



Robotic Process Automation Made Simple

A Digitech Systems, LLC eBook



Executive Summary



Want 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). In lieu of writing a course, certification, or training on the topic, 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?

If you find this eBook helpful, we'd love to hear from you!
Please contact us at info@digitechsystems.com

What is RPA?

“ The global robotic process automation market size was valued at \$1.1 billion in 2019 and is anticipated to grow at a 33.6% compound annual growth rate (CAGR) from 2020 to 2027. ”

- Grand View Research, 2020






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 next breakthrough BPA trend as companies begin to leverage Artificial Intelligence (AI) to further automate non-routine processes and more complex information.

How can RPA help you?

Analysts with AIIM report that 75% of companies struggle to get information into the hands of the right worker. This drastically slows down processing time and makes it difficult for employees to get their job done. RPA helps organizations:

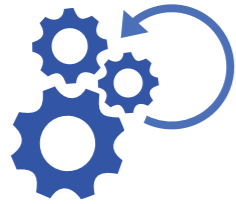
-  **Eliminate human error by automatically extracting key information so that business data is always correct.**
-  **Streamline business processes by automatically routing data through workflows, increasing employee productivity.**
-  **Improves accuracy of data, speed of processes, and enables better decision making, all of which save organizations money.**

75% of organizations report having trouble getting the right information to the right process worker.

- AIIM, 2019



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.



80% of organizations **using RPA** say they have improved productivity.

Should You Consider Automation?

“ 70% of executives see RPA as an essential priority. ”

- UI Path 2020

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.



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 Real Automation Stories 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)

Should You Consider Automation?



Good Candidates for IA

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 (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. (See Real Automation Story 3) 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 layout), semi-structured documents (location of key information varies), and unstructured information (such as data streams, email, and text messages).

Did you know that one bot costs \$4,000 versus a typical knowledge worker who makes \$48,000?

- BLS.gov, 2020

How much could YOU save?

Number of employees
(average work hours in a year)
(% of time saved)

x 2080

x 0.65

Total Hours Recovered
(average hourly wage of knowledge worker)

x \$22.00

Your Total Savings

\$

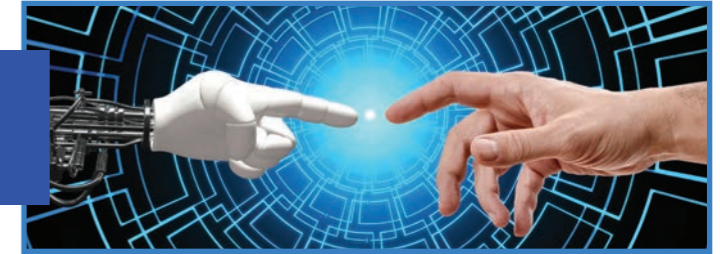


How is RPA Evolving the Workforce?

Most business leaders agree that RPA helps organizations “work smarter not harder” by automating repetitive rules-based tasks normally performed by humans. Experts say RPA compliments human workers by taking over tedious tasks, freeing them for more empowering work.

“ In the long term, **RPA technology** means people will have more **more interesting work**. By freeing up a person’s time, employees can now focus on more **advanced and engaging tasks**, and over time organizations can see **lower turnover, high employee morale, and increased internal innovations**. - Deloitte, 2020 ”

How is RPA Evolving the Workforce?



80% of organizations using RPA indicated a happier workforce.

- Deloitte, 2020

Work before robots

Work with robots

1. Accounts Payable (AP) clerks complete payments and manage expenses.



AP clerks receive, process, verify, and reconcile invoice data manually.



Now, robots automatically enter data, freeing AP clerks to focus on financial analysis.

2. Chief Data Officers (CDO) are responsible for utilizing the data within an organization as an asset.



The Chief Data Officer manually reviews and inputs data, received from a variety of reports.



Now, robots automatically find and correlate information, allowing the CDO to focus on data-based recommendations to improve company practices.

3. Human Resources (HR) Administrators maintain employee records and organization guidelines.



HR administrators manually manage and update employee data.



Now, robots automatically maintain employee data, allowing HR administrators to focus on improving company culture.



Who is Using Automation?

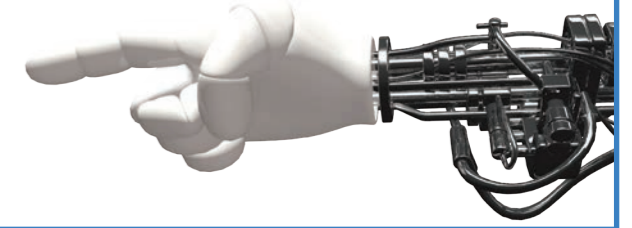


Many different types of companies are using automation to streamline processes and improve information accuracy. Why? Automation can help you:

- Improve process **efficiency**.
- **Control** accuracy of information.
- Save **money** on many business tasks.
- Enjoy **happier employees**.



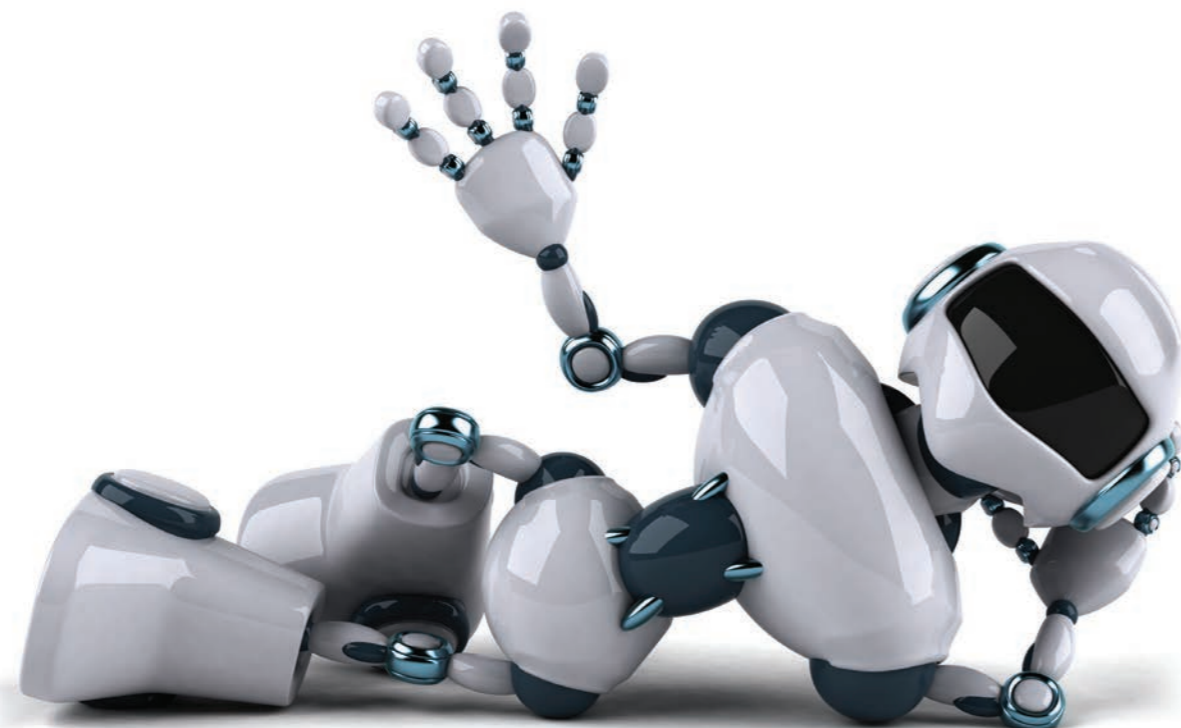
Who is Using Automation?



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

Wondering how to get started? Keep reading for three examples of real companies who are getting sizable benefits through automation!



“ **90% of general accounting operations and over 70% of financial reporting processes are automatable.** ”

- Gartner, 2019

Real Automation Story 1



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.



Mary Peelen

“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



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

- PwC, 2016



Real Automation Story 2



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.**



Jason Sojka

*"PaperVision 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
Network and Computer Systems Manager



88% of business leaders think automation accelerates processes.

- UI Path, 2020



Real Automation Story 3

Intelligent Automation Saves Millions

Arvato specializes in the development and implementation of custom solutions for more than 150 million customers around the globe. They work closely in partnership with their clients to solve complex business challenges that enable digital transformation and business innovation. Customers become more agile and competitive thanks to custom digital workflows and technologies that intelligently automate processes.

When Arvato was asked by a large IT/High-Tech company to streamline and simplify licensing, they were stymied by information trapped in paper contracts. The challenge was significant as the visible complexity of each contract was magnified by the vast array of countries and languages the client serves worldwide. After implementing PaperVision Capture and PaperVision Forms Magic, they now leverage artificial intelligence (AI) to extract the data they need from the contracts to **eliminate manual data entry and have been able to recover more than 10,000 hours of productivity.**



Troy Brown

*“You can’t automate something you can’t read or look at. PaperVision Forms Magic enabled us to access the critical information our client needed. Being able to extract the data with AI has enabled us to intelligently automate the entire business process for our client, **saving more than \$3 million annually.**”*

- Troy Brown

Director of Innovation and Tools



79% of business leaders think automation is most effective when it complements humans.

- UI Path, 2020





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

www.digitechsystems.com/features/robotic-process-automation/

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