



## ADVISORY SERVICES: Robotic Process Automation

Robotic Process Automation (RPA) is the next generation of business process automation technology that leverages bots or artificial intelligence to complete repetitive tasks.

We started to see RPA a number of years ago in industries such as finance, insurance, and healthcare due to the real need for improving accuracy and efficacy of data entry.

Online is proud to have partnered with UiPath, currently the fastest growing technology company in North America.



Ultimately, RPA enables organizations to focus their people on critical touchpoints in a timely manner to provide more 'wow' moments for the customer.

Research suggests that over 50% percent of organizations have started their RPA journeys and that number is expected to rise to over 70% in the next two years.

Companies around the globe have reported how RPA is already improving their bottom line, with reports of staff productivity, service levels, and capacity improving from 25% - 90%.

***Is your organization ready to adopt a robot?***



## WHY SHOULD YOUR COMPANY CONSIDER RPA?

**RPA USES NON-INVASIVE TECHNOLOGY:**  
Changes can be applied without disruption to underlying legacy systems, reducing the burden on IT.  
RPA solutions co-exist with current systems.

**RPA PROVIDES ACCURACY:**  
RPA processes rely on extreme uniformity and dependability, providing equally accurate results.  
Gone are the days of forgotten steps thanks to robots who can execute numerous tasks with minimal error.

**RPA ENSURES COMPLIANCE:**  
RPA bots follow regulatory rules and provide an audit trail history. Their "decision-making" is custom designed by your organization's best Subject Matter Experts.

**RPA IMPROVES EMPLOYEE MORALE:**  
Staff can focus on more complex tasks and spend time on more engaging and demanding work.

## Where do you start with RPA?

Understanding the benefits of RPA is one thing, but figuring out how to get started is another.

Our RPA team works with our clients to help them to establish the scope of their RPA program, assess the suitability of candidate processes, define expected ROI and ultimately help implement the RPA initiatives.

Every RPA program has to start at the beginning by asking some fundamental questions. These questions need to be revisited as the program matures to make sure you are realizing the most effectively constructed benefits of the program.

### 1. How will the program be governed?

### 2. What is the scope of the program?

### 3. What are the candidate evaluation processes, and how do they measure quality criteria and benefits of automation?

### 4. If it's your first RPA initiative, what process will you use as a proof of concept project (POC)?

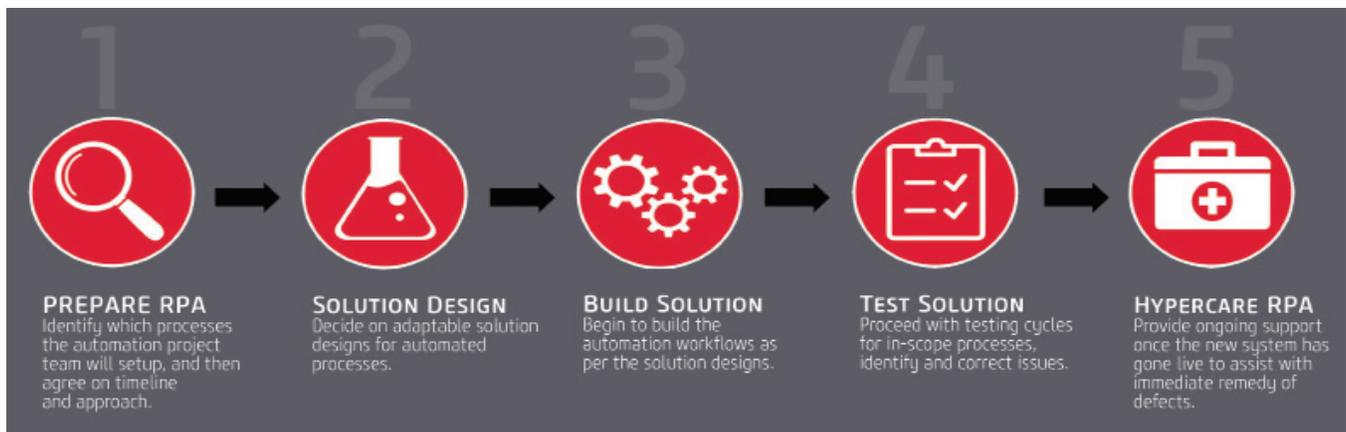
### 5. How will you measure success and benefits?

### 6. Which RPA tool is best suited for you?

### 7. After a successful POC, how will you deploy a program? Who will own it?

Our experienced RPA team can help guide you through these important questions to ensure your RPA project is a success.

In some cases, our clients are looking for guidance through the early stages of their RPA adoption, in other cases they are looking for advisory help to expand the program. Whether you are outsourcing your RPA initiative or simply looking for some assistance along the way we encourage our clients to use a **five-step** implementation plan for each RPA effort undertaken:



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## About Online Business Systems

Founded in 1986, Online is an established Digital Transformation and Cybersecurity consultancy. We empower enterprise customers across North America by enhancing their competitive advantage with improved business processes and secure information systems. We guarantee results through our technical skills, our business processes, and change management expertise.