

Robotic Process Automation for smarter and better working



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Foreword

Still emerging

Too often business orientated writing starts with an overblown statement along the lines that technology or competition is moving at an unprecedented pace and if you don't catch up you and your business are in peril. Be it "disruption", "disintermediation", "step change" or "transformation", you can be sure that you are behind and it is probably too late to catch up. Well, we are not going to use any of these terms today, only because the business technology that we are going to discuss is still emerging...

Are few aware?

Yes. We won't use business jargon: we will use a lay-person's cliché instead - this might be the "biggest thing since sliced bread". Yet few in business are aware of the potential of what is known as robotics process automation (RPA). We are not talking about hardware robotics that we see in manufacturing but software that is transforming the mundane tasks that consume much of our working day.

Perhaps because these tasks tend to be repetitive and mundane this might be the very reason that it hasn't caught the attention of every board room yet... Some other possible reasons are: that some wrongly think automation technology hasn't changed much since the early "screen-scraping" scripts, or that they are no longer interested in "mundane tasks" as they have already outsourced them! Maybe understandable reasons why RPA tends to be underestimated - let us try to explain why we think this is about to change.

What has changed?

RPA has changed in two aspects over the last few years: firstly the technology has matured from straightforward machine automation into software 'robots' that can simulate what we do; and secondly the software has become more user friendly and there is much more application in business process. This is in the context of businesses becoming more data savvy as analytics is becoming more mainstream - today RPA can automate data collection, pattern and natural language recognition and perform predictive analytics. So the software is now more capable, easier to use and businesses are more aware of the potential of data - RPA is not just about processes.

Is this the quiet revolution?

Yes. Remember how underwhelmed you were when you saw your first spreadsheet? Yet could you imagine the business world (and maybe even your personal one) without spreadsheets? We are not suggesting that spreadsheets are great but they are all-pervasive and make a massive impact on how businesses operate. We see RPA as analogous to spreadsheets - thus: both use simple technology; don't need high IT skills; both have employee driven use cases; and of course both have the potential to be at once useful and risky.

This short paper aims to excite the C-suite and encourage them to work with their employees to help maximise the potential and minimise the business risk. In our humble opinion, RPA is both interesting and exciting but it frankly it is also a little bit scary: so let's work with the technology rather than be victims and take first steps rather than wait for someone else. And rather than simply frighten users about their job security let's show them how we can both improve the employee experience and deliver benefit to the business at large.

So are we now better able to eliminate human work?

This is going to transform the way we work rather than a simple story of replacing humans with software. Let's not kid ourselves: organizations invest in RPA as they need to make productivity improvements. However, smart early adopters

closely involve their workforce and many workers see the opportunity to eliminate the dull repetitive parts of their job role to spend more time doing more work better suited to humans. They see the opportunity to work with robotics rather than the threat of being

replaced by them. Of course this is not always the case, and some employees may feel threatened.

Hence, how RPA is deployed is crucial to its success.

And is this Digital?

The "D-word" is almost a prerequisite to get the aforementioned C-suite attention. Real digital strategy isn't just a few apps and a new website - real digital is about changing how the business operates; how employees, customers and suppliers interact with real time process and product data - RPA will be at the heart of forward-thinking digital business strategies. As we explained: it is early days

but we are seeing digital strategies move from the superficial into the heart of business operations, and we are beginning to see a large number of use cases emerge in many different business. Indeed it is challenging some traditional business models, notably outsourcing. And it will also change how we manage and improve our businesses bringing lean, automation and data analytics

to the hands of the business user rather than the specialists.

The paper will now explore practical experience on how organizations can create the conditions for successfully using RPA to meet their cost-reduction challenges while focusing employees on value adding activities to improve business outcomes.

What can Robotics Process Automation do today?

With potential for near-immediate returns on investment, RPA is an attractive option for reducing operating costs. At the same time, employee efforts can be redeployed into more value-adding business processes.

Companies have begun to realise the cost benefits of RPA, which is already saving businesses in the range of 25-50% (IRPA). Atos has direct hands-on experience of specific pilots achieving even greater savings, sometimes in the order of 80%, and with increased return on investment thanks to rapid and easy implementation.

Savings will be achieved through a combination of both labor and time reduction, and with much higher quality and compliance rates. One software robot would have a cost of merely a third of an offshore full-time employee (FTE), and as little as a fifth of an onshore FTE. Taking account of the ability to work 24/7 and at a faster pace, a software robot may be able to do the work of more than ten FTEs. These productivity levels are

expected only to increase as the technologies continue to mature and are deployed for higher-value processes. Combined with lean thinking, RPA can be even more effective.

Benefits have already been realised by insurance companies who have automated their claims and policy enquiry process, reducing staff costs and enabling 24/7 operations, with no negative impact on quality or compliance. In fact, robots make fewer mistakes and work to a higher quality because they are unable to deviate from their required task. Moreover, every action carried out by a robot is automatically auditable, creating greater insights into the quality, efficiency and effectiveness of processes. This leads to a reduction in human interventions and lower error rates.

Today's software 'robots' can automate a wide range of standard business processes, from data collection and pattern and natural language recognition to predictive analytics. Perhaps even more impressive is how quickly it can be implemented.

Releasing talent

In the near future, workers will be freer to take on more complex work and use their intelligence and imagination to meet new challenges, solve complex problems and become more innovative. They will also be freer to become more customer-facing, thereby improving customer service without the need for more resources. We know it is easy to say but surely a "win-win"?

Yet, if we are honest, for many of us the advantages of automation are laced with

concerns that in the future, there will be fewer jobs remaining for humans to do. The technology's ability to work at high speeds 24/7, without overtime costs or work breaks, makes RPA look like a mixed prospect. Perhaps one of the most significant benefits of RPA is that it "releases talent". No longer do skilled and intelligent people have to carry out repetitive data-collection or wrestle with mundane spreadsheet tasks. If you are reading this at work, stop for a moment; have a look around at your colleagues and

see at what they are doing. How many are transcribing to and from spreadsheets to emails? How many are cross-referencing performance data for a management report? Let's assume that the outcomes of these tasks are useful: aren't your colleagues in a way wasting their time on mundane work that is often "pretty mindless" and "mechanical"? With RPA, there is a real opportunity that they (and we) can work alongside the robots and concentrate on what we do best and find most rewarding.

Reducing costs, improving outcomes

Despite the evident advantages of RPA, any implementation must be spearheaded by an appropriate change management effort. Automation raises obvious questions about

impacts on staffing levels and sponsors of RPA should be aware that it is as significant to employees as outsourcing and offshoring.

Carefully designed change management will help to improve employee experience and openness to the change in order to take full advantage of the benefits.

How Atos can help

Atos offers an end-to-end Robotics Process Automation service and solution that will help you cut costs while adding value in your organization.

Human Factors are fundamental and we can work with you from developing a clear **business case**, right through the design and development to implement, which we can deliver as a managed service. We can work with your teams and show them how to design and implement process automation - they will understand and own the deployment and will become advocates for RPA.

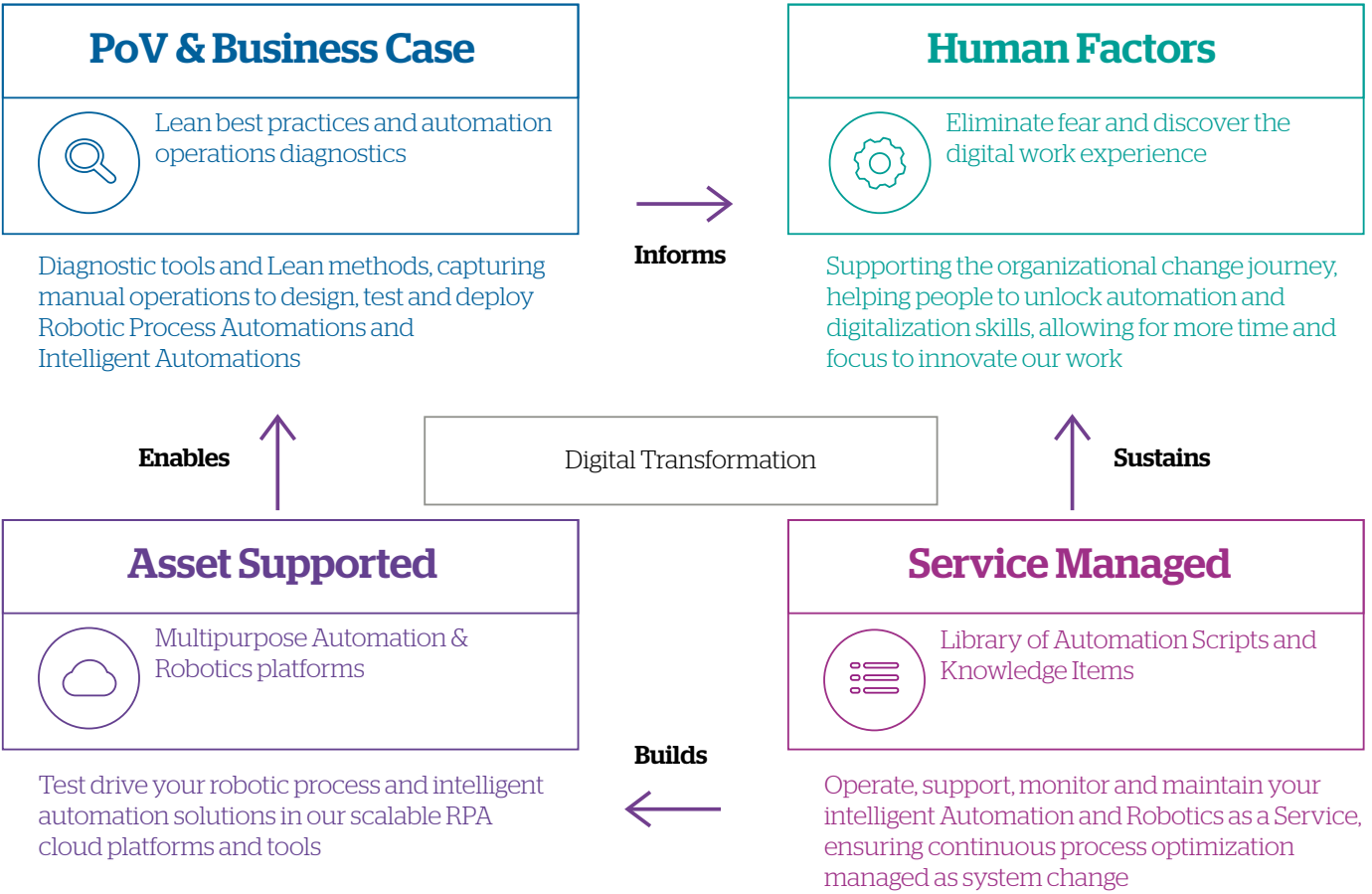
For the business case, our approach is to demonstrate value early through a **Proof of Value** and to fully address the human factors of the change to ensure benefits are optimized.

We can accelerate your deployment using our multi-purpose cloud based automation platform - Atos has codified

our RPA capability as a strategic **asset** and our automation knowledge and reusable processes are available to use almost instantly from a cloud-based RPA platform.

Lastly the a managed service are fully supported by Atos as a managed service, from advisory investigation, through guided deployment, scaling, and improving and ongoing **support**.

We have a trained Automation & Robotics Practice to build and unlock the Digital Workforce benefits



Guiding on the RPA journey

To guide your organization through the journey to automation, we can help in three ways:



In Discovery mode

We'll help to define your operational cost savings and improvement opportunities in order to prove the business benefits of RPA through use cases.



In Industrialization mode

We'll help to design the automation solution, service transition and integration, change management and benefits realization.

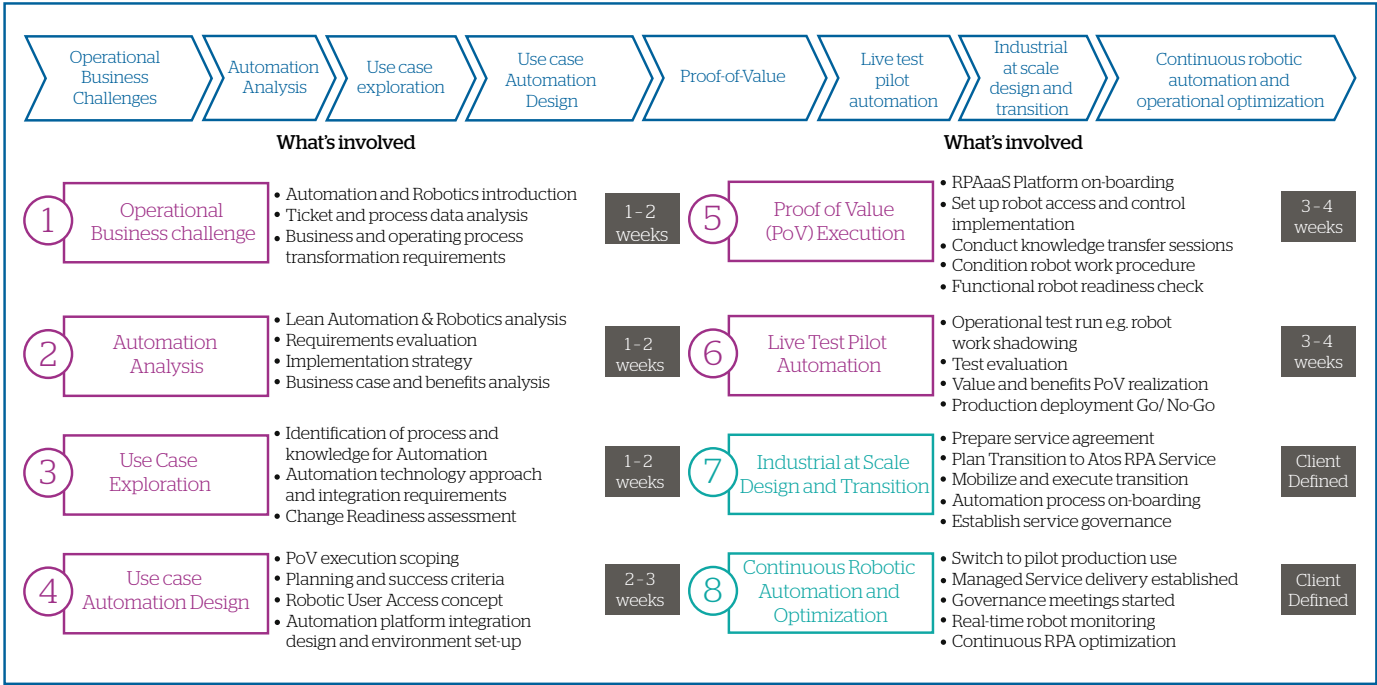


In Service Provision mode

We can manage the automation solution and knowledge libraries to ensure continuous improvement and change control.

We incorporate proven methods and accelerators at every stage of the automation lifecycle as shown in the diagram below.

Atos solutions are tried and tested right along the automation value chain, from discovery and proof of value, through industrialization and into managed services solution



Why Atos?

As a truly global company with 100,000 staff in 72 countries, we can undertake the most ambitious RPA project along the full automation lifecycle.

Our team brings rich expertise in RPA, lean thinking and processes, business process redesign, change management, system integration, application management, solution design and managed services.

We won't just show you flashy PowerPoint presentations but rather hands-on evidence of real use cases.

Key features of Atos' approach that will enable you to optimize the benefits of RPA include:

A rigorous focus on providing benefits early to deliver value as soon as possible.

Injection of lean diagnostic tools and methods to derive maximum value from RPA.

Rich experience of change management in digital environments and the human factor of RPA to help eliminate potential employee concerns and ensure maximum business benefit.

End-to-end capabilities, experience and expertise, to ensure that your RPA solution is integrated, efficient and sustainable.

The ability to offer RPA as a managed service to maximize efficiency and ensure continuous improvement.



About Atos

Atos SE (Societas Europaea) is a leader in digital services with pro forma annual revenue of circa € 12 billion and circa 100,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Cyber-security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defense, Financial Services, Health, Manufacturing, Media, Utilities, Public sector, Retail, Telecommunications, and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline.

Find out more about us
atos.net

Let's start a discussion together

