


WHITEPAPER

Automation is the Future: Real-Life Robotic Process Automation Use Cases

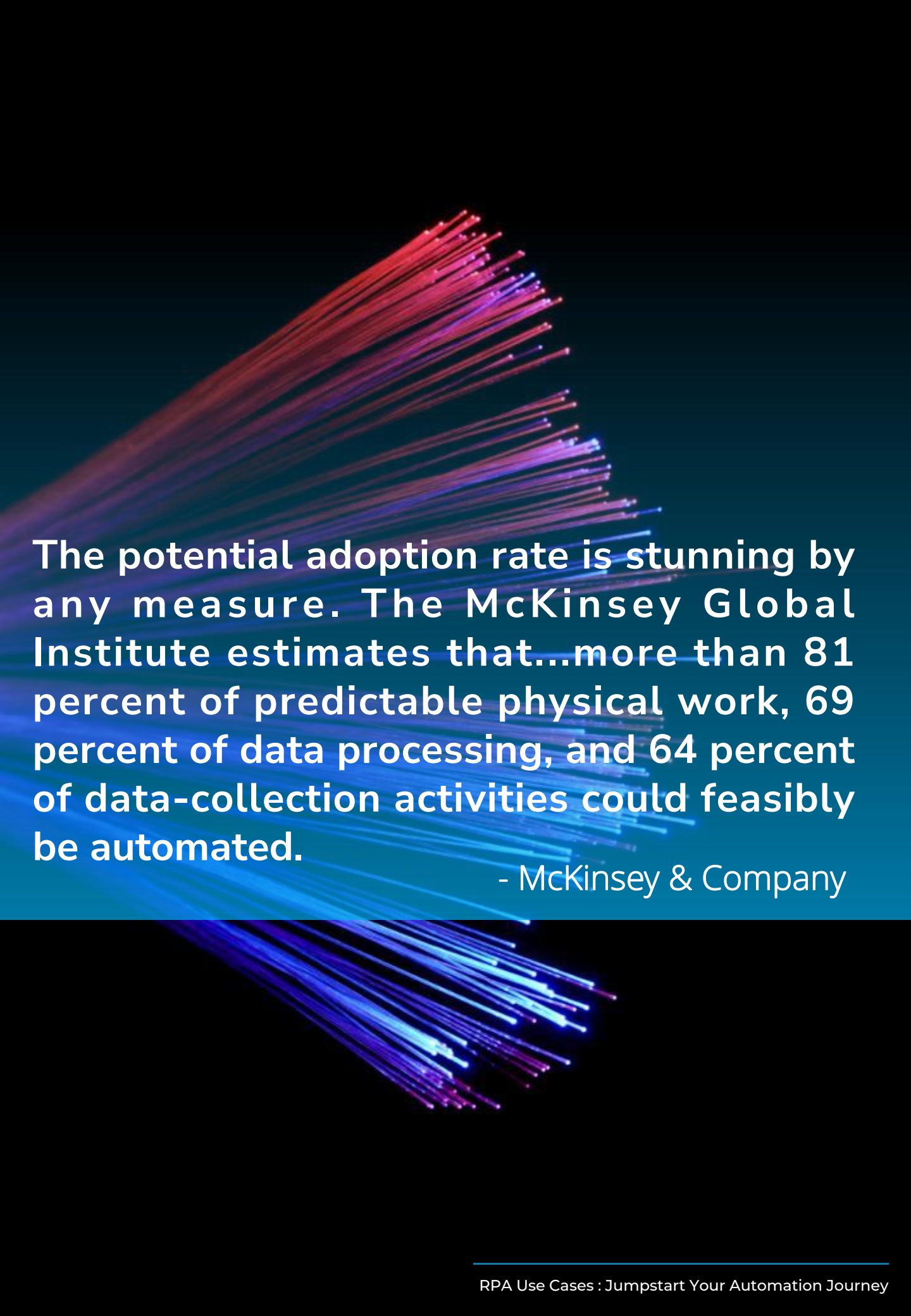


A Whitepaper Curated for Industry Leaders



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The potential adoption rate is stunning by any measure. The McKinsey Global Institute estimates that...more than 81 percent of predictable physical work, 69 percent of data processing, and 64 percent of data-collection activities could feasibly be automated.

- McKinsey & Company

Introduction: Jumpstart Your Automation Journey

RPA: An Introduction

RPA is a system that allows businesses to automate tasks and processes that are normally performed by employees. RPA works across different platforms, applications, and departments. RPA integrates seamlessly with existing IT infrastructure, requiring no additional installation. Organizations do not have to invest heavily in automating essential processes.

Why Should You Implement RPA?

The flexible and non-intrusive architecture of RPA has made it an attractive option to automate such a wide range of applications and business processes. Furthermore, it can also aid in the management of a rapidly changing labor market. Adopting RPA is thus an important step that any competitive business should take. The versatility of RPA is just beginning to be appreciated. RPA can be used to automate several tasks, including creating mass emails, analyzing PDFs and scanned documents, creating and sending

invoices, verifying employee history, and processing payroll. A major strength of RPA is its ability to manage data. With the sheer volume of data being generated today (and it doesn't seem to be slowing down), RPA is an important tool for collecting, integrating, analyzing, and processing the torrents of information generated by the commercial world.

Some of the benefits of RPA are:

- ✓ **Cost Savings and Speed**
- ✓ **Streamlined business processes**
- ✓ **Enhanced Efficiency & Accuracy**
- ✓ **Increased Productivity**
- ✓ **Enhanced Customer Service**
- ✓ **Increased Compliance**
- ✓ **Accelerating digital transformation**

Future of Work is Changing with RPA : The Time to Automate is Now

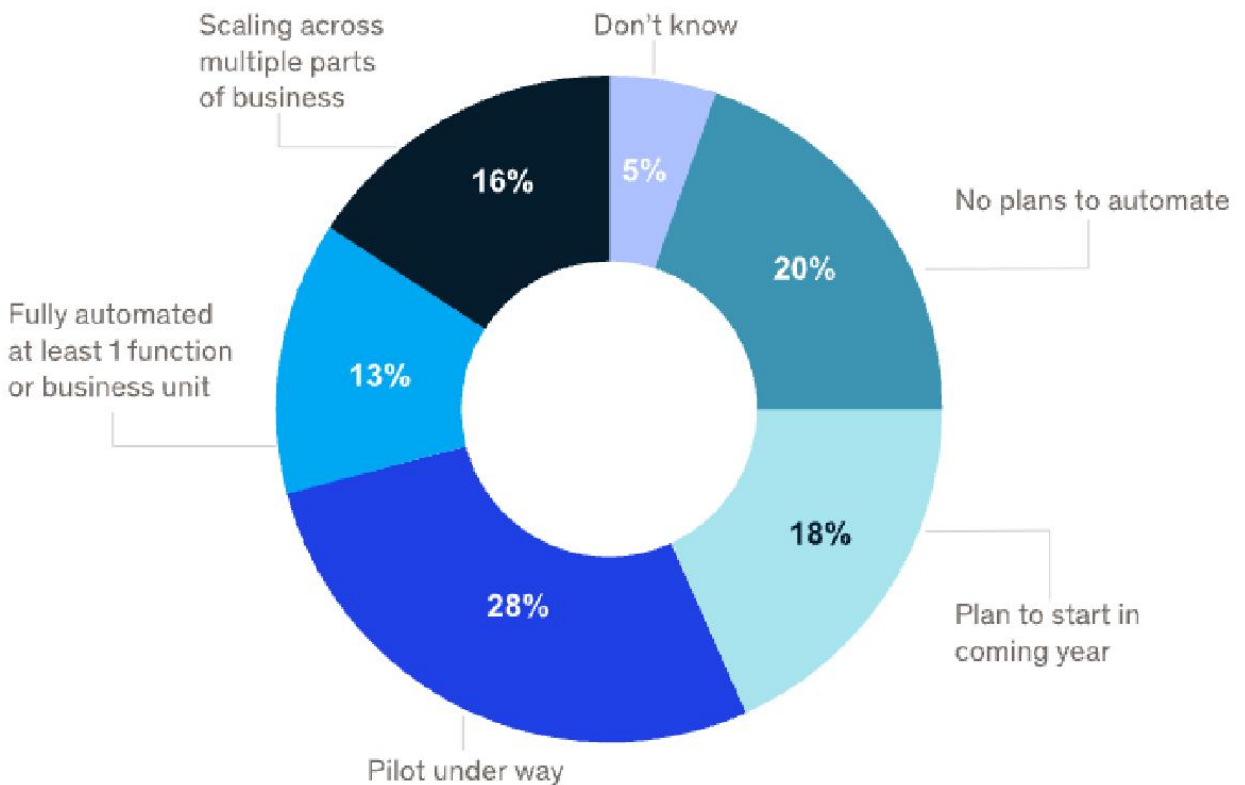
Gartner predicts that 90% of large organizations globally will have adopted RPA in some form by 2022 as they look to digitally empower critical business processes through resilience and scalability, while recalibrating human labor and manual effort.

changing way of work. According to Gartner , the RPA market is still expected to grow at double-digit rates through 2024, despite economic pressures caused by the COVID-19 pandemic.

Covid has accelerated RPA adoption

Automation has become crucial to tackling post-pandemic problems. It has emerged as an invaluable asset for organizations to embrace this

Figure 1: Three-quarters of organizations say they are automating now or will be soon



SOURCE: "The automation imperative," McKinsey & Company Operations, September 2018, McKinsey.com



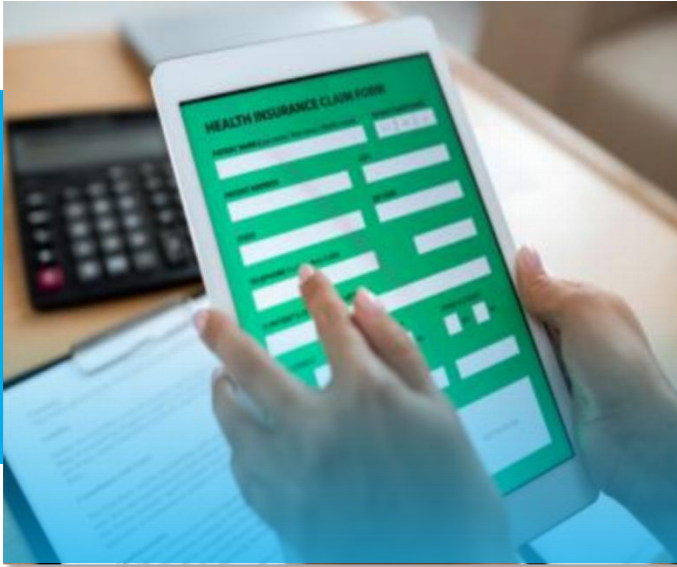


START YOUR AUTOMATION JOURNEY WITH 50+ RPA USE CASES

Discover how Robotic Process Automation software promotes operational excellence and increases customer satisfaction through top automation use cases from different industries.



RPA Use Cases in Insurance Industry



Introduction

To operate their business processes, insurance companies need to handle large quantities of legacy applications with rigid interfaces while also catering to the needs of their customers. To avoid backlogs, insurance companies use RPA to automate many back-office functions, not only to retain but also to grow their customer base. By using RPA, insurers can manage claims faster, provide superior policy administration, and gain insight and analytics about their customers which can be used to provide a better customer experience.

Use Cases

Sales Automation

RPA can help with the difficult and daunting task of insurance sales and distribution. Some of the procedures that can be automated and built include creating sales scorecards, sending notifications to agents, and doing compliance, legal, and credit checks.

Data Entry Automation

Manual data entry is standard in the insurance industry, from claims to quotations. RPA can take over these repetitive, time-consuming duties, freeing up your expert personnel to focus on more important, and productive tasks.

Policy Cancellation

Many transactional tasks are involved in policy cancellation, such as calculating the cancellation date, start date, insurance terms, and so on. Policy cancellation can be completed one-third of the time with RPA in the insurance industry.





Registration and Processing of Claims

RPA can help you break through information silos in outdated applications. RPA enables you to integrate data from numerous sources into your claims processing. RPA can also automate manual claims procedures such as data extraction and input, sophisticated error tracking, claims verification, fraud detection and verification, and more. As a result, your personnel won't have to waste time scouring many platforms for information. Customers will also benefit from faster, smoother service and a better overall customer experience.

Regulatory Compliance

Insurance companies must document their work and create audit trails according to strict guidelines. Today, regulatory scrutiny of the insurance industry is more intense than ever before. In terms of improving regulatory processes, automation is crucial as it eliminates the need for companies to dedicate significant resources to go through operations manually to enforce compliance. RPA in Insurance may automate the validation of existing customer information, the generation of regulatory reports, and the sending of account closure notifications.

Administration & Servicing of Policies

Rating, quoting, binding, issuing, supporting, and renewing policies are examples of policy administration procedures. Traditional policy administration software may be costly, need a lot of upkeep, and cannot scale to meet the expanding number of consumers. Accounting, settlements, risk capture, credit management, tax, and regulatory compliance are just a few of the transactional and administrative policy functions that RPA can automate.



RPA Use Cases in Retail Industry



Introduction

Multiple processes in the retail industry are made more efficient and accurate by implementing RPA, which does not require humans to perform any longer.

Use cases of RPA for retail include automatic inventory and pricing adjustments, as well as real-time customer feedback. Marketing, sales, research & development, and manufacturing can all benefit from such data.

Use Cases

New Product Launch

There are a number of new products launched every month in the retail setting. Older products have to be updated as new ones are introduced. Inventory quantities and pricing are regularly altered. With RPA, you can manage inventory, adjust pricing, and tweak product rates in real-time based on customer opinions.

Business & Sales Analytics

Retail analytics is a vital tool for decision-making in areas such as trade promotions, churn rate, and product introductions. Numerous retail decisions, such as product introductions and trade promotions, rely on sales analytics. RPA can produce real-time reports about a particular feature or product, based on the preferences and behaviors of its users. RPA automates this process by generating real-time, data-driven reports on what customers are doing with specific products or aspects of them. Retailers can use these reports to learn why certain customers are leaving; take advantage of the opportunity to maximize customer retention.

Customer support management

Customer support is an essential component of a competitive retail environment, and RPA bots are an essential tool for retaining happy and satisfied customers. RPA bots can assist buyers with everything from product recommendations to order payments to deliveries, providing them with an incredibly easy and hassle-free shopping experience.



Logistics and supply chain management

Retail activities are driven primarily by logistics and supply chain management. Automating retail logistics and supply chain with robotic process automation can improve collaboration between customers, distributors, and suppliers. Moreover, you can also improve the performance of your employees by providing them with more strategic roles.

Supply Chain Management

Retail activities are driven by logistics and supply chain management. The retailer is responsible for getting the items from suppliers and sending them to the customer. Between these two points, however, several processes occur, such as inventory monitoring, customer service, shipments, tracking orders, and reverse shipments. Each of these processes requires human intervention. Automating logistics and supply chains with robotic process automation in retail can improve collaboration between suppliers, customers, and distributors. Your employees can also be more productive, as now they are able to focus on more strategic roles.

Invoice Processing

Processing invoices is a tedious and repetitive task that requires a lot of time and effort. Many workers spend several hours per day doing unproductive tasks and facing mountains of paperwork. Thus, human intervention continues to weaken profits in this department. It is therefore imperative that retail automate this aspect. By implementing RPA in retail, information is collected, data is sorted, and billing is processed much faster and without human error.

Integration with ERP

Integrating ERP with RPA is critical for tracking billing, price changes, employee vacancies, and other transactions the account payable and receivable department requires for generating reports. RPA in Retail sector can assist with automating these time-consuming back-office functions. With RPA, human effort is drastically reduced and inventory can be managed better, resulting in faster payments, streamlined debt collection, and quicker shipping.

Automated checkout

No customer likes to stand in long queues in a crowded retail store to get their order processes. Especially with the convenience offered by big retail giants on the internet, the retailers need to optimize and offer a much simpler and delightful customer experience when they enter their retail store or supermarket. Retail companies could automate the checkout process with RPA to help their customers escape these types of problems.

Order and Return Processing

By using RPA to process returns and orders, retailers can achieve a faster turnaround time by preventing delays in the process, freeing up time and bandwidth for exception handling.



RPA Use Cases in BFSI Industry



Introduction

Automating repetitive tasks is the main purpose of RPA in the banking industry. Bots can help banks engage in real-time with their customers and leverage the benefits of robotic process automation (RPA). More than \$321 billion has been spent on compliance and fines by the banking sector over the last decade. The use of robotic process automation is particularly appropriate for banks because , there are several repeated tasks are there.

Use Cases

Compliance

Complying with so many regulations can be a challenging and time-consuming task for banks. The RPA simplifies compliance. RPA is expected to have a significant impact on compliance in the next three years, according to a 2016 survey by Accenture. RPA helps improve compliance by reducing expensive FTEs and increasing the quality of the compliance process in addition to increasing productivity and engaging employees in human intelligence-demanding tasks.

KYC (Know your customer)

Among the most successful RPA use cases in Banking is KYC. It is estimated that most banks spend about \$384 million annually tracking KYC. Considering the huge costs of the KYC process, banks increasingly use RPA to compile customer data, test it, and validate it. Banks use RPA to finalize processes in the short term by reducing errors and employee labor.

Credit card processing

It takes weeks for the credit card application to be confirmed and approved. In recent years, there has been an increase in customer dissatisfaction which often results in them withdrawing their applications. Thanks to the RPA, banks can now verify, approve, and issue credit cards exponentially faster. The entire process of collecting customer documents, setting up a credit check, and determining whether to approve or reject a credit card application takes about two hours to complete.



Anti-money laundering (AML) and fraud detection

Due to the increase in technology, fraudulent transactions have grown exponentially. Fraudulent transactions have been one of the major concerns of banks. Consequently, banks are having an increasingly difficult time monitoring all transactions manually and identifying fraud patterns. RPA bots can be used to determine potential fraud and raise the flag. The RPA, for instance, identifies transactions that are completed quickly as a risk and points out the need to investigate further.

Customer service

Customers contact banks with countless inquiries, from account investigations to fraudulent activities to loan inquiries. Managing customer service queries every day in the shortest amount of time can be a challenge. By implementing RPA, banks can make sure that simple queries can be handled by bots, allowing their customer service representatives to focus on more critical questions.

As a result, RPAs help reduce the time it takes for customers to verify their information, provide them with information from multiple sources, and submit them in a timely manner. By reducing waiting times and making small adjustments, banks have also improved their customer relationships.

Settlements

Settlements often take a great deal of time, generally taken to reconcile reports and involve of multiple department/sources. This also leads to a lot of errors. RPA can lead to reduced processing and QA checking times, reduction of operational cost, quality improvement to 0% error rate.

Mortgage processing

For any bank, lending is one of the most important service areas. RPA automation is especially suitable for mortgage lending since it involves a lot of processes and is extremely time-intensive. With clearly defined rules, RPA can handle processes (and exceptions too!) effortlessly.

The RPA allows for easy automation of various mortgage-related tasks, including the initiation of loans, processing of documents, performing financial comparisons and monitoring quality. Thus, customer satisfaction is enhanced since loans can be approved more quickly.

Account Closure Process

Banks receive several requests for closing accounts every month. Clients may also have their accounts closed if they fail to provide the proofs required to operate the account. Having to deal with a large volume of data each month and following different processes increases the chances of human error. By using RPA, customers can automatically be asked for identification. Furthermore, account closure requests are processed within a short period of time based on set rules to ensure zero errors.

Loan Monitoring

Banks have to deal with large volumes of mortgage and commercial lending, covenants and Collateral monitoring, and manage overdue loans & foreclosure. RPA can help in reduction in errors thereby helping in improving the portfolio quality.



RPA Use Cases in Manufacturing Industry



Introduction

McKinsey reports that at least 87% of manual and routine tasks performed by manufacturing workers can be automated. RPA bots have revolutionized manufacturing companies' production units. RPA helps to reduce various administrative and reporting tasks. RPA is deployed in manufacturing businesses to bridge the gap between daily administrative procedures and assembly line production. As a result, the manufacturing industry's back-office systems become just as efficient as its factory assembly lines, resulting in increased revenue. By automating production processes, quality control, packaging, and back-end processes, operational costs have been reduced by 40%.

Use Cases

Automate Administrative Tasks

Administrative tasks require a lot of time in the manufacturing industry. By automating these tasks, your employees can focus on other important duties. Using RPA technology, Manufacturing can automate a variety of administrative duties. Some of these easy to automate tasks include:

- Keeping track of action items
- Attendance Tracking
- Meetings are scheduled.
- Purchasing supplies
- Predicting computer malfunctions
- Invoice creation and filing

Bills of Materials (BOM)

In any business process, mistakes can lead to massive losses for your company. As a quasi-error-proof conduct, RPA is one of the most effective methods of ensuring error-free process completion. BOMs outline the parts and materials that go into constructing a product and are a vital element in manufacturing. RPA serves as a major tool for providing employees with all the information they need concerning the process of creating new commodities, including when, where, and how new things are acquired. It ensures error-free operations throughout the process.



ERP Integration with RPA

Automating repetitive tasks with RPA allows users to harness the power of ERP systems and eliminate repetitive, non-core activities. Automation can bring revolutionary changes to ERP systems. Manufacturing companies can monitor current inventories and be notified when the stock is low using inventory management. RPA can automate the following tasks when integrated with ERP:

- Inventory and supply chain management - The RPA solution will alert you as soon as the stock level falls or rises.
- Data Transfer - Automating processes from CRM to ERP will ensure the most accurate transfer of data.
- Proof of delivery- A proof of delivery document (POD) proves that the customer has received the goods. RPA bots can be integrated with logistics ERP modules to track deliveries. The bot will extract delivery data, update it in the ERP system, and generate a receipt.
- Real-time Reporting- RPA systems provide real-time reports that show what is happening in various departments.

Inventory Management

In the manufacturing business, inventory management is very paper-intensive and requires a lot of manual labor. In order to automate inventory management, robotic process automation can automate emails, invoices, dispatch activities, and digitize documents. The RPA-based automation provides inventory managers with real-time insight into inventory levels and allows them to make smarter decisions based on past data.

Proactive Risk Management

RPA can conduct proactive and fully automated business process audits for enterprises. Automated procedures can forecast risk and notify stakeholders about potential issues.



Strategic Management of IT Operations

Keeping track of infrastructure and operations is not an easy task. IT teams can gain improved visibility into IT infrastructure and operations by employing RPA, allowing them to manage IT resources strategically without the need for a manual procedure.

Invoice Processing

When organizations use manual processes to acquire, assign, and approve bills, they waste time and money. Receiving an invoice and processing it until payment is recorded is known as invoice processing. RPA can be used to automate invoice processing and make it more efficient. No human intervention is required to update all data in the appropriate systems. Using RPA, the process of gathering vendor invoice data and transmitting it to the destination system is automated.



RPA Use Cases in **Logistics** Industry



Introduction

Automation of front-office and back-office processes by RPA increases productivity, such as streamlining order management, optimizing order distribution cycles, and integrating external supply chain applications with internal tools. Companies in the logistics industry that deploy automation into their business operations experience faster and more reliable deliveries, resulting in happier clients and increased revenue.

Use Cases

Shipment Tracking

Using robotic process automation (RPA), logistics can automate tracking vehicles and shipments. Experts estimate that efficient automatic solutions can replace 15-25 checker checkpoints and package display locations. Having solutions that work this way is the key to a consistent workflow that can lead to more or fewer savings than 30% in the deployment phase. This application enables the logistics company and customers to know the status of their shipments through tracking synchronization and the ability to check the details of their shipments. Using RPA, companies can automate pick-up, reload and delivery status between any Transportation Management System (TMS) and external customers.

Order to Cash

Order to cash is a major concern for accepting and processing customer sales orders. The challenges and difficulties required to recover money are errors, low profitability, cost overruns, time lag, order processing, etc.

Robotic Process Automation can automate many aspects of the process. It can assist in order fulfillment, eliminating and reducing the need for personal intervention. Enabled bots help customers retrieve required information and answer their queries in a real-time manner and helps to deal with many issues such as data incompatibility, late payment, and improper handling.





Responsibility for capturing and closing

Working with carriers for foreign companies is part of logistics. Less-than-load (LTL) shipment means delivering very small goods that are usually very small compared to a full truck. There is no standard definition of LTL, but it is generally considered LTL when it weighs between 150 and 20K lbs. To manage LTL flights efficiently and effectively, you need to track multiple systems. This includes additional costs and headaches. It can be successfully managed using software robots. Automation tools, can perform the lion's share of the pipeline. They can be used, for example, to scan and read company-related information (e.g., PRO number, contact details, invoice number, etc.). This helps speed up the whole process and close loads.

Procure to pay

Procurement is an important part of Logistics. The procurement phase aims to obtain and comply with the terms and obtain building materials, goods, or services (usually from external sources). Proper use of automation tools can reduce manual labor and save 20-25% on labor costs.

It is important to understand that to reap the benefits of RPA; you need to apply it throughout the P2P cycle. Functions such as purchase and payment requirements can be fully automated with the help of RPA.

Invoice Processing

Companies waste time in obtaining, assigning, and approving bills when they use manual processes. Invoice processing begins with the receipt of an invoice and finishes with the completion and recording of payment. Invoice processing can be made more efficient via robotic process automation (RPA). The difficulty mentioned above of invoice processing can be overcome by using RPA to automate the entire process. Without the need for human intervention, all data will be updated in the appropriate systems. Gathering vendor invoice data and transmitting it to the destination system is automated with RPA and runs at predetermined intervals.

ERP Integration with RPA

Robotic Process Automation (RPA) helps users leverage the potential of ERP systems integrated with RPA while getting rid of non-core, repetitive tasks. Robotic Process Automation can bring transformative changes to your existing ERP. In inventory management, manufacturing companies can monitor the current inventory and will notify them when the stock is low. Some of the common tasks that can be easily automated by integrating RPA with ERP System - Inventories and Supply Chains Management, Data Transfer, Proof of delivery. Logistics ERP modules can be integrated with RPA for tracking deliveries. Real-time Reporting- RPA systems can generate real-time reports that give a detailed account of what is happening with various departments.



RPA Use Cases in Human Resources Industry



Introduction

RPA can be a great tool for increasing HR data management skills. A few examples of tasks that require a lot of manual and repetitive labor and can be easily automated using RPA Bots include onboarding new hires, processing payroll, enrollment in benefits, and compliance reporting. In addition to increasing data accuracy and speed, RPA can reduce overall HR expenses.

Use Cases

Candidate shortlisting and resume screening

Software robots can quickly gather all of the files and compare them to the job requirements list. These specifications can be thought of as predetermined guidelines for the selection process. The best candidates will be notified and invited for interviews, while those who do not meet the criteria may be rejected. All of these tasks can be done by bots instead of humans.



Onboarding

Learning the corporate culture, how to perform their daily activities, and about their new duties is one of the most crucial stages for new employees. However, onboarding is one of the most challenging procedures because of the amount of new information the organization must provide: from establishing new accounts to providing access rights and passwords for various systems. Software robots can provide new credentials to the new employee, for example, and a specific template for the onboarding workflow can be automatically engaged by the user. RPA can streamline the entire process.

Induction and Training of Employees

RPA technology may allow your company and HR department entirely automate the induction process, which means that new hires will have a digital profile as soon as they apply for a job and accept it.

The RPA may use this digital profile to automate the onboarding of new workers and verify that they are up to date on all company procedures, compliance standards, and other legislation.

Payroll administration

Payroll is a prime illustration of a company's business function replete with repetitive, monotonous chores. It usually entails a high amount of data entering with little discretion and a lot of manual tasks, which increases the chance of error. Bots eliminate this risk while also drastically reducing wait times. The degree of job satisfaction of employees will increase as a result of avoiding late payments.

Management of travel and expenses

Late expense submissions, missing receipts, unclear expenditure explanations, and other issues resulting from manual processing can negatively impact compliance and employee satisfaction. Individual spending can be checked against corporate regulations and external expenditure criteria using software robots, making the process more efficient.

Attendance Tracking

RPA in Human Resources is used to track employee attendance in order to process their salaries. These bots compare self-reports or timesheets against time recorded in the company's system and alert HR if there are any discrepancies.



RPA Use Cases in **Healthcare** Industry



Introduction

Highly skilled professionals manage the Healthcare Industry, and their time is extremely valuable. However approx. 40% of their time is spent on non-value added activities. By automating most of these monotonous, non-value added healthcare tasks, you free up your healthcare professionals to focus on more important tasks - taking care of people! RPA can automate processes in Healthcare rapidly, accurately, and with high quality

Use Cases

Speeding up account settlements

During each patient's diagnosis and treatment, healthcare organizations must track, compute, and assess expenditures incurred. Manually processing such data would take a considerable amount of time and be prone to errors. Keeping track of various tests, medicines, doctor fees, wardroom costs, and other expenses is essential for calculating a patient's bill correctly. RPA software can also be used to notify patients of their bill amount and accept payments from them. Using RPA in the healthcare industry can eliminate payment delays and billing errors.

Patient Insurance Eligibility

The organization needed accurate and timely insurance eligibility verification for high volume, 100% manual processes to improve patient access and minimize delays in treatment; making it possible for clinics to provide the appropriate therapy services within a patient's health care plan on time. The RPA bots automated manual processes, resulting in 100% reductions in errors and 60% reductions in man hours spent on these non-value added tasks.





Automating Patient Appointment Scheduling

Appointments are often made online. Healthcare institutions must collect personal information, diagnoses, and insurance information during registration. Scheduling appointments with patient information can be time-consuming. Additionally, a patient's appointment must be coordinated with the doctor's schedule and availability in the hospital. It is necessary to adjust a medical officer's appointment schedule if he has to diagnose a patient. In addition, the hospital staff needs to alert its patients if any doctors are unable to treat their patients. Robotic process automation in healthcare can eliminate all scheduling concerns. RPA bots can collect and process data automatically. RPA bots can use this approach to optimize appointment times based on diagnosis, location, and doctor availability.

Claim Management

The complexity of claim management tasks causes billing to take some time after the delivery of healthcare services. This includes the entry of data, the processing of that data, and the evaluation of that data. In addition, RPA-driven claim management can eliminate human errors and automate time-intensive tasks in the claims processing process. Even partial automation can lead to significant savings, lower operational costs, and improved member and provider experiences with automation.

Improved Healthcare cycle

Healthcare providers collect substantial amounts of patient data, including personal information, diagnoses, and treatment cycles. As all of the data is stored in a single database, it can be time consuming and difficult to collect and optimize it for analysis. A growing volume of data is being generated each day through the addition of new individuals and conditions. Thus, healthcare providers may need to extract and optimise data on a regular basis. With RPA software, you can easily record and monitor ever-increasing amounts of information.

With the support of other digital systems, hospitals and clinics can use RPA in healthcare to optimize and extract data, enabling them to develop analytics. Using these analytics, hospitals and clinics will gain deep insight into diagnosis and treatment options. This method provides healthcare providers with the ability to track and analyze vast volumes of data quickly, allowing them to devote most of their time to helping their patients.



RPA Use Cases in Telecom Industry



Introduction

Business Process Outsourcing (BPO) companies are constantly striving to improve productivity while reducing costs. BPOs have begun adopting robotic process automation (RPA) as opposed to on-shoring and off-shoring the resources since they realize the challenges of managing the workforce. Using robotic process automation and artificial intelligence, BPOs can decrease operating costs, generate more revenue by employing the workforce more efficiently, and enhance customer satisfaction by meeting SLAs. Robots can work 24/7 without taking a break, so RPA can drastically increase productivity.

Use Cases

Network Administration

In order to maximize uptime and improve customer satisfaction, network management is essential. Due to the increased dependence on the internet and the growing need for data, the telecom industry has had difficulty maintaining a constant service.

To keep their network architecture running smoothly, service providers must browse sophisticated apps, enter data manually, and retrieve massive volumes of client data.

By automating repetitive tasks like event and diagnostic management, RPA can help address these challenges. As a result, network professionals will be able to focus on more complex procedures, thereby increasing uptime.

Contact Center Automation

Automated processes allow agents to focus on the customer while machines handle the data entry and approvals. Robots can provide step-by-step instructions with the right size information to remote agents in a single screen, reducing error and fraud rates while controlling access to systems.

Identifying the Customer in the System

When customer contacts an agent, the agent needs to identify them in the system in order to obtain information like order status, order number, support tickets, etc. As a result, the agent must interact with the customer while simultaneously switching between systems. RPA can significantly accelerate the process of identifying customers and providing agents with all the information about them on one screen. Therefore, there is no waiting time for the agent to load all the details, which improves customer service while reducing call duration.



Power Your Business with RPA

Get in Touch with our RPA Experts Today

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