



Your trusted RPA Partner.

EVERYTHING YOU NEED TO KNOW ABOUT RPA.

In recent years, Enterprise automation had moved to next phase which offers the comfort of flexibility and ease of use where it allowed businesses to go beyond managing simple IT tasks and shift focus to carrying out high-end complex operations. According to a recent statement by McKinsey and Company on emerging and disruptive technologies, it is predicted that automation technologies, such as RPA, will have an economic impact of about \$6.7 trillion by 2025. By that time, 40% of large organizations would be using the RPA solutions with AI and ML features. Given these statistics, it's clear the growth of RPA is happening quickly, and RPA is poised to develop into one of the leading technology and is expected to become a standard for positive business outcomes and performance.

Robotic process automation (RPA) is the use of software with artificial intelligence (AI) and machine learning capabilities to handle high-volume, repeatable tasks that previously required humans to perform. These tasks can include queries, calculations, and maintenance of records and transactions.

RPA majorly employs a Software Robot (A piece of software capable of completing complex repeated processes typically performed by a human.) to streamline repeated tasks which can do almost any repetitive tasks from parsing a group of Excel sheets to calculate the taxation for your business to send a newsletter every month to the subscribers of your blog. No wonder interest in RPA is growing so fast. Manual processes are incompetent, prone to errors and lead to employee dissatisfaction.

WHAT VALUE CAN RPA ADD TO YOUR BUSINESS?

Reduce Cost, Maximize Productive Yield With RPA

Implementing RPA in existing business problems helps to cut cost and improve the yield of a company. According to the Harvard Business Review, erroneous data input by humans costs \$3 trillion per year in the US alone. Businesses across several sectors are now applying RPA to do a monotonous task without enormous resources being spent.

An intelligent machine with advanced cognitive abilities sans the human limitations can bolster business functioning. More efficiency, reliability, and improved performance gains are among the few perks that invariably leads up to minimizing errors, reducing operational costs with minimum loss of time.

Drastically increases accuracy and speed

The software is configured with non-programmatic instructions from humans and can simulate human actions and exceptions. It is periodically told what it needs to do and when. This continuous feedback mechanism overtime builds more accuracy and perfection in analysis while cutting off pernicious items and errors in the business process. Without the manual process, the speed of the process can be increased to a great degree by working 24x7, 365 days.

Customer Satisfaction

Customer satisfaction is all about giving the customer what they want when they want it. All industries today are under immense pressure of

providing the ultimate customer experience in a consumer-centric world while keeping costs as low as possible. By replacing lengthy manual tasks with faster, automated processes, organizations across industries can now look forward to higher customer satisfaction and cost savings.

Employee Satisfaction

Allows employees to focus on higher value-added activities in enhancing both business results and employee satisfaction. Workforce automation often carries a negative connotation, job displacement isn't inevitable. RPA can be leveraged to avoid future hiring, and when used in conjunction with upskilling, can contribute to a long-tenured, experienced workforce that genuinely enjoys coming to work each day.

TYPES OF AUTOMATION

Attended automation

Attended automation are the automation that will require human intervention to be invoked. They are suitable for tasks that are triggered at programmatically hard-to-detect points. For example, a customer service rep will understand the customer's request and need to complete a transaction in the system. Let's assume that due to system limitations, customer service rep would normally need to work manually with different screens to solve a problem. Instead, the customer service representative will invoke an automation script that will solve the customer's issue.

Unattended automation

As you guessed, Unattended automation is the automation that will not require human intervention to be invoked. For example, an auditor of your company is required to estimate last week's expenses on the start of a new week where he/she needs to go through an assortment of excel sheets to analyze various expenses and account it into a new excel sheet. This can be done by a software robot that will be triggered automatically on every Monday.

Hybrid Automation

Attended and unattended RPA bots are combined to provide automation for both front office and back office activities, allowing end-to-end automation of a process.

SOME USE-CASES OF RPA

RPA in Insurance

There are limitless possibilities for RPA to ease various processes that are part of the insurance industry. Insurance automation using RPA can be widely used in the niche for working with the legacy practices, automating the repetitious tasks. Some of the use cases of RPA in Insurance are,

- Claim Processing.
- Business Analytics.
- Manual data entry.
- Usage of legacy application by automating the process.
- Form registration & processing.
- Responding to customers about the claim status.

RPA in Banking

With the voluminous data administered with each day, numerous banks across the world are bolstering the use of RPA to reduce glitches and human efforts. The turnaround time in processing a request has reduced from days to hours and even minutes, and the processing cost has reduced by 30% to 70%. Some of these processes include,

- Credit card processing.
- Logging transactions.
- Mortgage processing.
- Fraud detection.
- Responding to customer queries.
- Report generation.

RPA in Logistics

With competition in the logistics division pushing prices down and removing already razor-thin margins, providers are being forced to offer better service to win new customers. But many companies still rely on manual processes which slows down operations and hindering your ability to grow revenue. According to an independent survey of production and logistics managers, only 24% stated they have implemented automated processes to enhance the discernibility of order and shipment status. This is where RPA comes into the picture. RPA can be used for the following,

- Scheduling shipments.
- Monitoring changes.
- Calculating revenue.
- Updating customer on statuses.
- Inventory management.
- Handling exceptions.

CONCLUSION

If you are looking for solutions to increase your enterprise efficiency and overall quality of work, Automation of menial and repetitive tasks could be the answer. Several large organizations have already started implementing RPA solutions with their workflow.

The first step to implementing RPA solutions in any enterprise starts with a consultation with an expert who can give a clear idea about which processes can be automated in your enterprise and how they can be brought about for optimized returns. An expert can also guide you through the process of on-boarding RPA in your enterprise successfully. Successful implementations of RPA are tailored to your enterprise and slowly adapted into the organization in small steps. This ensures right fit and proper execution.

HOW CAN SKSCRIPT HELP?

RPA is the next big revolution that makes businesses efficient. No matter how complex your workflows are, Skcript will always come through to solve the problems that prevents you from running a highly efficient business.

With extremely talented engineers, blazing fast turn-around times and incredibly good quality deliverables, Skcript has carved its own place in the industry.

As of 2018, Skcript has delivered over 15 large-scale RPA projects, and has seen the customers run an efficient business. Right from RPA Strategy development to RPA maintenance, we've got you covered. Here are some of the services we offer for RPA:

- RPA Strategy Development
- RPA Proof of Concept Development
- RPA Business Case or Use Case Development
- RPA Center of Excellence
- Managed RPA Services
- Supporting Platforms:
 - BluePrism
 - Automation Anywhere
 - Helpsystems Automate
- RPA Roadmap Development for your business

If you believe that your business needs a longterm partner to handle your RPA implementation, just reach out to us, and our friendly customer success team will be right there with you to help.

At Skcript, there is only one core value that drives everyone, Customer Success. Right from our CxOs to Engineers, everyone makes sure that our customers gain 5x value than they expect, and we establish a long-term working relationship to create an impact in the industry, together.

ABOUT SKSCRIPT

Skcript is a leader in delivering best-in-class quality technology service to our customers, faster than anyone.

Building solutions that solves a complex business problem is what we love doing. We do that everyday relentlessly to make sure our customers succeed and gain the ROI as quick as possible.

Since 2013, we've been known for building products that many thought were not possible. We have pushed boundaries ourselves. We have helped our customers push boundaries. Now, let us help you push boundaries.

© 2018 Skcript Technologies Pvt. Ltd. All Rights Reserved.

This document was prepared for reference purposes only and is not intended to rely upon as a final advice from our consultants. Should you need any more information, please talk to any of our consultants.

skcript.com/bas/rpa

business@skcript.com

For any queries, please write to business@skript.com