

ROBOTIC PROCESS AUTOMATION (RPA)

Organisations seeking to address key challenges like **cost reduction**, **operational excellence** and **regulatory compliance** might look to RPA as a **flexible, low-investment, less complex alternative** to traditional solutions like outsourcing, offshoring, process improvement and system transformation.

CURRENT ORGANISATIONAL CHALLENGES



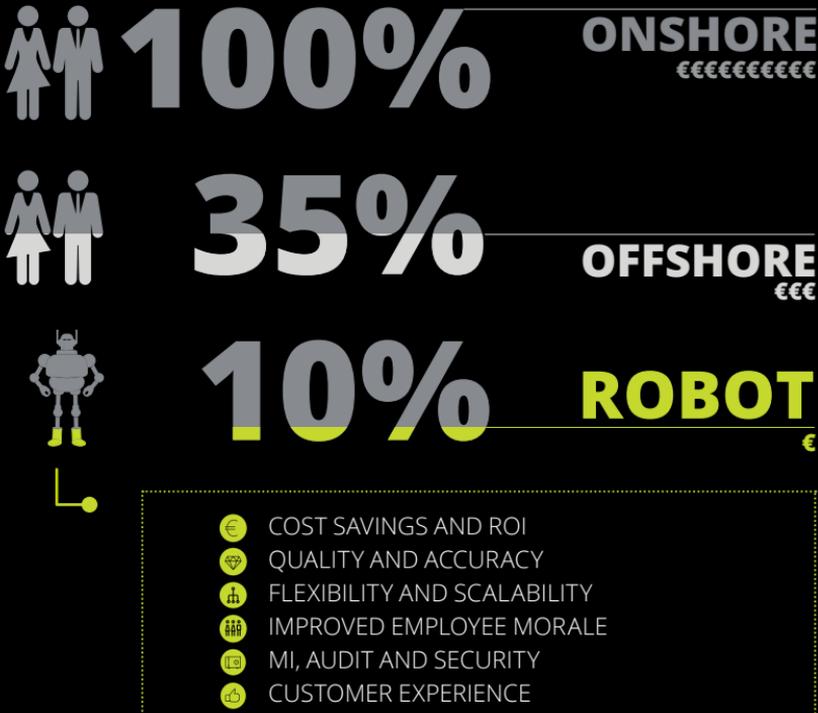
Robotic process automation is a way to **automate repetitive and often rules-based processes**. RPA can be used for transaction processing, data manipulation and communication across multiple IT systems.

WHAT IS RPA?

- > Computer coded software
- > Cross functional and cross application software
- > Programmes that replicate repetitive rule based tasks
- > Controlled by business operations
- > Agile and non-invasive, works with existing IT architecture.

WHAT ARE THE BENEFITS?

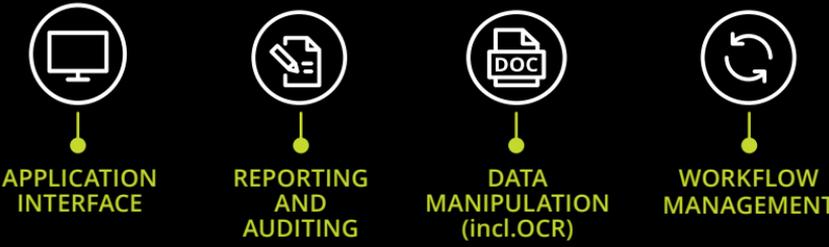
RPA can be implemented **FASTER, EASIER** and at a lesser **COST** and is more **FLEXIBLE** than traditional solutions..



- COST SAVINGS AND ROI
- QUALITY AND ACCURACY
- FLEXIBILITY AND SCALABILITY
- IMPROVED EMPLOYEE MORALE
- MI, AUDIT AND SECURITY
- CUSTOMER EXPERIENCE

WHERE CAN IT BE USED?

RPA can support any task in your organisation that requires:



USE CASES APPLICABLE TO FIRMS ACROSS ALL SECTORS OF THE ECONOMY

- FINANCE + ACCOUNTING**
 - Procure to Pay (AP)
 - Order to cash
 - Record to Report (GL)
 - Collections
 - Sales orders
 - Scaling up during busy month end periods
- HUMAN RESOURCES**
 - Payroll
 - Benefits administration
 - Personnel administration
 - Joiners, movers, leavers
 - Contract processing
 - Timesheet management
 - Compliance
- CUSTOMER & REGULATORY OPERATIONS**
 - Account amendments across multiple systems
 - Policy migration from Insurer legacy systems to new applications
 - Claims management
 - Data gathering for regulatory and compliance requirements / remediation
 - KYC / AML authentication
- GENERAL**
 - Automated MI reporting from multiple systems
 - Automated analytics
 - IT operations (e.g. password resets, user provisioning)

HOW DO WE HELP OUR CLIENTS? DELOITTE'S APPROACH

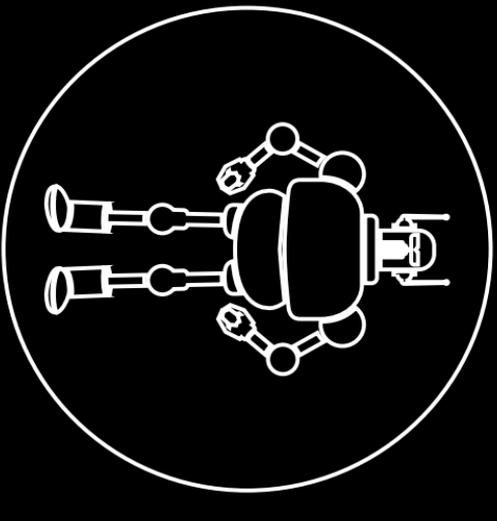
The RPA Journey

- 1 **DISCOVERY:** Scope, assess and prove the potential success and ability of RPA through a pilot programme.
- 2 **DESIGN + DELIVER:** Define the strategy for the creation and development of a robot automation initiative. Create the Target Operating Model that will integrate the RPA initiative into the organisation.
- 3 **TRANSITION + IMPLEMENTATION:** Transition to the new operating model ensuring a focus on workforce transformation and knowledge transfer.
- 4 **MANAGE:** Ongoing service management to ensure that the Robots are performing effectively, exceptions are managed and processes continue to be developed, updated or amended as necessary.

GLOBAL RPA CAPABILITY WHY DELOITTE?



- Worldwide network of robotics experts
- Vendor relationships: with major RPA robotics tool vendors
- Flexible service delivery



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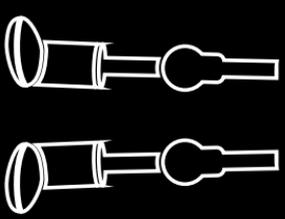
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66 RPA should be considered as a new way to deliver greater value to any rules-based operations without investing in costly technology.



Robotic Process Automation
The what, the why and the how