Robotic Processing Automation (RPA)

Introducing your virtual worker

RPA is software that acts as a 'virtual worker' by mimicking the actions of an end user - but quicker, cheaper and to a better quality.

RPA is a software 'robot' that can sit in a company's IT environment (on a server or desktop) and perform 'robotic' tasks. RPA mimics or maps tasks performed by a person in various systems and data sources (eg excel) into a repeatable activity to be run by the bot.

RPA is the most accessible tool in the intelligent automation 'family', which includes machine learning and Artificial Intelligence (AI), and promises to be a disruptive technology in the workplace.

How we can help

At Grant Thornton, we provide a full RPA development and support service. We identify processes that consume time, introduce risk and inhibit scale, and we automate these tasks using simple, effective technology that is quick and inexpensive to deploy. Typical processes that we automate include back office finance and administration tasks such as **invoice processing, monthly reporting, reconciliations, governance checks, manual data entry and copy and paste tasks**. Processes taking multiple days can be reduced to minutes thereby freeing up staff for more value-added activities. This also supports improved **customer experience** by speeding up responses and making them more consistent.

A typical full implementation takes less than six weeks while targeted proofs of concept and pilot projects take 5-10 days.

Why would you implement RPA?

- speed and efficiency – bots are **nine times faster**;
- reduced risk of error and fraud;
- reduction in paper;
- improved scalability – take on new work without increasing headcount;
- free up existing staff for:
  - higher value work;
  - attracting new clients;
  - developing new services; and
  - improving the customer experience.

Is RPA the right solution to your automation problem?

RPA is not 'the' answer to every automation or manual task in your company. However, it is often the best answer where manual work has not been automated for multiple reasons such as: cost of integration, time to implement and multiple system interactions in one process. RPA offers process automation without long lead times with cost effective pricing to achieve fast return on investment. Where you have staff gathering data for reporting, rekeying information between systems or performing standard administrative tasks, RPA is likely a solution that can automate all or part of these activities quickly and with limited cost.

> **"By 2020, automation and Artificial Intelligence (AI) will reduce employee requirements.... by 65%."**
> **Gartner, 2018**

RPA is ideally suited for:

- Automated data entry
- Multi-system integration
- Repetitive tasks
- Process reconciliation
- Data validation/quality
- Processing business rules
- Data collection for reporting

RPA is less suited for:

- Tasks requiring subjectivity or intuition
- Unstable systems
- Highly inconsistent processes

Contact

Ian Cahill
Head of IT Business Consulting
T +353 (0)1 680 5950
E ian.cahill@ie.gt.com

- www.grantthornton.ie
- @GrantThorntonIE
- Grant Thornton Ireland

Offices in Dublin, Belfast, Cork, Galway, Kildare, Limerick and Longford.

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