Deloitte Robotics and Cognitive Automation
Robotic Process Automation (RPA)

**IT IS...**
- Computer-coded software configured to operate other software
- Automation to replace humans performing repetitive rules-based tasks
- Cross-functional and cross-application macros able to operate any software on your computer

**IT IS NOT...**
- Walking, talking auto-tots
- Physically existing machines processing paper
- Artificial intelligence or voice recognition and reply software

**WHAT IT CAN DO**
RPA is delivered through software that can be configured to complete rules-based tasks

- Computer code
- Information technology
- Robots
- Applications

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

1. “Process Developers” — specify and “publish” detailed instructions for robots to perform
2. Robot Controller — used to assign jobs to robots and monitor their activities
3. Robot — virtual or physical, it interacts directly with business applications
4. Business Users — review and resolve any exceptions or escalations
5. Applications — Robots are capable of interacting with a wide range of applications

**CREATING SUCCESS**
RPA creates the highest level of value in these situations:

- High volume, rules based, repetitive work
- Processes that primarily scale up by adding more labor
- Processes that are prone to human error or require out of office hours support
- Significant budget limitations that constrain major system modernizations or development

**DETERMINING BENEFITS**
- Efficiency & quality
  - RPA streamlines, standardizes and optimizes the processes. Robots perform tasks with a high degree of accuracy and operate 24x7 leading to high throughput.
- Competitive advantages
  - RPA provides high potential ROI which can be leveraged to drive critical initiatives and has a short payback period since robots drive existing applications with low integration costs

**OUTCOMES AND KEY BENEFITS**
Transformative change
- Re-engineer core processes while automating the function.

Flexibility
- Rapidly scale up or down depending on the nature of the business issue.

Cost Reduction
- 15 – 90% cost reduction opportunity depending upon the characteristics of the functions selected for automation.

Efficiency & Quality
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Deloitte engages with our clients to deliver a sustainable automation solution.
Deloitte's eminence provides a comprehensive outlook on automation and the significant benefits that organizations can derive as well as risks to manage.

**Transformers: How Machines are Changing every Sector of the UK Economy**
Explains the impact of automation and robotics on work and employment focusing on the sector outlook of robotics
*Deloitte UK POV, 2016*
*David Sproul, Angus Knowles-Cutler, Jemma Insall*

**The Robots are Coming**
Examines the increasing appetite for robotics leadership and discusses how implementing robotics can improve the Finance functions
*Deloitte UK POV, 2015*
*Richard Horton, Nick Prangnell, David Wright, Dupe Witherick*

**Connectors: Robotic Process Automation**
A quick-reference guide to how RCA plays out in global business services, shared services, and outsourcing
*Deloitte POV, 2016*
*Peter Lowes, Frank Cannata, Jason Barkham, Subodh Chitre*

**Show me the Money: Autonomics in Business Process Outsourcing**
Examines how autonomics has the potential to be a disruptor in the outsourcing industry
*Deloitte, 2015*
*Marc Mancher, Simon Tarsh, Dan Kinsella, Richard Sarkissian*

**Redesigning Work in an Era of Cognitive Technologies**
Analyzes the impact of disruptive technologies and how new possibilities for work redesign can provide greater value to business and customers
*DU Press, 2015*
*David Schatsky, Jeff Schwartz*

**Cognitive Technologies: The Real Opportunities for Business**
Examines the evolution of cognitive technologies and how it is being used in organizations today
*Deloitte Review, 2015*
*David Schatsky, Craig Muraskin, Ragu Gurumurthy*

**Automate This: The Business Leader’s Guide to Robotic Process Automation and Intelligent Automation**
Explains the basics of enterprise automation using RPA and introduces the capabilities behind Intelligent Automation
*Deloitte POV, 2015*
*Peter Lowes, Frank Cannata, Subodh Chitre, Jason Barkham*

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