

Introduction to Robotic Process Automation and Automation Anywhere

April 2020



AGENDA – WEBINAR 1

Introduction to RPA

- Mark Fisher, WIT

Demo – Automation Anywhere

- Younus Baig, Automation Anywhere

RPA Success Factors

- Mark Fisher, WIT

Coming Soon:

Webinar 2:

‘Cognitive Automation’ with Automation Anywhere IQ Bot

Webinar 3:

RPA Use Case ID with Automation Anywhere Discovery Bot

Please use the Questions tab to submit any questions during the webinar

DIGITAL TRENDS IN 2020



Employee Experience becoming as important as Customer Experience

- Engaged and digitally enabled employees have the tools they need and are more motivated to drive efficiencies



Citizen-Led Innovation

- Maximizing the value of available technologies with near-term value driven creative solutions

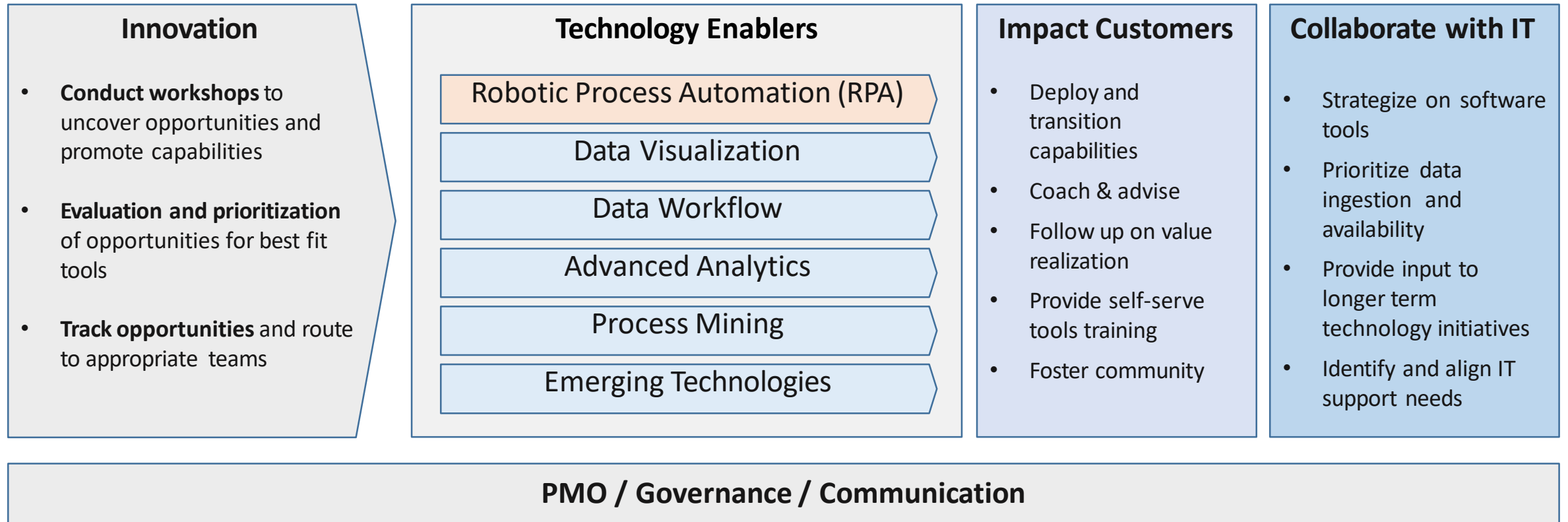


Analytics First, Automation First

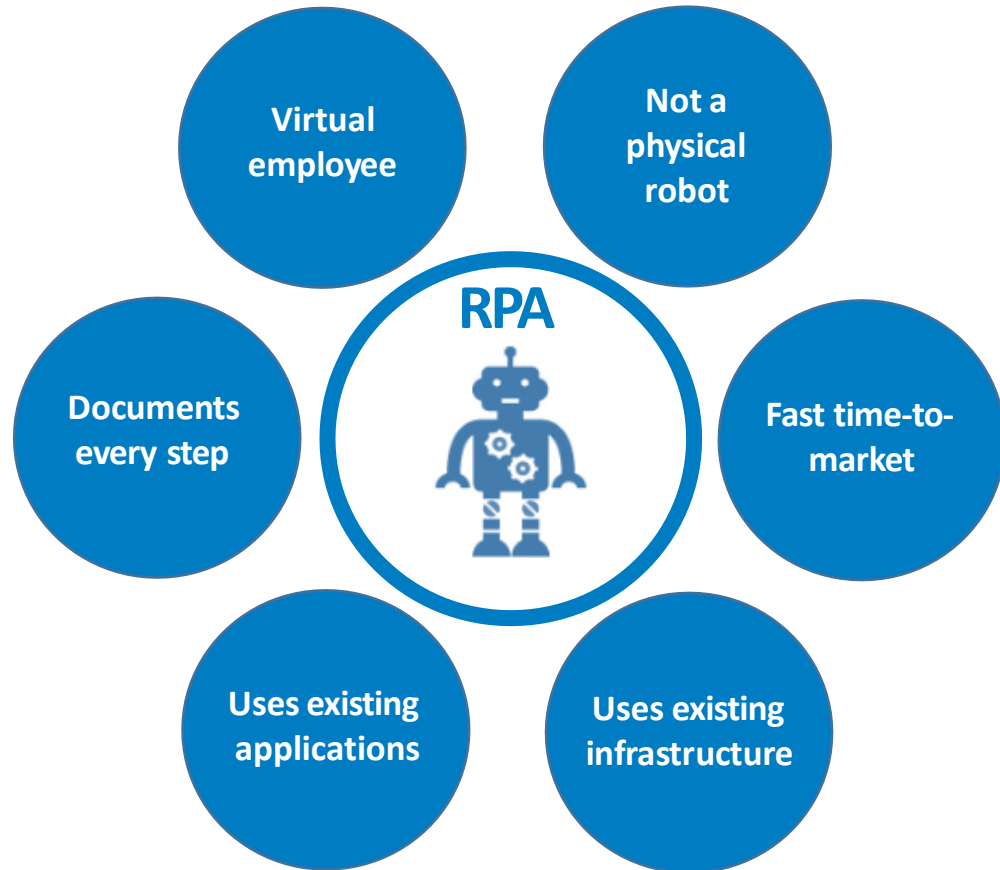
- Longer-term technology initiatives start with analytics and automation as a key enabler

HOW DOES RPA FIT IN TO DIGITAL TRANSFORMATION?

A **Digital Solutions Framework** is a structure to organize, prioritize, govern, and measure the value of Digital Transformation activities, with a focus on speed, agility, and impact.



WHAT IS RPA?



Robotic

An entity that is capable of being programmed by a computer to mimic human actions.

Process

A sequence of steps that lead to a meaningful activity or task

Automation

A task that happens automatically, without human intervention

Robotic process automation (RPA) is specialized software that automates high-volume, repetitive, rule-based tasks in an auditable and reliable way

HOW DOES RPA REALLY WORK?

RPA systems develop an action list by scripting or recording user tasks in one or more applications' graphical user interface (GUI), and then perform the automation by repeating those tasks directly in the GUI.

The screenshot displays the Automation Anywhere Enterprise Client interface. On the left, a sidebar lists various task categories under 'AUTOMATE', including 'My Tasks', 'Bot Store', 'Complex Tasks', 'Customer Tasks', 'Demo Central', 'CRM Tasks', 'Inventory Tasks', 'IT Tasks', 'Life Sciences Tasks', 'MQL Sales Tasks', 'Payroll Tasks', 'Exploratory Tasks', 'Finance Tasks', 'Inventory Tasks', 'IT Tasks', 'Sample Tasks', 'My Scripts', 'My Eres', and 'My Docs'. The main window shows a table of 'Life Sciences Tasks' with columns for File Name, Type, Repeat, Status, and Last Run Time. Below this, a smaller window titled 'Automation Anywhere Enterprise Client - Workbench [My Tasks]Life Sciences Tasks(ComplaintForm.atmx)' displays an 'Actions List' for a task named 'ComplaintForm.atmx'. The actions list includes steps such as 'Variable Operation: No To \$ValidData\$', 'Begin Error Handling: Action: Stop Task. Options: Task Status: Fail', 'Message Box: "Data is not valid. Fix data then re-run bot."', 'Excel: Close Spreadsheet. Session: Default', 'Stop The Current Task', 'End Error Handling', 'End #', 'Excel: Go to one cell right of active cell. Session: Default', 'Delay: (75 ms)', 'End Loop', 'Message Box: "Data in CSV/Excel is valid ... moving on..."', 'Excel: Close Spreadsheet. Session: Default', and 'Message Box: "Run 3: Connect data to Web Form"'.

File Name	Type	Repeat	Status	Last Run Time
ComplaintForm.atmx	Task File	Do not Repeat	Complete	04/01/2019 11:44:44
ComplaintFormCSVTest.atmx	Task File	Do not Repeat	Complete	03/04/2019 19:11:23
ComplaintFormExcelTest.atmx	Task File	Do not Repeat	Complete	03/04/2019 11:55:05
DHFLookup.atmx	Task File	Do not Repeat	Complete	04/01/2019 11:44:29
DHRLookup.atmx	Task File	Do not Repeat	Complete	04/01/2019 11:44:18
FDATask.atmx	Task File	Do not Repeat	Complete	04/01/2019 11:44:38

- RPA bots are scripted or recorded to mimic a manual process
- The scripts are promoted to a central location where a software robot is assigned (bot runner) to execute the actions
- The bots can interface with almost any system and perform repeatable tasks that a human would normally do through a computer interface

WHAT ARE THE COMPONENTS OF RPA SOFTWARE?

RPA solutions are enabled by core creation components:

- **Bot Creator**
 - Script Editor & Recorder
 - **Productivity Pack** (Plug-ins/Extensions)
- **Bot Runners**
- **Control Room**
- **Bot Store**

What are **Attended Bots**? **Unattended Bots**?

- **Attended bots** are triggered by a user and perform an immediate task as an assistant.
- **Unattended bots** run larger tasks in batches and are scheduled to run without human intervention.

Advanced RPA functionality:

- **IQ Bot (Cognitive Automation)**
Intelligent bots use Artificial Intelligence (OCR and NLP) to learn and continually improve capability
- **Discovery Bot (Process Discovery)**
Software is used to discover existing process friction to uncover areas of high value RPA opportunity
- **Bot Insight (Performance Analytics)**
Tools to analyze bot performance, business impact, and prioritization of RPA opportunity to effectively manage an RPA program
- **Mobile App (Management & Insights)**



AUTOMATION[®]
ANYWHERE
Go be great.

DEMOS

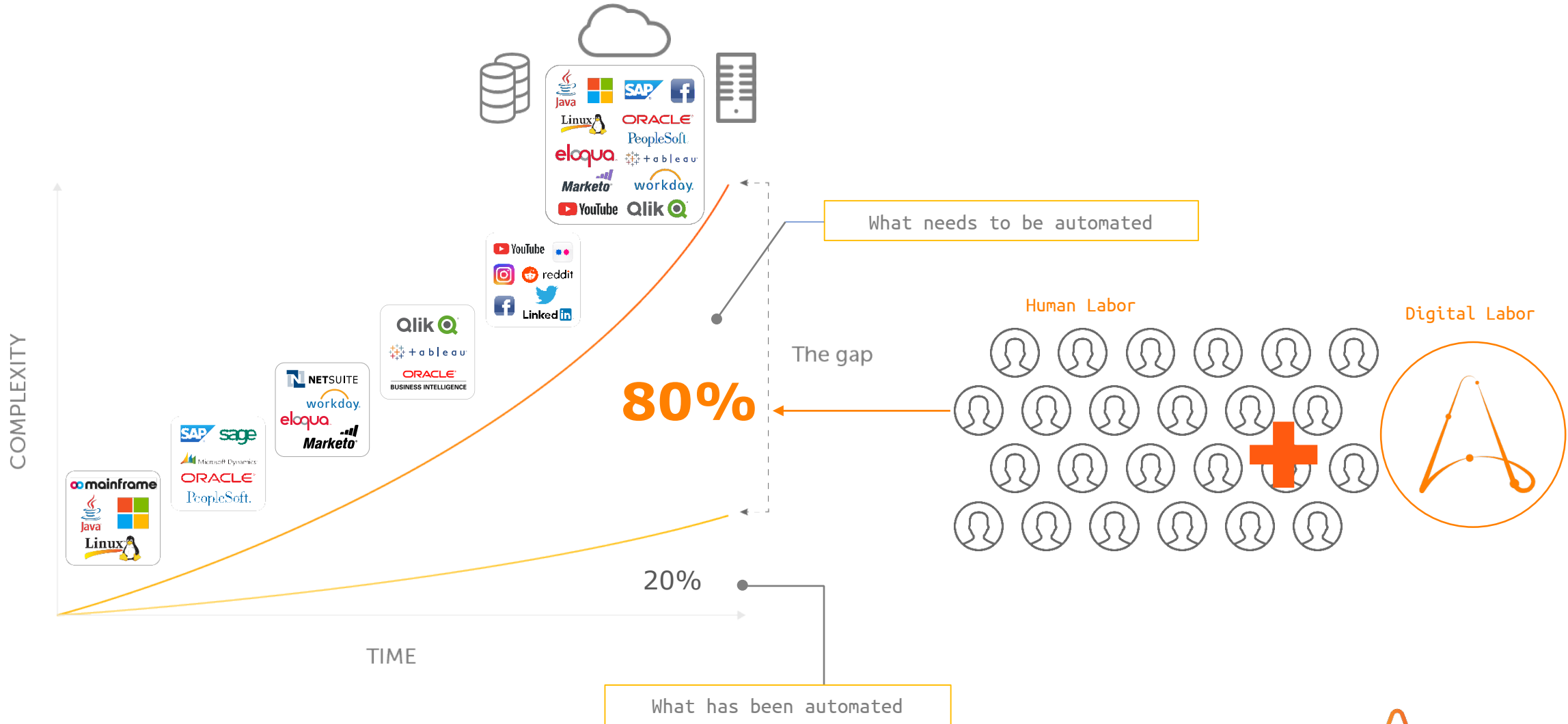
Younus Baig, Automation Anywhere

A dark gray world map is centered in the background of the slide, showing the outlines of continents and oceans.

The Problem

After 20 years of automation technologies, the majority of business processes are still manual. **Why?**

Augment Human Labor with Digital Labor



The Solution



Knowledge
Workers



Digital
Workforce



Every system
in the world



Processes
Automated



Defining the Intelligent Digital Workforce

What is a Digital Workforce?

Enterprise



RPA

Attended
Automation

Unattended
Automation

+

IQ Bot



AI

Unstructured
Data

UI Automation

Predict Process
Outcomes

+

Bot Insight



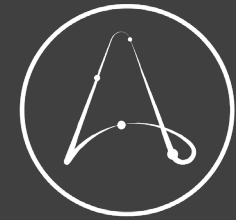
Smart Analytics

Operational
Insights

Business
Insights

=

Digital Worker Bot Store



Digital Workforce

By Process

By Role, Skill

Why leverage a Digital Workforce?



Optimize labor costs, increase capacity



Increase speed, accuracy (100%) and availability (24x365)



Improve compliance, controls and auditability



Deliver business intelligence



Enable digital transformation



Enhance employee morale

The Solution



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RPA

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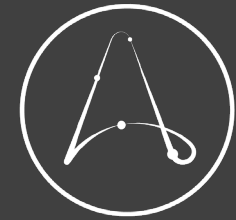
Bot Insight



Smart Analytics

=

Digital Worker Bot Store



Digital Workforce

- Attended Automation
- Unattended Automation

- Unstructured Data
- UI Automation
- Predict Process Outcomes

- Operational Insights
- Business Insights

- By Process
- By Role, Skill

Why leverage a Digital Workforce?



Optimize labor costs, increase capacity



Increase speed, accuracy (100%) and availability (24x365)



Improve compliance, controls and auditability



Deliver business intelligence



Enable digital transformation



Enhance employee morale

DEVELOPING YOUR ORGANIZATION'S RPA ROADMAP

A defined **RPA Roadmap** can help an organization effectively **Align** and **Scale** over time

1
Assess current capabilities of organization:
Systems, pain points and **pilot opportunities**

- 2**
RPA Kickoff Phase:
- Pilot execution
 - Leadership established
 - Goals defined
 - Communication plan

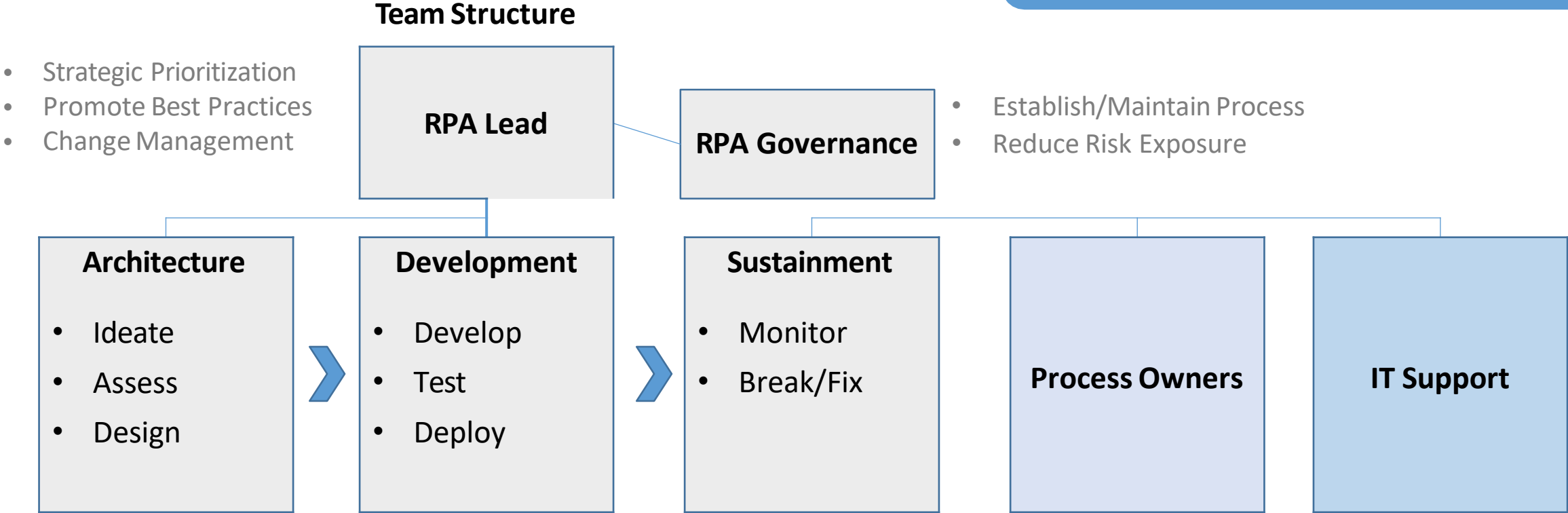
- 3**
Establish RPA Team:
- Track Opportunities
 - Deliver Solutions
 - Measure Value
 - Prioritize Work
 - Manage Growth
 - Implement Controls

- 4**
Establish RPA CoE Capabilities:
- Expand Impact
 - Implement Governance
 - Develop Community
 - Integrate with other Digital Transformation efforts
 - Explore add-on RPA Tools and Capabilities

- 5**
Continued Evolution:
- Continue building strategic partnerships
 - Improve overall program ROI
 - Focus on Emerging Tech
 - Process Discovery
 - Intelligent Bots

WHAT DOES AN RPA PROGRAM LOOK LIKE?

Successful RPA programs plan for near- and long-term success with dedicated roles and resources

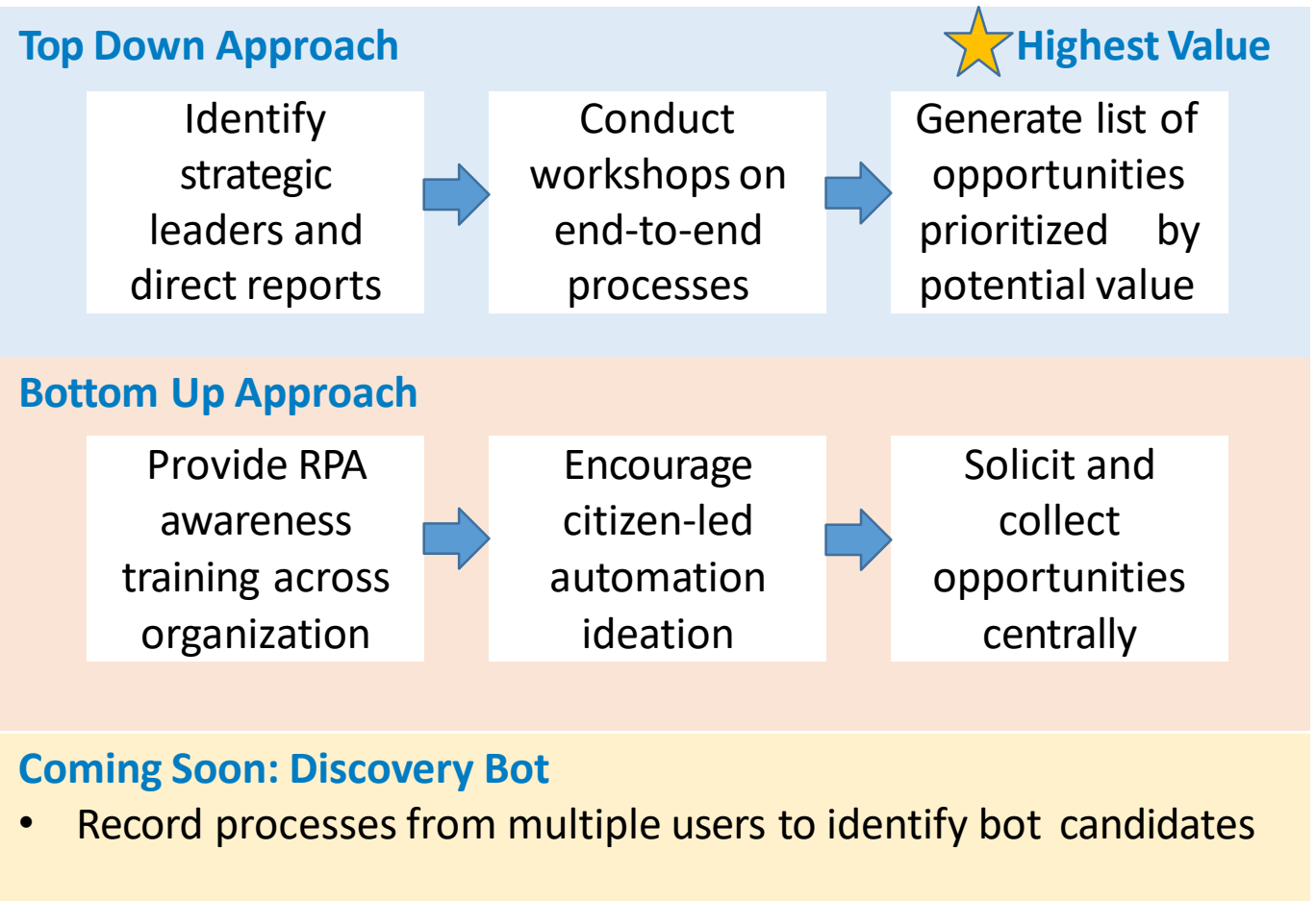


IDENTIFYING RPA OPPORTUNITIES

Look for existing processes with certain characteristics:

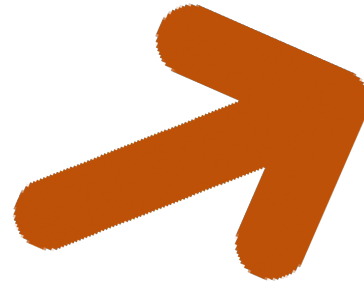
- ✓ **Rule-Based Processes** – Tasks that have clear rules and are not judgement based
- ✓ **Structured, Readable Input** – Standardized and structured electronic datasets
- ✓ **Standardized/Low Exception Rates** – Processes with high exception rates may need to be streamlined before automating
- ✓ **High Volumes/High Error Rates** – High volume manual processes are prone to high error rates
- ✓ **Stable Process** – Process methods that constantly change are not good RPA candidates
- ✓ **Low Process Adherence** – Resources are not adhering to the defined process

Develop a strategy to build a portfolio of RPA opportunities:



ORGANIZATIONAL READINESS IS A KEY TO SUCCESS

Robotic Process Automation has the greatest chance for success when organizations embrace a **Transformational Mindset**



RPA WEBINAR SERIES

Webinar 1

April 16, 2020

Introduction to
Robotic Process
Automation
and
Automation Anywhere

Webinar 2

April 23, 2020

Cognitive Automation with
Automation Anywhere
IQ Bot

Webinar 3

April 30, 2020

RPA Use Case ID with
Automation Anywhere
Discovery Bot



THANK YOU

For more info, please contact us
mfisher@witinc.com