

The robots are here

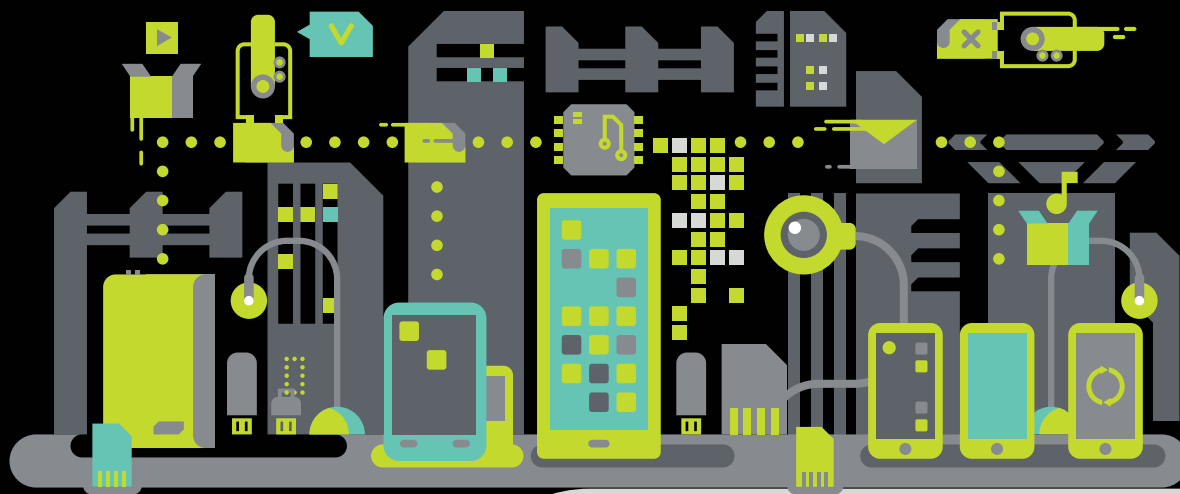


Some industries are more willing to explore RPA than others.

RPA, fad or reality in the South African landscape?

Robotic Process Automation (RPA) is a reality as many tier one organisations have already adopted it, while others are making plans to roll it out. This can be seen in the South African banking industry.

Many organisations have included RPA as part of their organisational strategies in order to achieve greater efficiency in today's ever-changing market.



Banking, Financial Services and Insurance (BFSI)

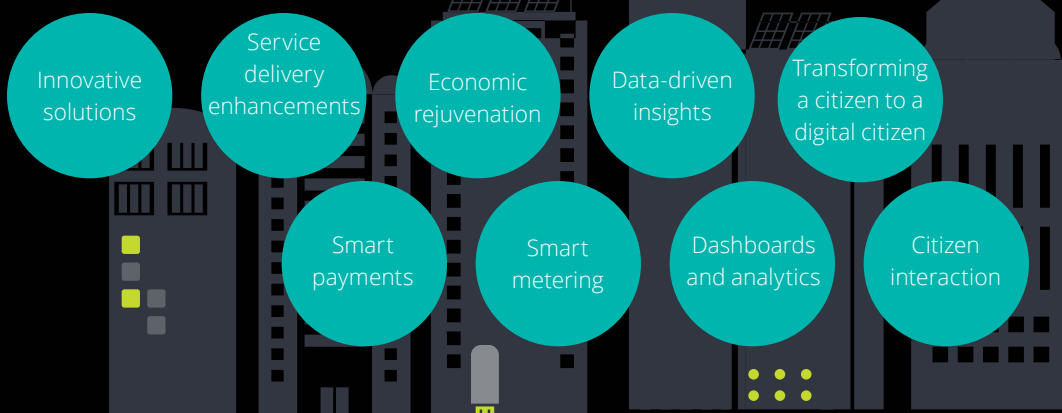
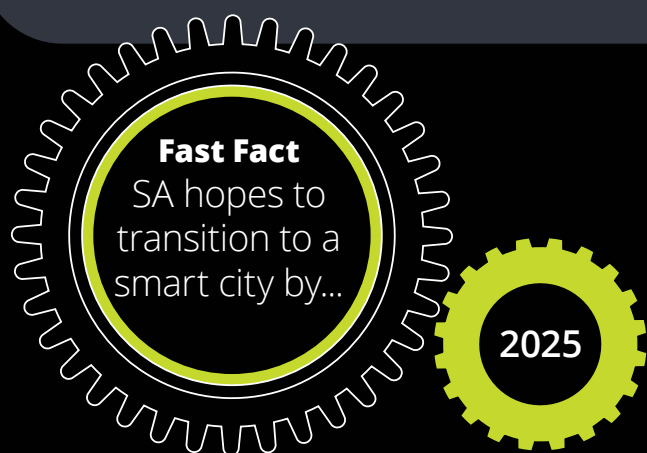
- The BFSI Industry is faced with numerous challenges, with the most prevalent being cost reduction and efficiency
- Our experience has shown that these goals can no longer be achieved through legacy IT systems alone. By deploying relevant RPA tools, organisations can create a seamless back office by automating rule-based business processes thus allowing you to effectively deploy your more highly experienced personnel to add more value through direct customer engagement and therefore enhance customer interaction.

Public Sector

- Public Sector is an industry with the greatest opportunity for wider implementation of RPA. It can prove to be quite invaluable, particularly around enabling and fast-tracking smarter cities. Adopting automation at municipal levels results in improving service delivery by the public sector.
 - Population growth in developing countries is giving rise to urbanisation, thus creating greater need for smart cities.
 - South Africa spans a large geography and enjoys a rich cultural heritage requiring multi-language communication consideration representative in its SMART technology solution adoption.

Key take-outs

RPA would accelerate smart cities through:



Financial Benefits of RPA

- Having a robot is the equivalent cost of about one ninth the cost of a Full Time Employee (FTE) and one third of an off-shore FTE
- Less IT support is required

Non-Financial Benefits of RPA

- Increased efficiency – improved service delivery as production and accuracy is increased
- Advanced analytics – the organisation can gather information to help predict future outcomes and optimise their processes
- Greater performance and quality – RPA optimises capabilities that grows an organisation's capacity
- Optimised business models and increased productivity

4 Seamless work

The robots operate 365/24/7 without errors or quality variance

Value of RPA

- 1 RPA spans across various functions in an organisation, particularly in functions requiring repetitive, rule-based transaction processing
- 2 RPA is most powerful when used across multiple processes
- 3 As RPA matures it can start being applied to solving queries and undertake analytics

What about the humans?

RPA affords organisations the opportunity to redesign roles and create capacity for jobs that require mundane and repetitive work. Human specialists hold a significant role in robotics, as they will still be responsible for operational management.