

# Considering RPA?



These are some our top tips to make RPA really work in your business.

## THE CHALLENGE

RPA is a new technology that has promised much. There are good experiences and those projects that have struggled– best practice is only starting to emerge. You can't ignore Automation as it's a strategic development that will change the way we do business. But bat smart, and learn from others– this will reduce risk of failure & increase success rates.

## OUR PROPOSITION

Stonefield will help you get **bankable results** out of your RPA journey.  
We will help you **design, implement & support** your company as you build your Robotic solutions.  
Our team are all very experienced, and use the Stonefield standard best practice

1

Bots drive ROI when they scale– so choose processes that are eminently scalable across your business and look beyond business units.

2

Pick the right process. Document the business case and calculate the ROI. Use This later to track delivery against plan.

3

Get HR involved from the outset as a strategic partner. Bots will create efficiency and reduce the FTE -be prepared to redeploy staff or switch focus to higher order tasks

4

Start simple and build from there. The simple processes will help build confidence in RPA that can be leveraged to more complex challenges later.

5

Use Proof of Concepts to drive real life metrics that can be considered reliable in cases where assumptions and inputs cannot be reasonably tested.

6

Report Key metrics using a well visualised performance management dashboard

7

Build a Centre of Excellence. It will help drive delivery over time

8

Make sure you have a RPA champion in your business—it will help keep the focus



**CONSIDER THIS BEFORE YOU PROCEED**

## WHY RPA?

▲ It will improve **efficiency** within your business

▲ It will **reduce error rates** & drive compliance– Bots don't make mistakes

▲ It will drive **cost savings**

▲ It acts the Leading edge into AI and Cognitive Automation



## APPROACH



**Strong governance** - Have a strongly populated Steering Committee that drives delivery and accountability.

**Clear ownership** must be allocated and dedicated business ownership attached to each initiative. Have a RPA Sponsor who can drive scale across business units.

Build a **highly collaborative approach** with business. These are business projects, solving business problems not IT ones. Let business lead.



**Be guided by strategy.** RPA should have a defined role to play within the Digitalisation strategy of any business. It can be simple, but must be defined.

Operate using an **“Agile”** approach— drive the velocity of delivery



Be clear if you are seeking to drive **efficiencies** in existing processes or **redesigning** the processes themselves. These are important differences.

Invest in RPA for the **Long Term**— it is here to stay. It is not a quick fix, but a strategic picture that is developing. Hence the development of a Centre of Excellence is important.



RPA must be seen to be the **leading edge** into AI and Cognitive analysis leveraging unstructured data. First RPA, the rest can follow.

## RPA STATS

- Spend expected to reach \$4b by 2021
- Near universal adoption estimated within 5 years - 53% of organisations embarked on the RPA journey
- 20% of FTE generated by Bots
- Payback period typically within 12months

## PROCESSES THAT LEND THEMSELVES TO RPA

- In short- manual & repetitive processes
- Finance processes across business units
- Reporting
- Underwriting and Claims in insurance companies
- Processes based around stable legacy systems with low exception rates
- Data transformation, Data collection and population

## CAVEAT EMPTOR— WHERE IT DOES GO WRONG & WHY

- **Speed to implement** is too slow> poor methodology drives implementation
- People are **not redeployed** to capture efficiency gained
- **Scaling disappoints**> wrong processes selected
- **Process standardisation issues**
- **Lack of IT support**
- **Poor coding**
- **Lack of post implementation support**

Contact Stonefield to find out more about your RPA journey.