

ROBOTIC PROCESS AUTOMATION (RPA)

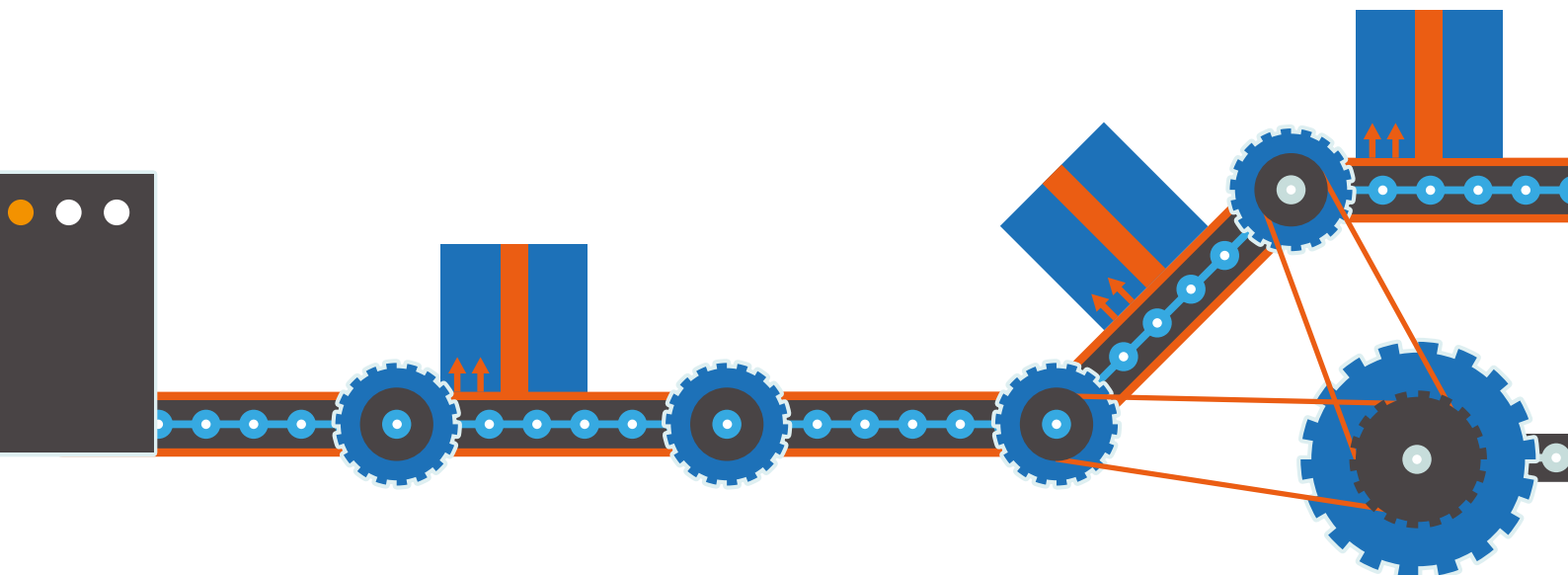
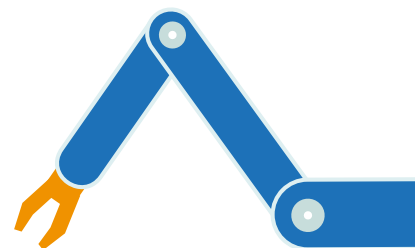
Continuous pressure on organisations to reduce business costs, whilst also increasing capacity and eliminating processing issues caused by human error, is forcing many institutions to seek innovative technical solutions to help meet their organisational objectives.

Robotic Process Automation (RPA) is the application of software to develop a virtualised workforce (bots) that will perform business processes in the same way as the existing workforce. Programming bots to perform business processes that are typically performed manually increases business capacity, decreases cost, reduces error rates, and allows existing employees to be freed-up and realigned to focus on more business-critical areas, maximising business impact.

RPA is more than just a macro running simple jobs on a desktop. It is a rules-based engine programmed to replicate existing manual business processes across various systems, via front-end User Interfaces (UIs), capable of using multiple data sources and applying

complex content or time-based rules. Generally, any business process can be automated, including capturing, interpreting, and manipulating data, triggering responses and communicating with other digital systems

RPA can result in significant financial benefits, which is why organisations should rethink their operating model and clear the way for innovation. This means understanding the benefits and the journey of RPA.



RPA BEST PRACTICE



Technology agnostic

RPA tools work with every technology. They operate through the front end, using existing systems and eliminating the need for application development



Fast implementation

Once RPA implementation is complete, the automated processes can be applied to business workflows by anyone who knows how to apply basic logic



Diverse

RPA is a single solution that can be applied to any business process at any stage to mimic people's interactions at the UI layer. The solution can be implemented to perform front, middle, or back-office processes



Regulatory & compliance

Performing the processes through the UI layer allows every step that is performed to be recorded. Every step is traceable, auditable, and complies with regulatory requirements



Integration

Implementing RPA only requires standard system access. The software runs on existing infrastructure with no need for IT system changes



Scalable

Once a process consisting of a set of instructions is defined, the modules can be reused for other processes across other business areas. As the workload increases, additional bots can be deployed quickly to meet the business demand. Additionally, because each bot is capable of performing many types of processes they can be easily reallocated to support other processes on a priority basis

WHY RPA AUTOMATION?

Businesses Challenges

- **Cost:** increased overheads impacting profits
- **Scalability:** inability of current business models to easily scale to meet business needs on demand
- **Quality:** manual processes leading to a high error rate
- **Throughput:** long turn-around times leading to delayed business and reduced efficiency
- **Compliance:** maintaining regulatory compliance to avoid fines
- **Customer satisfaction:** meeting and exceeding customer expectations of high quality and efficiency

RPA Opportunities

- Increase capacity at reduced cost by deploying a virtual workforce (bots) on demand to meet organisational needs
- Eliminate human error by automating manual processes
- Free-up resources and realign them to focus on more business-critical areas, maximising business impact
- Decrease cycle time and increase throughput by running RPA software 24-7, 365 days a year
- Leverage the system activity data capture to meet regulatory compliance requirements
- Improve customer experience as a result of shorter cycle times and increased accuracy

CONSIDERATIONS FOR SUCCESSFUL IMPLEMENTATION OF RPA

If implemented successfully, RPA has the potential to deliver game-changing benefits. Here are some important things to consider:

Creating the business case for RPA implementation:

- What are the pain points being alleviated?
- How does improved accuracy and increased speed translate into value?
- What are the metrics to determine whether automation is valuable?

Navigating Change Management:

- Who are the impacted stakeholders and what is the communication plan for the what, why, and how, of process automation?
- What is the service management plan to address change, incident, and demand management?
- What is the resource development and training plan?

Knowing current processes and landscape:

- What is the process feasibility assessment criteria?

- What are the system and data access issues?
- What is the plan to resolve chaotic undocumented processes?

Selecting the right RPA vendor and model:

- What are current and future needs considerations?
- What is the vendor evaluation criteria, and tool “fit-for-use” assessment criteria?
- Which pricing model will best align with business objectives?

Developing a strategic launch plan for RPA:

- What is the optimal operating model for the organisation?
- What is the governance plan?
- What is the team delivery model and alignment for intra-organisational boundaries?

BRICKENDON RPA SOLUTION

Brickendon’s approach is based on effective management of the process, people and organisational change that accompanies RPA implementation. It aims to achieve optimal benefits, seamless sustainable technology integration and stakeholder buy-in and collaboration.

DISCOVERY & ADVISORY



CONCEPTION



IMPLEMENTATION



BUSINESS PROCESS ENGINEERING FRAMEWORK (BPE)

BPE is a systematic approach to defining, specifying and managing business processes and plays a key role in helping to apply RPA correctly, at the right level and for the right processes.

Brickendon's BPE framework is comprised of steps to remove ambiguity and waste, eliminate redundancy, ensure accuracy and completeness, and capture compliance requirements for regulatory attestation.

Engineering Approach	Engineering Application
Business Process Elicitation	Brainstorming, system archaeology and field observation
Analysis and Documentation	Workshops, interviews, user stories, scope definition and business process modelling
Verification and Validation	Peer-reviews, walkthroughs, and demonstrations
Management and Buildout	Defined order of business priorities for each candidate in the automation pipeline

Business Process Characterisation

Needed – fulfils a particular objective as its removal will create a deficiency

Unambiguous – represents a single thought and one interpretation

Attainable – realistic and achievable within the business model

Complete – states all correct and necessary information mentioned in one place

Verifiable – demonstrable by simulation and inspection methods

Optimised – removes redundancy and maximises efficiency

RPA OUTLOOK

Organisations recognise the need to streamline and optimise their approach to business process management in-order to reduce costs, increase capacity and flexibility, and meet compliance and regulatory requirements

When applied correctly and for the right projects, RPA can lead to significant business benefits across critical organisational performance areas, including cost and profitability, productivity and scalability, quality and customer satisfaction, employee growth and satisfaction, and compliance and regulation. However, while the concept of RPA might be clear, the practicalities of implementing a harmonised approach can be challenging.

Upfront planning and focus on overall customer experience are both key to making the most of the RPA solution. Brickendon's process automation approach tailors a comprehensive end-to-end solution that is focused on delivering benefits that span across all business drivers.



Resource Efficiency

Significantly quicker process than the traditional approach



Cost Management

Allows for low-cost resource augmentation based on growing business demands



Flexible and Scalable

Provides capability to easily increase or decrease the number of bots handling business processes



Improved Output Quality

Minimises manual errors and avoids rework



Compliance

Provides comprehensive audit trails via front-end automation mimicking user actions



Improved Customer Experience

Shorter cycle times and increased quality automatically leads to improved customer experience, indirectly building business growth opportunities with existing and new customers

ABOUT US

Brickendon is an award-winning global transformational management and technology consultancy specialising in innovative solutions that save our clients time and money. Our aim is to deliver transformational change across our three key offerings of Advise, Change and Do, through our five practice areas: Data, Quality & Test, Risk & Regulation, Strategy and Digital. This helps ensure our clients see positive results in weeks, not months or years.

Employing domain experts with over 10 years' respective experience in specialist sectors, Brickendon is built on providing lasting, cutting-edge solutions designed to improve profitability, efficiency, competitiveness and innovation across the financial services sector. We are passionate about what we do and thrive on transforming companies to increase their competitive edge.

Started in London in 2010, the driving force behind Brickendon's global strategy is transforming the traditional consultancy model. We now have multiple offices across Europe and the US, including London and New York.



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