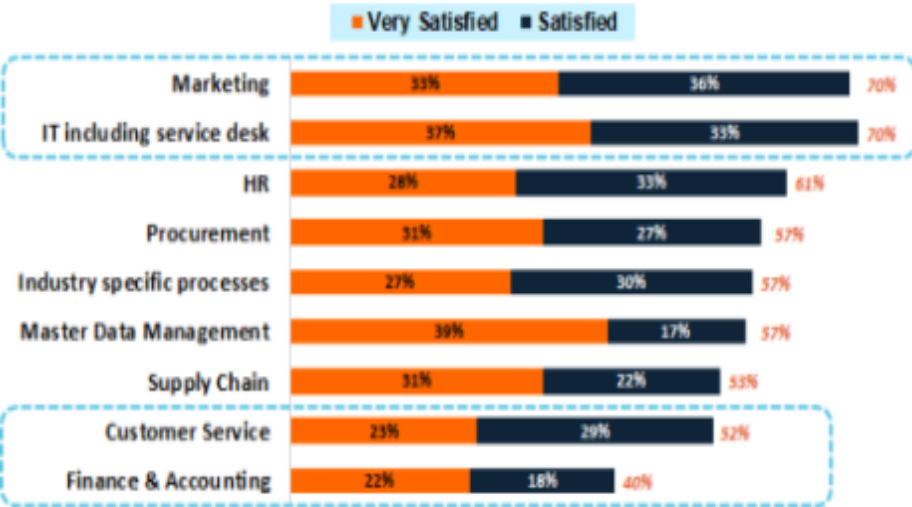




# Reflection

## Satisfaction with RPA installs – Cost Savings

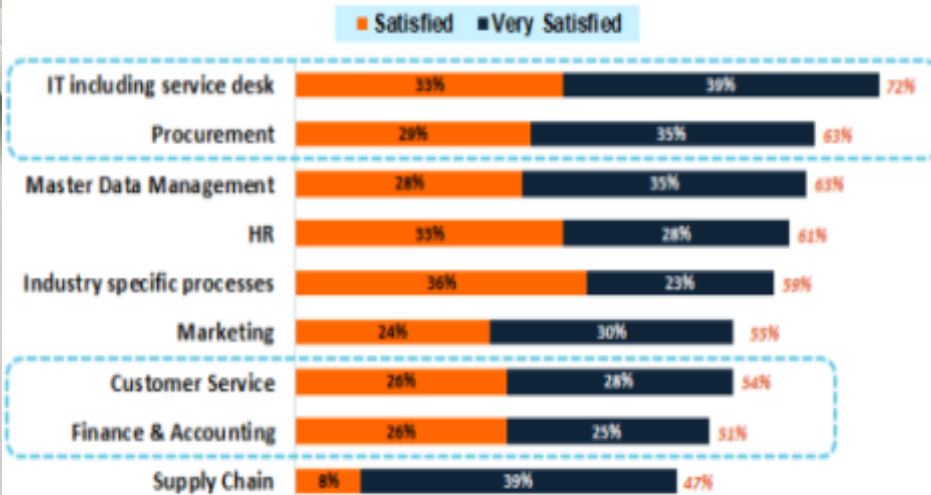
How satisfied have you been with its (RPA) ability to drive cost savings?



Source: HFS Research, "State of Automation" July 2017  
Sample: n=136 Enterprise Buyers of RPA

## Satisfaction with RPA installs – Business Value

How satisfied have you been with its (RPA) ability to deliver business value?



Source: HFS Research, "State of Automation" July 2017  
Sample: n=136 Enterprise Buyers of RPA

# Measures of Effectiveness

Move beyond piecemeal implementations, benefits are more than cost



## Cost

Needs to be competitive with outsourcing

Fixed versus variable



## Risk

Risk of manual processes  
Arbitrage outsourcing



## Customer Experience

How do you deliver to promises sold

# Improve Stability & Reduce Cost

## Integrate & Complement ....



### Integrate into SDLC

- Awareness across application teams
- Part of teams toolset / budget
- Incident management
- Change management



### Integrate into BPM

- Robots should be extensions of a human workforce
- Seamless task scheduling and switching – focus on utilisation



### Digital Journey

- Unstructured, non digitised inputs are unlikely to generate +ve ROIs



### STP / AI

- Complement not compete with STP
- Execution option for AI

## Performance defined and measured by ....



### Reporting

- KPIs need to developed upfront
- Benchmark before and after
- Complements existing reporting



### Stability

- Run time
- System exceptions – avoid surface automation
- Process exceptions



### Reuse

- Build into process design



### Process Selection & Prep

- Improve awareness of exceptions
- Consider frequency of application updates
- Improve processes *before* automating

FTE saved per Licence

<1

1 - 2

>2

# Reduce Risk

Measures of success are more than just cost



## Manual Processing

### Reduce Cost of Future Remediation

- Target high risk functions or functions with high residual risk

### Complement Post Transaction QA

- Effective and efficient way to increase sampling rates of detective controls



## Outsource Risk

### Reduce Reliance

- Core / Critical functions
- Real time monitoring and active / active  
DRP are critical

# Customer Experience



**Turnaround Time**



**Scalable**

Solve for transactional peaks



**Hours of Operation**



**Quality**

Consistency of experience

# In Summary



Cost



Customer Experience

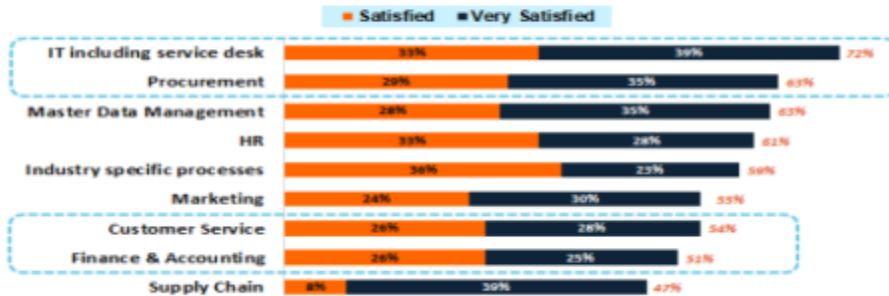


Risk



## Satisfaction with RPA installs – Business Value

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