

RPA: THE NEXT CHAPTER

In The Automation Story

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Robotic Process Automation (RPA) and Artificial intelligence (AI) are becoming more important for many organisations today, as the COVID19 accelerated the need to remove humans from a number of business processes to avoid the spread of the pandemic.

The benefits of improving workflow with RPA are not limited to the pandemic. These include a more efficient use of the time and potential of employees, improved customer experience, and a stronger control over business processes. Therefore, the focus is on saving time, improving quality, and reducing risk.

However, RPA can be a complex and expensive investment.

Total Cost of Ownership

Managers always plan the Return on Investment (ROI) of any new project, but most managers are not pricing RPA correctly. One should focus on the Total Cost of Ownership (TCO) rather than an immediate ROI.

Naturally, an automation project results in faster processes, allowing the same team to be more productive, but additional longer-term benefits should be also considered.

First is the ability to transform your business. Many industries are experiencing a wave of rapid change. Expanding the scope of automation beyond what you can initially achieve is yet another significant advantage. Managers need to understand that RPA is more like a platform on which other solutions can later be created.

EasyRPA

The RPA world is largely monopolised by high priced licensed solutions and many businesses are faced with the need to automate, though they feel that automation is cost prohibitive or too complicated. It is much easier to venture on this journey, if you talk to someone that has already implemented real RPA solutions in real companies.

We believe that every company should have the opportunity to implement RPA. With this in mind and summarising many-year experience of intelligent automation, our experts have built EasyRPA, an RPA platform designed for development, deployment, running, and monitoring of software robots. EasyRPA is not just a set of ready-made bots. It serves as a springboard to intelligent automation across the entire organisation.

Free License

Our approach to intelligent automation is that an automation platform should come with a free license. In most cases, a company has to acquire an annual license for each bot in production. If we have 20 bots and the price is from \$5,000 to \$10,000 per bot per year, the investment is significant. Moreover, if you add a cognitive capability to your RPA endeavour, the cost will soar. This is why EasyRPA comes with a free license.

Citizen Developer or Professional Developer?

The goal of RPA is to streamline manual tasks across a number of applications and business units. The citizen model encourages business users to play a leading role in RPA. The pro-developer approach does not rule out the involvement of business users in RPA. It just encourages them to focus on identifying processes suitable for automation and on finding new opportunities for optimisation, while leaving bot development to IT professionals.

I would like to explain why we advocate for and use the pro-developer model. Technological complexities and legacies that reside inside organisations are difficult to manage. As RPA scales in complexity, it becomes hard to guarantee that the applications interact effectively or that the bots can navigate the interfaces as easily as humans can. Unstructured data that constitute 80 percent of all organisations' data make the situation even more complicated. Therefore, trained data scientists and AI engineers come into play to deal with intelligent automation solutions.

Center of Excellence

Usually, clients build their centers of excellence to plan and implement RPA across their organisation. RPA, like any enterprise technology, requires input from developers, project managers, business analysts, and other IT staff. As an option, it is also possible to work with a consulting firm instead of building a large center of excellence in-house.

RPA Governance

The right bot governance is another requirement. The most feasible way is to integrate the existing governance practices into the RPA development process. Libraries of reusable components must be a part of the core system capabilities.

Human-In-The-Loop

RPA is often viewed as a technology that can replace people, but it is smarter to think in terms of how it can help people do their job better. For example, EasyRPA supports the human-in-the-loop feature, where human employees and RPA robots work together.

AI/ML Integration

Finally yet importantly, an automation strategy should envision AI/Machine Learning integration. The RPA platform must enable developers to scale RPA initiatives and drive hyper-automation.

Scaling Innovation

RPA is just one part of a transformation to a digital business environment. Strategies such as RPA can entirely redefine how a business model works. Technology changes quickly, but with a steady partner, you are prepared to head confidently into the future and open the next chapter in the automation story.