edgeverve
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Possibilities Unlimited

Realizing Automation
Potential for your Business
Process

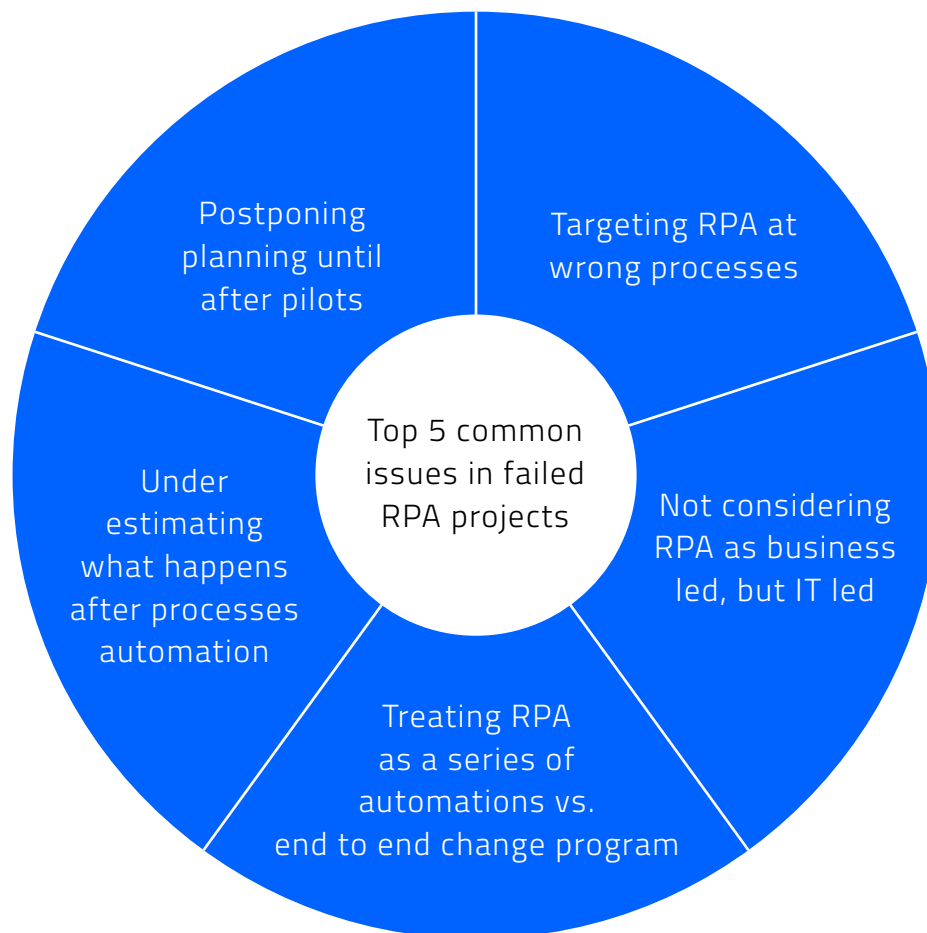A Scientific
Approach

assist**edge** | Discover

Why is this needed?

Since DNL Trust Bank had been hearing the buzz about Robotics Process Automation (RPA) from various sources, the management was eager to get it implemented in their organization as well. In addition to the high savings in terms of dollars and effort, their competitors had reportedly freed up employees' bandwidth, reduced manual errors, and brought down the overall processing cycle time. These benefits were enough to get their CTO, Mark Higgins, reach out to their technology consultants for help.

Mark received an EY report[1] from the consultants that talked about the approach the bank can follow for a successful deployment of RPA across the organization. While going through the report, Mark came across a glaring fact, which stated that the cases of the initial implementations of RPA having failed lies at a staggering range, with 30 to 50% of such projects not even taking off.

He recalled having come across another estimate from Gartner[2], which said that 85 percent of large and very large organizations will have deployed some form of RPA by the end of 2022. This left hima bit perplexed. Despite a high number of such implementations failing, why are the organizations still running behind this unicorn, called RPA? Further dwelling in to the report, he realized that the key reasons for such failures included wrong process selection, halfbaked planning and the lack of an end-to-end journey roadmap
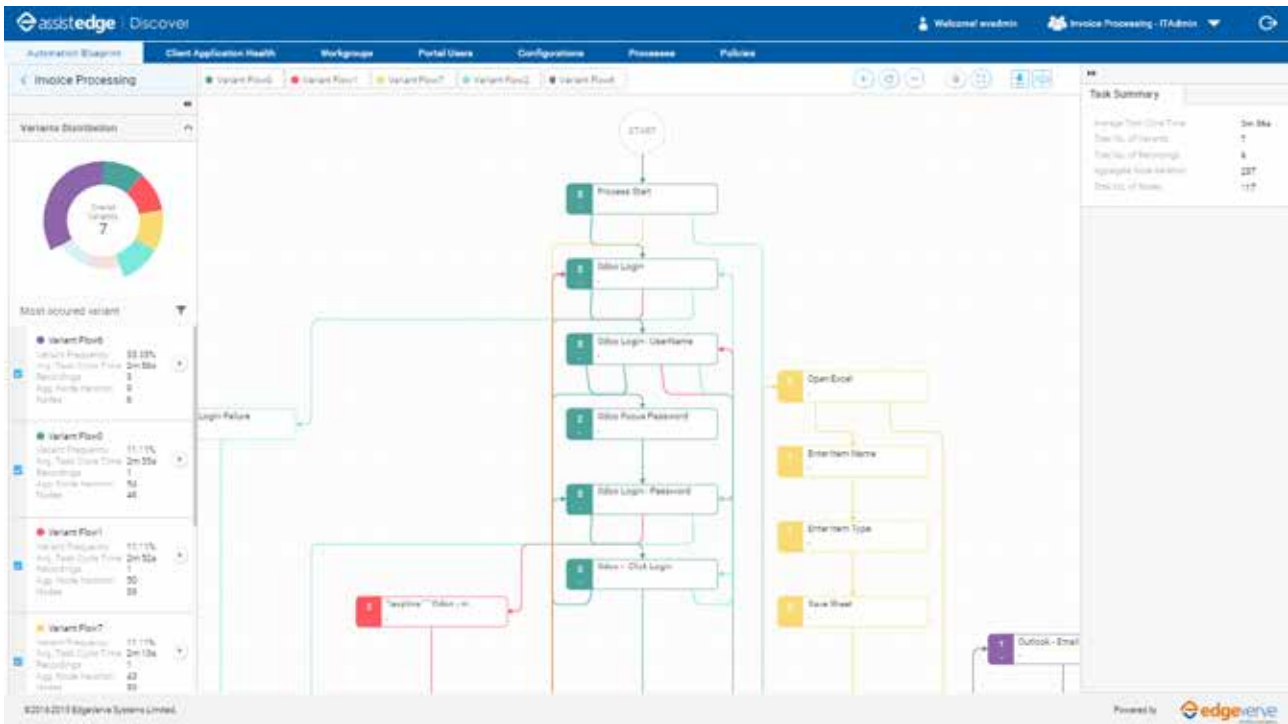
Figure 1 top most issues resulting in RPA project failures

With the wave of RPA and the urgency to jump on the bandwagon, many organizations start implementing RPA without proper planning. Like any other automation program, RPA program should also start with the setting up of a dedicated in-house team, which is the Robotic Process Automation Center of Excellence (RPA CoE). RPA CoE should be responsible for supervising the RPA program within the organization from the very start. The foremost target of the CoE should be to successfully accomplish the following 2 tasks in order to tackle the issues driving the RPA program towards a pit:

- Selecting the tasks which are the right candidates for automation across different departments
- Creating an automation blueprint which sets out the prioritization of the tasks for automation
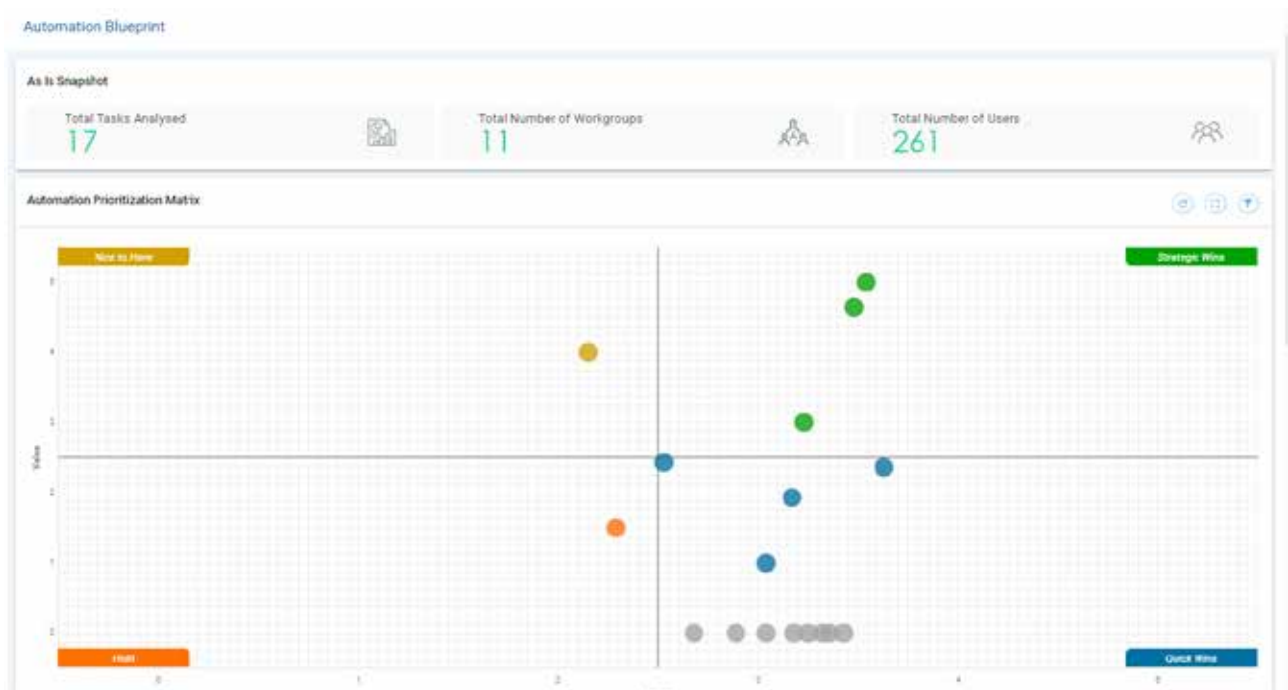
There are wide arrays of tasks within numerous business processes, spread across so many departments in a typical enterprise. Whereas, the RPA CoE team is not very large, and mostly understaffed. Accomplishing the above 2 tasks also takes up a herculean effort from the CoE team.

AssistEdge Discover comes to the rescue in order to make the road easier for such a team. AssistEdge Discover plays a key role in accelerating and amplifying the power of automation through process discovery. It is a non-intrusive product that leverages user key strokes and sophisticated neural network algorithms to create insightful business task maps.

Figure 2 task map generated using AssistEdge Discover

Using the empirical data, AssistEdge Discover reveals crucial process nuances essential to create an effective Automation Blueprint. The Automation Blueprint follows a scientific approach to identify and prioritize the right use cases for automation. This Automation Blueprint navigates the RPA CoE across the automation journey. The blueprint assists in the creation and validation of the business process value proposition. Eventually, it helps in realizing the full automation potential through prioritization!.

Figure 3 automation blueprint in AssistEdge Discover

Automation Blueprint includes an Automation Prioritization Matrix. It uses the task related data minutely curated by AssistEdge Discover to churn out the suggestions for planning the automation journey. The Automation Prioritization Matrix promises an accurate segregation of your processes based on their feasibility and value.

The basis for the Automation Prioritization Matrix is a robust algorithm, which is an EdgeVerve IP. The algorithm is deigned on a strong foundation build on EdgeVerve's experience of creating a full-fledged RPA product and implementing it for over 10,000 tasks spanning across more than 200 customer deployments. Thereby, covering the depths and breadths of use cases across different domains, varying complexities and multiple functional areas. Also, there is an in-built feedback mechanism which makes it an evolving algorithm by design.

RPA CoE can use the Automation Blueprint to devise a detailed automation roadmap based on the Automation Prioritization Matrix. It not only lays out a guideline for designing the roadmap but also gives a clear snapshot of workgroups / departments, associated tasks and number of FTEs. It allows the RPA COE and even the

CXOs to gain a clearer picture of tasks across each workgroup using different filtering options.

Figure 4 comparing tasks across different parameters

It also shows how these tasks compare against each other on selected parameters in order to make an informed decision. The segregation also aids the team to select a few tasks which have high feasibility but are low on value for the purpose of proof of concept or pilots.

Well, the buck does not stop here! AssistEdge Discover and its Automation Blueprint capability is not restricted at just helping your RPA CoE to streamline the selection process for the right RPA candidate and in laying out a complete automation journey. It is very useful tool in the hands of the C-level executives as well. The blueprint will serve the tasks across business groups on a platter to the CXOs, thereby giving a clearer visibility to the business processes in their organization.

In today's business environment, the CXO's focus area is to build a digitization and automation driven and transformation centric agile enterprise. The Automation Blueprint helps in aligning the RPA program to the above imperatives of the CXO as well. With this, the organization can chalk out a strategy to make automation, including RPA and other solutions, the backbone of the enterprise.

Mark was smart enough to deploy AssistEdge Discover to navigate the automation journey for the bank. Thereby, he ensured that the RPA investments generate higher returns at a quicker pace, while eliminating any chances of failure of the automation program. Be like Mark and get in touch with AssistEdge team to embark on the journey to Discover your processes and reap the benefits of a fruitful RPA program.

Unparalleled automation platform, unprecedented business outcomes

References:

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- https://www.gartner.com/en/newsroom/press-releases/13-11-2018-gartner-says-worldwide-spending-on-robotic-process-automation-software-to-reach-680-million-in-2018

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AssistEdge Discover

AssistEdge Discover unlocks the hidden business value trapped in processes. It is a powerful foundation for enterprises seeking cutting-edge technology to drive intelligent automation and process excellence. From non-intrusively capturing human-machine interactions to leveraging AI to creating actionable process insights, AssistEdge Discover sets you on the right path to embrace continuous improvement with a relentless focus on creating a hyper-productive enterprise. EdgeVerve. Possibilities Unlimited.

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About AssistEdge

AssistEdge, the cohesive automation platform brings to life your vision of building a connected enterprise - connecting people, processes, and data. It offers enterprises a comprehensive suite of products enabling them to drive process discovery, intelligent automation, and digital workforce orchestration enterprise-wide. Consistently rated as a leader, AssistEdge supports over 100 global customers in their automation journey powering some of the largest global automation implementations. EdgeVerve. Possibilities Unlimited.

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About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more. EdgeVerve. Possibilities Unlimited.

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