Robotic Process Automation 101

What to Know? Where to Start?
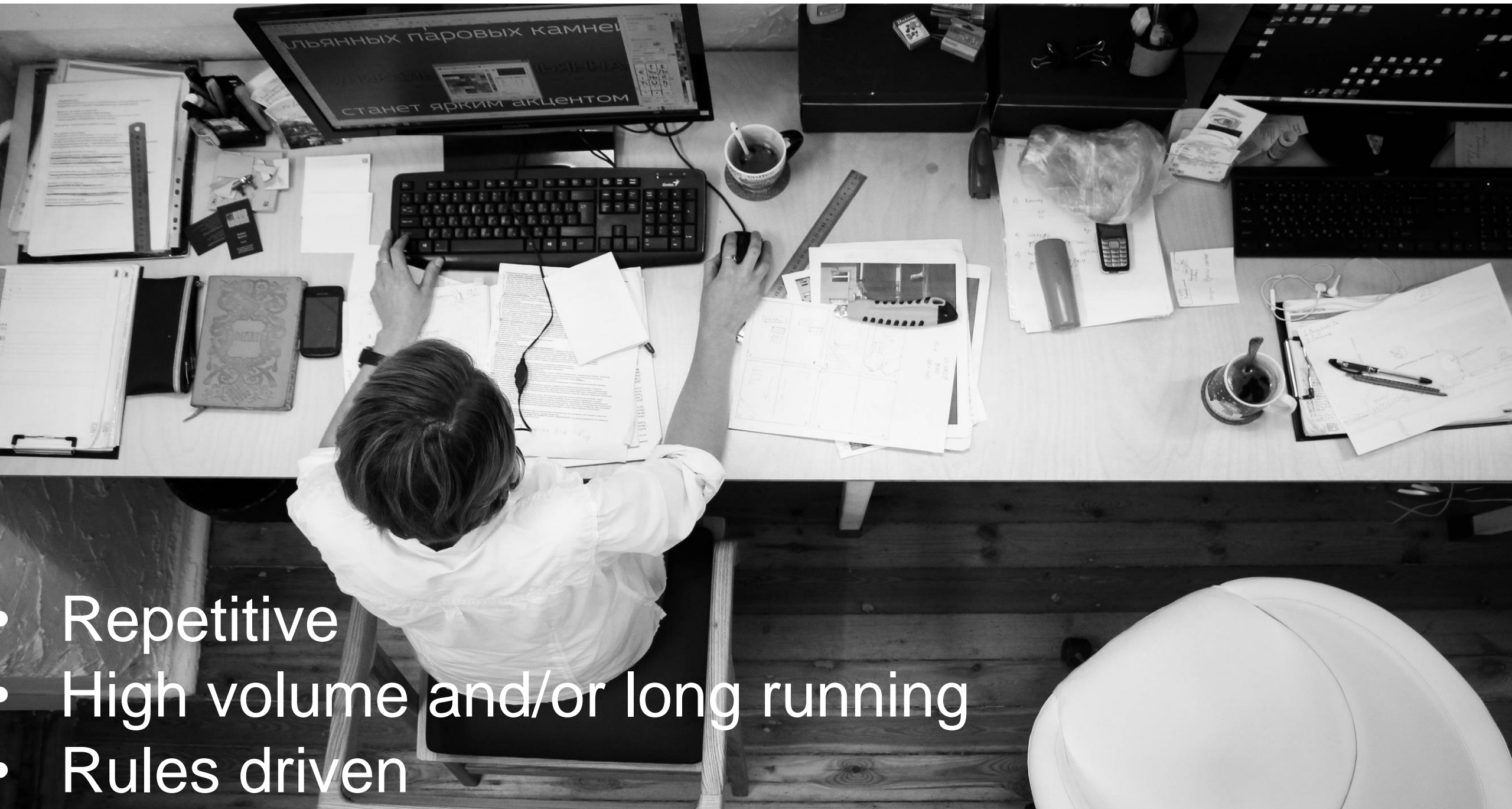
Tuesday, December 13, 2016

BUILD FOR CHANGE®

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!
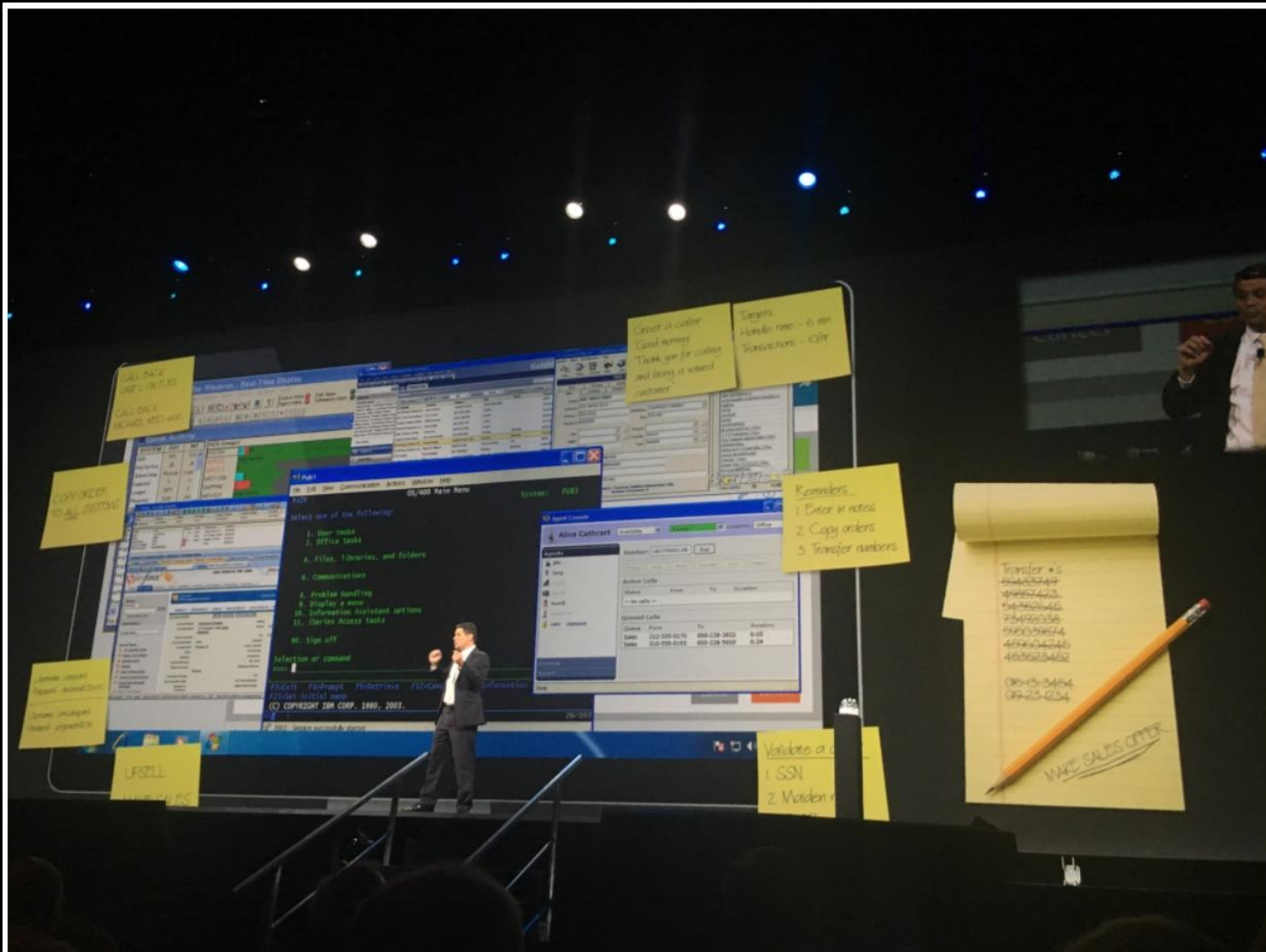**Who isn't talking about it?**

Need more…
**Cost Savings &
Quick Wins**

Regulations &
Compliance

Where's the **beef**?

The Desktop Drama

- ⊖ 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
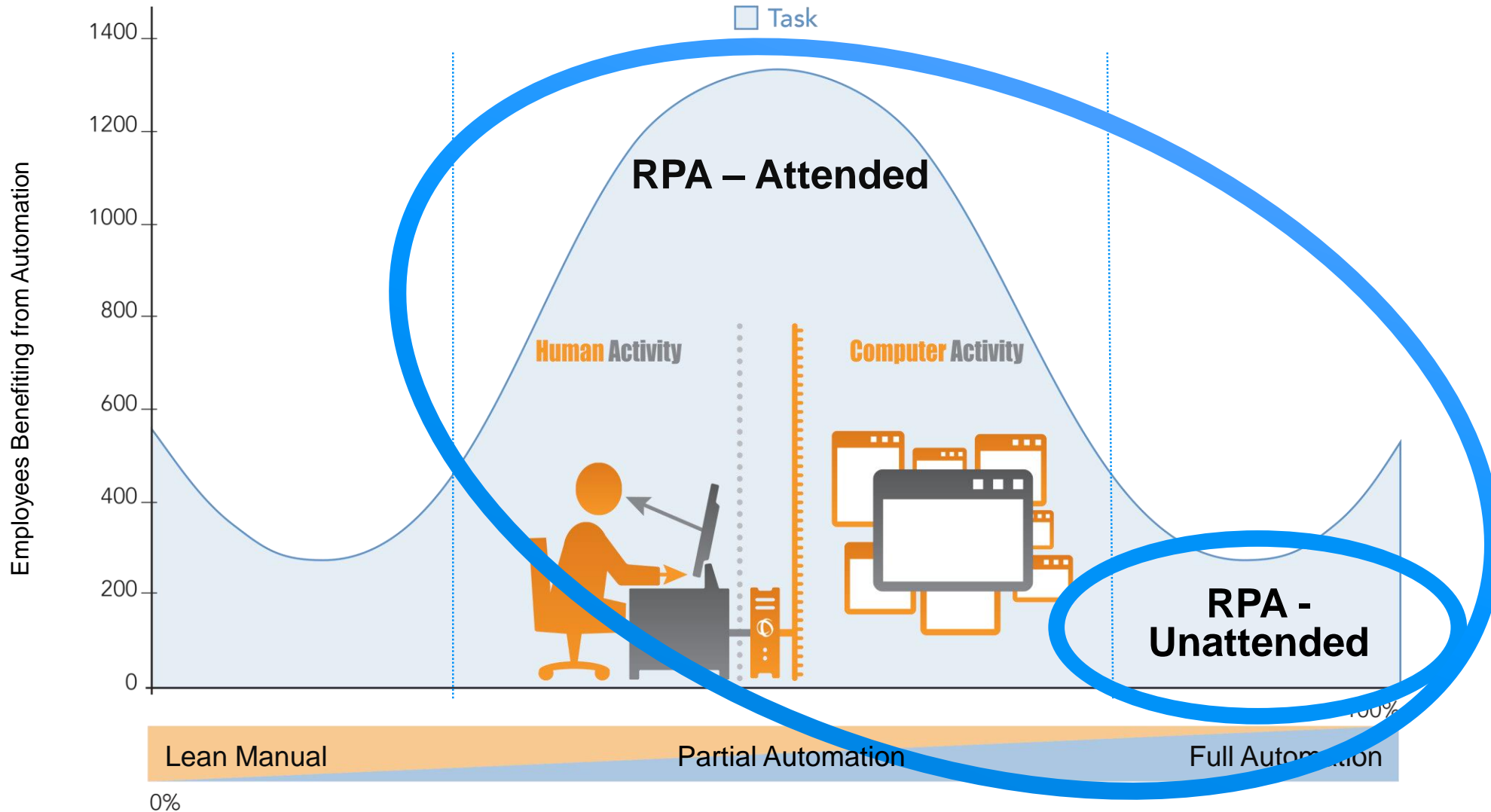
Side by Side – Unattended and Attended RPA

**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

Your RPA ROI Checklist

❑ 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

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**…(2)

❏ 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….

Opportunity Details

Total Time: 24,800

	ID	Type	Applications	Screens	Unique Employees	% of Employees	% of Time	Opportunity Total (hrs)	Count	Est. Time Savings per Count (sec)	Annualized Opportunity
	ID-001	Idle	N/A	N/A	168	100%	29.00%	7192	N/A	N/A	$1,639,776
●	AN-89	Auto Notes	Notepad/Contact Manager	Notepad/Edit Contact	168	100%	5.10%	1260	168,000	27	$287,280
●	SH-15	Screen Switching (2)	Billing System/ Contact Management	Multiple	168	100%	2.60%	653	117,600	20	$148,960
●	CCP-11	Cut/Copy and Paste Screen	Calculator/ Billing System	Calculator/ Credit Input	165	98%	2.20%	550	660,000	3	$125,400
●	RI-31	Repeated User Input	Multiple	Multiple	109	65%	1.30%	320	95,920	12	$72,899
●	SH-04	Screen Switching (2)	FederalReserve.org	Contact/Accout	133	79%	1.10%	269	74,480	13	$61,322
●	LI-12	Low Input Repeating	Claims Processing	Multiple	168	100%	0.90%	233	84,000	10	$53,200
●	RI-34	Repeated User Input	Work Queueing	Work Look Up	168	100%	0.80%	187	134,400	5	$42,560
●	CCP-25	Cut/Copy and Paste Screen	Knowledge Base/ Notepad	New Article/ Notepad	162	96%	0.40%	103	123,120	3	$23,393
●	CCP-24	Cut/Copy and Paste Screen	Contact Management/ Claims Processing	Edit Contact/ Change Address	163	97%	0.30%	95	114,100	3	$21,679
●	RI-44	Repeated User Input	Contact Management	Account Search	104	62%	0.30%	86	76,960	4	$19,497
●	LI-10	Low Input Repeating	Billing System	Multiple	114	68%	0.30%	84	50,160	6	$19,061
●	EM-38	Error Message	Claims Processing	Complete Claim	143	85%	0.30%	76	137,280	2	$17,389
●	EM-42	Error Message	Billing System	Multiple	80	48%	0.30%	67	80,000	3	$15,200

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