OPENING THE DOOR TO PROCESS AUTOMATION

Finding the perfect entry point for RPA

Process automation is a driving force behind the digital transformation movement. Empowering staff to focus on high-value work by removing slow, manual and repetitive tasks increases efficiency and improves customer service.

Specifically, the number of organizations turning to robotic process automation (RPA) is growing exponentially. RPA aims to achieve automation goals by deploying bots that can recreate and execute on existing processes without the need for human intervention — complementing other capabilities for true end-to-end automation. It's no wonder Forrester Research estimates that organizations will spend $2.9 billion on RPA technology in 2021[i].

Despite this influx in spending, many organizations still struggle to determine where to target their automation efforts. The reality is that some processes are easier — and create larger benefits — than others, based on a number of factors.

The following checklist will help you determine the right processes and tasks to target within your organization, so when the time comes to choose your RPA solution, you will know what you need:

Target processes with the following qualities:

✓ **Standardization:** The process follows a defined sequence every time without much variance. Ideally, it is a proven process that will not change in the near future.

✓ **Structured data:** The content or data that triggers the process should be structured (i.e. information or content that is organized in a predictable way and is easily classified). This avoids automation breakdowns caused by confusing or difficult-to-quantify information.

✓ **Rule-based:** The process you choose should be built on a series of defined rules. That means it will not require human judgment and can be represented on a decision tree for easy, automated decision-making.

✓ **High-volume work:** To create the greatest possible benefit for the organization, the process you choose should face high traffic and eat up a substantial amount of staff time, such as manual data entry.

✓ **Digital data:** A process that already relies on digital data is best suited for automation. While physical and handwritten documents are less suitable, they can be processed using technologies such as machine learning, optical character recognition (OCR) and more to capture them digitally in advance.

✓ **Integration challenges:** RPA can add great value when there's a need to replicate data between or execute tasks across different systems or applications as part of a business process. Leveraging a bot for these actions helps the process move forward more quickly and efficiently.

What comes next?

You've decided to make process automation a part of your digital transformation strategy. You've determined which processes are the best RPA entry points for your organization. Now what?

Now you need to determine the right solution — and provider — to suit your end-to-end intelligent process automation needs. From process analysis to bot utilization, you need to invest in a platform that provides scalable and configurable tools you can count on for years to come.

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