to citizens, and respond responsibly to economic and political shifts. Almost six in 10 U.S. State CIOs believe that RPA represents the most impactful emerging technology over the next five years. McKinsey & Company estimates that four out of five public sector processes are at least partially automatable, enabling government agencies to reduce costs by at least 30 percent.

WHAT SHOULD I BUY?

- **Improve Citizen Services:** an intelligent bot allows the government to automate the intake and processing of documents, such as copies of tax documents or service request forms, which give human workers more available time to deal with complex, substantive issues.
- **Enable Accountability:** the public sector has a fundamental obligation to provide transparency and accountability to its citizens. RPA can help agencies virtually eliminate errors and be prepared for audits.
- **Streamline Finance, HR, and Procurement:** using RPA for back-office processes saves workers time and money, reduces errors, and allows more time to focus on citizens. According to McKinsey & Company, “Raising productivity could save government agencies \$3.5 trillion a year—or boost outcomes at no extra cost.”

MANUFACTURING

Manufacturing companies are known for their complex and intricate design, engineering, and manufacturing processes. These processes are deployed using a mix of IT systems, including mainframes and digital IoT platforms. Throughout any of the end-to-end processes, employees typically handle large volumes of unstructured and structured information.

RPA provides a robust platform to automate these processes at an enterprise level, cutting processing time and allowing employees to focus on higher-value projects, such as continuous improvement as well as product and process innovation.

WHAT SHOULD I BUY?

- **Supply Chain Operations:** a combination of attended and unattended bots can be deployed to simplify and expedite supply chain operations management across procurement, logistics, inventory, invoicing, and reporting.
- **Warranty Management:** claims can be processed, paid, and recovered on time. An intelligent bot can extract critical claim data from emails and use analytics to determine whether a claim is fraudulent.
- **Order Management:** order-to-delivery can be automated with RPA to process fulfillment, tracking, invoicing, collection, and finished goods inventory management—helping on-time shipments of correct parts.

RPA IS THE FUTURE OF THE INTELLIGENT DIGITAL WORKPLACE

But only if it's done right.

The intelligent digital workplace has an automated Digital Workforce. It is a blend of software bots that automate repetitive tasks, AI-powered bots that can make real-time decisions, and predictive analytics to help workforce management make intelligent decisions—all working in harmony with the human workforce.

Automation endows today's office workforce with superhuman powers, multiplying their productivity, accuracy, and cost-efficiency by orders of magnitude.



A lot of the benefits that come from Automation Anywhere augmentation don't just result from the augmentation itself, but from the general reappraisal of how the organization is operating.



—**Ben Hammersley**
Futurist

Learn more about automation and how it can help you and your business. Try it for free:

<https://www.automationanywhere.com/lp/community-edition>.



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