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...
- Validate and Analyze
- Gather and Collate Information
- Record Data
- Calculate, Decide and Produce
- Orchestrate and Manage
- Transport and Communicate
- Report

... on appropriate processes
- Rule-based & repetitive
- Based on structured input data
- Mid-to-high transactional volume
- Prone to human error

In an RPA solution, robots are capable of mimicking most user actions.

Manual Process
- Opening email and attachments
- Logging into web/enterprise applications
- Moving files and folders
- Copying and pasting
- 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
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.

Benefits of RPA

**Efficiency & Quality**
- Robots perform tasks with a **high degree of accuracy** and operate 24x7 leading to **high-throughput**
- RPA streamlines, standardizes and optimizes the processes, improving quality and reducing costs

**Scalability & Expertise**
- A process can be automated quickly, reducing reliance on recruitment to handle workload spikes
- Process automation helps engage talent by freeing up capacity to develop new competencies and build expertise

**Governance & Compliance**
- Robotic platforms are secure, audited and managed within an IT corridor of governance
- Process automation enables improved quality/consistency of data, that can result in better analytics, insights and increased revenue

**Competitive Advantages**
- RPA has a short payback period since robots drive existing applications with low integration costs
- RPA provides high potential ROI which can be leveraged to drive critical initiatives

**Insourcing & Control**
- RPA opens new doors for insourcing finance processes by providing greater control over service delivery model

**Beyond cost efficiency, RPA may bring a multitude of benefits to your organization**
What type of processes are applicable for RPA?

Which activities Process Robotics can take over from employees, depends on a number of criteria that processes have to meet.

1. What can Process Robotics do for me?

1a. Gather, collate and validate information

1b. Synthesize and analyze structured and unstructured data

2. Record and transport information and data

3. Calculate (a position or value) and/or decide (what to do)

4. Communicate with and assist users, clients and customers

5. Orchestrate and manage activities (both robotic and people based)

6. Monitor, detect or report operational performance

7. Learn, anticipate and forecast (behavior or outcomes)

2. Which criteria help determine if my processes are suitable to automate by means of Process Robotics?

- Digitally available and structured data
- High volume of manual processing
- Routine tasks, completely rule-based
- Prone to human error
- Limited automation available

3. 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
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>High</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roadmap Priority</td>
<td>Automate Now</td>
</tr>
<tr>
<td>Automation Challenge</td>
<td>Automation Opportunity</td>
</tr>
</tbody>
</table>

Deloitte RPA methodology

1. Socialize PRA
   - within the organization & get internal Buy-in
   - Jump start Foundation & POC

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

3. Scale up!
   - Go for large benefits
   - Phase 2 - Help Me to do it myself

4. Sustain!
   - RPA continuous improvement
   - Phase 3 - Let Me do it myself

Enjoy your first automated process with Robotics.

Scan to See the Video: “How does RPA work?”
Deloitte As Your RPA Partner

**Contact Us**

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**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.

**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.

**Broad Functional Expertise**

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

**Operating model and GBS expertise**

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