

BPI in an RPA World

The importance of BPI (Business Process Improvement) experts in your digital (Robotic Process Automation) transformational journey.



Digital Transformation for Transactional Processes Using RPA

- Implementation of “software robots”, which interpret human behavior in interaction with a company information system, but much faster
- Created to help people in repetitive tasks, which require interaction between a variety of applications or complex information systems



Why Do We Need That? (insert 'Should I automate' Visio)

- Repetitive transactional activities performed by employees and/or large volume can introduce:
 - Demotivation
 - Lack of attention
 - High probability of producing unintended errors



What Robots Can and Can't Do

There are Attended, and Unattended Robots used in RPA

- They CAN:
 - Fill out/in forms
 - Issue invoices and contracts
 - Open, read and extract email, including attachments
 - Interact with structured and unstructured data
 - Calculate reports, KPIs, and analyze metrics
- They CAN'T:
 - Apply decisions without having business rules
 - Solve exceptions alone
 - Think



How to Avoid a Broken Robot

- Many RPA projects fail due to lack of using a specific practical framework to qualify the eligible processes for automation using RPA.

52%

Business Leaders

vs

29%

Employees

are interested in automation.

Source: KRC Research, 2020

74%

Business Leaders & Employees

believe that at least parts of their job could be automated.