Rock
Robot Rock

Robotic Process Automation (RPA) delivers quick process benefits without elaborate and troublesome re-engineering

The robots are amongst us... though they sure don't look like robots. Rather, they emerge as powerful software solutions that target the mechanistic and repetitive processes of the human workforce, typically interacting with screens and applications. Robotic Process Automation looks at this interaction and aims to automate it as much as possible. The robots can even watch the human operators doing their daily job – and with the magic of machine learning – suddenly decide they can do it themselves, so create their own robots and start delivering. A simple, fluid and frictionless process of automation. So, while RPA may not involve shiny robots that walk around and carry your stuff – like R2-D2 – it will definitely speed up the flow of routine business activities. Robots work. Robots reproduce. Robots rock.

in

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WHAT
- Robotic Process Automation (RPA) utilizes a software system to mimic the actions of a human worker interacting with the user interface of a computer system.
- This 'software robot' can be trained to work with the user interface just as a human would; virtually initiating actions, such as mouse clicks and keyboard inputs, interpreting display output and automating activities according to predefined rules.
- Robots can operate much faster when Artificial Intelligence (AI) is used in the discovery phase of business processes performed by humans.
- Additional RPA management software manages resource allocation, systems usage, and compliance.
- RPA solutions can carry out actions much faster - and more reliably - than their human counterparts, especially when cognitive certainty measures are included.

USE
- In just one month, a giant manufacturer has automatically generated dozens of robots by Kryon; tested and deployed to execute 78% of an end-to-end process.
- The Russian gas giant, Gazprom used RPA to automate verification of meter readings. In the first two weeks after the automation went live, an employee was able to validate about 130 invalid meter reads, saving 10 hours of work per employee.
- US-based electric and gas utility, Xcel Energy, uses data from sensors on wind turbines to develop high- resolution wind forecasts through predictive analytics and AI, resulting in a cost reduction to end consumers by $60 million.
- A large services organization automated its cash collection management process using RPA, reducing the manual work of 650 full time employees to 45 software robots, reducing the average handling time with an 85% cost reduction.

IMPACT
- The workforce creatively augments, enabling RPA robots to work alongside and cooperate with humans, delivering faster and more accurate services.
- Fueled with AI, fuzzy logic, machine learning, deep learning and NLP, RPAs can now execute and deliver the most complex processes, moving from limited automation to touchless end-to-end processes.
- Routine human tasks are executed more simply, quickly and reliably across a multitude of applications, saving time, money and resources.
- Due to its non-invasive nature, no applications need to be changed. Benefits are delivered quickly, effectively and without additional risk.

TECH
- RPA platforms: Automation Anywhere, Blueprism, UIpath, Nice, Pega, Appian
- AI solutions moving to the RPA world: Kryon, Workfusion, Abbyy

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