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I N F O P A P E R

“THANKS, ROBOT!”

ROBOTIC PROCESS AUTOMATION

Published: July 2021

“THANKS, ROBOT!”

Robotic Process Automation

Robotic Process Automation (RPA) makes your employees’ work easier. Bots handle time-consuming routine tasks, making monotonous, repetitive activities a thing of the past. Here’s how to free up valuable time for your employees so they can devote their full energy to your day-to-day business.

HOW DOES RPA WORK?

RPA is a **software application** that uses smart software robots to automate your standardized, repetitive business processes. The robots take on an employee’s **routine tasks** and interact with the various software systems and applications. No interfaces are required for RPA: by using the graphical user interface (GUI), the software robots can handle almost any process modification.

Contrary to the standard usage of the term “robot”, these software robots are actually **virtual “employees”** that mimic **human interaction in conjunction with the various software systems and applications.**

WHAT’S THE DIFFERENCE BETWEEN THIS AND TRADITIONAL PROCESS AUTOMATION?

Unlike traditional process automation, RPA **does not aim to make** major modifications to existing business processes, **meaning it can directly add value without high** investment costs.

Since the **software robots** handle the activities in the exact same way as their human colleagues, there is no need to change the existing **system landscape**.

This means RPA can also be used with a more limited scope and be rolled out **flexibly, cheaply and at short notice**.

Requirements for using RPA

In principle, a process only needs **to have three characteristics for it to be fundamentally suited** to the use of RPA:

1. The process must be able to run fully **digitally**
2. The process must run in line with **set rules**
3. The process must be **repetitive**, i.e. executed multiple times a day, week or month

Because the software robots follow a rules-based approach, the development of an RPA workflow also depends on the complexity of these process rules. The more structured a process is and the fewer branches it has, the quicker and easier RPA can be deployed.
Additional criteria include the type and structure of the applications utilized as part of the automation and how often changes are made to the process or application. In principle, the automation can be easily and flexibly fine-tuned or modified at any time.

AREAS OF APPLICATION

Not sure if RPA is the right choice for your company?
Robotic Process Automation is not limited to individual sectors or areas within a company, but rather can be used anywhere where repetitive processes are carried out recurrently and in large volumes.
Here are a couple of examples of typical RPA use cases to give you a better sense of what it's about:

» Automated reporting

The software robot collects various files (e.g. from email inboxes, SharePoint, etc.), consolidates these data sources and automatically updates the reporting environment. To wrap things up, an automated email can also be sent to all the recipients of the report.

» Data transfer between IT systems

RPA assists with transmitting data between two or more systems that don't share an interface. This involves data being transferred in near-real-time from the system where the data was inputted to other systems that also rely on the data. Prior to this, the data needed to be laboriously copied and pasted across by an employee.

» Processing support requests

RPA processes and forwards simple, standardized support requests such as changes to master data, inquiries for information (e.g. order status, location, etc.) or system inputs. This allows support employees to spend more of their time on specific, highly complex enquiries, thereby providing quicker and better responses.

ADVANTAGES

The benefits of Robotic Process Automation (RPA) are very multifaceted and cannot be measured in purely monetary terms; they have an impact on many other areas, too.

» Employee satisfaction

When routine tasks are handled by software robots, this eliminates laborious, often unpopular activities from day-to-day work so employees can focus on more exciting, more complex processes that generate more value – and there by make a greater contribution to the company's success.

» Productivity

The digital employee is available 24 hours a day, 7 days a week. It doesn't need breaks or holidays and never calls in sick. Plus, it's usually considerably quicker than its human colleagues, and gets through more iterations of a process than a human would. At the same time, its shifts can be planned better and you can use it whenever you like.

» Quality

The robot's work sticks closely to set rules, so it's impossible for it to make mistakes because it's rushing. Plus, it doesn't skip key steps in a process. This means processes are always executed at the same level of quality without impacting the processing time. In turn, this enhances customer-facing quality and the quality of data in downstream systems, thereby ensuring smooth processes within the company.

SUMMARY

RPA substantially accelerates digitalization and makes it possible to automate processes and systems where it was previously impossible – or uneconomical – to do so. This enhances efficiency, boosts customer satisfaction and takes the underlying flow of business processes within a company to new heights.

DEMO VIDEOS

Want to find out more?
Discover our use cases for RPA@STAR.

CONVINCED?

Interested but not 100% convinced? If so, we're happy to provide a **free, no-obligation RPA assessment**. Together, we'll take a look at your processes and see whether they're fundamentally suited to RPA. Plus, we'd like to give you a live demonstration of RPA and show you how you can benefit from RPA through the example of the return on investment (ROI).

Don't delay – contact us today! Our STAR experts in Robotic Process Automation would be happy to advise.

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