

Robotic Process Automation (RPA)

The new era of operational excellence

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The global demand for **RPA** is rapidly increasing as businesses seek to harness enterprise technology to streamline processes and increase productivity.

What is RPA?

Robotic Process Automation (RPA) is the technology tool aimed at automating the mundane high-volume, repetitive, and rules-based business activities for both front office and back office that required a great deal of time and manual effort. Through the use of RPA tools, a business can leverage the software “robot” or “bot” to process transactions, capture or manipulate data, generate automatic responses, communicate with customers or other systems, and so on in the same manner as the prescribed manual pathways taken by a human.

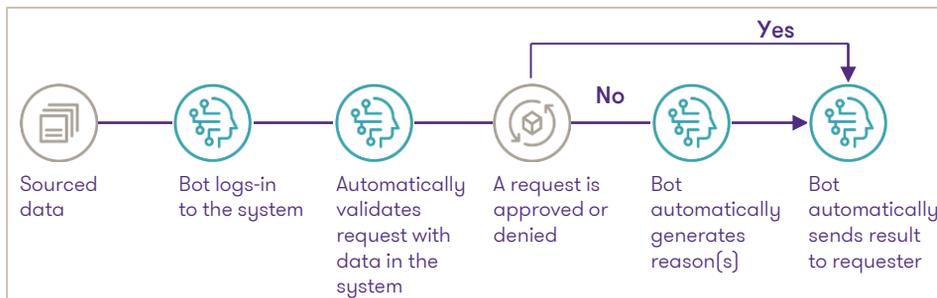
In essence, think of RPA as a digital workforce that could mimic the similar steps that a human takes to perform business tasks, only with the greater speed, increased accuracy, and more consistency. Figure 1 illustrates the high-level transformation RPA brings to your traditional business processes.

Normal Manual Process

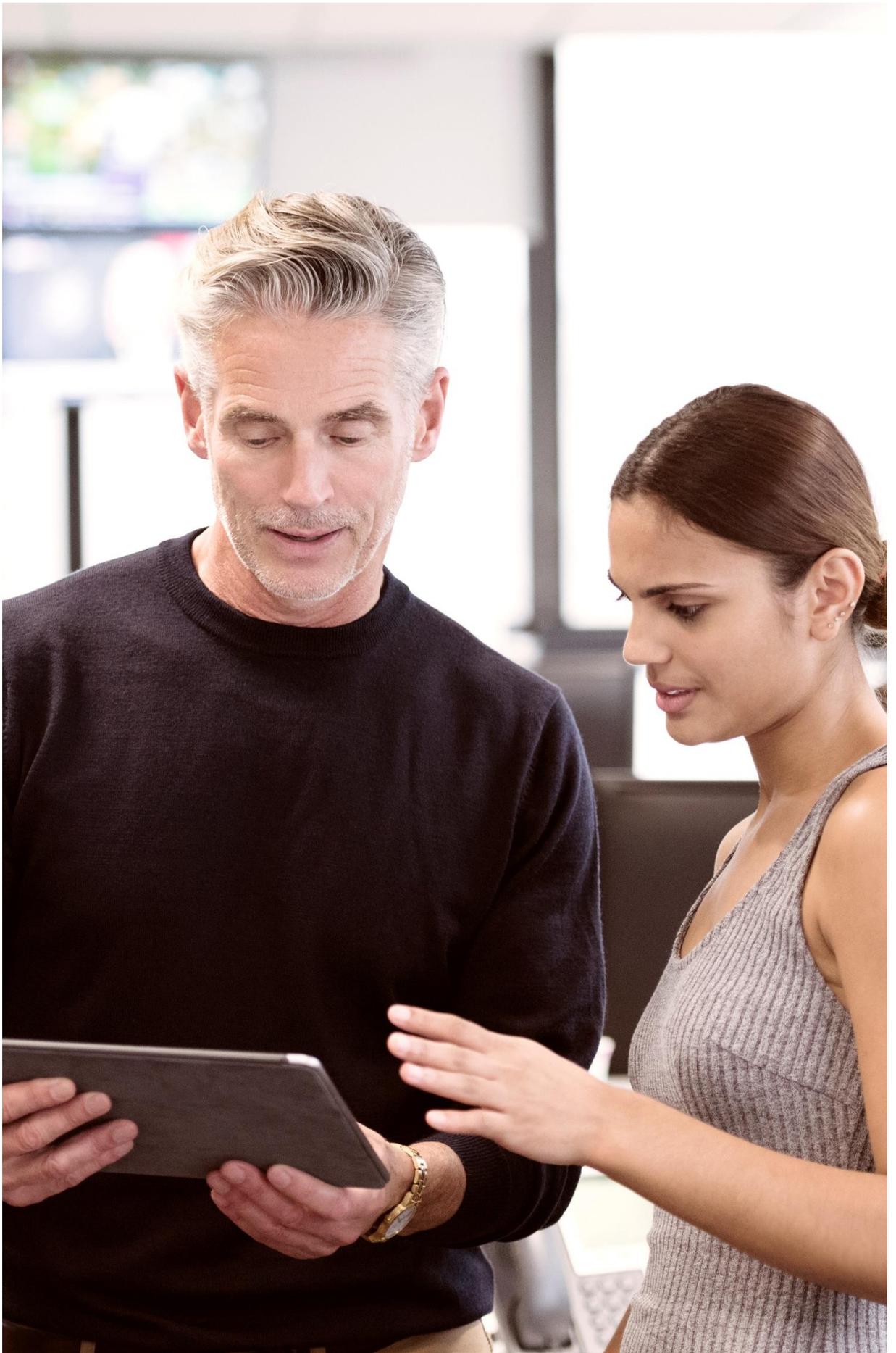


- Time consuming
- Working hours are limited
- Possible human errors e.g. typo and incomplete data validation

Robotic Process Automation



- Fast to process
- Working 24/7
- Eliminate errors



What's in it for businesses?

In addition to the obvious benefit of cost reduction, RPA technology allows the business to achieve greater operational efficiency, increase scalability and flexibility, and improve customer experiences.

Greater Operational Efficiency

RPA allows a business to simplify works and achieve more with less time and effort whilst freeing the resources to focus more on meaningful and value-added work. On average, the RPA robot can perform business activities twice as fast as human can at around 65% lower cost. It consistently works round the clock without requiring either breaks or manual intervention, thereby significantly increasing the throughput and reducing the potential number of human errors. Moreover, RPA technology ensures full compliance with process design and business requirements.

Increased Scalability and Flexibility

RPA tools can be instantaneously and flexibly scaled up or down across business units or geographical areas to timely correspond with the ever-changing demands of the business to support growth without subjecting to human resource constraints.

Improved Customer Experience

With near real-time processing speed, consistent execution, and 100% accuracy, RPA enables faster and precise customer order fulfilment with guaranteed consistency. It ultimately creates better customer experiences and induces higher customer loyalty, giving the business a competitive advantage over its competitors in the highly competitive market.



Operational Efficiency

RPA allows businesses to simplify works and achieve more with less time and effort



Scalability and Flexibility

RPA tools can be instantaneously and flexibly scaled up or down to correspond with the ever-changing demands of the business



Improved Customer Experience

RPA enable faster and precise customer order fulfilment with guaranteed consistency

Considerations before implementing

There are 4 key elements that business needs to consider before implementing RPA:

1. **Process types:** Are the processes transactional/rule based, standardised, and relatively consistent
2. **Volumes:** Is there a high volume of work that needs to be automated
3. **Inefficiencies:** Are there any issues or challenges related to the processes
4. **Nature of industry:** How different industries correspond to new technologies and their adoption tendencies

Contact us

Get in touch with Grant Thornton to start discussing how we can support your business transformation and optimise your operations.



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