

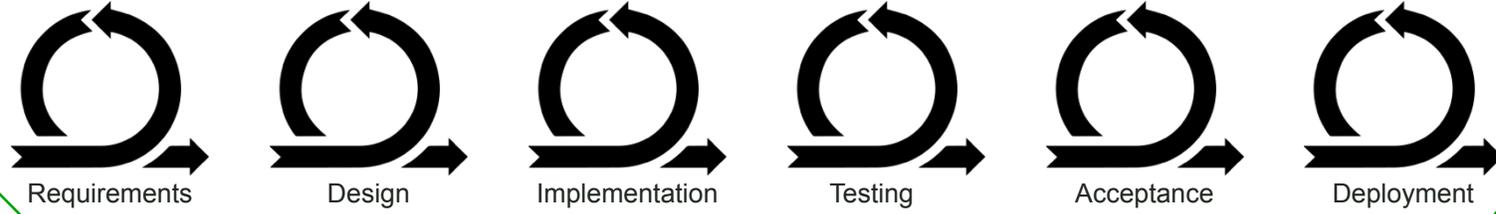


Robotic Process Automation

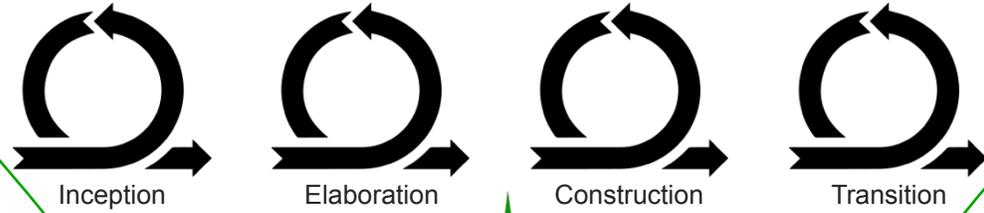
A career opportunity for tester?



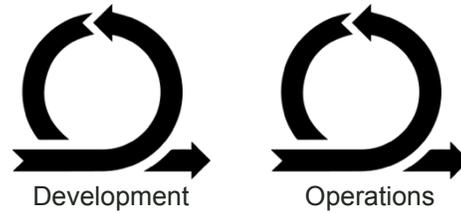
6+
Big Bang
Waterfall



4
Incremental
Rational Unified
Process



2
Agile
Scrum, Kanban



1
Continuous
DevOps



Revolution

Agile Event Horizon

Evolution

Digital Singularity

time to react on change



Will it all end?

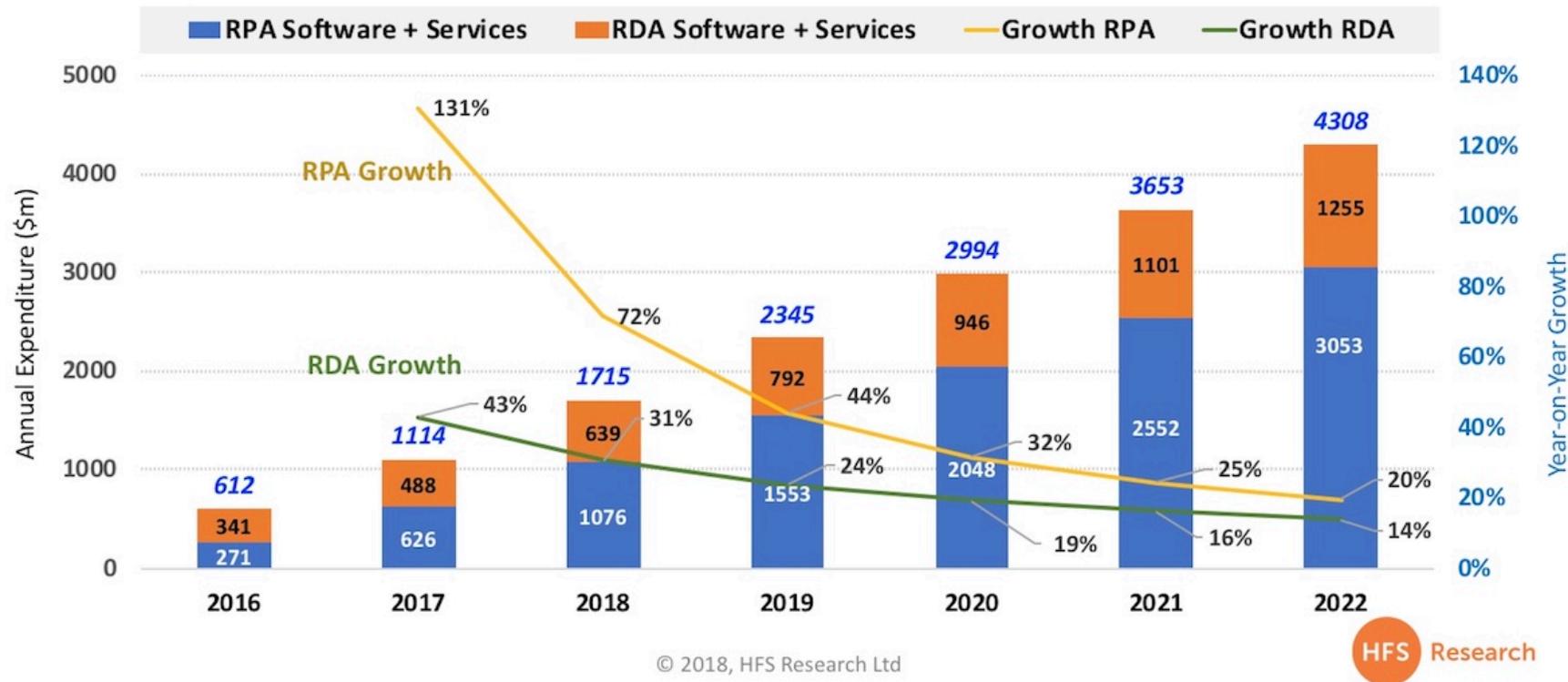


Robotic Process Automation



A bigger automation play

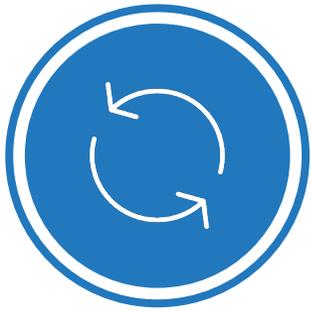
Total RPA Market (By Robotic Process Automation and Robotic Desktop Automation)



Source: https://www.horsesforsources.com/RPA-forecast-2016-2022_12011821, Nov 30th, 2019

Business Challenges Driving RPA Adoption

Long Cycle Time



Improve Customer Experience

Reduce cycle time for requested product or service

High Labor Costs



Rising wages
Workforce attrition

Lower Productivity



Manual business process prone to human error

Repetitive tasks

Resources Availability



Too many priorities for IT

Business process optimization is low on the list



Problem

Almost all customer service or tech support departments have internal tools with advanced functionality. They rely on service reps to use those tools and serve internal or external customers. Especially if those tools are in legacy systems, it is difficult to expose them directly to customers or employees without training.

Solution

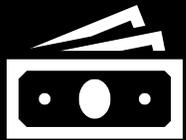
Frequency of usage of most functionality follows the pareto principle. After identifying the popular functionalities of an internal tool, it is possible to write simple web interfaces that complete those functionalities with the help of bots. This saves users time while reducing burden of support teams.

8x

Potential FTE Saves

Problem

Know Your Customer (KYC) is a critical compliance process in every bank. This process usually involves at least 150 to even 1,000+ FTEs to perform checks on the customer. According to Thomson Reuters some banks spend at least US \$384 million per year on KYC compliance



Banking
Industry

Solution

Considering the cost and resources involved in the process, banks have now started using RPA to collect customer data, screen it, and validate it. This helps the banks to complete the process in a shorter duration with less errors and resources

6x

Potential FTE Saves

Problem

Especially for growing firms hiring brings significant burden on HR and other support functions like IT, security, facilities management.



HR

It is costly to build a solution that encompasses all these functions and completes the necessary tasks for new employees

Solution

RPA bots can be deployed relatively fast and effectively. Automating part of the process and measuring its progress on the RPA bot management module brings speed and transparency to the whole process.

6x

Potential FTE Saves

Problem

Claims processing is at the heart of every insurance company.

Since customers make claims at a time of misfortune for them, customer experience and speed are critical in claims processing.

Manual Processing, Input Data of varying format, and Changing Regulation may result in issues

Accurate Claims Processing 

Solution

Bots take in unstructured data in forms, extract structured data and process claims based on pre-defined rules.

This approach takes care of all major issues with manual claims processing

21x

Potential FTE Saves



Problem

In recent times, CRM systems have become mandatory to stay connected with customers.

In spite of the advantages, organizations are finding them investment-heavy.

Besides, managing a CRM requires a pool of skilled employees which have to perform simple, repetitious & rule based tasks

Solution

Users of a CRM perform tasks that are repetitive, rule-based and high in volume – with a structured input and few exceptions.

Such tasks are cut-out for an RPA system. An RPA process can easily handle repetitive, rule-based and high-volume tasks.

12x

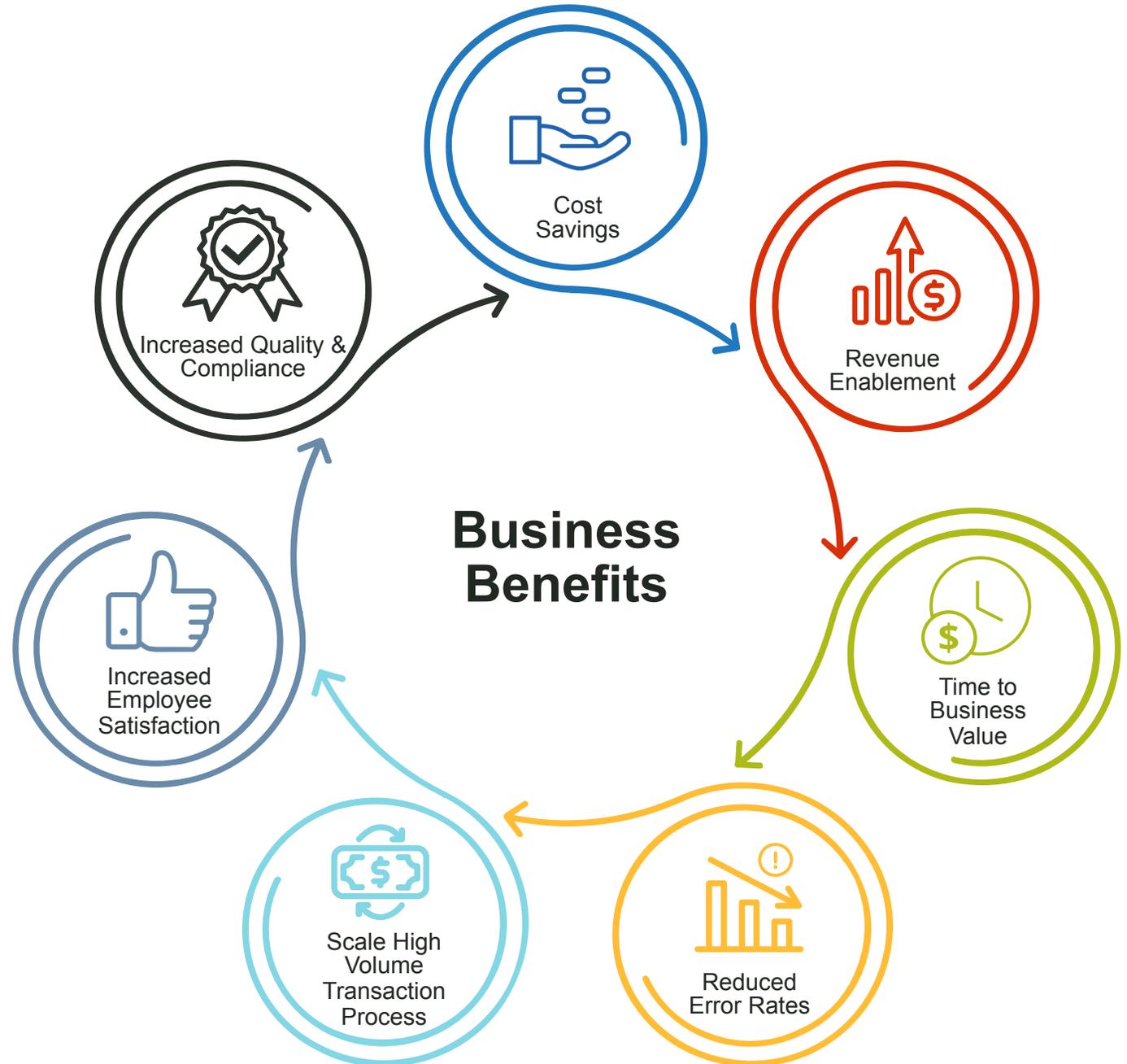
Potential FTE Saves

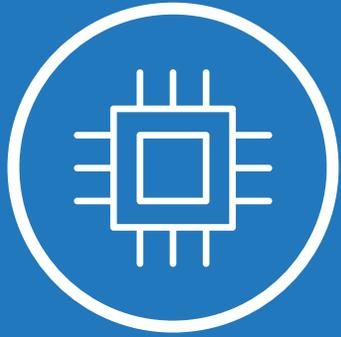




RPA Business Benefits

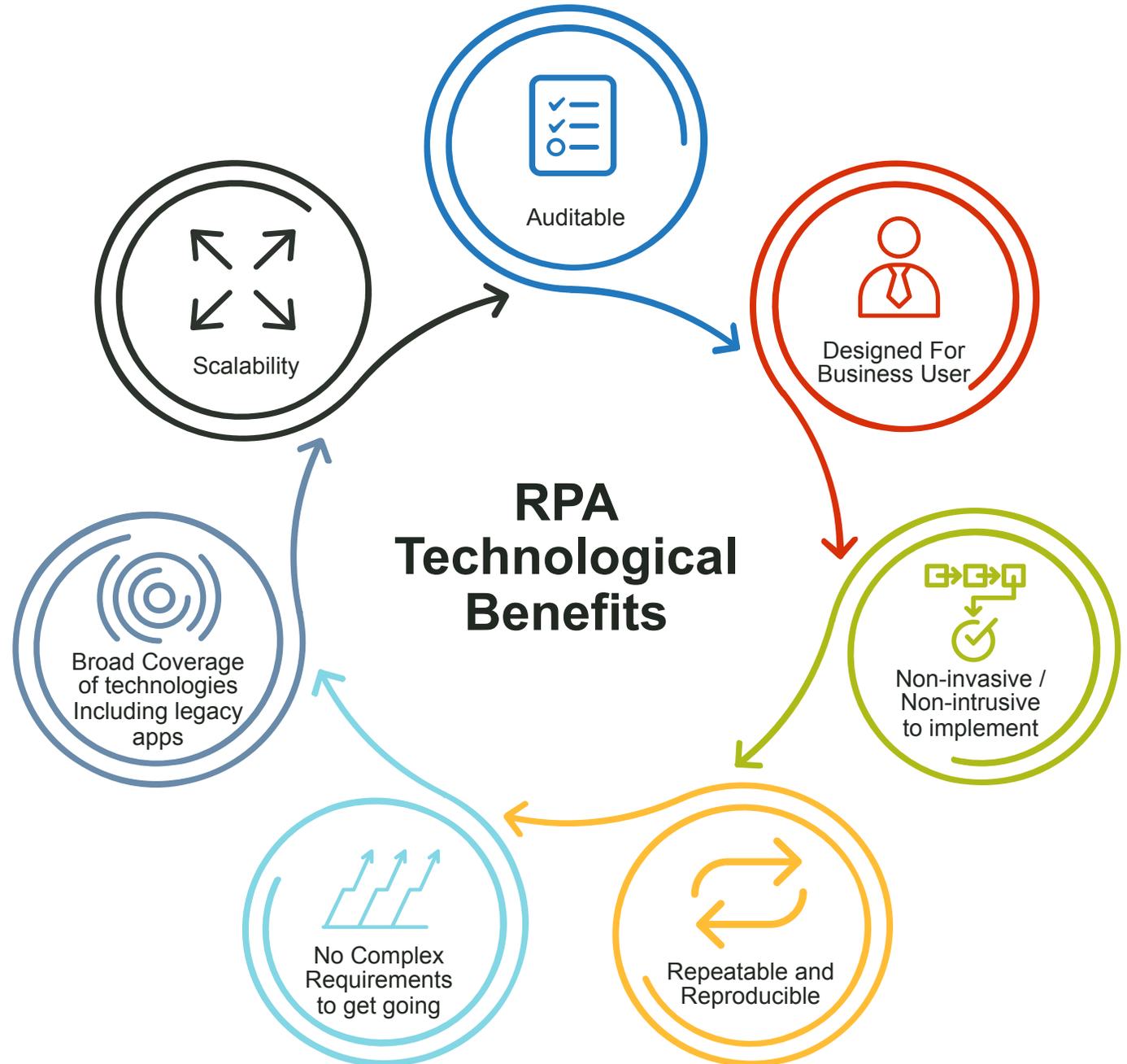
Beyond Cost Savings





Robotic Process Automation

Technological Benefits



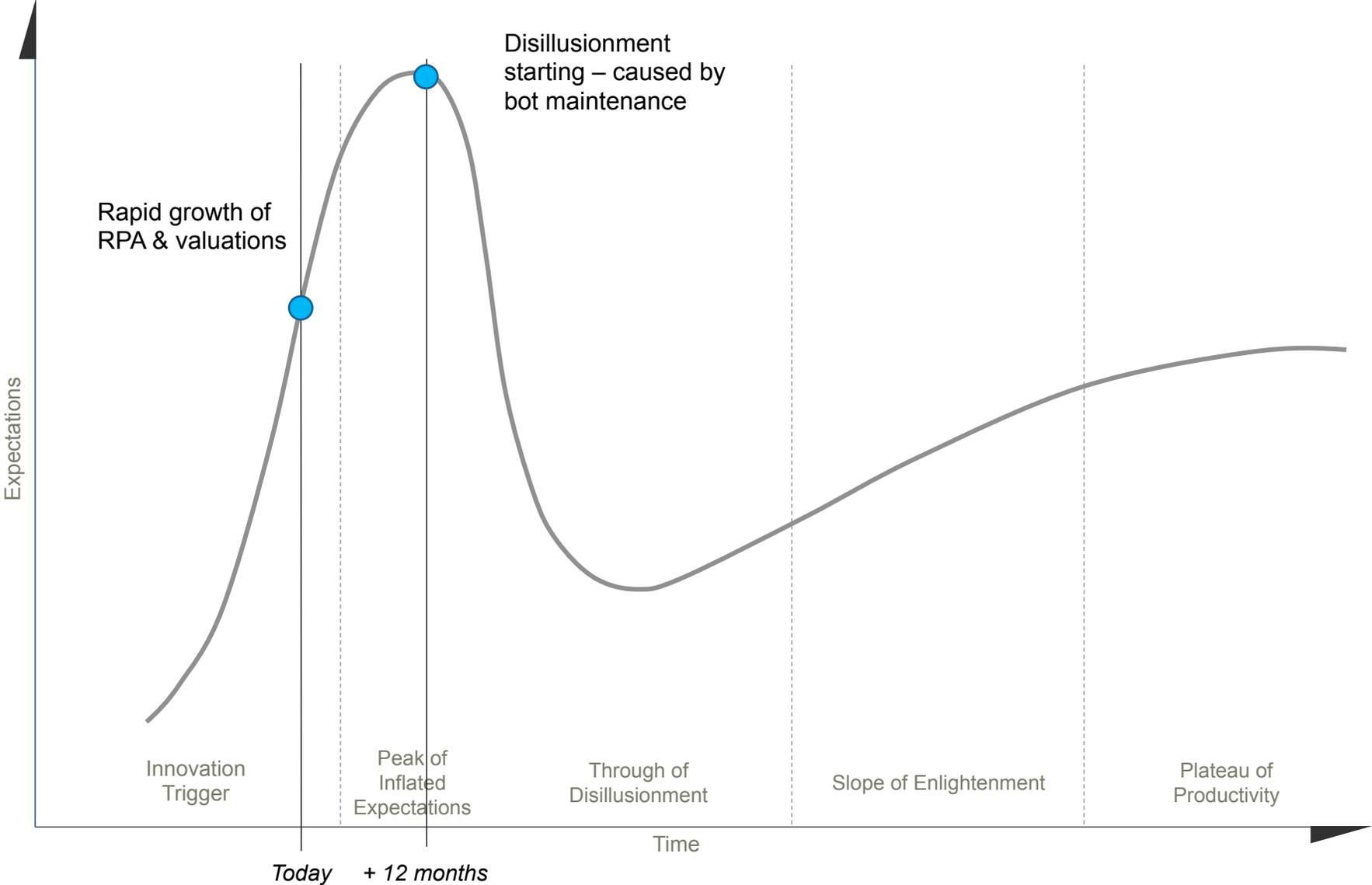


Robotic Process Automation

Everybody happy?



RPA - Hypecycle



Bots Can Break, Leaving Corporate Tasks Undone

Companies must program bots to be resilient, automation experts say

By *Kim S. Nash*

May 29, 2018 4:56 pm ET

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NEW YORK -- The popularity of today's software bots is built on the promise that automating mundane corporate tasks with code frees employees to pursue more thought-intensive work. **But that's provided the bots work.** To avoid roping employees into the mundane task of bug-hunting, developers must program bots to be flexible and create

"You have to be prepared to adjust," he said.

Designing bots to be resilient means anticipating change, said Jyoti Vazirani, president of Futran Solutions, a digital consulting firm.

One way to guard against bot breakdown is to code a bot to use application programming interfaces to interact with the applications of outside companies, rather than hard-coding bots to grab data from a specific spot on a screen, Ms. Vazirani told CIO Journal. Firms will

Just one problem – if anything changes with the interface, the data, or any other aspect of the legacy app, then the RPA breaks. “Changing interfaces adds complexity to deployment. Because RPA usually interacts with user interfaces, even minor changes to those interfaces may lead to a broken

Why You Should Think Twice About Robotic Process Automation



Jason Bloomberg Contributor ⓘ

[Enterprise & Cloud](#)

I write and consult on digital transformation in the enterprise.

Robotic Process Automation (RPA) is the latest craze among the CIO crowd because, well, robots! Who doesn't love robots?

, solution architect at OutSystems. behavior the same way a human would.”

anges upstream and downstream, even antly delay bots being put into

Sohoni, senior partners at McKinsey.

ring minor changes to an application

of work in the back office on a bot that's

Pain Points With Current RPA Solutions



RPA Automation by current vendors is mostly UI automation and scripting, making it **complex and time consuming** to automate processes



Bots are **not resilient and break** with any changes, resulting in high maintenance



Growing customer interest in a **common automation solution** across RPA, Infrastructure Services and Software Test

Robotic Process Automation

Optimize Business Processes & **Deliver** Beyond Cost Savings



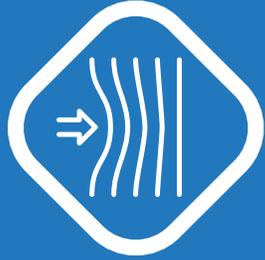
Enterprise Grade
Automation Enables
Quick Creation of Bots

Maintain Bots in Minutes
– Not Days

Look after Deployment
Efficiency

Reuse test assets will
help with that

Simple to use also for
business user



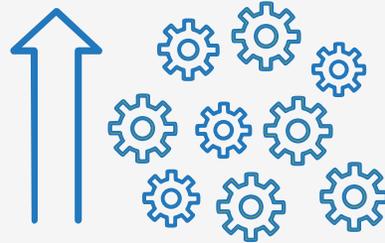
Robotic Process Automation

RESILIENT AUTOMATION



Broad Automation Coverage

- Support for enterprise technologies out of the box
- Higher degree and coverage of automation



Higher # of Unattended Bots

- Broad coverage results in higher # of unattended bots
- Less customization, less complexity



Low Maintenance + Low Downtime

- Object-based automation model is easy to adapt to business changes
- Maintenance in minutes, rather than days of downtime



Robotic Process Automation

FASTEST TIME TO
BUSINESS VALUE

01

Design

Select processes according to relevance and effort. **Model** the **business flow**.

02

Implement

Automate comprehensively and **sustainably**.
Stabilize your bot's execution.

03

Execute

Execute your un-/attended **bots**.
Track and **report** their execution logs.

04

Maintain

Adapt your **bots** quickly to **process** and interface **changes**. **Minimize** bot **downtime**.

05

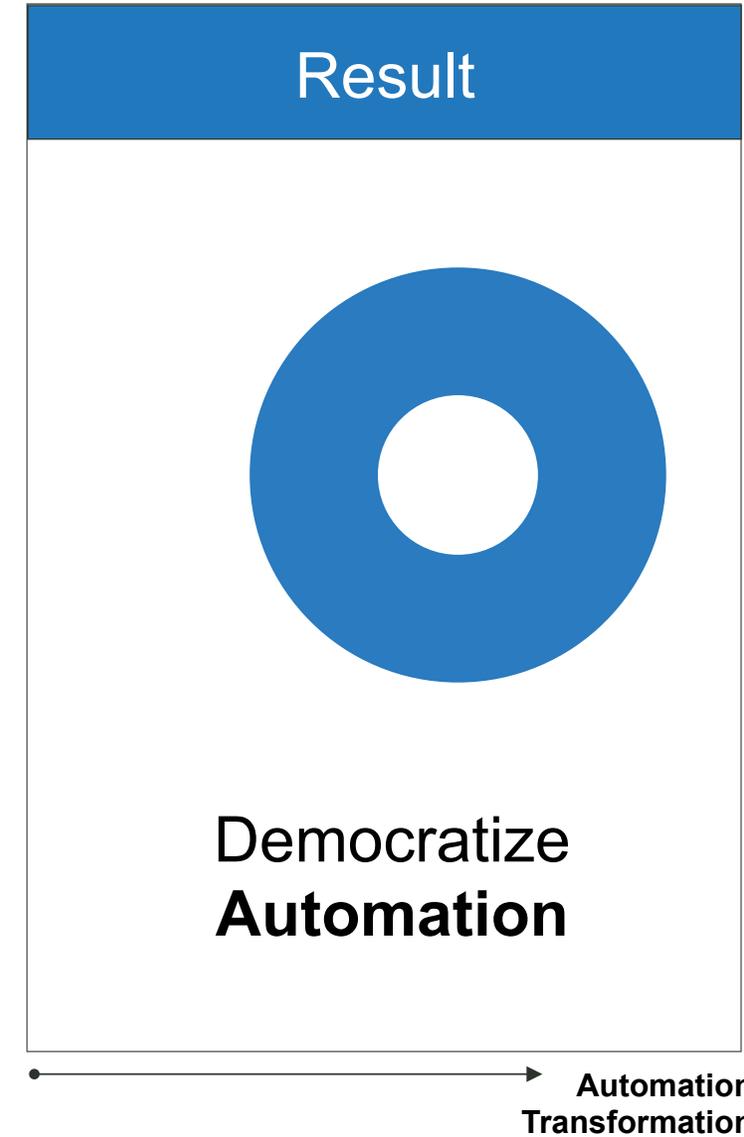
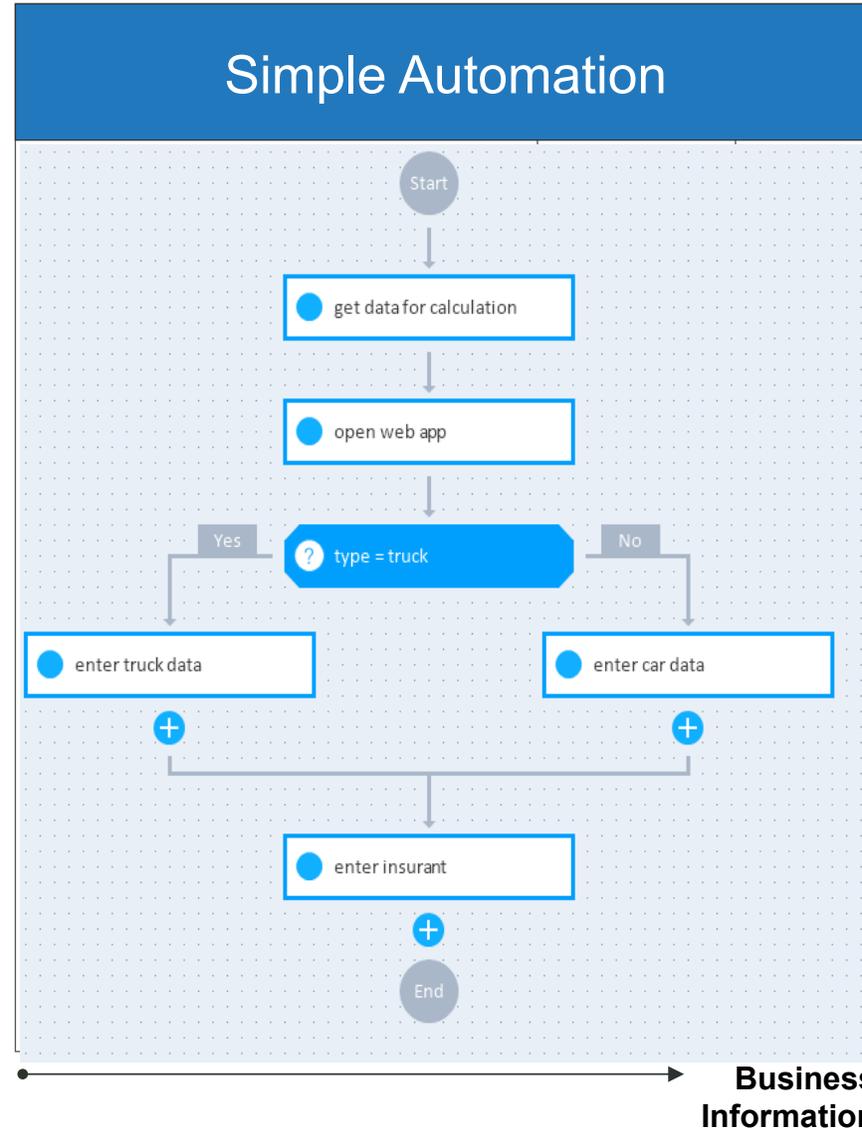
Scale

Scale **business process automation** and reuse artifacts for **test automation**.



Robotic Process Automation

SIMPLE TO USE





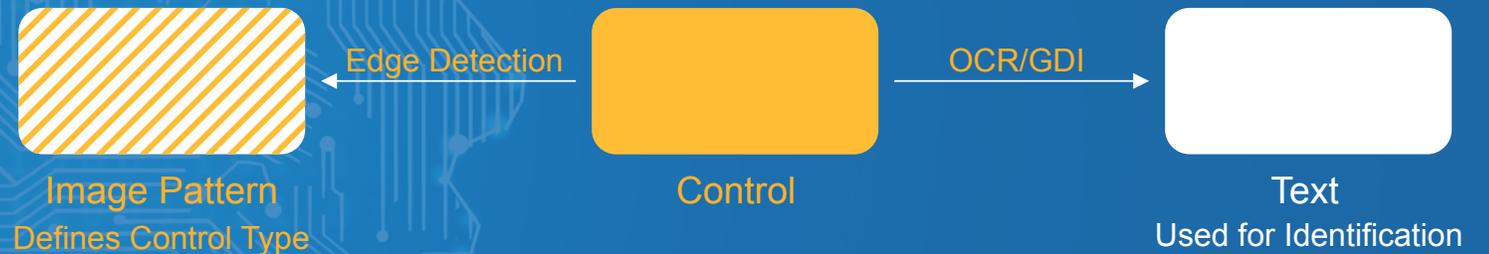
Robotic Process Automation

The future



The Use of AI

RPA features ML based OCR, NLP, and Image Recognition.



RPA provides comprehensive transaction logs, which serve as a basis for rapid bot automation but also for AI based process mining and analysis.



Questions

Because answers exist only to questions...