Robotic Process Automation (RPA)

RPA expands the toolbox for Service Delivery Innovation in the face of changing client expectations
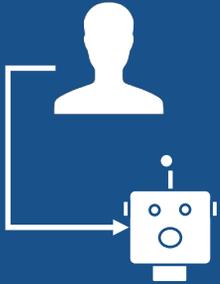
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In pursuit of optimal service delivery, Robotic Process Automation can increase quality and speed of service at a lower cost. However, there is no one size fits all approach.
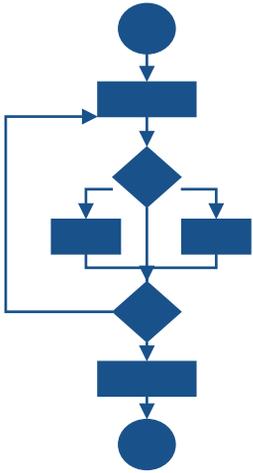
What is Robotic Process Automation?

What is it?

Simply put, Robotic Process Automation uses technology to replace a series of human actions.

How does it work?

The business process is mapped into the RPA software which processes activities and exception handling. All activity is logged and can be used for audit and analytics.
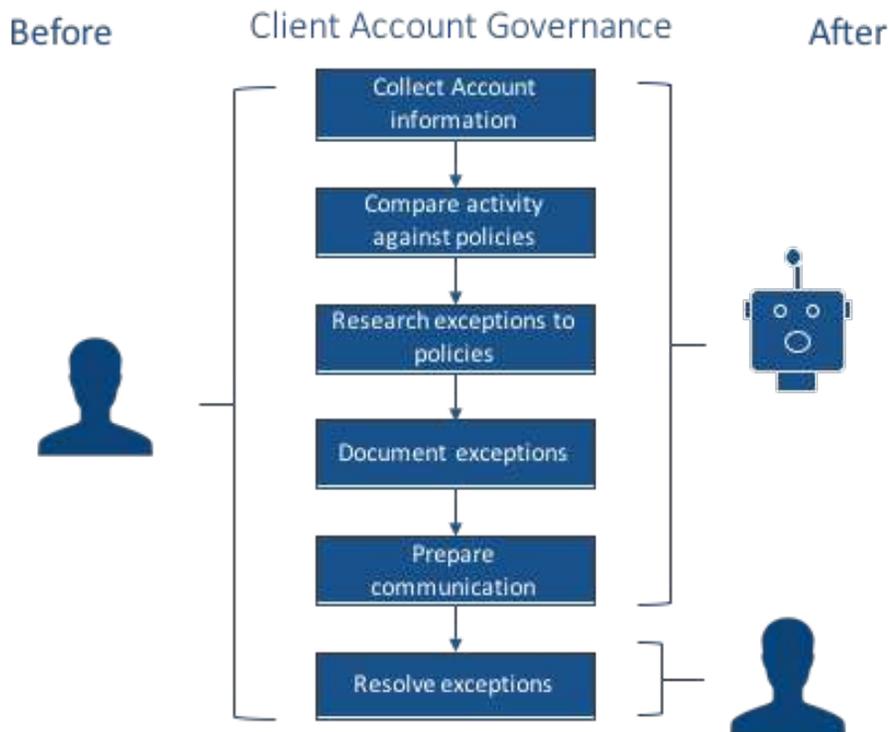
Where are the robots?

RPA software sits on a virtualized environment internal to the client or in the Cloud where capacity can be added as needed to scale operations.

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Automation example – Governance of compliance

RPA allows for the flexibility to automate parts of the process at a time. Separating the judgement based activities from the rule based administrative ones, maximizes effectiveness of your human workforce while minimizing the complexity of the automation.

Client Account Governance

Before — After

- Collect Account information
- Compare activity against policies
- Research exceptions to policies
- Document exceptions
- Prepare communication
- Resolve exceptions

- RPA operates on existing enterprise IT and desktop applications. This allows for automation to enter in a similar approach to how human work division is organized without disruption to existing operations.
- Hand offs to humans in the process are managed in the same way shared service operators work between various teams.

Benefits of Robotic Process Automation

PRODUCTIVITY — Offloading administrative tasks increases employee productivity and reduces training requirements.

SPEED — Increase speed of task execution and reduce hand-off waiting times in shared services.

QUALITY — Consistent execution and automatic audit trail logging increase quality of service.

AGILITY — Improve management of demand fluctuations. Implement process adjustments for business or compliance purposes.
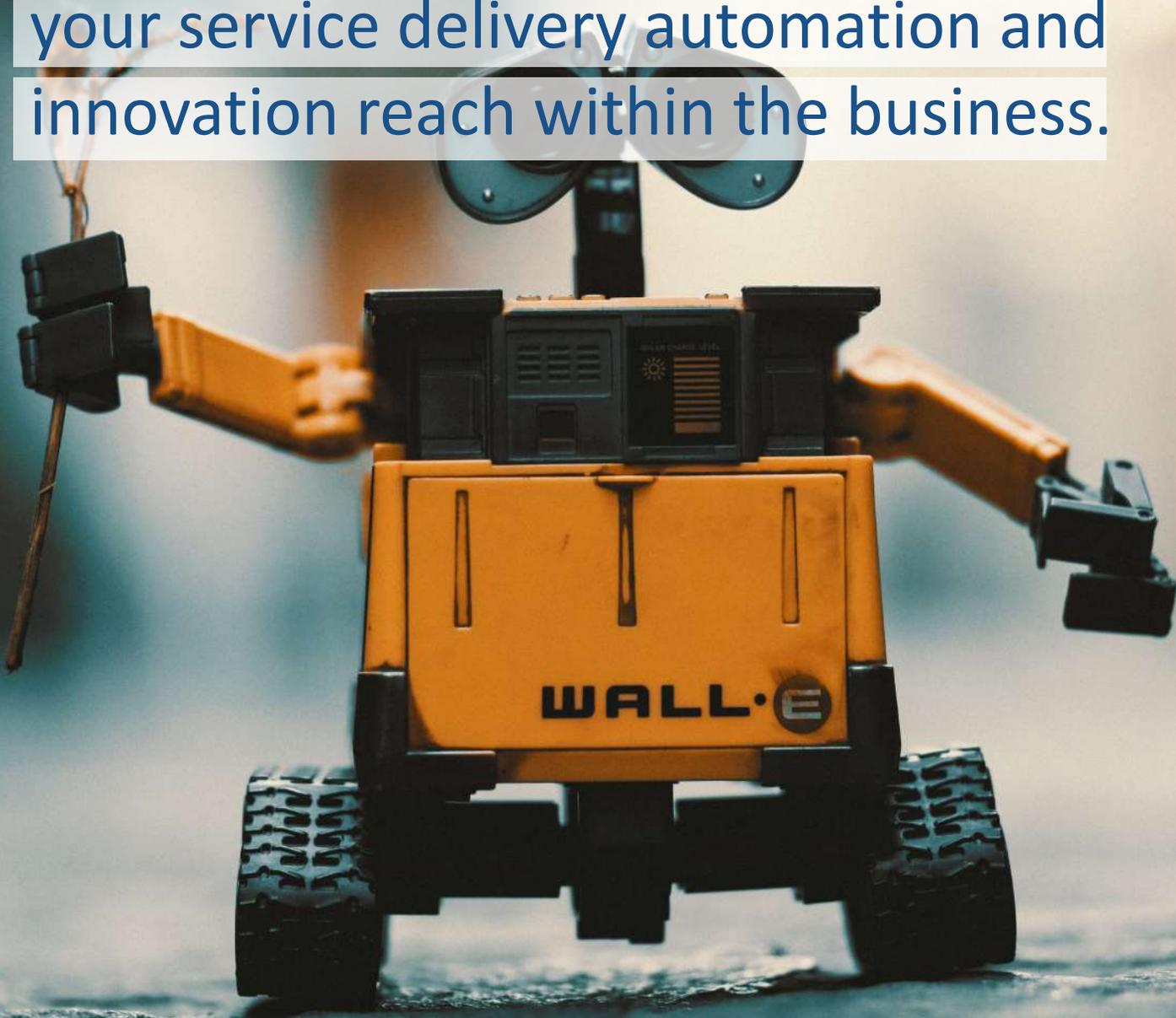
STANDARDIZATION — Gain operational intelligence through automation from common tasks, providing key insights to continuous improvement.

CONTROL — Increase operational security and control by minimizing human error and access to sensitive information.

Robotic Process Automation is not intended to replace your existing automation solutions but rather to work together with them and extend your service delivery automation and innovation reach within the business.

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Advising clients through transformation

IN-INTEGRATION

Let us help you choose the specialized HR tools that fits your business goals better. We integrate, deploy and host your tools according to your deadlines and budget.

IN-EVOLUTION

We help you solve any problem with your HR tools and show you how to optimize their usage. You will be able to follow your company's changing needs and the rapid evolution of technology.

IN-STRATEGY

We guide you in your technological & organizational changes with specialized applications and processes. A flexible intervention in 4 parts that will enable you to reach your strategic objectives.

IN-AUTOMATION

Reduce your operational cost, facilitate the work of your team, gain agility and way more with our technical and consulting service to automate your internal and external processes.