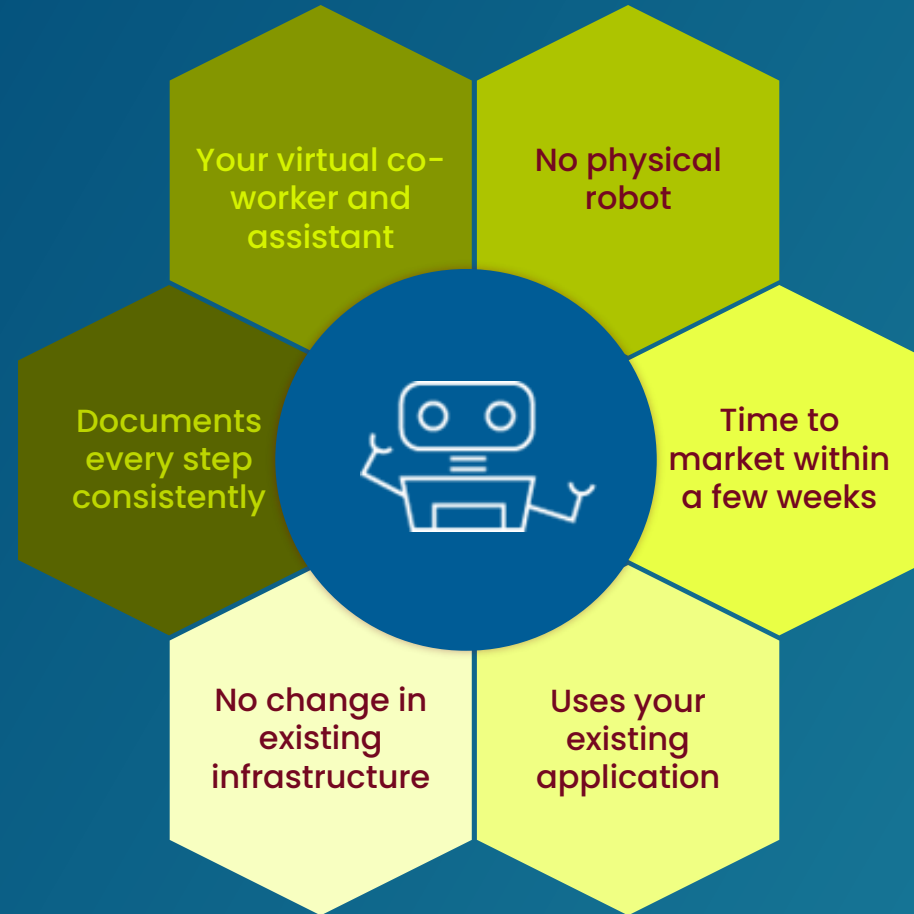


# WHAT IS RPA ?



# RIGHT SOLUTION FOR RIGHT SCENARIO!



Agent Augmentation



Virtual Workforce



Intelligent Automation

- Co-exists with the agent on the desktop to standardize, simplify, improve and compliment everyday tasks.
- Stop and start a process, allow for agent interaction
- Interacts with front end systems to reduce need for API's
- Ideal for chunky automation
- Allows for more customization



- Difficult to automate full E2E processes
- Agent must be involved to operate



- Mirror agent action through automation
- Managed as a true virtual workforce, bots can be deployed as needed
- Ideal for E2E large scale projects



- Required IT monitoring on Bot performance
- Complex training for developers



- Machine learning - Cool Tech
- Links to large public data sources and trends



- Expensive to launch
- IT heavy and Development intensive



# TYPICAL LIFE CYCLE

Continuous Improvement

Continuous Improvement



## Business Case Generation



- Business Process Reviews
- Lean Reviews
- RPA Suitability Study
- Subject Matter Expert(s) Identification
- Savings Calculator
- Business Case Generation



## Process Mapping



- Exceptions Handling Process Documentation
- RPA Process Specification (from Template)
- Business Sign-off



## Process Development



- Development Against Process Specification
- Solution Design
- Systems Testing
- Peer Review
- Development Sign-off



## UAT / Sign Off



- End to End Systems Testing
- Acceptance Against Process Specification
- Business UAT
- Testing Sign-off



## RPA Production



- Deploy
- Add into RPA Service Management
- Monitor Efficient and Process Improvement

