Robotic Process Automation (RPA) is mirroring human software interaction to take over administrative and repetitive activities.

Today: Many administrative and repetitive tasks

Future: Full concentration on value-adding tasks

- **“Software” robot**
- Works with existing user interfaces
- Can access background systems & databases
- Executes (trained) process steps
- Can interact with employees (if needed)

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Executive briefing
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RPA: Robotic Process Automation (2/8)

RPA is characterized by high applicability and speed of implementation while enabling high cost and other process improvement benefits.

Boosts **process productivity** by 30%+, which leads to **high cost savings** with a **quick ROI** (partially < 1 year).

Ensures **24/7 reliability** & consistent quality of process execution.

Enables full auditability with **100% process execution transparency**.

Is a **non-invasive** technology with **high applicability** across industries and functions.

Delivers **first results quickly** in a just a few weeks, typically **10–40 days** per (sub)process.

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To identify RPA quick wins as a starting point of your RPA journey, check process steps for a high RPA applicability using five simple questions:

**RPA Quick Check** Five short questions to check RPA automation potential of a process (step)

1. **All data** required for process execution is available (or can be provided) **digitally**?
   - Yes → ✅
   - No → ❌

2. **Process execution follows the same pattern** in >50% of cases (= few exceptions)?
   - Yes → ✅
   - No → ❌

3. **Process execution is transactional** (only simple evaluations and decisions)?
   - Yes → ✅
   - No → ❌

4. **Process is executed regularly** with a high frequency or by a high number of people?
   - Yes → ✅
   - No → ❌

5. **No changes** of the process flow or the supporting IT systems are planned in the near future?
   - Yes → ✅
   - No → ❌

**High probability** that RPA automation yields **high benefits** with a **short ROI**!
Most companies are still at the beginning of leveraging the full potential of RPA – the evolution promises many more applications than there are today.

RPA: Robotic Process Automation (4/8)

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RPA: Robotic Process Automation (5/8)

RPA versus Artificial Intelligence (AI) is not the question: RPA can be flexibly connected with different AI engines based on required capabilities.

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Process automation with RPA should be split into small “sprints”, each taking 15 to 45 days to reduce risks and enable benefits quickly.
To scale RPA right, establish an agile RPA operating model that is integrated with the company’s existing business and IT processes.
RPA: Robotic Process Automation (8/8)

Ensure you evaluate the financial benefits of RPA the right way – don’t miss floating costs per process, growing synergies, and regular quality costs.

Clear/transparent

- Lower labor cost (e.g., increased productivity/reduced manual efforts)
- Process automation (“development”) costs
- License costs (Bots & control center)
- Hardware costs

“Hidden”/often neglected

- Lower quality cost (e.g., reduced failure rates due to additional quality checks)
- Lower process automation (“development”) costs over time (e.g., by reusing modules between bots)
- Higher security & data protection requirements
- Technical bot maintenance (e.g., during ERP system release updates)
- Functional bot operation (e.g., new business roles to control bot results)
- Lower failure resolution cost (e.g., identify root cause by fully transparent process execution)
- Lower “running” RPA costs per process over time (optimized bot utilization)
- (Offline) process adaptation costs (due to rigid process change mgmt. required)

1) Most common cost factor; these may vary depending on RPA technology and supplier
2) May lead to increased costs, but in contrast, higher compliance and process orientation

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