



# Robotic Process Automation

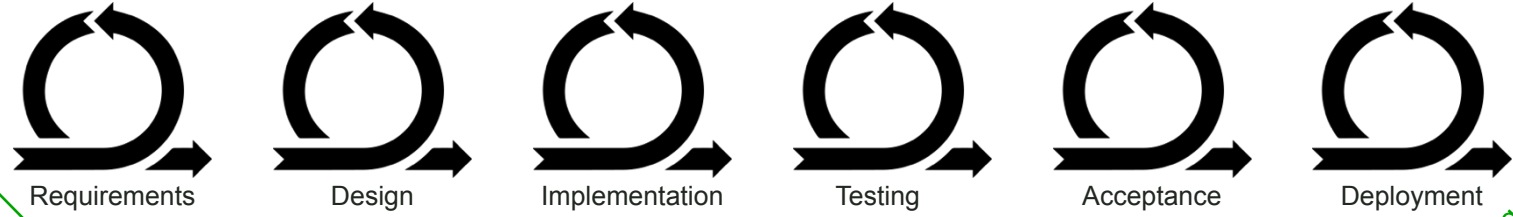
A career opportunity for tester?

6+  
Big Bang  
Waterfall

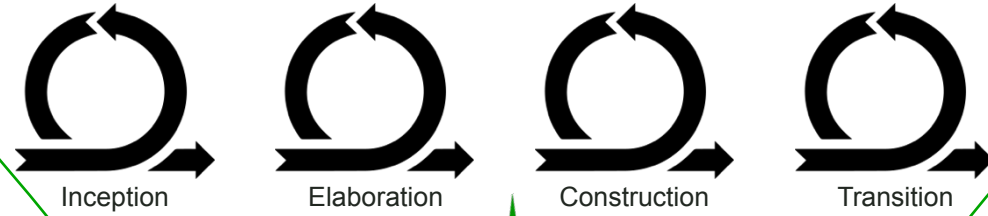
4  
Incremental  
Rational Unified  
Process

2  
Agile  
Scrum, Kanban

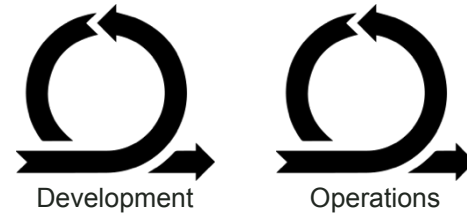
1  
Continuous  
DevOps



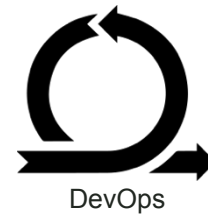
Revolution



Agile Event Horizon



Evolution



Digital Singularity

time to react on change



**Will it all end?**

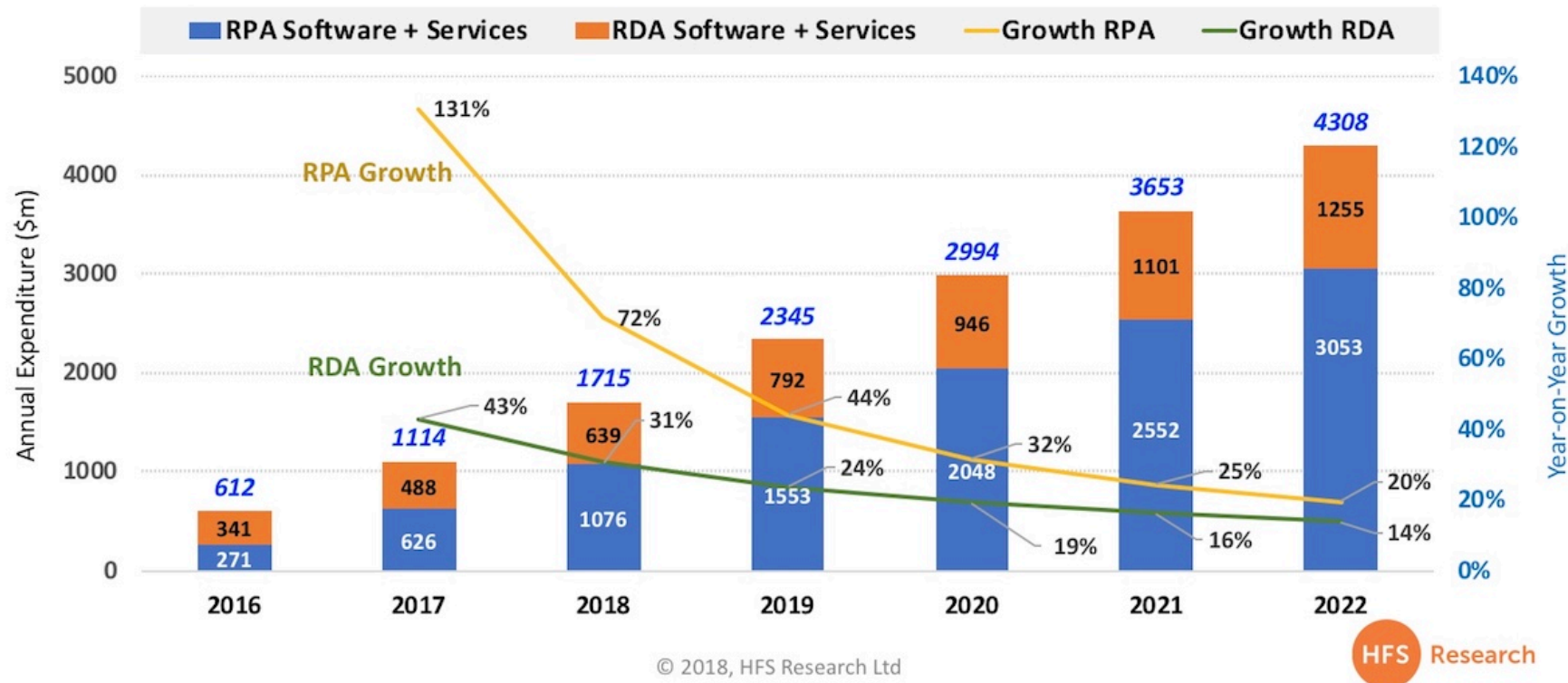


# Robotic Process Automation



# 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](https://www.horsesforsources.com/RPA-forecast-2016-2022_12011821), Nov 30<sup>th</sup>, 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

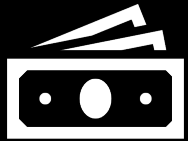
Almost all customer service or tech support departments have internal tools with advanced functionality. They rely on service reps to use those tools and serve internal or external customers. Especially if those tools are in legacy systems, it is difficult to expose them directly to customers or employees 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



Banking  
Industry

## 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

## 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



HR

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

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

## 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



Insurance

## 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.

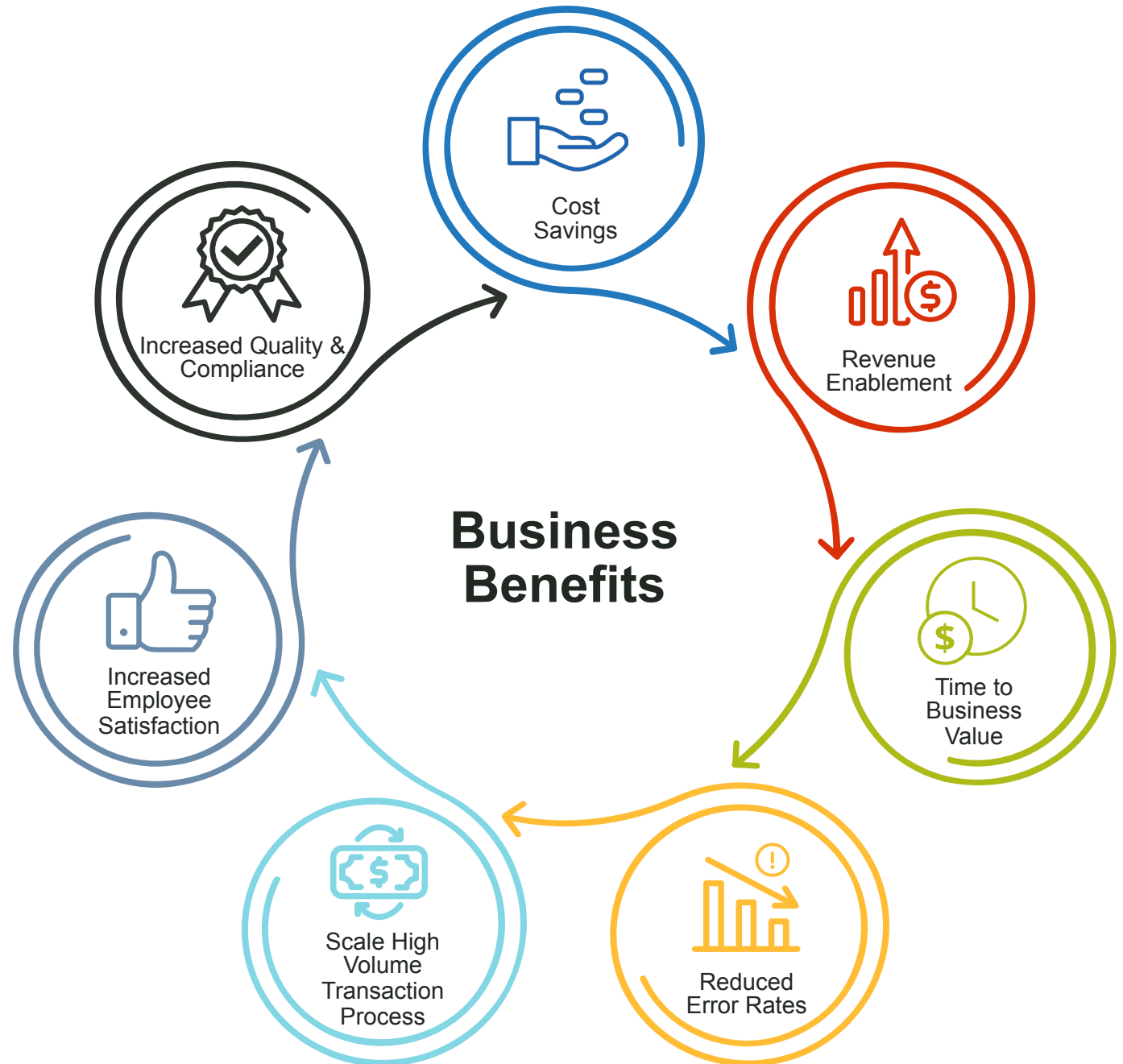
12x

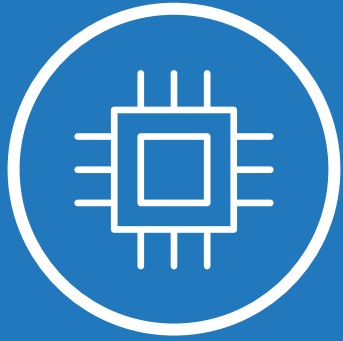
Potential FTE Saves



# RPA Business Benefits

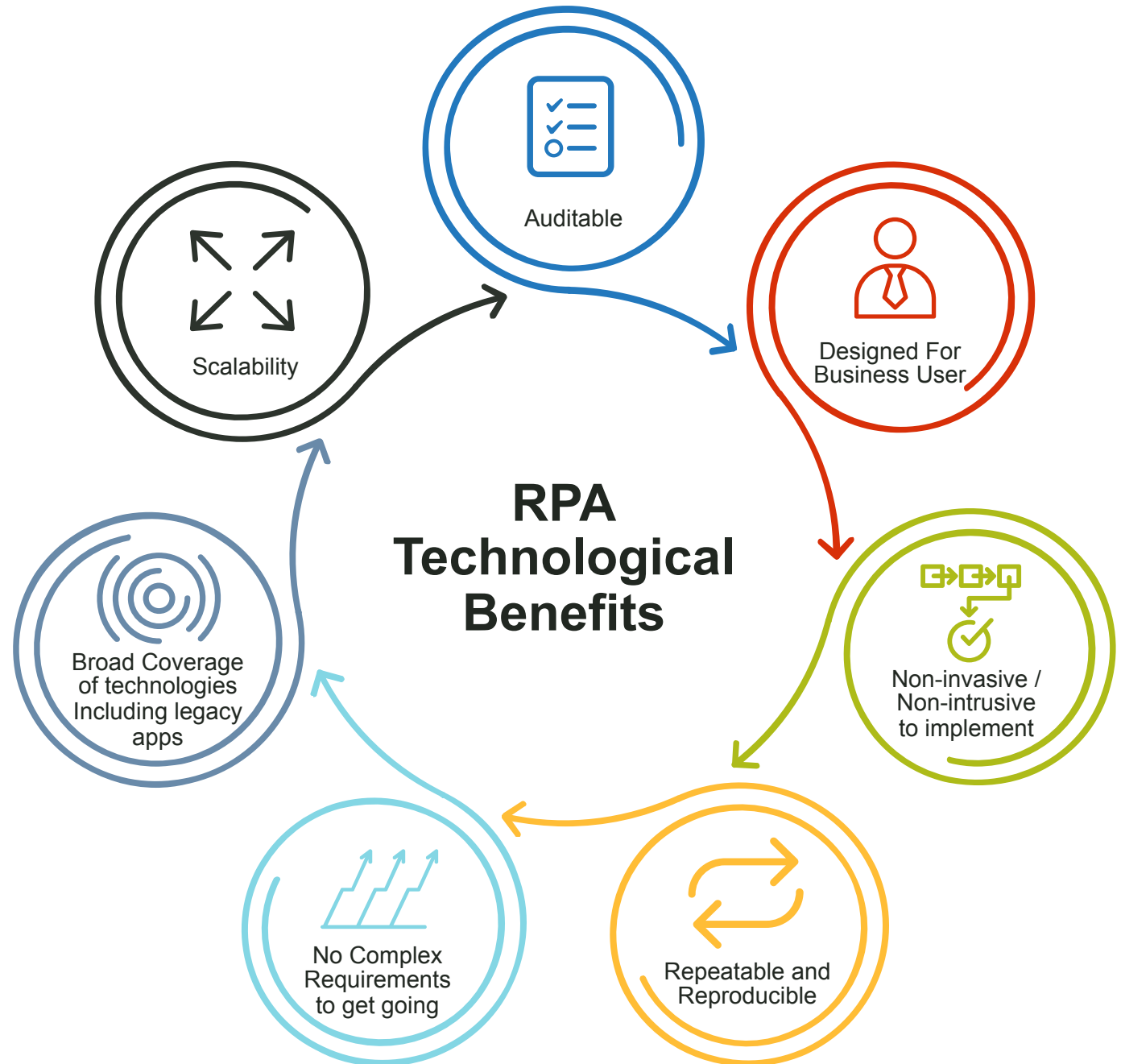
Beyond **Cost Savings**





# Robotic Process Automation

## Technological Benefits





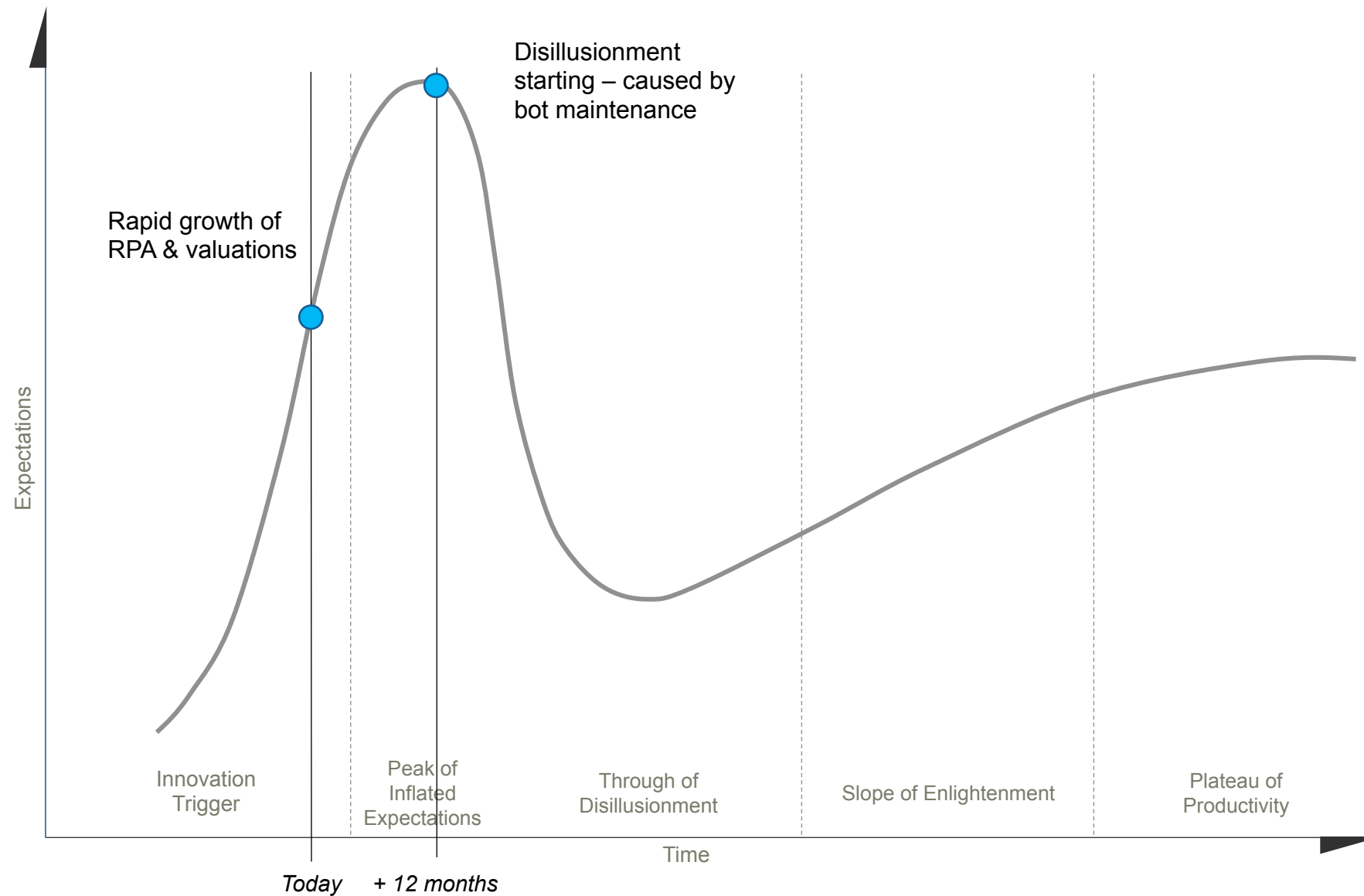
# Robotic Process Automation

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



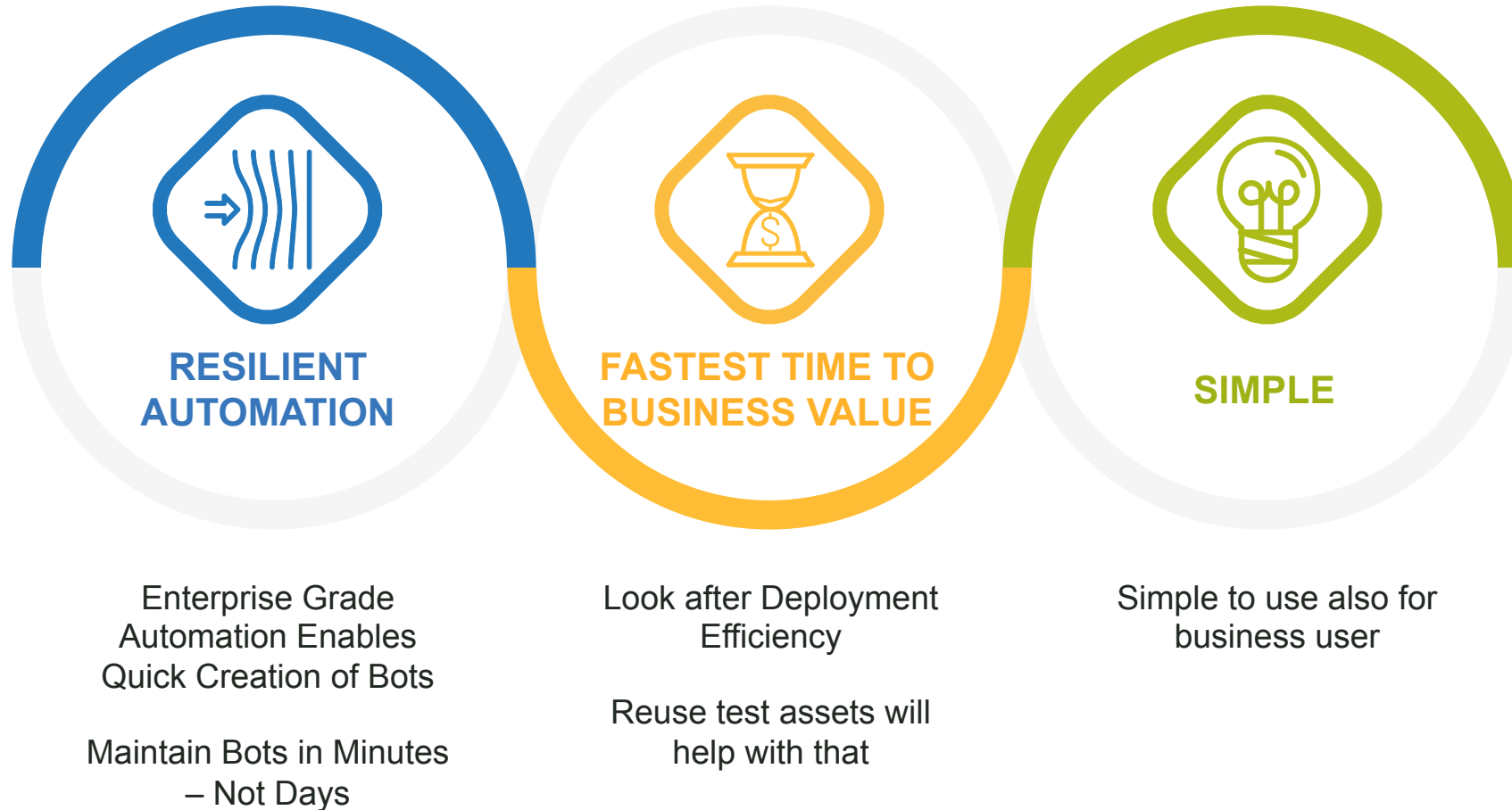
Bots are **not resilient and break** with any changes, resulting in high maintenance



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

# Robotic Process Automation

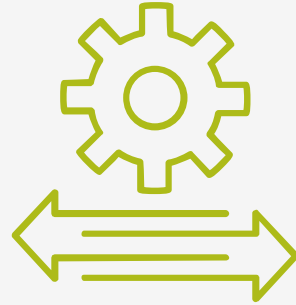
**Optimize** Business Processes & **Deliver** Beyond Cost Savings





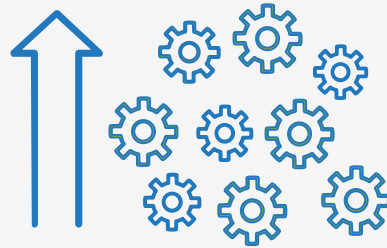
# Robotic Process Automation

## 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

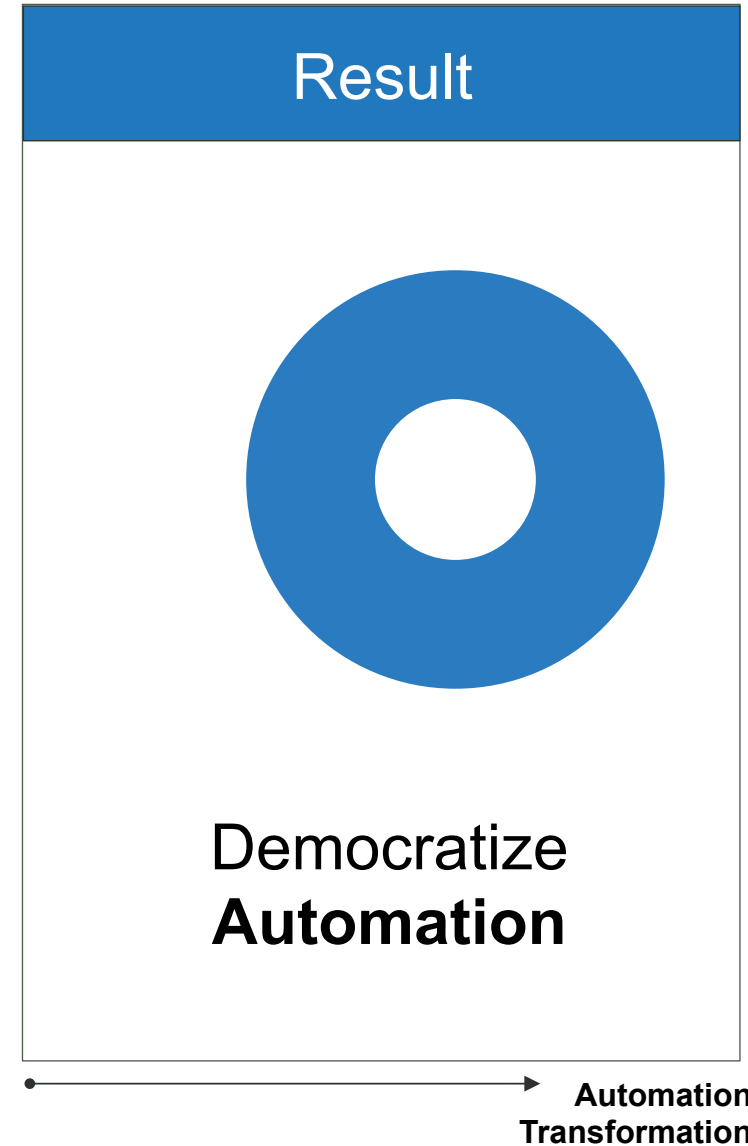
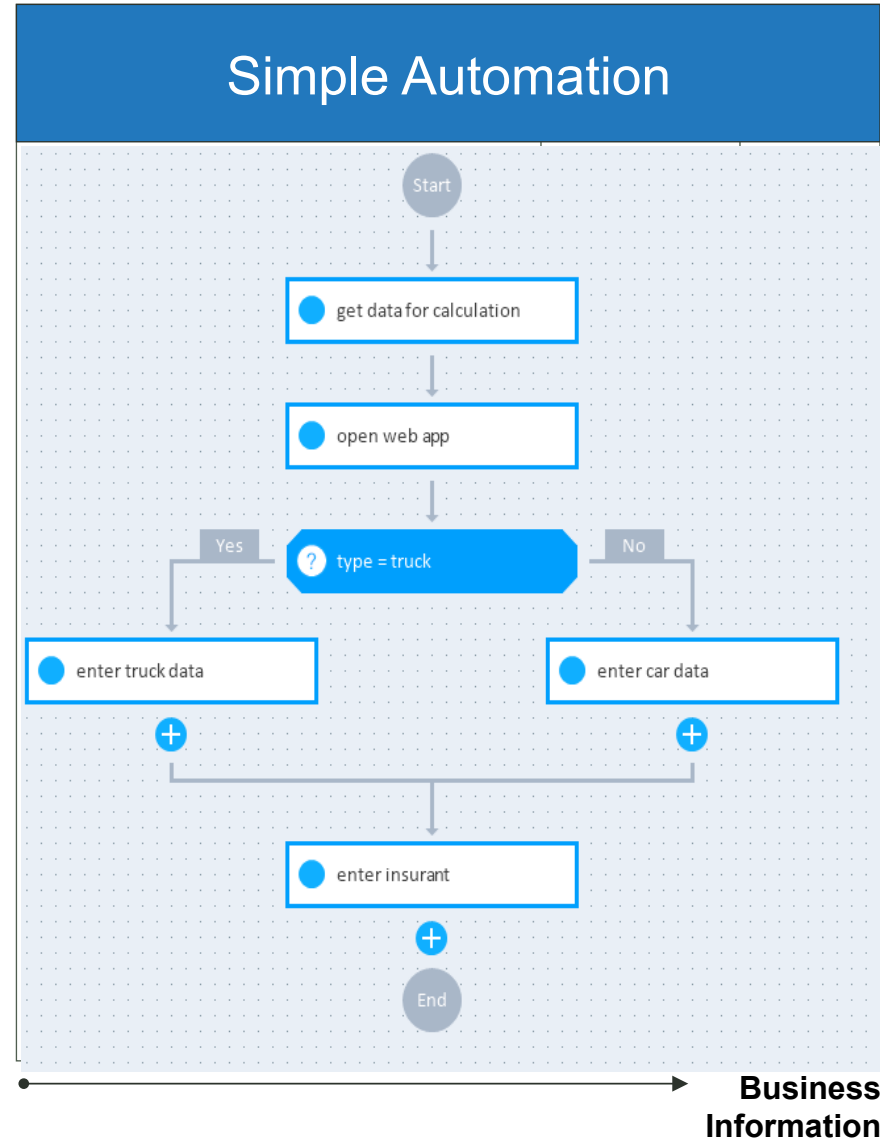
## Scale

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...