# **BPI in an RPA World**

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



- 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

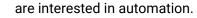
## • They CAN'T:

- · 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.





Source: KRC Research, 2020



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



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