The Robots Are Here!
RPA Services in Greece
What is Robotic Process Automation (RPA)?

RPA is not actual robots in a production line but rather a software that can be configured to undertake rule-based tasks.

Robots are ...
- Computer-coded software
- Programs imitating human interaction with applications
- Cross-functional and cross application macros

... applying their skills...
- Gather and collate information
- Validate, synthesize and analyze Structured and unstructured data
- Record data
- Calculate, decide and produce
- Transport data and communicate with users and clients
- Orchestrate and manage activities
- Monitor, detect and report operational performance

... on appropriate processes
- Rule-based & repetitive
- Based on digitally available and structured input data
- Mid-to-high transactional volume
- Routine tasks, completely rule-based
- Prone to human error

What it can do

Manual Process
- Opening email and attachments
- Logging into web/enterprise applications
- Moving files and folders
- Copying and pasting
- Filling in forms
- Reading and writing to databases

Judgment Process
- Scraping data from the web
- Connecting to system APIs
- Making calculations
- Extracting structured data from documents
- Collecting social media statistics
- Following “if/then” decisions/rules
Process selection and prioritization

Deloitte supports process selection for automation by measuring value against complexity in the RPA Process Selection Matrix

**RPA Process Selection Matrix**

<table>
<thead>
<tr>
<th>Level of Value</th>
<th>Level of Complexity</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>Low</td>
</tr>
</tbody>
</table>

**Roadmap Priority**

**Automate Now**

**Automation Challenge**

**Automation Opportunity**

**Value Criteria**

<table>
<thead>
<tr>
<th>Time Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Total annual FTE effort required for process execution</td>
</tr>
<tr>
<td>• Average fully loaded annual salary for all FTEs involved in process execution</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Percentage of process runs that encounter an error or exception</td>
</tr>
<tr>
<td>• Average impact per error</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>• % of data stored in a system connected to enterprise level reporting systems</td>
</tr>
<tr>
<td>• % consistency of data available at reporting level</td>
</tr>
</tbody>
</table>

**Soft Process Selection Criteria**

**Complexity Criteria**

<table>
<thead>
<tr>
<th>Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Total number of departments, business units, functions involved in process</td>
</tr>
<tr>
<td>• Total number of tools required to execute process (e.g. systems, applications, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Approximate number of actions required to execute process (e.g. open browser)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Variability</th>
</tr>
</thead>
<tbody>
<tr>
<td>• % of process runs that go through primary process path</td>
</tr>
</tbody>
</table>

**Where can I find these processes?**

- Mid- & back office processes
- Call centers first-line support
- Data quality exploration and improvement
- Migration of cases from source to target systems
- Monitoring and social listening
Why should organizations adopt RPA?

Organizations are looking to automate processes to free up resources for critical initiatives, rapidly streamline processes and drive competitive advantage.

Beyond cost efficiency, RPA may bring a multitude of benefits to your organization.

Benefits of RPA

- **Cost Reduction**
  - Cost reduction .. 20-30 ..+ for operations over 2018

- **Capacity and Scalability**
  - Capacity can be rapidly increased without long build-up phase

- **24/7 Operations**
  - Non-stop performance-no queues at peak

- **x2-20 Operational speed**
  - Turn-around-time and service speed improvement

- **Internal Control**
  - Avoiding human fraud, easily performed Central Compliance checks with operational audit trial

- **Short Payback Period**
  - Applying the principles on what RPA implementation ROI can be achieved within 6-18 months

- **Quality**
  - Increases quality by avoiding human errors and focusing on exceptions

- **Refocusing Highly Skilled People**
  - Employees do not waste any capacity for routine tasks
Deloitte RPA methodology

1. Socialize PRA
   - Go for large benefits
   - Phase 2 - Help Me to do it myself

2. Go-Live!
   - Achieve quick wins and start building RPA competencies
   - Phase 1 - Show Me how it works

3. Scale up!
   - RPA continuous improvement
   - Phase 3 - Let Me do it myself

4. Sustain!
   - Enjoy your first automated process with Robotics

Scan to See the Video: “How does RPA work?”
RPA elements and how they work together

1. **Developer Tools** specify the detailed instructions for robots to perform and publish them to the robot controller repository.

2. The **Robot Controller** is used to assign jobs to robots and to monitor their activities.

3. Each **robot** is located on a client environment – which may be virtualized or physical – where it interacts directly with business applications.

4. Business users review and resolve any exceptions or escalations.

5. Robots are capable of interacting with a wider range of applications.
Contact Us

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Americas  
> 600 RPA specialists

EMEA  
> 500 RPA specialists

Rest of world  
> 500 RPA specialists

Deloitte Robotics Capabilities
We have large global footprint and capability to deploy a mix of resources to design, deploy and maintain robotics effectively through a flexible model that responds to your demand. We have available resources to rapidly scale teams in response to requirements.

Broad Functional Expertise
Being recognized experts in functional processes i.e. Finance, HR, Procurement, Deloitte brings in the business understanding needed for successful automation.

Partnership with Leading RPA Software Vendors
We are software agnostic but maintain strong alliances with the most relevant providers in the market. This ensures direct and immediate access to all required resources for Robotics.

Operating model & GBS expertise
Deloitte combines RPA with Operating Model expertise, providing support in designing business strategy around RPA engagements.
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