**ROBOTIC PROCESS AUTOMATION (RPA)**

Organisations seeking to address key challenges like cost reduction, operational excellence and regulatory compliance might look to RPA as a flexible, low-investment, less complex alternative to traditional solutions like outsourcing, offshoring, process improvement and system transformation.

**CURRENT ORGANISATIONAL CHALLENGES**

RPA requires process automation and can automate repetitive and often rules-based processes. It can be used for transaction processing, data manipulation and communication across multiple IT systems.

**WHAT IS RPA?**

- Computer-coded software
- Cross functional and cross application software
- Programmes that replicate repetitive rule based tasks
- Controlled by business operations
- Agile and non-invasive, works with exiting IT architecture

**WHAT ARE THE BENEFITS?**

- 100% can be implemented faster and easier, and is more flexible than traditional solutions.
- 35% cost savings and ROI
- Quality and accuracy
- Flexibility and scalability
- Improved employee morale
- MI, audit and security
- Customer experience

**WHERE CAN IT BE USED?**

RPA can support any task in your organisation that requires:

- **WORKFLOW MANAGEMENT**
- **APPLICATION INTERFACE**
- **DATA MANIPULATION** (incl. OCR)
- **REPORTING AND AUDITING**

**USE CASES APPROPRIATE TO FIRMS ACROSS ALL SECTORS OF THE ECONOMY**

- **FINANCES + ACCOUNTING**
  - Procure to Pay (AP)
  - Order to cash
  - Record to Report (GL)
  - Collections
  - Sales orders

- **HUMAN RESOURCES**
  - Payroll
  - Benefits administration
  - Personnel administration
  - Joiners, movers, leavers

- **CUSTOMER & REGULATORY OPERATIONS**
  - Account amendments across multiple systems
  - Policy migration from insurer legacy systems to new applications
  - Claims management
  - Data gathering for regulatory and compliance requirements / remediation
  - KYC / AML authentication

- **GENERAL**
  - Automated MI reporting from multiple systems
  - Automated analytics
  - IT operations (e.g. password resets, user provisioning)

**HOW DO WE HELP OUR CLIENTS?**

**DELOITTE’S APPROACH**

1. **DISCOVERY**: Scope analysis and design of potential solutions of an appropriate scope and scale.
2. **DESIGN + DELIVER**: Define the strategy to leverage RPA to address the key organisational challenges. This stage would include the following:
   - Define the business case
   - Define the scope of RPA initiatives
   - Define and design the RPA strategy
3. **TRANSITION + IMPLEMENTATION**: Transition strategy into action and implement the solutions on a phase wise basis ensuring successful user adoption.
4. **MANAGE**: Optimize the RPA enabled processes to achieve maximum benefits and results.

**GLOBAL RPA CAPABILITY**

- **APAC**
- **UK + IRELAND**
- **REST OF EMEA**
- **US**
- **INDIA**
- **SOUTH AFRICA**

**WHY DELLOITE?**

- **GLOBAL RPA CAPABILITY**
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Robotic Process Automation
The what, the why and the how

RPA should be considered as a new way to deliver greater value to any rules-based operations without investing in costly technology.