

The Robots **Are Here!**

RPA Services in Greece

Consulting 



# 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



## What it can do

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

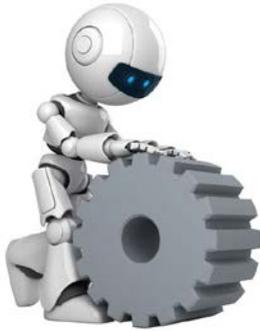
## Manual Process

## Judgment Process



# 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



# 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

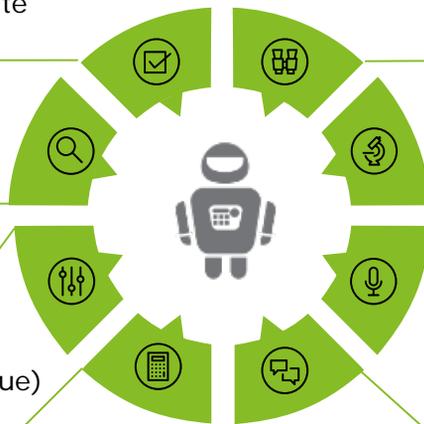
**3.** Calculate (a position or value) *and/or decide (what to do)*

**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?

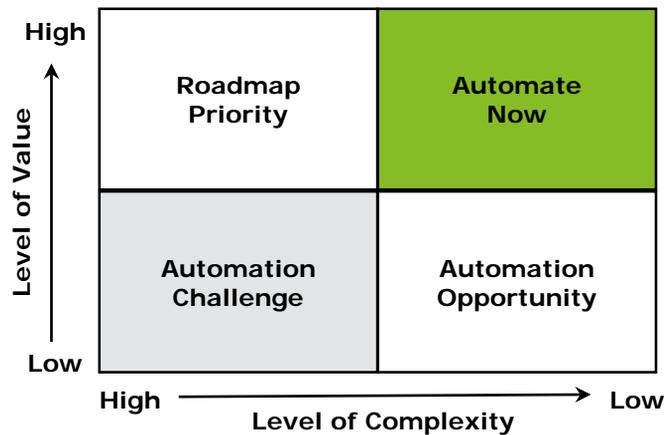
- Mid- & back office processes
- Call centers first-line support
- Data quality exploration and improvement
- Migration of cases from source to target systems
- Monitoring and social listening



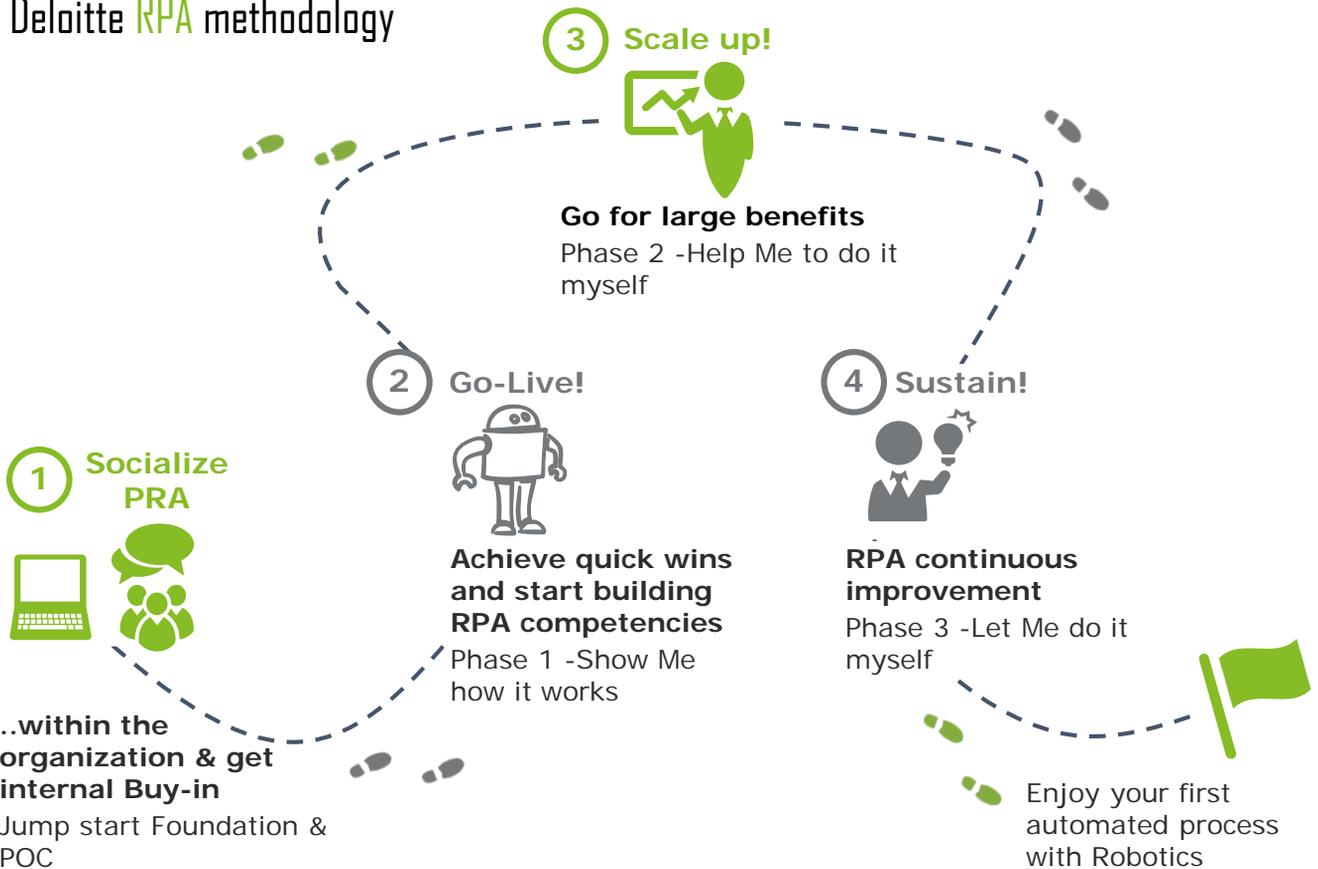
# Process selection and prioritization

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

## RPA Process Selection Matrix



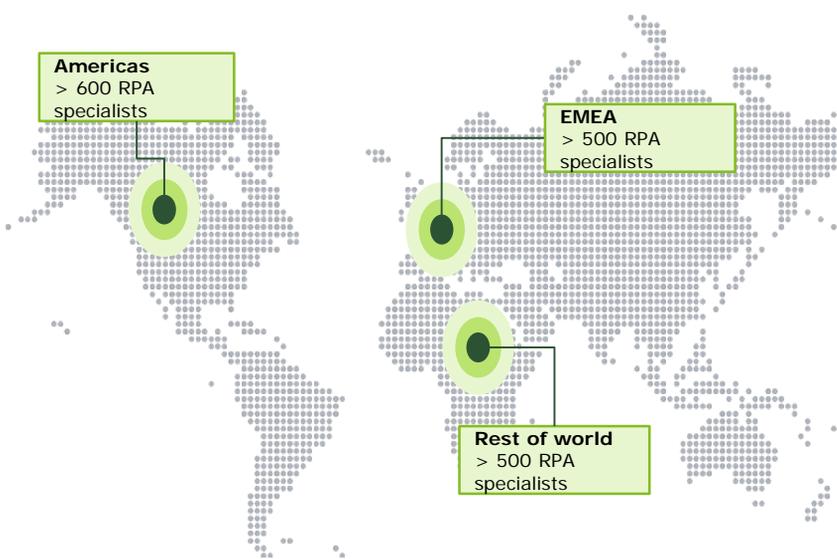
## Deloitte RPA methodology



Scan to See the Video: "How does RPA work?"



# Deloitte As Your RPA Partner



## 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

## Contact Us

To discuss further on how we can assist you, please contact:



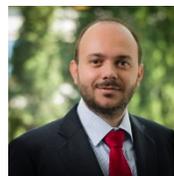
**Vassilis Kafatos**  
Partner  
Consulting Leader  
[vkafatos@deloitte.gr](mailto:vkafatos@deloitte.gr)  
2106781210



**Katerina Glava**  
Principal  
Financial Services Industry  
[kglava@deloitte.gr](mailto:kglava@deloitte.gr)  
2106781146



**Yiannis Valvis**  
Senior Manager  
Strategy & Operations  
[yvalvis@deloitte.gr](mailto:yvalvis@deloitte.gr)  
2106781215



**George Zervos**  
Manager  
Finance Transformation  
[gzervos@deloitte.gr](mailto:gzervos@deloitte.gr)  
2106781227

# Deloitte.

Deloitte Certified Public Accountants S.A., Deloitte Business Solutions S.A. and Deloitte Accounting Compliance & Reporting Services S.A. (hereinafter all together "Deloitte Greece") are the Greek sub-licensees of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. Deloitte Greece along with Deloitte Italy belong to and operate under the Central Mediterranean Member Firm of DTTL. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more about our global network of member firms.

Deloitte Network provides audit, consulting, financial advisory, risk advisory, tax and related services to public and private clients spanning multiple industries. Deloitte Network serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries bringing world-class capabilities, insights, and high-quality service to address clients' most complex business challenges. To learn more about how Deloitte Network's approximately 225,000 professionals make an impact that matters, please connect with us on Facebook, LinkedIn, or Twitter.

In Greece, "Deloitte Certified Public Accountants S.A." provides audit and risk advisory services, "Deloitte Business Solutions S.A." financial advisory, tax and consulting services and "Deloitte Accounting Compliance & Reporting Services S.A." accounting outsourcing services. With a staff of more than 600 and offices in Athens and Thessaloniki, Deloitte Greece focuses on all major industries including financial services, shipping and ports, energy and resources, consumer business, life sciences and health care, manufacturing, technology, media and telecommunications, real estate and public sector services. Deloitte Greece clients include most of the leading private and public, commercial, financial and industrial companies. For more information, please visit our website at [www.deloitte.gr](http://www.deloitte.gr).

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte Network") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.

3a Fragkoklissias & Granikou str., 151 25 Maroussi, Attika – Greece,  
Tel: +30 210 6781100

© 2017 All rights reserved.