

# DISCOVER THE MAGIC OF RPA!

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## RPA – CAN MAGIC OVERCOME THE ILLUSION?

Robotic Process Automation:  
what does the trick

# RPA – CAN MAGIC OVERCOME THE ILLUSION?

## From illusion to understanding the magic of reality

Robotic process automation (RPA) is a technology designed to replicate human path of actions and automate repetitive tasks across business applications in the IT infrastructure. This robot software can independently connect to defined applications with the purpose of processing transactions and modifying data without altering

RPA aims to be the virtual assistant that can take over repetitive, routine activities by means of unstructured data models and predefined rules. It goes beyond basic rule based processing. Certainly in combination with artificial intelligence and machine learning the boundaries of RPA will be stretched in the future. And yes, there are cases in which RPA is able to replace humans. Just like industries have experienced how robotics can take over tasks within manufacturing and production processes in the last decades. It increased productivity and in its turn aroused new needs that provided other job opportunities. That said, still, in most cases RPA means elimination or simplification of time-consuming tasks. Hence, it allows human employees to increase productivity in relation to value-added activities that drive customer loyalty and increase customer lifetime value.

**“Any sufficiently advanced technology is indistinguishable from magic.”**

Arthur C. Clarke

the existing infrastructure and systems. RPA can improve business efficiency and data security; also it offers workforces the ability to enhance customer care and improve customer interaction.

RPA is the next step in the evolution of business process optimisation and outsourcing. In an attempt to establish a virtual workforce on their own, many organisations still fail to successfully settle an RPA project. Why? Due to misconceptions and not truly understanding the concept and its implementation pitfalls, which undermines the adoption of RPA. No wonder, the magic only works when one takes a helicopter view on the reality.

## Pulling the rabbit out of the hat

Robotic process automation is not about taking over human workforces. RPA is about making things easier, increasing productivity and efficiency at the same time. The primary focus is on lowering outsourcing cost, improving customer experience, mitigating regulatory risks, increasing productivity and accelerating speed to market. Also, maybe even most of all, it's about enhancing the quality of work for office employees by taking away boring, repetitive tasks.

## From illusions to reality

False expectations are the main reason RPA projects are approached with the wrong assumptions, leading to project failure. Disappointments of this kind mostly start with an illusion; in other words with a misconception of the RPA's true capabilities. That gives organisations a false start instead of a head start. It so happens, a certain degree of magic can be attributed to RPA. Not in a supernatural way, but in an experiential manner. RPA does have the power of influencing events, and at face value, by using mysterious forces. Deep down, behind that mystery, there's intelligent technology and reliable methodology solving real life operational issues.

Where is the magic? RPA deserves good PR, as it can truly amaze people. It's adoption would change lives. Therefore, let's start by vanishing five frequently spread myths into thin air.

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## Advantages

### Illusion:

**Cost reduction is the sole advantage of RPA.**

### Reality:

**A company's core business and its processes are decisive to define the actual advantages.**

RPA can impact so much more than cost efficiency. It has the potential to positively impact cost, customer relationships and risk management. Emerging technologies and market demand require organisations to embrace digital transformation. Increasing speed of throughput, enhancing validated decision-making and improving accuracy are three crucial drivers for this transformation. For many organisations that means struggling with a labyrinth of interlaced IT systems. RPA can bridge the gaps between the multiple systems without creating a crisscross of patches. At the same time, it can lower processing time and speed up auditing and compliance efforts. Another of the many pros, essential in a digital transformation, is the enhancement of cybersecurity through the ability of detecting patterns and identifying potential vulnerabilities in real-time.

Eventually, the RPA advantages for your business are derived from aspects like the kind of business you are in and how IT legacy is influencing the way things are done internally. But also to what extent uniform operation is crucial and how the human workforce can transform their job into one that deepens customer engagement.

Approaching RPA as an end-to-end solution instead of a solely technological tool will change the end result of an RPA project into the magic RPA really endeavours after.

## Suitable processes

### Illusion:

**Any random process can be automated with RPA and will be highly effective as a stand-alone solution.**

### Reality:

**Proper process analysis and identification will discover that mostly 50% of processes that contain repetitive tasks are suitable for automation. Technically, almost any administrative business process can be automated. But that doesn't make each process suitable by definition. Of all suitable processes, often only the most time-consuming activities for employees will pose profitable RPA projects.**

Regardless scale, size and structure, practically any organisation can leverage RPA to streamline and automate processes. One of the tricks is to identify those processes that will contribute significantly to feasible advantages. Determining which processes are best suited requires a holistic view of an organisation's complete chain of business processes. Process analysis and mapping for RPA is complicated; success calls for a high-level of specialised expertise. A few indicators for suitable processes could be:

- › Employees lacking added-value because they are consumed by monotonous, repetitive work;
- › The speed of data extraction falling short in relation to throughput times; and
- › Operational activities resulting in a high intensity routines with a flow of paperwork and/ or (data)transactions.

Industries wherein RPA has been proven effective, but is certainly not limited to, are procurement, finance, and accounting. It's to be expected that a lot of industries and areas haven't discovered their process suitability for RPA yet.

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## Human versus virtual workforce

### Illusion:

**A virtual workforce replaces the human workforce.**

### Reality:

**RPA is a method that is able to make certain human tasks superfluous or easier.**

RPA takes over tasks, not jobs, and will improve overall business performance. By mimicking repetitive, administrative activities, RPA makes these tasks superfluous for employees. Since a robot acts purely on how it's programmed to, it executes more efficient and consistent than humans. At the same time, RPA enables employees to focus on tasks that demand human attention, like managing exceptions, exploiting creativity and improve collaboration. So, in many cases, RPA will augment, rather than replace, the personalised services employees offer your customers.

Nonetheless, organisations should acknowledge that every industrial revolution brings a certain kind of displacement. It's inevitable, also in this fourth revolution, in which digital is accelerating business performance. This means that organisations should also consider what non-technological side effects will influence the end-result.

## Risks

### Illusion:

**Robotic process automation dispels risks by removing any human interference.**

### Reality:

**RPA reduces risks related to compliance, but also raises risks in relation to implementation.**

Foreseeing risks to mitigate risks, that's the twist here. Well implemented RPA mitigates risks that are due to execution inconsistency by humans. But in many industries the legal requirements become more and more demanding. Besides that, manual processing relies highly on the diligence and attention to detail of employees. Also organisations often have a lot of manual workarounds

integrated to process high volumes of information. These workarounds are destined to create gaps, inconsistencies and conflicts. RPA helps managing these regulatory and compliance matters. Robots will do everything exactly as prescribed. The accuracy and consistency in execution is 100%.

On the other hand, this could also be a huge pitfall. Tasks that are programmed to be performed consistently wrong or undefined parts within a process will create disappointment all over. This may point out the importance of the involvement of extensive mapping and analysis know-how. Therefore, choosing an RPA tactical fix might only hurt an organisation. Only by addressing the primary cause and tackling changes the right way, RPA will really work the magic.



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## Implementation

### Illusion:

**RPA is a tool that is easy to implement in-house without specialised skills.**

### Reality:

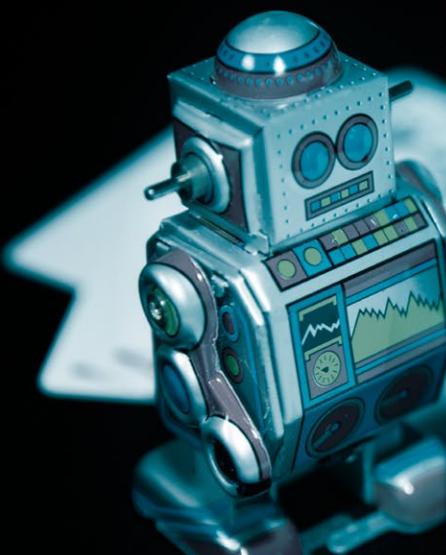
**RPA must be seen as a methodology instead of technology. The implementation requires a holistic approach from an experienced party.**

It may have become quite clear that RPA implementation is not something to take lightly. Organisations can easily misjudge the situation and take the wrong decisions accordingly. It's impossible to take that holistic view when you don't know what elements to spot. Implementation is about prioritising processes, ensuring business and IT accountability and creating buy-in with stakeholders. Forget about optimising IT systems. That's the brilliant thing about RPA, it will use existing applications more efficiently.

Every organisation wants to avoid failures, especially with automation since the impact of failure can be big. The foundation of an RPA project is pinned to a solid governance framework.

Within this scope all changes will have to be planned carefully, communicated clearly and tested thoroughly.

Another Monday is no illusionist, but a gateway to RPA reality for all beginners. The 7 phase model, part of our methodology, addresses all the crucial elements for a successful implementation of an RPA project and delivers one important piece of turning RPA illusion into RPA magic.



# HOW RPA BECOMES MAGIC



## Step 1: Identification

The customer identifies processes within the company that could be considered for an automation by Another Monday. If desired, we can already actively support the customer in this preceding phase. In the course of a creative workshop, we will focus on accompanying and directing the search for processes that can be automated. Especially at the beginning of automation plans, it is important to consolidate different interests within a company. Examples here are the targets of the finance and IT departments that cannot always be harmonised. We at Another Monday, can also assume a mediator role here and support finding a consensus through mediation.

## Step 2: Pre-analysis

Once the target has been unanimously defined, the next step is the pre-analysis. During this stage, the feasibility is checked: Which processes are viable? Which systems are there? Moreover, we record reference times for the respective processes.

## Step 3: Analysis

Building on the insights acquired in Step 1, the concrete processes are more closely examined and defined in Step 3. Using detailed click instructions and process volumes, the automation potential is calculated and formulated as a business case.

## Step 4: Process description

Once the business case has received the go-ahead, it is followed by a detailed description of the process. Which tasks the robot will execute at what time and which tasks will need to be handled manually are closely defined. A collaboration that is transparent and based on mutual trust is crucial throughout this phase. That is the only way to describe the process as completely as possible at such an early stage.

## Step 5: Development

Another Monday's team develops the actual robot. The customer continuously receives project updates and is available for any content-related questions and input. The development is concluded with extensive tests and detailed test logs.

## Step 6: Acceptance

Based on the test log or a live monitoring, the robot is slightly modified if needed and then it is accepted. When it all proceeds without issue and the solution proves to be a perfect fit in the final test, the robot is ready to be rolled out.

## Step 7: Go live

The finished robot will be assigned to one or multiple clients and becomes operational. The customer assumes control and the monitoring using the Cockpit controls provided by Another Monday. Even after handing over the robot to the customer, Another Monday will continue to be available for advice, necessary modifications and optimisations.

This is where Another Monday makes the difference. When RPA is approached as a methodology instead of technology, it turns illusion into a magical reality. So, how can you discover the true magic of RPA once you have kicked off your RPA journey successfully? Another Monday will continue a series of articles.

## Want to see some magic?

Let our magician explain you more about the magic of RPA in these videos:

<https://www.anothermonday.com/en/the-magic-of-rpa/>



**12**  
YRS OF  
EXPERIENCE

**6000**  
IMPLEMENTED  
BOTS

**1 BN**  
HANDLED  
TRANSACTIONS

**OWN**  
PLATFORM

**OWN**  
R&D  
TEAM

**ANOTHER MONDAY** is leading provider of intelligent process automation solutions with many years of experience in Robotic Process Automation (RPA), Machine Learning and Mobile Integration. The brand name **ANOTHER MONDAY** stands for another, a better Monday where employees are relieved from monotonous manual tasks by digital solutions.

Being an absolute expert in implementing bespoke end-to-end process automation solutions **ANOTHER MONDAY** achieves higher-than-average automation and efficiency rates from 80 to 99%. By using a dedicated methodology and driven by true close partnership, **ANOTHER MONDAY** is able to

scale RPA solutions significantly. Next to automating existing workflows, **ANOTHER MONDAY** also creates new services and products, instantly leading to increased revenues, improved quality and higher employee and customer satisfaction. With our highly skilled inhouse R&D team we are able to offer creative and innovative solutions from analysis to full implementation. At our in-house Robotics Lab we are dealing with the future of RPA such as voice recognition, AI (artificial intelligence), integration, self-healing and learning robots. Our customers are renowned companies out of various industries such as telecommunication, insurance, banking, energy, consulting and others.