



All About RPA Solutions, Integrations, and more!

Learn how all of the top organizations across every industry are incorporating smarter technologies to beat the competition!



Robotic Process Automation Made Simple

An Imagetek, Inc eBook

What to Expect

Ready to learn more about Robotic Process Automation (RPA)? Perhaps you've been wondering how RPA is similar to Business Process Automation (BPA) or even Intelligent Automation (IA). We've compiled some of the best information available today from leading industry experts and analysts into this simple ebook.

In this quick read, you'll find information on each of the following RPA 101 topics:

- What is RPA?
- Should you be using RPA?
- Will RPA eliminate jobs?
- Who is using RPA and what problems can RPA solve?
- and more!

Let's get started.



“The global market for RPA technologies will reach **\$8.75 billion** by 2024”

-Grand View Research, 2018



What Is RPA?

To understand Robotic Process Automation or RPA, we need to step back to a larger category of business technologies called Business Process Automation (BPA). For almost thirty years, BPA companies have offered technologies such as imaging (scanning applications that help convert paper documents into digital files) and workflow (to automatically route documents from step to step in a business process).

About five years ago, RPA entered the market as technology companies began using “bots” to log into applications and perform routine tasks, replacing the human effort previously required. As we look ahead to the next decade, Intelligent Automation (IA) appears to be the next breakthrough BPA trend as companies begin to leverage Artificial Intelligence (AI) to further automate non-routine processes and more complex information.

Why should you pay attention to RPA and IA?

Analysts with AIIIM explain that **96%** of companies believe process automation is critical to business success. (AIIIM, 2017). And, McKinsey and Company explains that companies who automate 50-70% of a task using IA, see average results such as:

- **20-35% annual cost reduction**
- **50-60% process time reduction**
- **ROI is “most often” in the triple digit percentages**

- (McKinsey, 2017)

“We believe [**intelligent automation**] will be a core part of companies’ next-generation operating models.”

- (McKinsey, 2017)

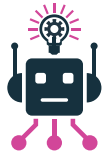


Quick Definitions



Business Process Automation (BPA)

The use of technology (such as workflow, RPA, and IA) to automate business processes. Includes the routing of information from step-to-step and automatic processing of tasks.



Robotic Process Automation (RPA)

The automation of rules-based processes with structured data to facilitate sharing of information between applications. The systems are accessed by a user account controlled by a "bot."

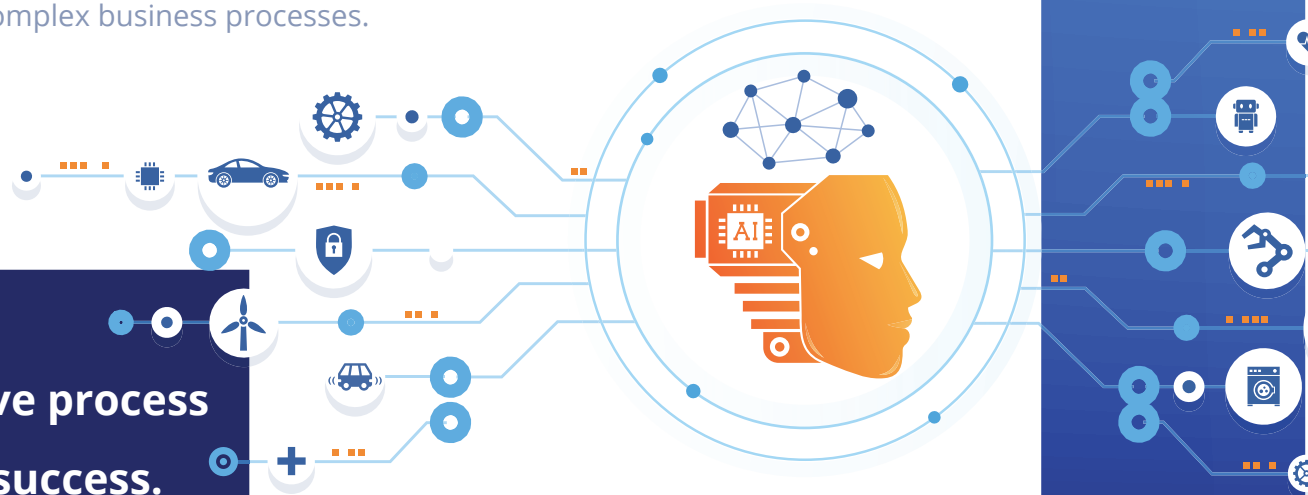


Intelligent Automation (IA)

The automation of variable business processes with structured, semi-structured or unstructured data to facilitate sharing of information between applications, and to process information. Encompasses RPA and workflow and adds the use of AI technologies such as natural language processing (NLP) and machine learning to automate complex business processes.

96% of companies believe process automation is critical to business success.

-AIIM, 2017



Should you invest in automation?

“70% of businesses expect to invest in RPA in the next 12 months”

- Institute for Robotic Process Automation and Artificial Intelligence Survey, 2017



Good Candidates for RPA

As a more mature technology, RPA has a track record of helping companies automate specific, routine tasks such as **accounts payable** and **human resources onboarding** that rely on structured documents. (see Case Studies 1 & 2) Two key factors:

1. The process is rules-based, meaning the same basic steps are followed for every instance.
2. The data is found in documents that are similar in structure time after time (i.e., invoices)

Ok. So you're sold on the value of automation, but you may not be sure if you need RPA or IA to get your job done. Let's check out the scenarios that work best for each type of technology.

Should you invest in Automation?

More complex processes that make use of less structured information require AI to automate. AI can deal with probabilities rather than rules, which allows greater flexibility in how the application responds to information. In particular, Natural Language Processing (the interfaces that allow users to speak with the application as if it were human) and Machine Learning (algorithms that identify categories and patterns in very large data sets) are useful tools that aid automation efforts. **Two factors that indicate your process needs IA:**

- 1.** The process varies depending on a variety of factors, so some sorting and categorizing may be necessary along the way to route information through the right steps.
- 2.** The data is found in structured documents (similar layouts), semi-structured documents (location of key information varies), and unstructured information (such as data streams, email, and text messages).



Did you know that automation could free up to 65% of your employees time for more valuable tasks?

- Grand View Research, 2016

Will RPA Eliminate Jobs?

Think again... It's "unlikely."

"It's unlikely," say most experts, though your job responsibilities will likely change. As routine tasks are increasingly performed by bots, your efforts should turn to higher level skills. Chances are, your job will get more interesting and rewarding.



“In the longer term, RPA means **people will have more interesting work.** For 130 years we’ve been making jobs uninteresting and deskilled. The evidence is that it’s not whole jobs that will be lost but parts of jobs, and you can reassemble work into different types of jobs.

- McKinsey & Company, 2017

Will RPA Eliminate Jobs?



A recent survey of business leaders found that the overwhelming majority believe artificial intelligence will create jobs, rather than eliminate them:

80% believe AI improves worker performance and creates jobs.

Increased automation of tasks does not necessarily lead to loss of jobs—**workforce augmentation, rather than replacement, may be a more likely outcome.** By freeing up a person's time, employees can now focus on more advanced and engaging tasks, and over time organizations could see **lower turnover, higher morale,** and **increased internal innovation.**

- Deloitte, 2017

Who is Using Automation?

Many different types of companies are using automation to streamline processes and improve information accuracy. Why? Automation can help you:

1. Improve process **efficiency**
2. Control **accuracy** of information
3. **Save money** on many business tasks
4. Enjoy **happier employees**

The following processes are the ones most often targeted for automation. How might faster, smarter processes in any of these areas benefit your company?

- **Financial operations** such as accounts payable and accounts receivable
- **Human resources** such as onboarding new employees and tracking benefits
- **Information technology** such as diagnosing and fixing many common technical problems
- **Procurement** such as requisitions, MRO re-orders, and invoice processing
- **Data and analytics** such as monitoring and analyzing information about efficiency, issues, and costs



Electronic Records Boost Productivity by 90%



Founded in 1987, The Mental Health Center of Denver (MHCD) is the designated community mental health authority for the city and county of Denver. Specializing in the treatment of serious and persistent mental illness, MHCD employs more than 500 people, operates with an annual budget of \$47 million and treats more than 15,000 patients on a yearly basis. After converting to an electronic health records (EHR) system, paper records and other standard business documents were still causing an array of headaches.

After implementing PaperVision® Capture and integrating PaperVision® Enterprise with their EHR, Netsmart, they were able to increase staff productivity by 90%, reallocate staff and save more than \$250,000 per year. In addition, Nucleus Research, an independent analyst firm, performed an ROI study that calculated a **1315% ROI and six-month payback after implementing intelligent automation.**

45% of work activities can be automated, saving **\$2 trillion** in global workforce costs.

-PwC, 2016

It was so easy to intelligently automate our processes when we converted to electronic files," peelen said. "It takes so much less time, and we would never go back to the way we did things before.

- Mary Peelen
Director of Health and Information Services



Workflow Cuts Processing Times by 75%

Since 1971, industries around the world have turned to MSI Mold Builders to design and build molds of exceptional accuracy and durability. They serve customers in the computer, business machine, medical diagnostics, material handling, sporting goods, lawn and garden, appliance, consumer electronics, heavy equipment, and transportation industries. MSI Mold Builders receives 1,200 invoices monthly and needed a way to intelligently automate their accounts payable (AP) processes to cut down on processing times.

Using PaperVision Capture and PaperVision® Forms Magic, they've introduced intelligent automation to reduce invoice processing times to only 15 minutes, gaining more than 10,000 hours of productivity back, and saving more than \$676,000 per year.

Automation tools are **65%** less expensive than full-time employees.

Forms Magic has revolutionized our AP processes! We've been able to cut our invoice processing time by over 75%. We're saving the organization money and improving relationships with our business partners. We love Forms Magic!

- Jason Sojka
Director of Health and Information Services

Need more convincing?



Contact us to learn more
about how RPA and AI can
improve your business processes.



www.imagetek-inc.com

1-800-422-1330

sales@imatetek-inc.com