Creating a Digital Workforce with Robotic Process Automation

Every enterprise organization is under immense pressures to digitize and automate all aspects of their operations, yet many organizations still rely on manual tasks for vital business processes, such as collecting, reviewing, and inputting information between systems, websites and portals—internal and external. These repetitive, remedial tasks require your employees to log in and out of multiple systems, copying and pasting data between different sources and formats.

In addition to being mind-numbing work, manual tasks are also notably inefficient and inaccurate – especially when compared to the predictability of automated work processes. But, as IT departments struggle to respond rapidly to the more pressing needs of business groups, key automation initiatives tend to get postponed, rescheduled or forgotten. The result is manual work lives on, and the status quo for inefficient operations remains.

Using Software Robots to Automate Your Key Business Process Activities

Robotic Process Automation (RPA) enables you to create a digital workforce that works side-by-side with your employees to drive greater efficiency. RPA eliminates almost any manual data-driven activity, where software robots comprised of powerful and dynamic process flows automate the tasks that humans would otherwise perform, while complementing other automation platforms such as Business Process Management (BPM).

These software robots mimic specific actions your employees take while working on a computer. This includes actions taken when interacting with an enterprise application, website, web portal, legacy system, or desktop applications including email, Microsoft Excel, and more. Unlike basic desktop automation tools or costly in-house development projects, RPA leverages a simple no coding methodology, automating virtually any human activity involving accessing and acting on information.

RPA Complements Business Process Automation Solutions

With the ability to access and process data from multiple data sources, robotic process automation doesn't require re-engineering of old processes, or ripping out platforms that are core to your operations. It can operate as a stand-alone solution to your specific needs. RPA is also complementary to traditional business process management (BPM) and case management, where robots are used at various steps within a larger set of processes, helping organizations further eliminate manual steps in key operational processes, such as customer onboarding, insurance claims processing, and mortgage lending.

Versatility Meets the Needs of Your Business

RPA replaces labor-intensive, multi-step tasks across multiple systems and data sources, including:

- Logistics operations
- Finance and accounting
- Customer and employee onboarding
- Regulatory compliance monitoring and reporting
- Mortgage lending
- Customer service and call centers
- Supply chain management
- Insurance claims handling
- Healthcare patient administration
- Sales operations