

Robotic Process Automation

RPA

Description

Robotic Process Automation (RPA) utilizes unattended software “bots” that execute scripts to emulate human completion of system-dependent tasks and activities at the presentation layer. In its simplest form, RPA can manage data entry from paper forms or move data from one transactional system to another. These bots also have the capability to validate data accuracy and completeness as well as perform simple logic tests on data (“if X then Y”). Advanced RPA platforms utilize machine learning that incorporates sophisticated algorithms to process more complex business transactions and related data. Attended software bots have the ability to automate a subset of knowledge worker tasks within a given workstream, in real-time, while leaving more complex tasks to humans.

Application

RPA works well in environments where data entry is labor intensive or where application to application integration is not feasible or economically viable. It is also well-suited where the target business processes and enabling software application/s are:

- Known and documented (“happy” path and variants are well understood)
- Static system functionality (few changes over time, stable software application/s)
- Rules-based (repeatable, deterministic)
- Not complex (minimal decision paths and exceptions)
- Highly transactional (hundreds to tens of thousands of transactions per day)
- Dynamic volume (large swings in transactional rates – daily, monthly, quarterly, seasonal)
- Able to benefit from transactions processed 24X7 (bots always available)
- Labor intensive (significant opportunity to improve productivity)
- Dependent on accurate, timely and structured data (real-time validation)
- Required to consistently comply with industry standards/regulations

Major Vendors:

UIPath
Automation Anywhere
Blue Prism
Kryon
NICE (NEVA)

Case Study:

[Streamlining Home Equity Loan Processing via Robotic Process Automation \(RPA\)](#)

How to Get Started

Like many technologies, selecting the appropriate business processes and related use cases is critical to achieving the full benefits RPA can offer. RPA is not a cure-all for poorly understood business processes or underperforming software applications. So, identifying candidate processes and supporting applications that are well-suited for RPA is critical. Additionally, quantifying the business case and setting appropriate expectations across the enterprise regarding RPA and its impact with both business leaders and end-users that will be affected by RPA is extremely important. Cimphoni can assist by providing guidance on these two key steps as well as the following:

- Candidate Process Identification
- Use Case/Business Case Development
- Process Discovery/Mapping
- RPA Vendor Selection
- RPA Infrastructure Configuration and Script Development
- Proof-of-Concept/Pilot Projects
- Enterprise Wide Deployment/Program Management
- RPA Governance & Center of Excellence (COE)

Our Services

Business Agility

Advanced Analytics

Technology Architecture

Digital Transformation

Artificial Intelligence

Interim CIO, CDO & CTO

Customer Experience

IT Performance Improvement

Critical Initiative Leadership

About Cimphoni

Cimphoni is built on the premise that technology, when properly applied and led, can deliver innovative solutions that transform businesses. The Cimphoni team is comprised of technology, operations and business consultants with a thirst for innovation and a passion for leveraging emerging technologies to deliver exceptional, measurable results for our clients. Founded in 2012, Cimphoni serves customers throughout the United States from its headquarters in suburban Milwaukee. More information can be found at cimphoni.com