



Robotics Process Automation (RPA) Introducing RPA and its benefits

What is RPA and what are its key benefits?

RPA is the automation of rules based processes, where typically human intervention was required at certain steps. Automation software can interface with productivity tools (e.g. spreadsheets), web-based applications, ERP systems, mainframes and so on.

What is RPA?

RPA replaces manual labour by automated scripts that execute repetitive steps for an operational process. Typical benefits of RPA therefore include reduced manual effort, increased productivity and compliance and reduced error rates. Examples of the types of tasks RPA can include:

- Opening e-mail and attachments
- Moving files and folders
- Copying and pasting
- Filling in forms
- Reading from and writing to databases
- Scraping data from the web
- Connecting to system APIs

- Making calculations
- Extracting structured data from documents
- Collecting social media statistics
- Following “if/then” type decision rules.

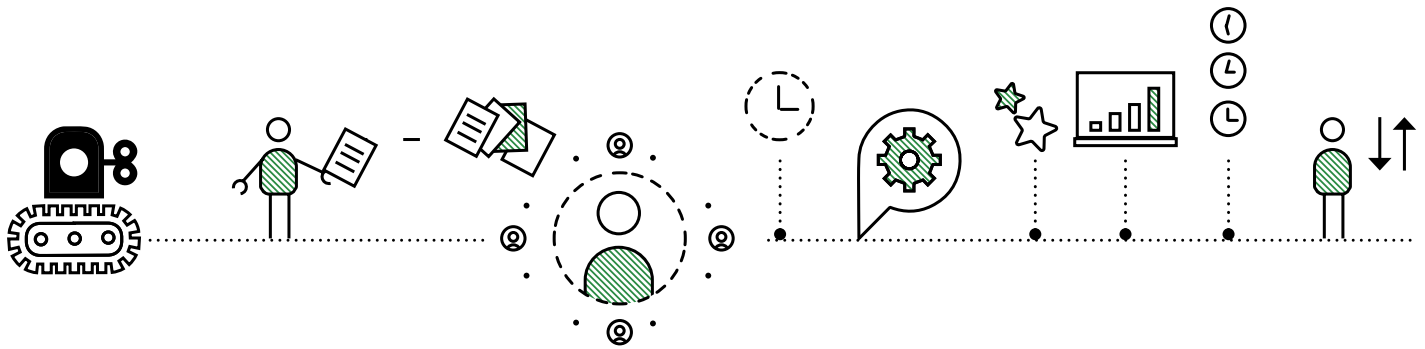
In summary many of the things that humans do when interacting with computers systems and data.

Key benefits of RPA automation include:

- Less time spent on repetitive tasks, freeing up time for value adding work
- Higher quality of process execution through elimination of human errors
- Increased employee satisfaction as they can focus more on analytical tasks rather than tedious and repetitive work.
- Increased traceability through detailed transaction logs of the robot execution
- Secure processing with elimination of human eyes on data
- Faster process execution ensuring SLAs are kept, even at night time
- Reduce backlog by rapidly delivering automations
- Human and robot can work together to deliver the 4 eye principle

Assessing process suitability for automation

The first step to benefitting from RPA is identifying where the solution can be leveraged.



There are several indicators to be aware of to evaluate processes for RPA automation. These evaluation criteria consist of both prerequisites and enablers.

The prerequisites for a process for RPA automation are:

- ☑ **Fully digital:** A robot will not be able to handle paper or other physical objects.*
- ☑ **Rule-based:** The process must be describable in clear rules not based on intuition.

While many processes live up to these prerequisites, they are not necessarily profitable processes for automation. The following attributes are indicators of good processes to automate:

- ☑ **Repetitiveness:** High level of repetitiveness, whether carried out on demand or in batches.

- ☑ **Volume/time:** Either a high volume of cases, a large amount of time spent per case or both.

- ☑ **Consistency:** A low level of differentiation between each case going through the process.

- ☑ **Quality:** Issues with quality due to human errors.

- ☑ **Compliance:** A high level of compliance which requires strict control and logging.

- ☑ **Time:** Tight deadlines or a necessity to carry out the process 24/7.

- ☑ **Tiresome:** Decrease in worker satisfaction from carrying out the process manually.

The more of these attributes that apply the higher likelihood the process might be suitable for automation.

*Using cognitive automation technologies such as Document Understanding and NLP (Natural Language Processing), some non-digital processes can be made fully digital.

How we help your business throughout your RPA journey

ASSESS FOR AUTOMATION OPPORTUNITIES

We begin with an **assessment of your process landscape** to identify opportunity areas. Good candidate processes are those requiring manual **interaction with a computer**, are **largely rules-based**, **consume a significant amount of time** and **performed at frequent intervals**.

BUILD YOUR BUSINESS CASE

We estimate the **opportunities of automation** on a process-by-process basis in terms of **qualitative and quantitative benefits**.

DETERMINE THE OPERATING MODEL

We help you decide whether you wish to establish a **strategic automation capability within your organisation**, or simply opt for an automated outcome with the minimum of effort; this will affect your automation operating model and determine your sourcing options.

PLAN THE AUTOMATION ROADMAP

We look **beyond the initial deployment** through a roadmap for automation and set out **how automation will grow within your organisation**. Like other transformation programs, **communications, training, and change management** are all critical.

Supporting you to successfully deliver RPA

Deloitte can support you no matter where you are in your automation journey.



We are a recognised as a leader in Robotic Process Automation services by Forrester.



We have global alliances and partnerships in place with market leading RPA vendors to facilitate client introductions.



We immediately realise value in your investment by jump-starting your project and building a long-term automation programme.



We offer training of business resources and developers to support ongoing scaling of your RPA initiatives.



We focus on the business value and not just the technology; our team will bring business consultants and technology consultants to the same table.



We can help you acquire the necessary business and technology skills within RPA by using the globally tested Deloitte training programme.



The strength of the Deloitte network allows us to bring to your project what we have learnt from experience across international clients.



We provide consultancy services including all aspects of RPA configuration and deployment.



Our specialised resources across the globe help us scale up and down to the size of your project as necessary.

To learn more about RPA and other automation technologies or to discuss how to get started with RPA, please contact us.



Ludwig Micallef

Deloitte Consulting, Director – Customer & Marketing

lmicallef@deloittedigital.com.mt

T: +356 2343 2000 | M: +356 9987 5667



Hala Halaseh

Deloitte Consulting, Manager – Intelligent Automation

hhalaseh@deloittedigital.com.mt

T: +356 2343 2000

Learn more: www.deloitte.com/mt/rpa

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