Why Robotic Process Automation?
The digital revolution is bringing about an unparalleled change in existing business models, customers’ habits and demands on the workforce. In order to keep up, companies need to react with agility, be ready to scale up their workforce and simplify administration.

**RPA** (robotic process automation) can take care of all that, saving you time and money.
RPA is the use of an intelligent software robot that can handle tasks which only people could do in the past – and it does so more efficiently. The robot works with existing applications, such as ERP, CRM or web applications, allowing for a quick and easy incorporation into your processes.

There are three levels of automation:

**Class 1**
Basic Process Automation

Solutions are not new to business and deliver basic process automation of manual tasks such as service desks, order management, claims processing and invoicing.

**Class 2**
Enhanced Process Automation

Solutions offer enhanced process automation involving unstructured data and knowledge bases. Applications, some still maturing, include IT help desks, customer order completion and benefits claims processing.

**Class 3**
Autonomic/Cognitive

Solutions are sophisticated technologies involving cognitive machine learning, elements of AI, language processing and big data analytics. This emerging technology that thinks and learns like humans is designed to deliver research and innovation for self-service processes and complex service operations.
How it helps your business

Productivity: Robots can run 24/7.

Precision: By eliminating human error, robots provide unmatched accuracy.

Speed: Our experience in the finance sector has shown that RPA can, for instance, cut down option closing time by 76% and investment funds indexation time by 70%.

Better processes: Robots detect poor data integrity and enable standardization.

Compliance: By maintaining a single track record of activities, RPA increases transparency and eliminates fraud.

Happier customers: RPA swiftly adapts to changing customer demands and improves service delivery with faster response times and fewer errors.

Happier employees: Robots take over mundane repetitive tasks, reducing labour costs and freeing employees to dedicate their time to creative work.

Labour arbitrage characteristics
- 15%–30% cost take out
- Model is scalable to the extent that you can scale labour
- Custom/complex, legacy: “Your mess for less”
- Access to low cost labour necessary to provide continuous value
- Revenue/profit correlated to people

Labour automation characteristics
- 40%–75% cost take out for relevant functions
- Model is scalable and is largely independent of labour growth
- Transformative – new way of doing business
- Access to “rocket scientists” who can codify manual processes
- Revenue/profit not correlated to people
Start your transition to robotic process automation by choosing a simple, routine process applied across multiple channels that contains a high volume of manual work. Good candidates for early automation also include processes that need switching between many screens, for example the input of detailed data into several systems. The ideal process is rule-based and transactional and works with structured data.

Here are a few areas to consider for an RPA pilot. They are divided between industry specific and universal supporting tasks:

### Industry specific examples
- **Banking**
  - Bank account reconciliations
  - Statutory reporting
  - Bank account setup
  - Credit scoring
- **Insurance**
  - Client accounting
  - Contract amendment
  - Claims (report, registration)
- **TELCO**
  - SIM cards activations
  - Billing matching
- **Energy**
  - Pricing processing
  - Energy stock benchmarking
  - Account setup
- **Other sectors**
  - Banking Insurance TELCO Energy Other sectors

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### HR
- Payroll processing
- Head hunting / Recruitment
- New employees administration
- Timesheet processing

### Finance
- Invoice matching
- Accounts reconciliations
- Audit controls

### Back-office administration
- Reporting development
- Internal forms pre-fill and processing

### IT
- Service desk
- User management
- SLA reporting
KPMG will assist you throughout the entire automation process:

**Finding potential**
- Understand which parts of your business are good candidates for transformation
- Share automation market knowledge and conduct current state assessment
- Provide executive presentations on the strategic use of automation

**Choosing a supplier**
- Separate hype from reality and gain broad insight into the various service offerings and toolsets
- Understand the boundaries between different classes of automation and their capabilities
- Provide executive presentations on supplier landscape
- Establish supplier selection criteria, assist in their scoring
- Assist in conducting a workshop with short-listed suppliers

**Creating a strategy**
- Prepare detailed business/investment cases
- Prioritize and develop detailed use cases, user personas, journey map and solution concepts
- Design quantitative and qualitative benefits models for each use case
- Set up a governance model and identify change management requirements
- Develop a corpus strategy, assess quality and availability of content/data

**Putting the solution in place**
- Finalize the detailed solution architecture and user experience
- Integrate solutions with other systems in your company
- Train users to incorporate solutions into workflows
- Define the boundaries for solution acceptance
- Conduct unit and performance/volume testing
- Set up reporting
- Execute governance model and change management strategy

**RPA introduction for management and senior users**
- Quick scan of opportunities and gross quantification of potential in the defined area
- Detailed analysis of one process candidate and quantification (exp. specific business case / ROI)
- Presentation of results to management and agreement on the next steps
- Technology proof of concept / pilot (basic RPA design and implementation with our technology partner)

**Process landscape assessment and business case quantification and definition**

**Strategy and roadmap definition for RPA implementation**

**Governance system (E.G. Coe) and the establishment of control measures to secure benefits**

**Technology and vendor selection to work with the right partner**

**Pilot**

**Organizational and behavioural change management**

**Complete process analysis of the defined processes**

**Delivery in full iterative agile mode**

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**Ignite**

**Implement**

**Run**

**Execute**

**Measure**

**Analyze**

**Adjust**

**Extend**