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**Deloitte process robotics**

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Process Excellence

# Robotic Process Automation

Robotic Process Automation (RPA) is a disruptive technology that allows organisations to automate business processes in a controlled, flexible and scalable way.

## What is RPA?

A robot in the RPA context is a software application that is able to interact with applications and data sources through front-end interfaces and in the existing IT landscape, as a human user would do.

## Driving business efficiency

Organisations are driven to making frequent adjustments to the way they work by ever-changing market conditions. When system performance and the desired results fail to meet, people are often brought in to fill the gaps.

Having to focus on what can be mundane and repetitive business processes may lead to reduced employee engagement and the workforce acting like robots, not putting their human skills and expertise to their best use, improving the customer experience overall.

As an industry and technology expert, Deloitte understands the need of their customers to move their scarce resources from repetitive work to high value-added tasks. Our Process Automation experts help organisations get the most out of their process automation.



## Typical RPA Benefits

- Low implementation cost (front-end integration)
- Scalable and flexible setup
- 100% accuracy during execution
- Yearly cost is approximately 1/9 of an onshore employee and 1/3 of an offshore employee
- Operates at high speed and 24/7, resulting in greater operational ability
- Monitoring, auditing & reporting opportunities
- Reduced operational risk
- Superior control, governance and IT security
- Enhanced business insights
- Increased employee satisfaction (less repetitive, boring tasks)

# Start your robotic process automation journey now

Deloitte is a global leader in robotics. Its Centre of Excellence in Belgium has helped several clients adopt this innovative technology and leverage its benefits.

## Look before you leap!

There are typically five steps to developing an automation strategy — beginning with the idea of a proof of concept or pilot implementation:



What?  
Assess for automation opportunities



Why?  
Build your business case



How?  
Determine the optimal operating model



Who?  
Identify your automation partner(s)



When?  
Plan the automation roadmap

Deloitte RPA services provides support and guidance to clients in their process automation journey in order to bring robotic automation value to life.

## Belgium Centre of Excellence

Our Belgium Centre of Excellence has extensive experience for setting up an RPA practice at your company. Activities involved range from developing an automation strategy to designing and automating the selected processes.

## Activities that we are typically involved in include:

**Assessment for automation activities**, which involves selecting candidate processes for automation, engaging the process owners, and setting up a pilot strategy.

Building of **business cases** to help our clients identify the benefits and pain points of automation, and to define key metrics to determine the automation value.

Assistance in **preparing the organisation** for the introduction and management of robots, and setting up a strategy to re-deploy existing resources after automation.

Identifying and **selecting the RPA** vendor that has the best fit with the organisation's needs and budget.

**Formalising the roadmap** for a full-blown automation project, which involves defining the approach, the scope, the planning and the different stages to scale up.

**Designing and automating** the selected business processes. This includes all activities ranging from initial workshops and process analysis to testing, deploying to the production environment, and facilitating handover and coaching sessions.

Determining and implementing the **optimal operating model** to make sure the right team supports, manages and monitors the automated processes and the software robots.

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