Robotic Automation Process - The next major revolution in terms of back office operations improvement

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Abstract

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Forced to provide results consistent results to shareholders the organizations turned to Robotic Process Automation (RPA) in order to tackle the following typical challenges they face: (1) Cost reduction, (2) Quality increase and (3) Faster processes. RPA is now considered the next big thing for the Shared Services Centers

(SSC) and Business Process Outsourced (BPO) around the world, and especially in Central and Eastern Europe. In SSCs and BPOs the activities with the highest potential for automation are in finance, supply chain and in human resource departments. This means that the problems these business are facing are mostly related to high data entry volumes, high error rates, significant rework, numerous manual processes, multiple not-integrated legacy systems and high turnover due to repetitive/low value added activities. One advantage of RPA is that it can be trained by the users to undertake structured repeatable, computer based tasks interacting in the same time with multiple systems while performing complex decisions based on algorithms. By doing this, the robot can identify the exceptions for manual processing, remove idle times and keep logs of actions performed. Another advantage is that the automated solutions can work 24/7, it can be implemented fast, work with the existing architecture, cut data entry costs by up to 70% and perform at 30% of the cost of a full time employee, thus providing a quick and tangible return to organizations. For Romania, a key destination for SSCs and BPOs, this technology will make them more competitive, but also will lead to a creation of a series of high-paid jobs while eliminating the low-input jobs. The paper will analyze also the most important vendor providers of RPA solutions on the market and will provide specific case studies from different industries, thus helping future leaders and organizations taking better decisions.

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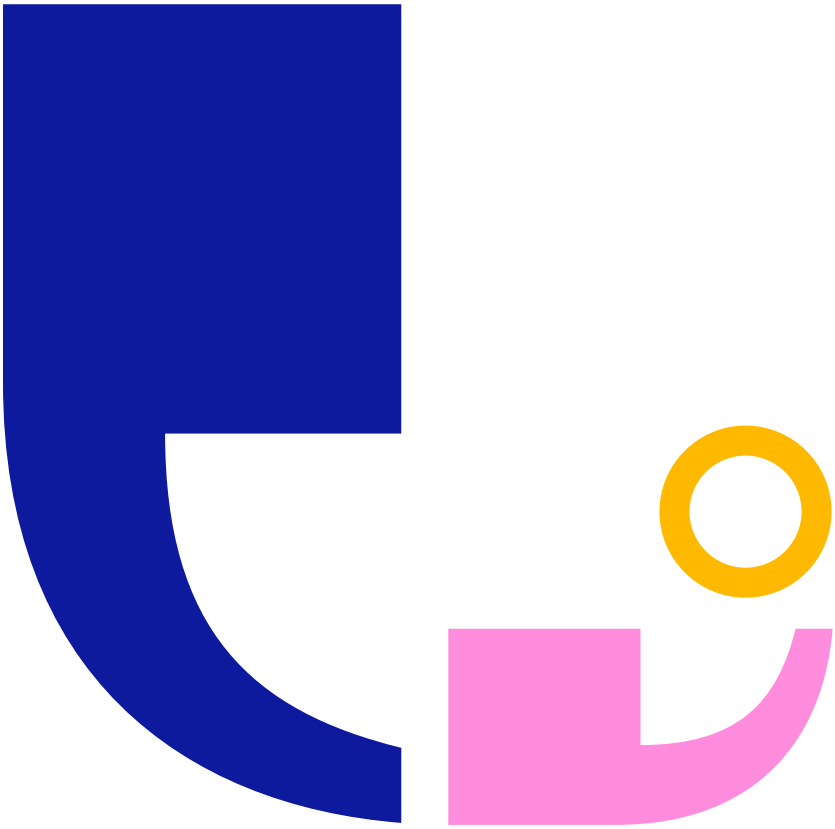

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