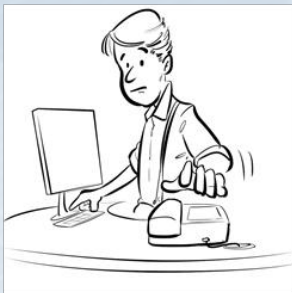


RPA: Robotic Process Automation (1/8)



Robotic Process Automation (RPA) is mirroring human software interaction to take over administrative and repetitive activities

Today:
Many administrative
and repetitive tasks



Value-adding tasks

Administrative & repetitive tasks

Future:
Full concentration on
value-adding tasks



- “Software” robot
- Works with existing user interfaces
- Can access background systems & databases
- Executes (trained) process steps
- Can interact with employees (if needed)

For further information, please contact: Contact



RPA: Robotic Process Automation (2/8)



RPA is characterized by high applicability and speed of implementation while enabling high cost and other process improvement benefits

Boosts **process productivity** by **30%+**, which leads to **high cost savings** with a **quick ROI** (partially < 1 year)

Ensures **24/7 reliability** & consistent quality of process execution



Enables full auditability with **100% process execution transparency**

Is a **non-invasive** technology with **high applicability** across industries and functions



Delivers **first results quickly** in a just a few weeks, typically **10-40 days** per (sub)process

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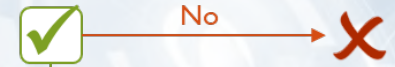
RPA: Robotic Process Automation (3/8)



To identify RPA quick wins as a starting point of your RPA journey, check process steps for a high RPA applicability using five simple questions

RPA Quick Check Five short questions to check RPA automation potential of a process (step)

1 All data required for process execution is available (or can be provided) **digitally**?



2 Process execution follows the **same pattern** in **>50%** of **cases** (= few exceptions)?



3 Process execution is **transactional** (only simple evaluations and decisions)?



4 Process is **executed regularly** with a high frequency or by a high number of people?



5 **No changes** of the process flow or the supporting IT systems are planned in the near future?



▶ **High probability that RPA automation yields high benefits with a short ROI!**

For further information, please contact: Contact

Arthur D. Little

Volker A. Pfirsching, Partner
pfirsching.volker@adlittle.com



Contact

Bernd Schreiber, Partner
schreiber.bernd@adlittle.com



Contact

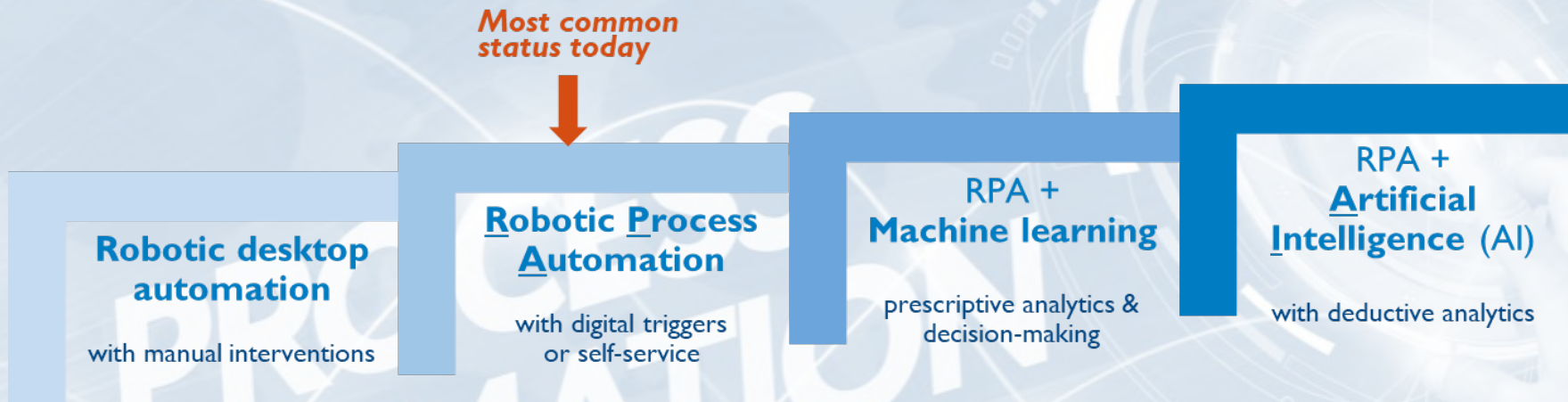
Marius Romanescu, Principal
romanescu.marius@adlittle.com



RPA: Robotic Process Automation (4/8)



Most companies are still at the beginning of leveraging the full potential of RPA – the evolution promises many more applications than there are today



Robotic Desktop Automation

- “Attended” automation
- Virtual assistant
- Works hand-in-hand with employees
- Typically used for front-office tasks



Robotic Process Automation

- “Unattended” automation
- Virtual workforce
- Works 24/7 based on defined work plans or business triggers
- Typically used for back-office tasks

For further information, please contact: Contact

Volker A. Pfirsching, Partner
pfirsching.volker@adlittle.com



Contact

Bernd Schreiber, Partner
schreiber.bernd@adlittle.com



Contact

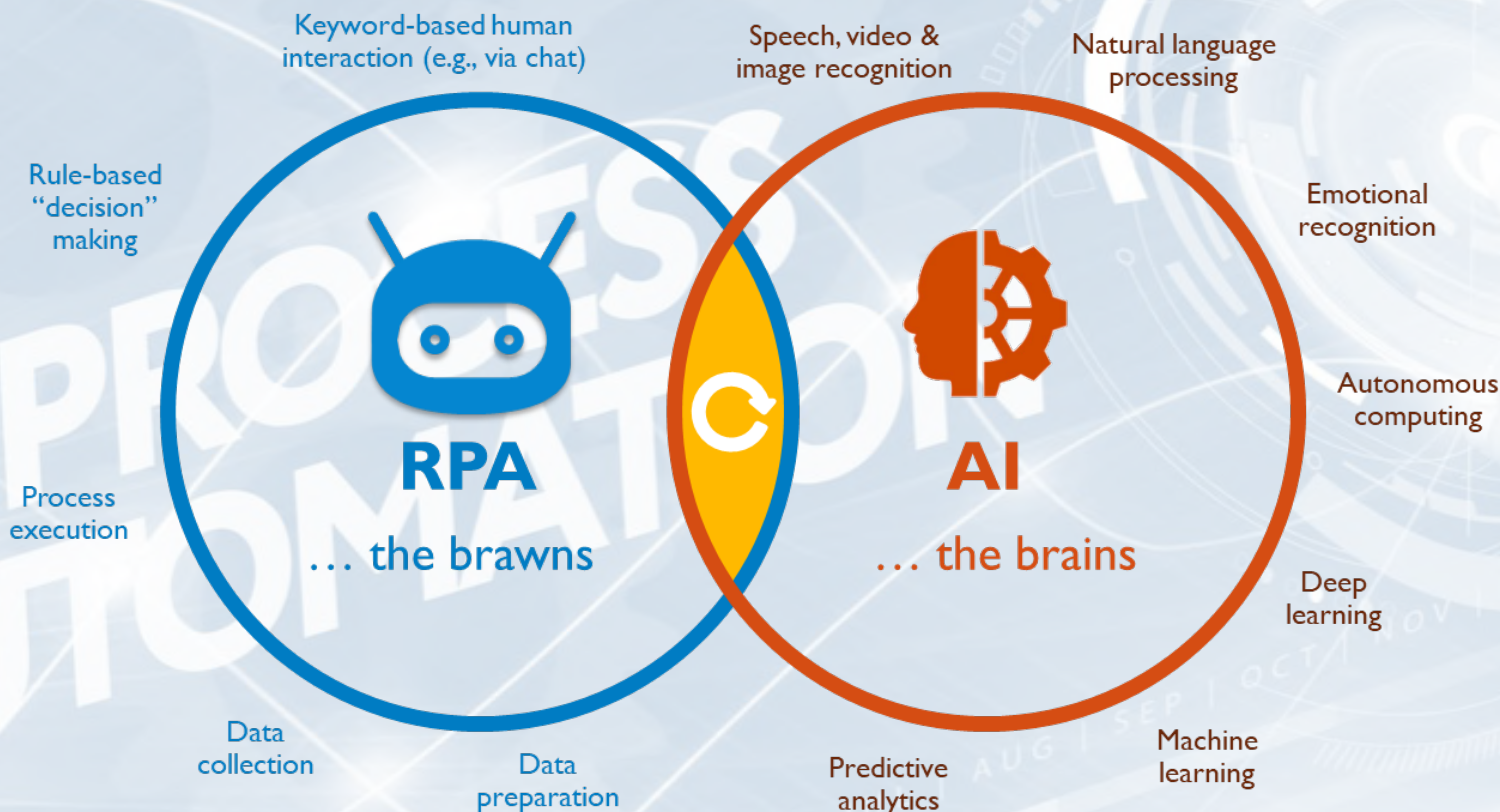
Marius Romanescu, Principal
romanescu.marius@adlittle.com



RPA: Robotic Process Automation (5/8)



RPA versus Artificial Intelligence (AI) is not the question: RPA can be flexibly connected with different AI engines based on required capabilities



For further information, please contact:

Contact

Volker A. Pfirsching, Partner
pfirsching.volker@adlittle.com



Contact

Bernd Schreiber, Partner
schreiber.bernd@adlittle.com



Contact

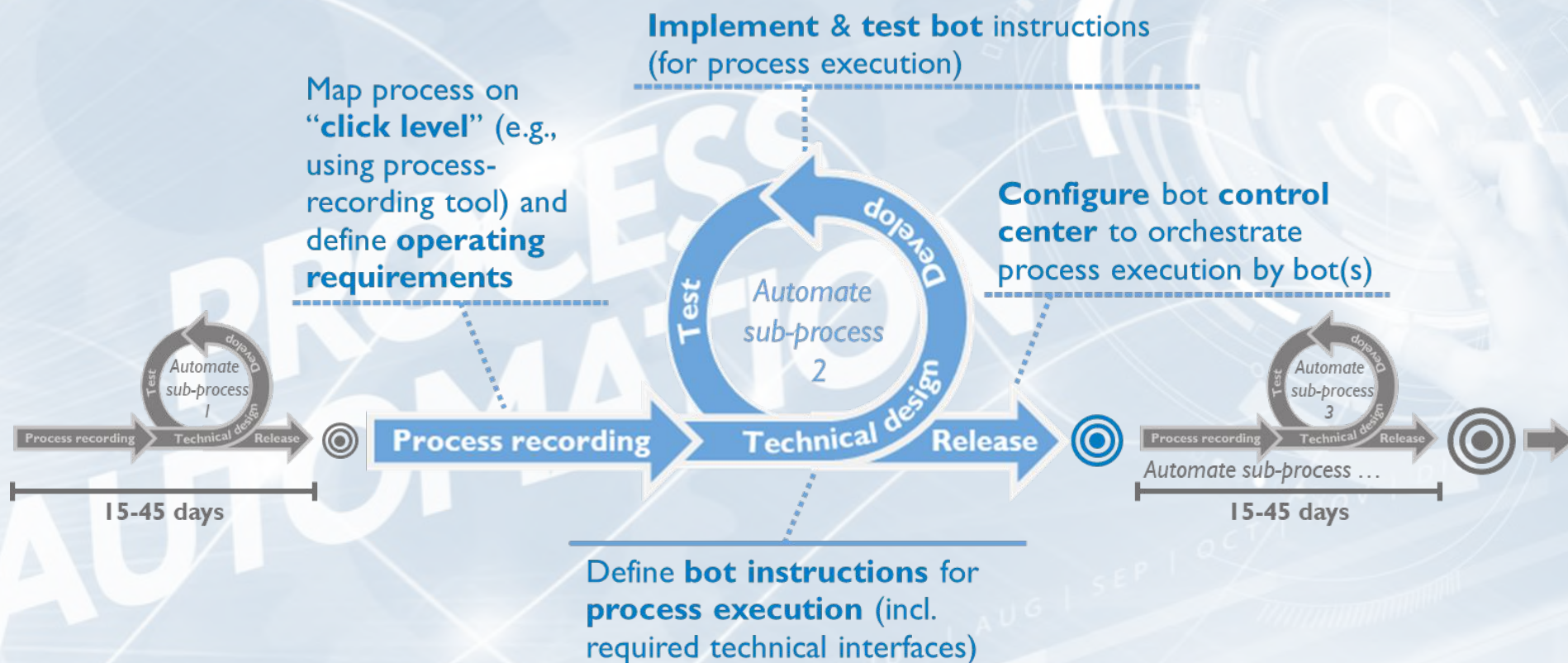
Marius Romanescu, Principal
romanescu.marius@adlittle.com



RPA: Robotic Process Automation (6/8)



Process automation with RPA should be split into small “sprints”, each taking 15 to 45 days to reduce risks and enable benefits quickly



For further information, please contact:

Contact

Volker A. Pfirsching, Partner
pfirsching.volker@adlittle.com



Contact

Bernd Schreiber, Partner
schreiber.bernd@adlittle.com



Contact

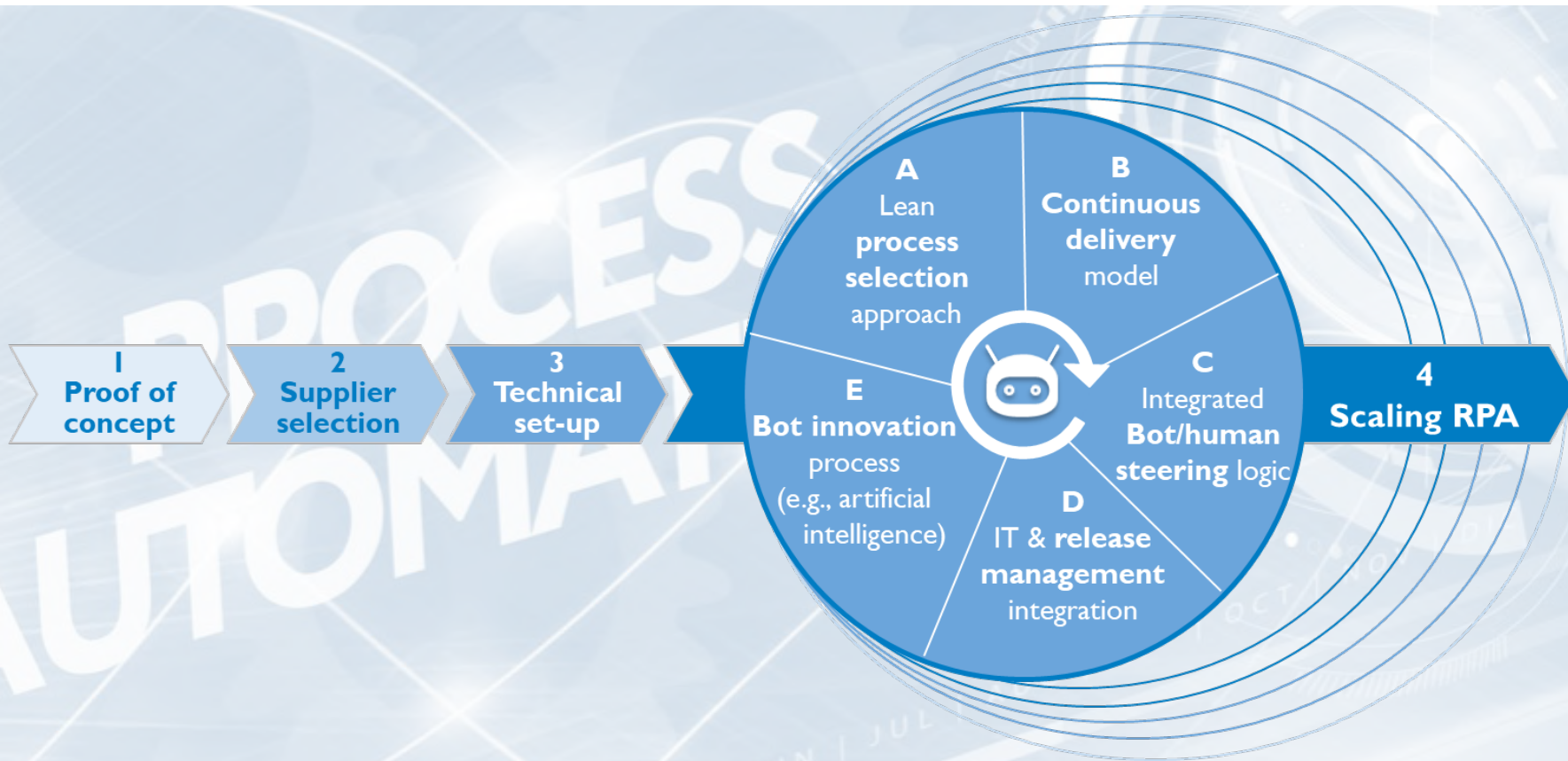
Marius Romanescu, Principal
romanescu.marius@adlittle.com



RPA: Robotic Process Automation (7/8)



To scale RPA right, establish an agile RPA operating model that is integrated with the company's existing business and IT processes



For further information, please contact:

Contact

Volker A. Pfirching, Partner
pfirching.volker@adlittle.com



Contact

Bernd Schreiber, Partner
schreiber.bernd@adlittle.com



Contact

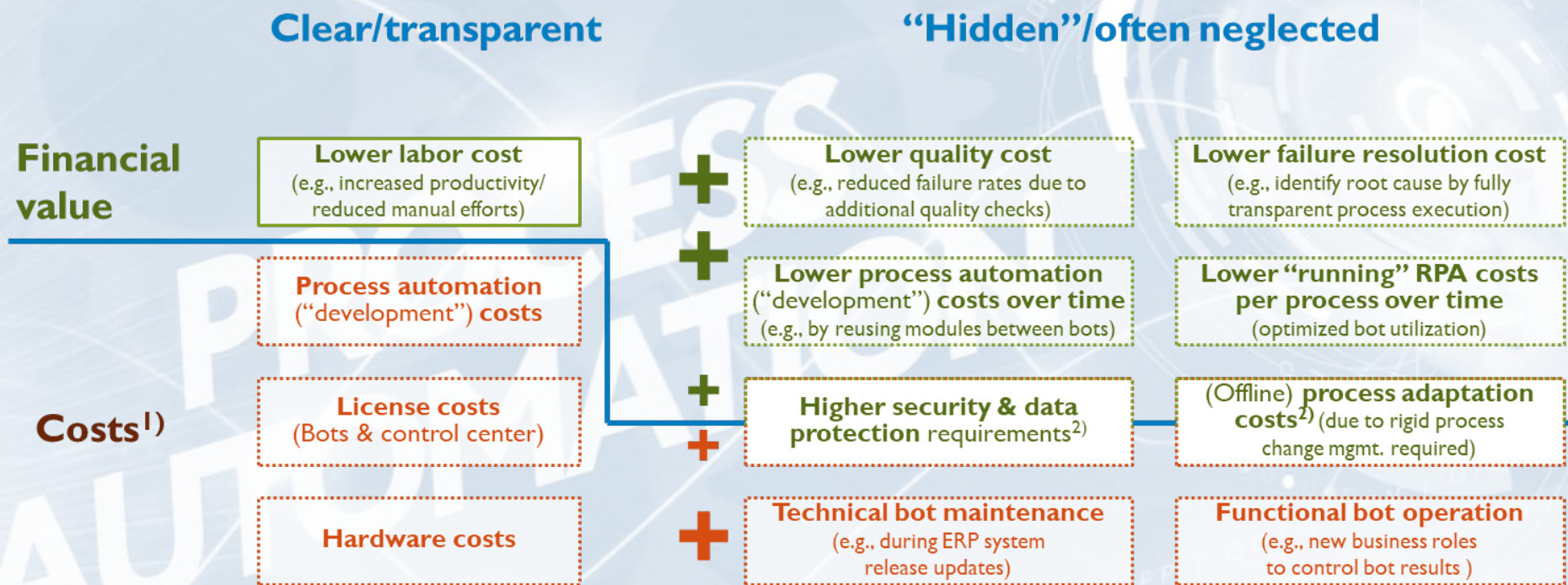
Marius Romanescu, Principal
romanescu.marius@adlittle.com



RPA: Robotic Process Automation (8/8)



Ensure you evaluate the financial benefits of RPA the right way – don't miss floating costs per process, growing synergies, and regular quality costs



1) Most common cost factor; these may vary depending on RPA technology and supplier 2) May lead to increased costs, but in contrast, higher compliance and process orientation

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