# THE INTELLIGENT DIGITAL WORKPLACE

## A BUSINESS LEADER'S GUIDE TO RPA

# OVERVIEW

Today, employees spend around 10–20% of their time on mundane, repetitive tasks that can be easily automated. With Robotic Process Automation (RPA), businesses can offload these cumbersome tasks to their Digital Workforce, giving human workers more time for productivity and innovation. According to Forbes, automation can save employees up to six to nine weeks of effort each year, saving businesses four million dollars annually. This recovered time can be reinvested into career development and personal growth opportunities, making work more human.

Gartner predicts that by 2020, 40% of large enterprises will have adopted Robotic Process Automation (RPA), up from less than 10% today.

The evidence is overwhelmingly clear. To be competitive today—and tomorrow—you must automate.

But which products should you buy for your organization?

EMPLOYEES SPEND

# 10 - 20%

OF THEIR TIME ON MUNDANE, REPETITIVE TASKS

# WE'LL HELP YOU FIND THE BEST SOLUTION

This guide helps you select the best automation tools for your organization. Take a look. Learn how automation can improve your company's productivity, lower costs, and improve compliance—all while making you more competitive than ever.

AUTOMATION CAN SAVE BUSINESSES

## $4 MILLION
DOLLARS ANNUALLY

AUTOMATION CAN SAVE EMPLOYEES

## SIX TO NINE
WEEKS OF EFFORT EACH YEAR

# WHY AUTOMATE THE WORKPLACE?

It's estimated that more than 40% of information workers spend over a quarter of their work week on manual, repetitive tasks.[1] So nearly half of your employees are spending over a full day per week on work that could be easily automated.

## NEARLY HALF OF YOUR EMPLOYEES ARE SPENDING OVER
# A FULL DAY PER WEEK
## ON WORK THAT COULD BE EASILY AUTOMATED

Think about that. And then, think about what those employees could be doing with an extra ten hours a week.

RPA can automate any repetitive processes, reallocating your employees to more high-value work, ultimately making them more cost-effective to the organization.

Besides, RPA can improve worker accuracy, literally eliminating human error within those repetitive processes. Properly trained software robots (bots) will do the task with 100% accuracy every single time. This is especially important in heavily regulated industries such as healthcare and finance, where regulatory compliance isn't just good practice—it's the law.

[1] https://www.smartsheet.com/blog/workers-waste-quarter-work-week-manual-repetitive-tasks

# THE HUMAN BENEFITS OF AUTOMATION

Today's digital workplace leverages automation in every department and function. In the call center, chatbots take calls and attended bots monitor customer sentiment, allowing the call center agent to provide higher levels of customer care. In accounting, functions like quote-to-cash and procure-to-pay are automated to save time and maintain regulatory compliance. Even supply chain and other ERP functions are automated, where bots seamlessly move data between systems to enable the most cost-effective manufacturing possible.

Modern workplaces, when empowered with intelligent automation, give its workforce superhuman powers. They become more productive, more accurate, more cost-effective, and, not coincidentally, happier in their work. In fact, a recent University of London study shows that organizations that augment worker productivity with automation actually "have more 'human' workplaces.[2] "

"A LOT OF THE BENEFITS THAT COME FROM AUTOMATION AUGMENTATION DON'T JUST RESULT FROM THE AUGMENTATION ITSELF, BUT FROM THE GENERAL REAPPRAISAL OF HOW THE ORGANIZATION IS OPERATING." BEN HAMMERSLEY, FUTURIST

**HIGHER** PRODUCTIVITY     **BETTER** COLLABORATION     **HAPPIER** EMPLOYEES

AUTOMATION IS MAKING WORK "MORE HUMAN," UNIVERSITY OF LONDON RESEARCH REVEALS

[2] https://www.automationanywhere.com/makeworkhuman

# MUST-HAVE FEATURES TO CONSIDER WHEN SELECTING YOUR DIGITAL WORKFORCE:

According to McKinsey, 60% of occupations have at least 30% of activities that could be automated, using currently demonstrated technologies. There are four key features to consider when buying automation tools: RPA, cognitive automation capabilities, smart analytics, and access to pre-built bots.

### ROBOTIC PROCESS AUTOMATION (RPA)

A quality RPA platform must provide a secure, intuitive environment where bots can be easily created to automate repetitive business processes at scale both on-premise and in the cloud.

### COGNITIVE AUTOMATION

Cognitive bots must use AI & machine learning (ML) to bring structure to unstructured data, enabling them to extract information from emails, CRM notes, PDF documents, and so on.

### ANALYTICS

The RPA platform must provide embedded analytics to track bots, and measure and predict business performance; giving you the ability to fine-tune your automated processes for maximum benefit.

### PRE-BUILT BOTS

Look for RPA platforms that provide you with pre-built Digital Workers that will enable you to scale and expand your automation efforts.

## THE WORLD'S COMPREHENSIVE DIGITAL WORKFORCE PLATFORM

RPA + COGNITIVE + SMART ANALYTICS = DIGITAL WORKFORCE

# AUTOMATION: A DIGITAL WORKPLACE MAP

RPA increases workforce efficiency at every level.

**INFORMATION TECHNOLOGY**

Many common IT fuctions, such as setting up VMs, can be automated. This frees up IT staff for more proactive work.

**CRM/HELPDESK**

Chat bots "talk" directly to customers, validate entitlement, and start the service ticket process.

**ACCOUNTING & FINANCE**

Automate revenue recognition, quote to cash, procure to pay, and other rote accounting tasks - and be compliant to boot.

**HUMAN RESOURCES**

RPA automates the onboarding and other repetitive processes, enables HR to focus on the "human" part of HR.

**SECURITY/CSO**

Automation Anywhere Enterprise has AES 256-bit, bank-grade security levels.

**ENTERPRISE RESOURCE PLANNING**

RPA's analytics features provide predictive insight for short - and long-term planning.

# WHICH AUTOMATION PRODUCTS ARE BEST FOR YOUR WORKPLACE?

A recent Deloitte report suggests that only 3% of today's large enterprises have more than 50 bots in production. And this is across all industries—high-and low-tech alike.
What industry are you in? Whatever it is, automation can probably help improve your productivity, lower costs, and improve customer satisfaction—all while conforming with mandated compliance laws.

## SELECTING PRODUCTS FOR YOUR INDUSTRY

We've identified some leading industries below and show which automation products can help in particular areas specific to that sector.

A RECENT DELOITTE REPORT SUGGESTS THAT ONLY

# 3%

OF LARGE ENTERPRISES TODAY HAVE MORE THAN 50 BOTS IN PRODUCTION. (IT'S A GOOD TIME TO GET A LEG UP ON THE COMPETITION.)

# BUSINESS PROCESS OUTSOURCING (BPO)

Take your BPO firm to the next level with automation. Use it to augment your existing workforce, making them massively more productive for your clients, or use RPA as a stand-alone service offering. Or a combination of both.

## What should I buy?

- **Customer Experience**: leveraging RPA, chatbots can be set up for call centers, taking the necessary information from customers and reducing the helpdesk cost-per-call while delivering overall operating cost reduction.

- **Operation Agility**: IQ Bot will improve operational agility. These intelligent bots can even detect customers' tone in emails and other communication forms, and take appropriate action, such as an escalation to a human customer service agent.

- **Increased Productivit**y: RPA can dramatically increase your firm's capacity by increasing its overall productivity, whether as a self-sustaining service or as an enhancement to your current BPO workforce.

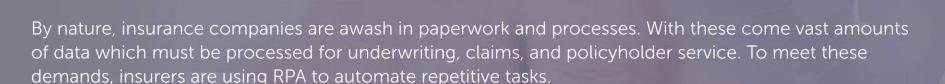INSURANCE          BANKING          HEALTHCARE          LIFE SCIENCES          BPO

# FINANCIAL SERVICES

Analysts predict that up to 25% of banking processes are likely to be automated in the next few years. Automation will enhance your customer's experience, enabling your organization to scale rapidly. The new Digital Workforce can meet consumer needs 24x7x365. All in a very cost-effective and legally compliant manner.

## What should I buy?

- **Loan Underwriting**: IQ Bots can analyze unstructured data files and streamline document-intensive risk assessment such as in the loan/mortgage origination processes, even to the point where only applications which need human intervention are brought to the underwriter's attention for review.

- **KYC & AML Compliance**: because bots perform work only as programmed, they will maintain strict compliance with Know Your Customer (KYC) and Anti-Money Laundering (AML) regulations by using bots to automate data management activities.

- **Improved Operations**: by automating manual, repetitive tasks, RPA will streamline back office and customer service operations processes including account opening/closing, payment processing, and customer data updates.

# INSURANCE

By nature, insurance companies are awash in paperwork and processes. With these come vast amounts of data which must be processed for underwriting, claims, and policyholder service. To meet these demands, insurers are using RPA to automate repetitive tasks.

With manual processes automated, employees can focus on developing innovative insurance products, accelerating claim handling, improving fraud detection, and meeting regulatory compliance.

## What should I buy?

- **Claims Processing**: use chat bots to engage with claims customers—and even escalate issues when the customer isn't happy. Use RPA to triage claim severity and process payments.

- **Fraud Prevention**: IQ Bots can extract key claim data from emails and use analytics to determine whether a claim is fraudulent.

- **Underwriting Optimization**: Bot Insight's predictive analytics capabilities provide analyses and insight to augment and improve the underwriting process.

THE INSURANCE INDUSTRY PAYS OUT

# $8 BILLION

ANNUALLY IN FRAUDULENT CLAIMS

# HEALTHCARE

Healthcare managers are concerned with reducing costs, improving patient care, and maintaining customer privacy. Fortunately, automation can help in all three. Automation is a key component in the digital healthcare environment, where software bots can be programmed to do many of the repetitive tasks, and do them quickly and accurately, thus freeing up healthcare workers to focus more on delivering the best possible patient care.

## What should I buy?

- **Lower Costs**: RPA empowers healthcare workers by taking over the repetitive, rote work for them. This makes them more productive and, as a result, more cost-effective.

- **Improve Patient Engagement**: IQ Bot and RPA can improve the patient's experience from better enabling call center employees, to assisting with the scheduling process, to follow-up, and virtually every area of patient care.

- **Enable Compliance**: bots can be configured with features, such as role-based access controls (RBAC) and audit trail logging, to meet certain aspects of compliance and regulatory requirements.

- **Improve Access and Use of Healthcare Data**: IQ Bot provides a 360-degree view of patient information with purpose-built AI capabilities designed to extract unstructured patient data from disparate sources.

## LIFE SCIENCES

Life Sciences encompass companies in the fields of biotechnology, pharmaceuticals, biomedical, and other technologies. All of these can benefit from RPA for streamlining processes, speeding up product development, and improving patient services. A Digital Workforce automates repetitive processes and frees up the valuable time of researchers and process owners. Humans and bots work side-by-side to achieve better patient outcomes through enhanced productivity and improved quality, all while maintaining cost.

### What should I buy?

- **Improve Pharmacovigilance**: RPA increases the accuracy of data captured and improves the safety and effectiveness of products.

- **Improve Compliance**: RPA helps maintain compliance by automating and standardizing regulatory processes to mitigate compliance risk.

- **Effective Patient Engagement**: IQ Bot and RPA automation improve many aspects of population health by enhancing patient engagement with real-time data access from diverse data sources.

# RPA IS THE FUTURE OF THE INTELLIGENT DIGITAL WORKPLACE

But only if it's done right.

The intelligent digital workplace has an automated Digital Workforce. It is a blend of software bots that automate repetitive tasks, AI-powered bots that can make real-time decisions, and predictive analytics to help workforce management make intelligent decisions—all working in harmony with the human workforce.

Automation endows today's office workforce with superhuman powers, multiplying their productivity, accuracy, and cost-efficiency by orders of magnitude.

"A lot of the benefits that come from automation augmentation don't just result from the augmentation itself, but from the general reappraisal of how the organization is operating." Ben Hammersley, Futurist

To learn more about automation and how it can help you and your business—and you can try it out for free—go to  https://www.automationanywhere.com/lp/community-edition.