






# What is Robotic Process Automation (RPA)?

RPA is not actual robots in a production line but rather a software that can be configured to undertake rule-based tasks










## Robots are ...

-  PrComputer-coded software
-  Programs imitating human interaction with applications
-  Cross-functional and cross application macros








## ... applying their skills...

-  Gather and collate information
-  Validate, synthesize and analyze Structured and unstructured data
-  Record data
-  Calculate, decide and produce
-  Transport data and communicate with users and clients
-  Orchestrate and manage activities
-  Monitor, detect and report operational performance

In an **RPA** solution, robots are capable of mimicking most user actions...



## ... on appropriate processes

-  Rule-based & repetitive
-  Based on digitally available and structured input data
-  Mid-to-high transactional volume
-  Routine tasks, completely rule-based
-  Prone to human error



## What it can do

### Manual Process

- Opening email and attachments
- Logging into web/enterprise applications
- Moving files and folders
- Copying and pasting
- Filling in forms
- Reading and writing to databases

### Judgment Process

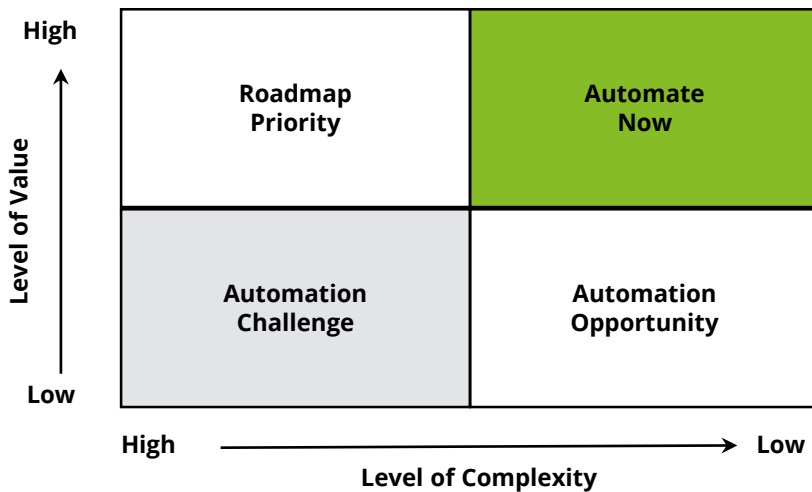
- Scraping data from the web
- Connecting to system APIs
- Making calculations
- Extracting structured data from documents
- Collecting social media statistics
- Following "if/then" decisions/rules



# Process selection and prioritization

Deloitte supports process selection for automation by measuring value against complexity in the RPA Process Selection Matrix

## RPA Process Selection Matrix



 Where can I find these processes?

- Mid- & back office processes
- Call centers first-line support
- Data quality exploration and improvement
- Migration of cases from source to target systems
- Monitoring and social listening

### Soft Process Selection Criteria

#### Value Criteria



##### Time Savings

- Total annual FTE effort required for process execution
- Average fully loaded annual salary for all FTEs involved in process execution



##### Error Resolution

- Percentage of process runs that encounter an error or exception
- Average impact per error



##### Data Availability

- % of data stored in a system connected to enterprise level reporting systems
- % consistency of data available at reporting level

#### Complexity Criteria



##### Scope

- Total number of departments, business units, functions involved in process
- Total number of tools required to execute process (e.g. systems, applications, etc.)



##### Size

- Approximate number of actions required to execute process (e.g. open browser)



##### Variability

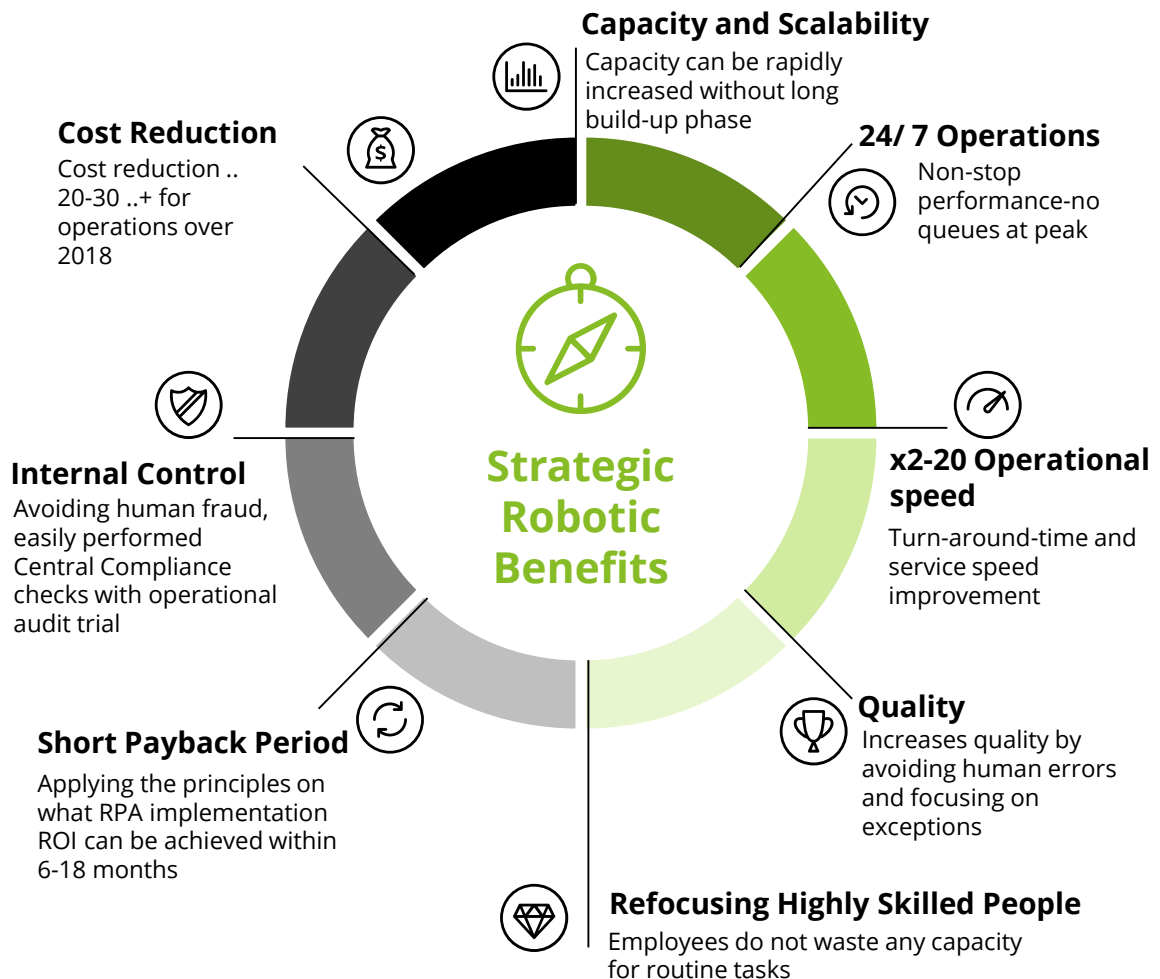
- % of process runs that go through primary process path

# Why should organizations adopt RPA?

Organizations are looking to automate processes to free up resources for critical initiatives, rapidly streamline processes and drive competitive advantage

Beyond **cost efficiency**,  
**RPA** may bring a multitude of **benefits**  
to your organization

## Benefits of RPA



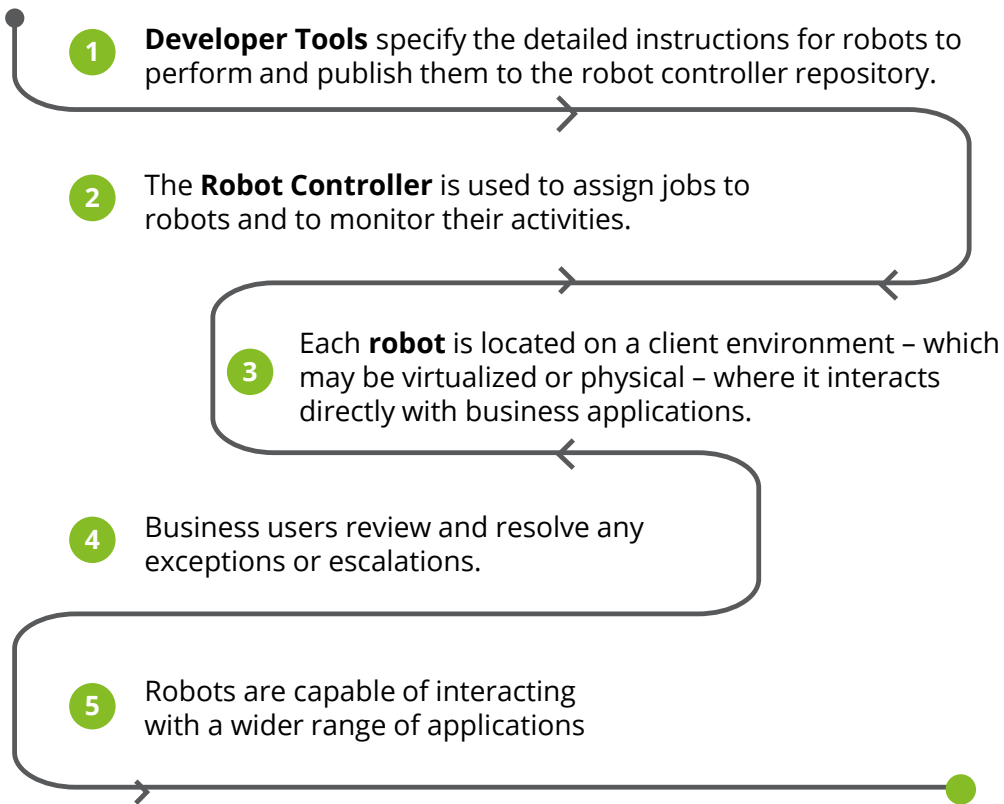
# Deloitte RPA methodology



Scan to See the Video: "How does RPA work?"



# RPA elements and how they work together



# Contact Us

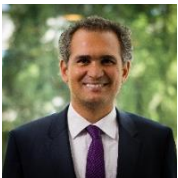
To discuss further on how we can assist you, please contact:



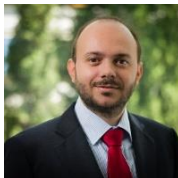
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**Rest of world**  
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specialists



## Deloitte Robotics Capabilities

We have large global footprint and capability to deploy a mix of resources to design, deploy and maintain robotics effectively through a flexible model that responds to your demand. We have available resources to rapidly scale teams in response to requirements

## Broad Functional Expertise



Being recognized experts in functional processes i.e. Finance, HR, Procurement, Deloitte brings in the business understanding needed for successful automation



## Partnership with Leading RPA Software Vendors

We are software agnostic but maintain strong alliances with the most relevant providers in the market. This ensures direct and immediate access to all required resources for Robotics



## Operating model & GBS expertise

Deloitte combines RPA with Operating Model expertise, providing support in designing business strategy around RPA engagements



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