



Taxlab 2017

Four Faces of Tax

Wobke Hählen, 28 March 2017

A program that replaces humans performing:



Repetitive




Standardized



Rule-based tasks



Robots do not get sick nor do they need a holiday

 de Vries. Peter (NL-Rotterdam) ×
Ziek
Hi, Sorry, wegens griep ben ik vandaag afwezig. Groet, Peter <end>

 de Vries, Peter (NL-Rotterdam) ×
Out of office
Beste collega, wegens vakantie ben ik afwezig tot 2 januari 2017. Mvg, Peter

Taxlab: Four faces of Tax

Breakout Robotic Process Automation

1 RPA in the four faces of tax

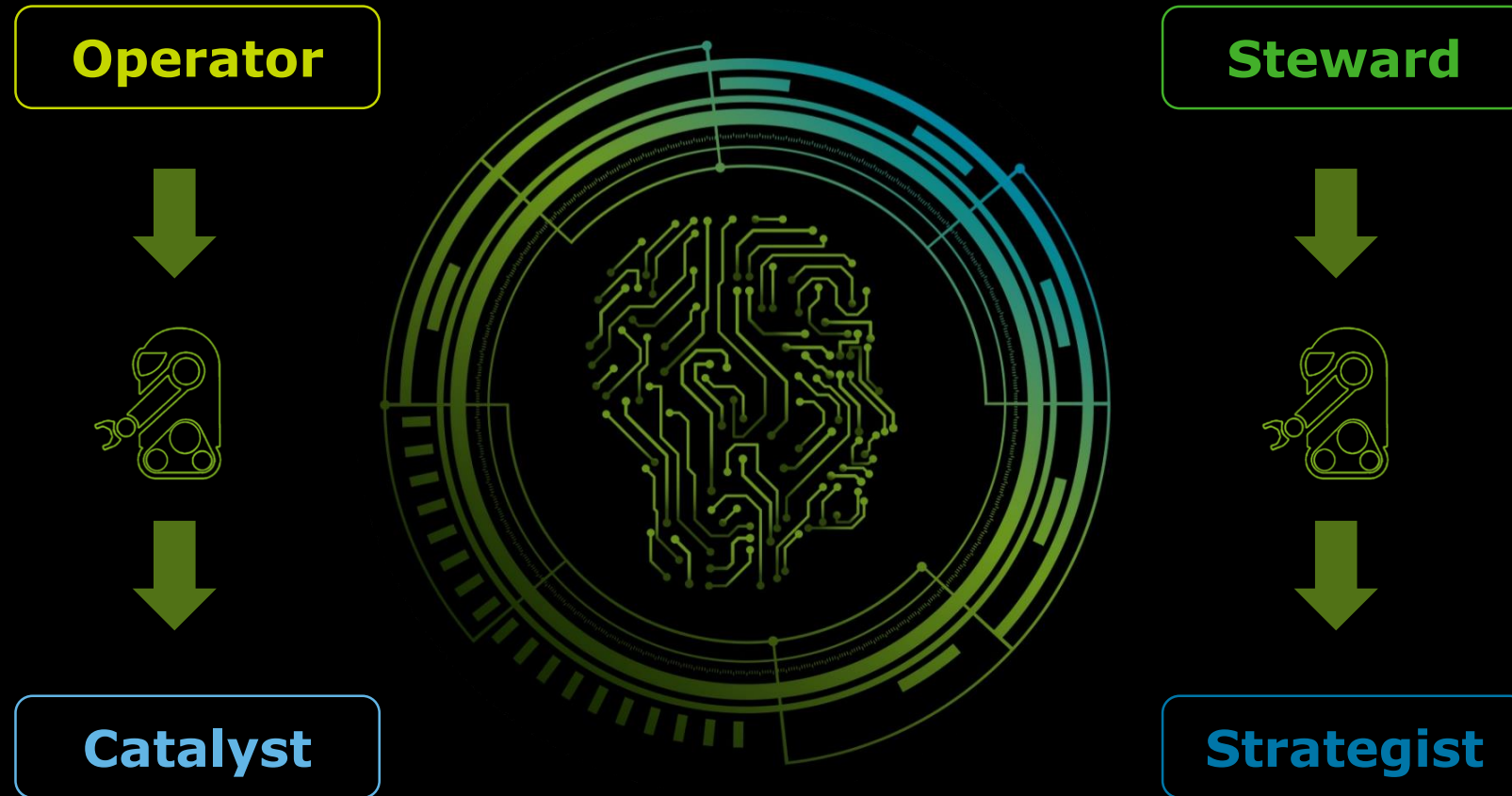
2 Introduction to RPA

3 Typical automation focus areas



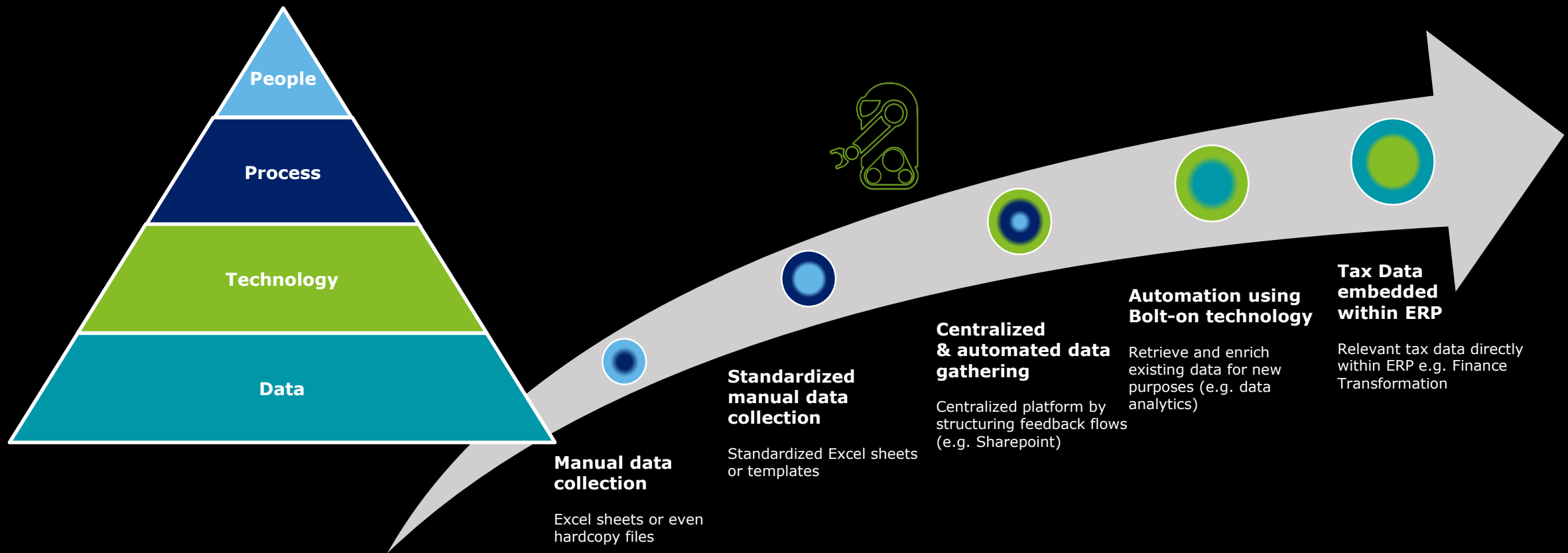
A broader picture

Robotic process automation in the four faces of tax



Tax Technology Landscape

Select technology as a key enabler to support the process



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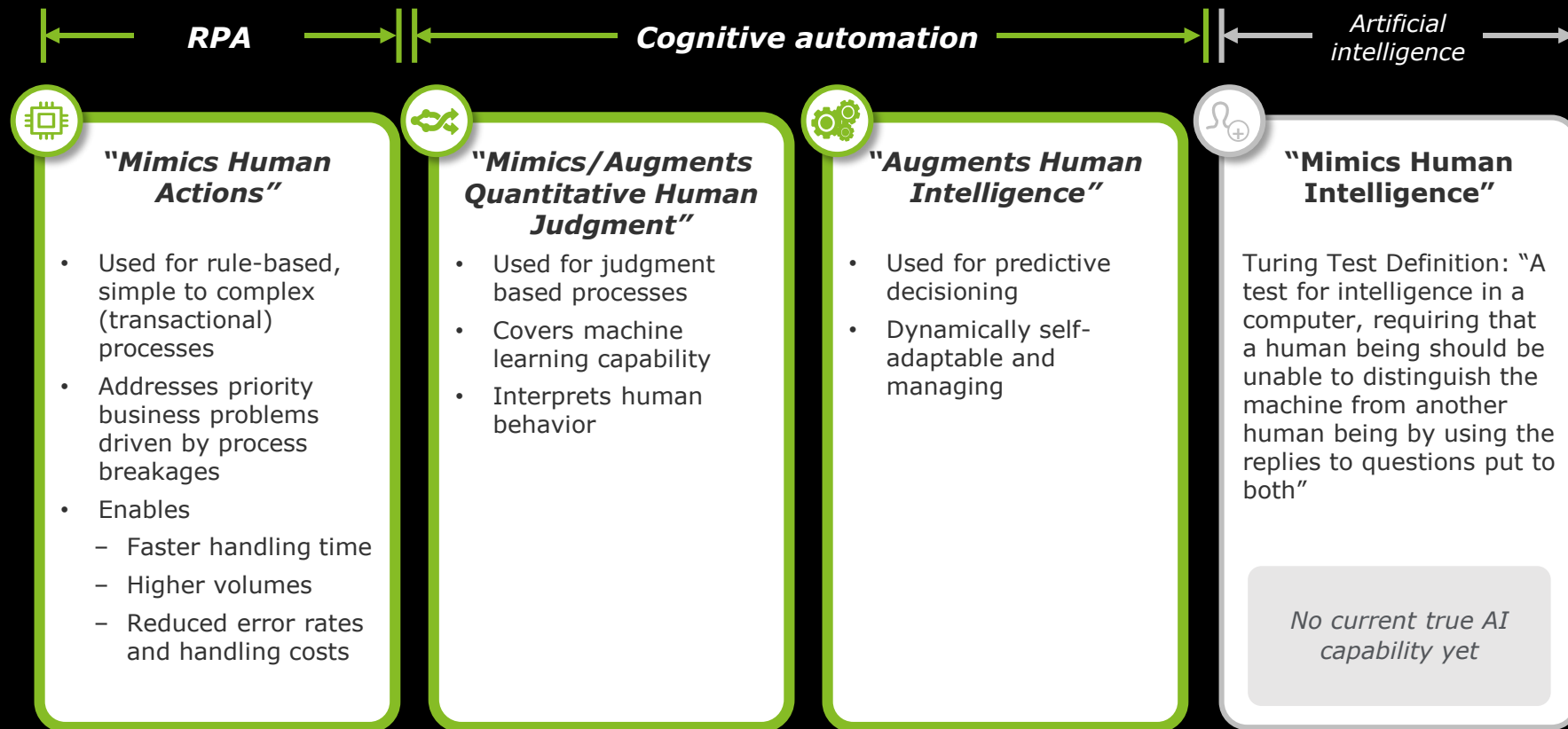
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Cognitive Spectrum of Robotics Process Automation (RPA)

In your digital transformation journey, RPA has to be the carefully designed starting point followed by more advanced technologies



Robotic Process Automation (RPA)

RPA is enabled through software that undertakes rule-based (deterministic) tasks, taking out significant manual process work load

RPA is not...



Artificial intelligence or voice recognition and reply software



Walking, talking auto-bots



Physically existing machines processing paper

RPA is...



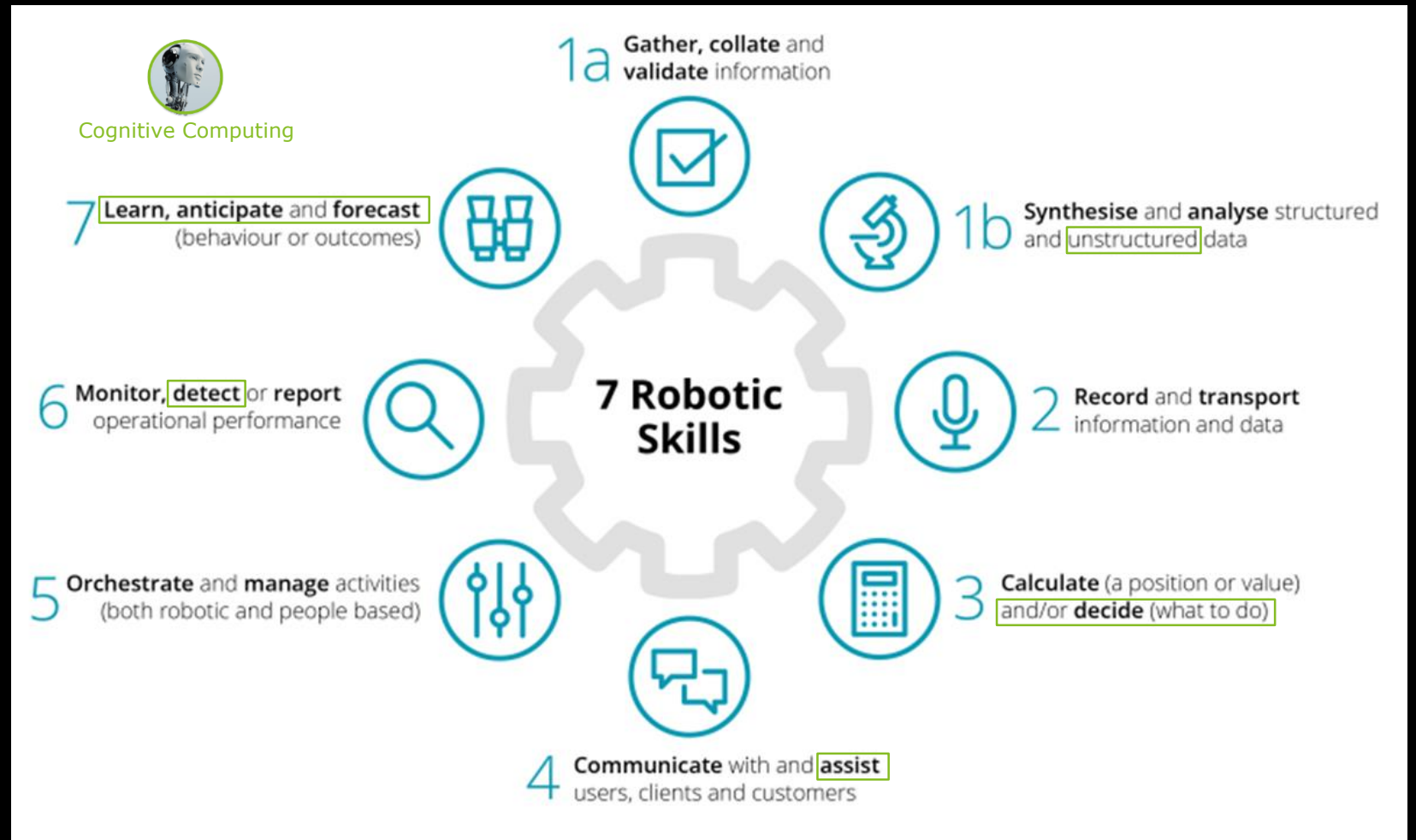
Programs that replace humans performing repetitive rule-based tasks



Computer-coded software



Cross-functional and cross-application macros



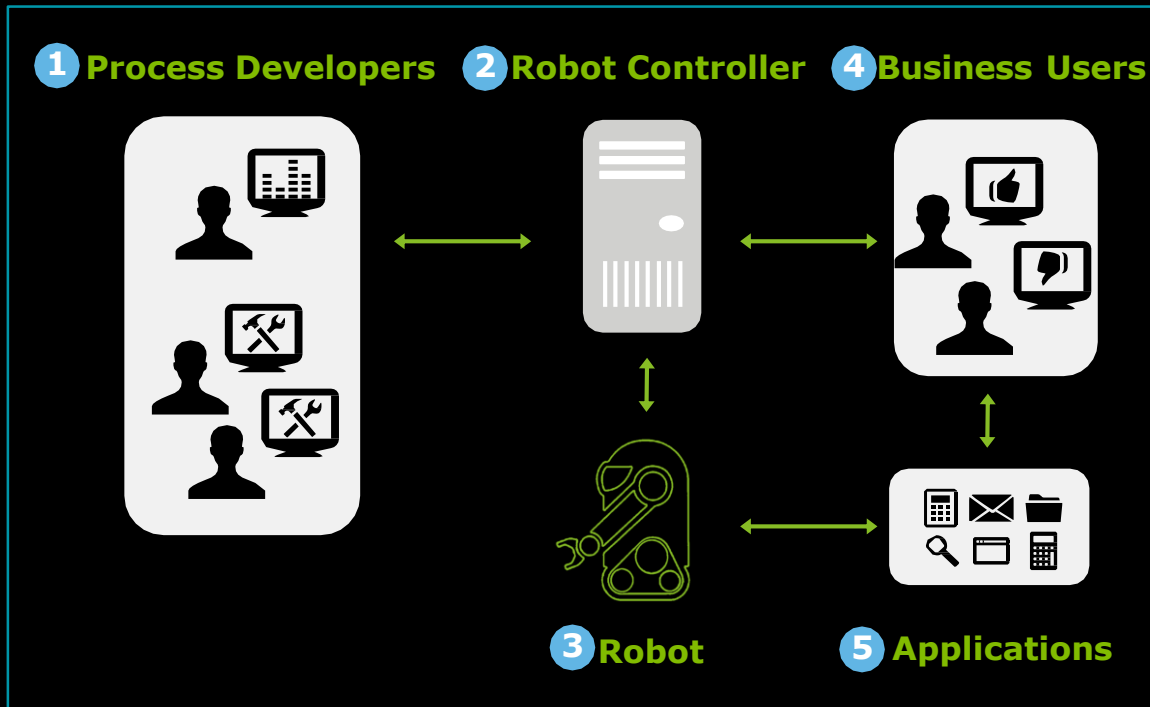
Deloitte.



Robotic Process Automation
Doing More with Less

How does RPA Work?

RPA can be easily deployed and managed from a central controller to interact with a wide range of business applications



1. "Process developers" specify the detailed instructions for robots to perform and "publish" them to the robot controller repository
2. The robot controller is used to assign jobs to robots and to monitor their activities
3. Each robot is located on an organization environment – which may be virtualized or physical (i.e., desktop computer) – where it interacts directly with business applications
4. Business users review and resolve any exceptions or escalations

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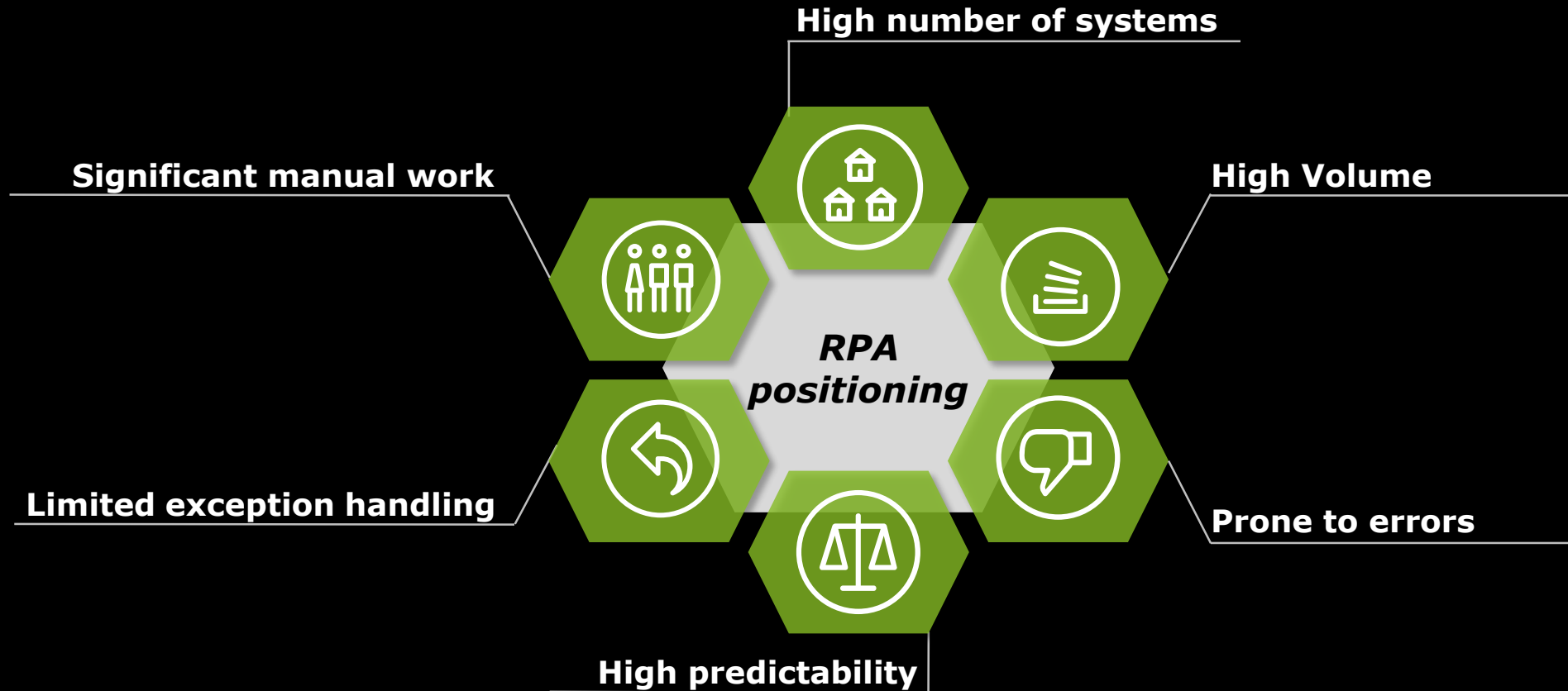
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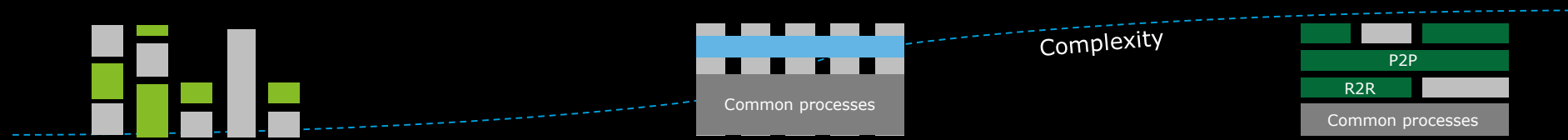
Robotic Process Automation positioning

What criteria to look for before using Robotic Process Automation



Implementation scope depends on process to be automated

The scope of an RPA implementation can range from optimizing a single rule-based process to streamlining end-to-end processes across functions



Process Specific

Targeting simple, rule-based processes within a function

Triggers

- Do you have many people using excel spreadsheets?
- Are people spending a lot of time on data sourcing & validation?
- Are there challenges dealing with complex systems?

Objectives & Scope

- Quick cost reduction
- Maintain as-is processes

Application

- Invoice receiving, 3-way matching, AR collections processing, customer credit assessment

Cross-Functional

Targeting common process components across functions

Triggers

- Do you have processes with unstructured data?
- Are people spending a lot of time on data reconciliation?
- Are there shared sub-processes requiring similar capability?

Objectives & Scope

- Improved process efficiency
- Redesign to standard processes

Application

- Period end reconciliation, master data management, compile T&E reimbursement request

End-to-End

Streamlining end to end process components across functions

Triggers

- Do you have processes with significant judgement based tasks?
- Are people spending lots of time on investigating exceptions?
- Are there common processes across functions requiring multiple handoffs?

Objectives & Scope

- End-to-end process coordination
- Reengineer processes using common components

Application

- Procure to pay, order to cash, record to report

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