Let's work together to

Define RPA scope, stakeholders, and roadmap

Evaluate applicability and impact of RPA and define implementation approach

Plan

Analyse

Sustain

Execute

Determine ongoing support model embedding continuous improvement

Execute operational improvement and robotics deployment
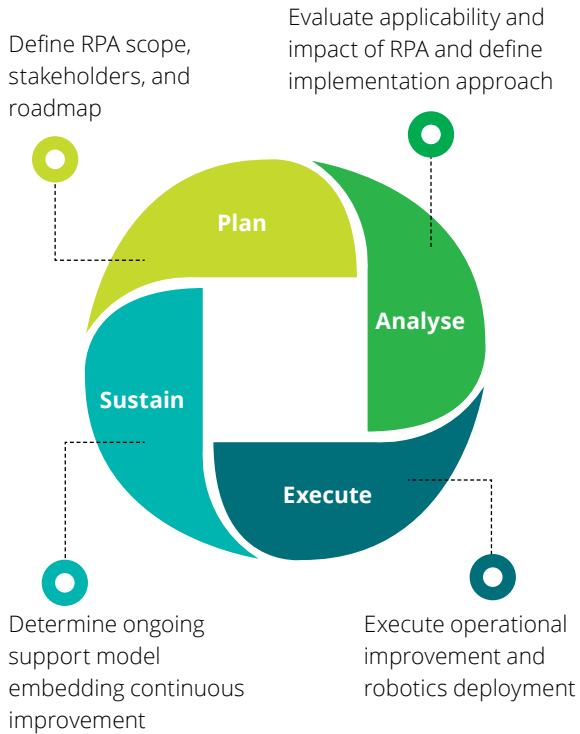
Why we are the right RPA partner

RPA Talent
Our team is process-driven, anchored by a strong RPA technology background and training.

Demonstrated Experience
We have successfully deployed RPA at leading organisations in many different industries.

Understand Enterprise
We deliver enterprise strength RPA that is secure, scalable, and coupled with well-defined processes that are not "brittle".

RPA Vendors
Deloitte has experience partnering with top RPA leaders.

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Robotics Process Automation (RPA)

A software solution that allows humans to work with a uniform group of highly functional robots that automates repetitive tasks and processes

Operational activities that robots can perform
- Reading and writing to databases
- Opening emails and attachments
- Logging into applications
- Moving files and folders
- Copying and pasting
- On-screen clicking
- Filling in forms
- Following "if/then" decisions
- Scraping data from the web
- Connecting to system APIs
- Extracting data from documents
- Making calculations
- Taking screenshots
- Sending emails

Key benefits of using RPA

Refocus of Capacity
- Automation of routine tasks enables employees to focus on higher order activities
- Creates capacity for resources to develop new competencies and build expertise

Decision-Making
- Process automation enables improved quality and consistency of data
- Enhances an organisation's analytics and decision-making capabilities

Client/Employee Experience
- Enhances the work of employees by reducing repetitive and manual tasks
- Increases employee morale and creates a more productive workforce

Quality
- Robots perform tasks with a high degree of accuracy and improved process quality
- Processing errors are reduced by 20-40%

Security
- Platforms are secure, audited and managed within an IT corridor of governance
- Centralised management and predictable processing enables tighter data controls

Efficiency
- Automation can result in a 40-80% reduction in processing times
- Increase in time availability allows employees to put hours back into the business

RPA case studies and realised benefits

Deloitte piloted the automation of its WIP analysis process using RPA in Europe. WIP analysis process was manually intensive and time consuming.

97%	75%	40%
Cases processed without human intervention	Decrease in time to complete the analysis	Capacity equivalent automated

Deloitte supported a large bank to tackle significant operational challenges with a full RPA implementation and managed service setup.

25%	27%	~90 FTE
Productivity Uplift	Increase in "right first time" tasks	Capacity equivalent automated

How we can help

Advisory	Talent Development	Program Management
RPA Analysis	Vendor Selection	Implementation

Based on a recent Deloitte survey, increasing automation is:
- The second most important strategic priority for shared services leaders
- Expected to be the third most important strategic priority
- Executives' top priorities now and in 2025 are continuous process improvement