ProcessAutomate

part of the **Digital@Arvato** suite

Find out how automation can help your organisation become more productive, efficient and improve services for your customers.

Arvato's ProcessAutomate RPA Solutions can help businesses that need to keep pace with technology and meet increasing consumer expectations, to free up and empower their employees to innovate, interact with customers and dedicate more time to focus on business critical activities that require a human touch. By combining 50 years of experience in Business Process Outsourcing (BPO) with our knowledge of automation technology,

Arvato's ProcessAutomate can streamline and automate your mundane, repetitive back-office tasks, so that your employees can spend more time on what matters to your business.

Our ProcessAutomate solution can be implemented within 30 days per process, without the need for costly and complex IT integration.

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Transforming challenges into opportunities

Organisations are under increasing pressure to provide services that are better and faster to delight customers who see digital as the new normal. While this presents new challenges for businesses, it also offers an opportunity to get ahead in markets that are becoming increasingly dynamic and competitive.

Advancements in technology are helping to provide the solution. Robotic Process Automation (RPA) is an innovative technology that can help you make your back-office systems and processes as efficient as possible, while improving service quality for your customers.

What is Robotic Process Automation (RPA)?

RPA technology uses software to create an agile, virtual workforce which mimics human processing of repetitive, labour-intensive tasks where speed and accuracy are essential. It follows rule-based business processes. This lends the technology to being used in your back-office environment, where a high proportion of administrative, laborious tasks currently take up your employees' valuable time. RPA can also enable smooth collaboration between humans and robots. Robots interpret and process structured data, across various systems and a human agent can then review this data at key points during in the process.

Our Process Automate RPA solutions can be used in three different ways:

1 Agent Augmentation / Attended Robotics

The software works alongside your agent to support them through tasks. It completes the rule-based elements quickly while your agent manages any complex elements. In practice this means that the bots gather the data to present to agents who then make cognitive decisions.

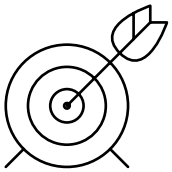
2 Virtual Workforce

A 24/7 robot workforce, which is deployed from a central source and requires no human interaction. It follows rules-based business processes and interacts with your systems in the same way that your employees do, freeing up agents to work on more value-added tasks.

3 Intelligent Automation

This uses your automation software and cognitive computing to blend analytics, talent and technology.

What benefits can you expect from automating your processes?

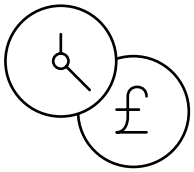


Greater accuracy and compliance

RPA performs the same task, the same way, every time, without error, faster than a human and can easily be scaled up.

Back-office tasks are processed with 100% accuracy

The technology makes each process auditable, ensuring compliance with all statutory and legal regulations



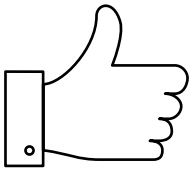
Time and cost savings

RPA processes large volumes of work, quickly and efficiently. The scalability of the software also makes it ideal for both front and back office functions that regularly face sudden peaks in demand.

No integration with legacy systems required, reducing your setup costs

The technology can significant reduce your agent handling times. For example for a leading global high-tech brand this was cut by 20% resulting in annual saving of $500,000

Employee training and on-boarding time have been reduced from 12 weeks to 6 weeks, saving $100K saved in training costs

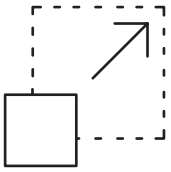


Employee satisfaction

RPA has a positive impact on the lives of your employees as it takes away mundane processing and frees up their time to work on more interesting tasks.

Introducing the technology enables your employees to develop new skills through managing and analysing the exceptions produced by RPA, to further improve processes

Removal of repetitive tasks has improved job satisfaction for back-office employees



Greater flexibility and business insight

RPA can easily be scaled up or down depending on your business needs, enabling you to remain agile. Additional robots can be purchased and deployed quickly and cheaply to deal with peaks and removed again just as easily.

RPA provides huge amounts of performance data and insight, from what your robots are doing, how many transactions have been processed to where exceptions were encountered. This means that you can proactively identify problem areas and opportunities to streamline and improve your services.

Which processes are the best candidates for RPA?

Areas most suitable for RPA

RPA can be deployed across all industries in both front and back office processes including Customer Services, Finance and Accounting and HR and Payroll

Ideal tasks for procedures

Structured, rules-based, repeatable, computer-based tasks

Searching, collating or updating information

Checking systems for errors and inconsistencies

Accessing one or more systems to complete a process

Performing simple or complex decisions or algorithms

Situations and opportunities

Repetitive, rule based tasks

Assess – Build - Run

Our framework is based on three functions operating as a continuum or stand-alone with offerings ranging from pure consultancy to fully-packaged hybrid service delivery. Each function has very specific capabilities, tasks and expected outputs.

Assess - Consultancy approach to deliver impact and opportunity assessments of a business operating model for Automation and NextGen service delivery

TASK
Opportunity assessment
Candidate identification
Process decomposition
Prioritization
Proof of concept design

OUTPUT
Quantified impact
Opportunities short-listed
Processes RPA ready

Build - Installed capability to develop proof-of-concept automations, execute prototypes, pilots and deployment to operations of production ready virtual agents

TASK
Tools strategy
Tools research
Configuration
Testing
Deployment
Maintenance

OUTPUT
Tool assessment report
RPA configuration checklist
Testing scrips
Deployment framework
Maintenance procedures

Run - Operations with capabilities for hybrid service delivery models with the right mix of agents, locations and virtual agents

TASK
Service delivery strategy
Commercial models
Hybrid operations
Process maintenance
Process improvement
Service performance

OUTPUT
Operating model template
Hybrid pricing models
RPA ready operations
Agile change management
RPA hybrid service KPIs

How does the ProcessAutomate implementation work?

Typical methodology and timings per process, based on existing ones being fully operational and digital

Consultancy and Assessment

Variable

- Opportunity Assessment
- Candidate Identification
- Process Decomposition
- Prioritisation
- Proof of Concept Design

Business Case Generation

5 Days

- Business Process Reviews
- Lean Reviews
- RPA Suitability Study
- Subject Matter Experts - Identification
- ROI Calculator
- Business Case Generation

Process Mapping

10 Days

- RPA Process Specification (from template)
- Business Sign-off
- Solution Design
- Technical Design
- Security and Risk Sign-off

Process Development

10 Days

- Development Against Process Specification
- Unit Testing
- Systems Testings
- Quality Reviews
- Development Sign-off

User Acceptance Testing / Sign-off

4 Days

- End-to-End Systems Testing
- Acceptance Against Process Specification
- Exeptions Handling
- Process Documentation
- Business UAT
- Testing Sign-off
- Review of Success Factors

RPA Production

1 Day

- Promote Process to Live Environment
- Add to RPA Service Management

Run

Variable

- Hypercare
- Licence Management
- Hosting Options
- Monitoring Options
- Recommendations for Automation Improvement
- Service Delivery Strategy
- Commercial Models
- Hybrid Operations
- Process Maintenance
- Process Improvement
- Service Performance

Key: RPA Consultant | RPA Developer / Operations | RPA Process Designer | Your In-house expert

Why choose us?

Proven expertise

We have more than 50 years of experience in outsourcing, combining our expertise in customer service, supply chain management, financial solutions and public sector and citizen services to deliver innovative solutions that help our clients achieve their strategic objectives and delight their customers. We are experts in providing both front and back office services for our partnerships, which include Renault, BMW, Microsoft and Harley Owner's Group, as well as innovate public sector organisations.

Dedicated RPA focus

Our RPA lab has a dedicated team that is responsible for researching and understanding next generation technologies and solutions to meet our client's challenges. This includes the incorporation of cognitive computing, machine learning techniques, and chatbots and Watson.

Award-winning partnerships

Our partnerships are nationally recognised, winning or becoming finalists for numerous awards. These include the Global Sourcing Association (GSA-UK) Awards for Delivering Business Value in Outsourcing, Automation Project of the Year and Skills Development Programme of the Year. We have also received high rankings from leading global analysts. These include being positioned in the HfS BPO Top 50 and Top 10 Global BPS providers by Everest Group and being named as a 'Leader' in the IDC MarketScape: Worldwide Finance and Accounting BPO services.

gsa GLOBAL SOURCING ASSOCIATION

Everest Group
From **insight** to ***action***.

IDC
Analyze the Future

In partnership with:

blueprism® UiPath PEGA

Trusted partnerships

We are part of Bertelsmann, a global business founded in 1835 that today is majority owned by not-for-profit organisations. This allows us to take a long-term view of our partnerships, and our clients stay with us for 15 years on average.

Big company reliability with small company agility

Our clients benefit from our global experience and scale, while our entrepreneurial culture enables us to react quickly and flexibly to your needs.

Interested?
Email us for your RPA ProcessAutomate consultation:

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www.arvato.co.uk

Arvato is a trusted global business outsourcing partner to the private and public sectors in the UK and Ireland.

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