INFOVISION
#AccelerateDigital

Whitepaper

Beyond RPA myths: **accelerating automation to transform business**

Do we possess adequate knowledge about Robotic Process Automation (RPA) to make business decisions? Are we prepared for the upcoming phase of this transformative technology? Let's debunk some common myths and explore its lesser-known aspects.

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RPA really works!

Back in the year 2021, Coke Canada Bottling Company decided to do things differently. Instead of focussing on newer integrations and techniques to refine their workflows, they simply switched to automation to create immediate value. They didn't change any existing process but simply automated it with Robotic Process Automation (RPA).

Time and again, RPA has proven successful in getting businesses closer to their goals. From Dell where RPA automated 30 HR processes leading to 85% efficiency to Santander Consumer Bank where 150 RPA bots worked to save $2 million on a systems migration, there's abundant proof that RPA really works.

In less than a year:

11

key processes were automated

95%

Employee details verification time reduced

7500+

manual hours saved

FACT CHECK
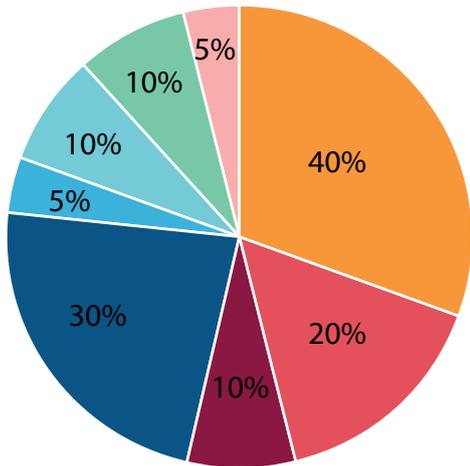
According to a Deloitte report, RPA has shown significant benefits to enterprises including improved compliance (92%), improved quality/accuracy (90%), improved productivity (86%), and reduced cost (59%).

As a matter of fact, large-scale adoption of RPA is underway - even data and market trends suggest so. In a recent report by Grand View Research, the global RPA market size was valued at USD 2.3 billionin 2022 and is projected to expand at a CAGR of 39.9% from 2023 to 2030. This adoption is not limited to a specific industry or geography, but rather widespread across all industries including BFSI, pharmaceutical & healthcare, retail & consumer goods, IT & telecom, manufacturing, education, communication, logistics and more.

In 2022, the BFSI sector had the highest revenue share of the RPA market, representing 28.8% of the total market. This is due to the successful outcomes that RPA solutions have demonstrated in the finance industry. For example, UiPath's RPA solution for BFSI has delivered twice the transaction processing capacity and an 80% faster reconciliation time.

$ 2.3B

global market size

2022

- BSFI
- Retail and consumer goods
- Information technology & telecom
- Pharma and healthcare
- Manufacturing
- Logistics and energy & utilities
- Comunication and media education
- Other

Source: Grand View Research

Although large enterprises dominated the RPA market share in 2022 with 66.0%, the adoption of RPA is not limited to them. Small and medium-sized enterprises (SMEs) are expected to have the highest compound annual growth rate from 2023 to 2030 due to increased RPA awareness in the segment.

Despite numerous success stories and statistical evidence, RPA has faced cynicism and resistance, with concerns including overreliance on bots, susceptibility to cyber-attacks, and data security. The Deloitte global RPA survey report revealed a relatively small increase in organizations investigating or implementing RPA, and only 3% of leaders scaled their RPA capabilities to more than 50 robots. Misconceptions about RPA may be hindering its widespread adoption. This whitepaper aims to dispel the 5 most common myths about RPA.

5 RPA myths you must ditch today

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Myth 1: RPA can only help in cost reduction

Yes, RPA significantly helps reduce costs - owing to the increased efficiency and productivity. It's a clear benefit that most organizations sought and RPA is popularly known to provide. However, it's inaccurate to say that cost reduction is the sole benefit you're going to get with RPA.

RPA technology has a lot of other business benefits to offer, including:

- **Increased efficiency:** RPA bots can work around the clock and perform tasks faster resulting in significant time savings and increased productivity.

- **Improved accuracy:** RPA bots are less prone to errors and perform tasks with a high degree of precision and consistency.

- **Enhanced customer experience:** RPA bots can improve the speed and accuracy of customer interactions by automating basic and repetitive tasks.

- **Scalability:** RPA technology is scalable, making it ideal for businesses with fluctuating workloads or seasonal peaks.

RPA has a lot more to offer than just lesser costs.

FACT CHECK

Employees spend 10%-25% of their time on repetitive computer tasks. IT departments spend 30% of their time on basic low-level tasks. Typical rules-based processes can be 70%-80% automated.

FACT CHECK

85% of respondents in the Deloitte global RPA survey reported that RPA met or exceeded their expectations for non-financial benefits such as accuracy, timeliness, and flexibility.

Specialist perspective

We worked with a client looking to automate their HRMS process, focusing on making their employee onboarding seamless. The key benefit that they were looking for from the exercise was not cost reduction, but experience enhancement. After implementing the RPA solution using UiPath, along with Optical Character Recognition (OCR), MongoDB, AWS, and machine learning/natural language processing, we were able to offer the following benefits to the client:

5x	4x	10x
Saving in manual efforts	Faster verification	Quicker onboarding

While the client was also able to reduce costs and get a return on investment within six months, they were delighted with the smooth employee onboarding experience.

Myth 2: RPA solves business process problems

While RPA can undoubtedly help organizations save time and money, it is a myth that RPA can solve or fix business problems.

Essentially, RPA automates existing business processes and does not alter or improve them.

To understand this better, let's examine accounts receivables processing. For companies with global operations, reconciling thousands of payments each month can be a daunting task for their accounting and finance departments. Payment reconciliation is a crucial process that involves matching payments made by a company with corresponding invoices or bills. RPA can automate this process by extracting data from payment and vendor records, comparing them, and flagging discrepancies. However, RPA cannot address underlying issues or errors that may exist in the payment reconciliation process.

For instance, if there's an error in the payment or vendor record, RPA can flag the discrepancy, but it can't fix the error without human intervention. To fix underlying issues with the reconciliation process, the company should engage process experts who can analyze the process and suggest improvements. Once the process has been optimized, the company can then automate the new and improved process using RPA, further enhancing efficiency and reducing errors.
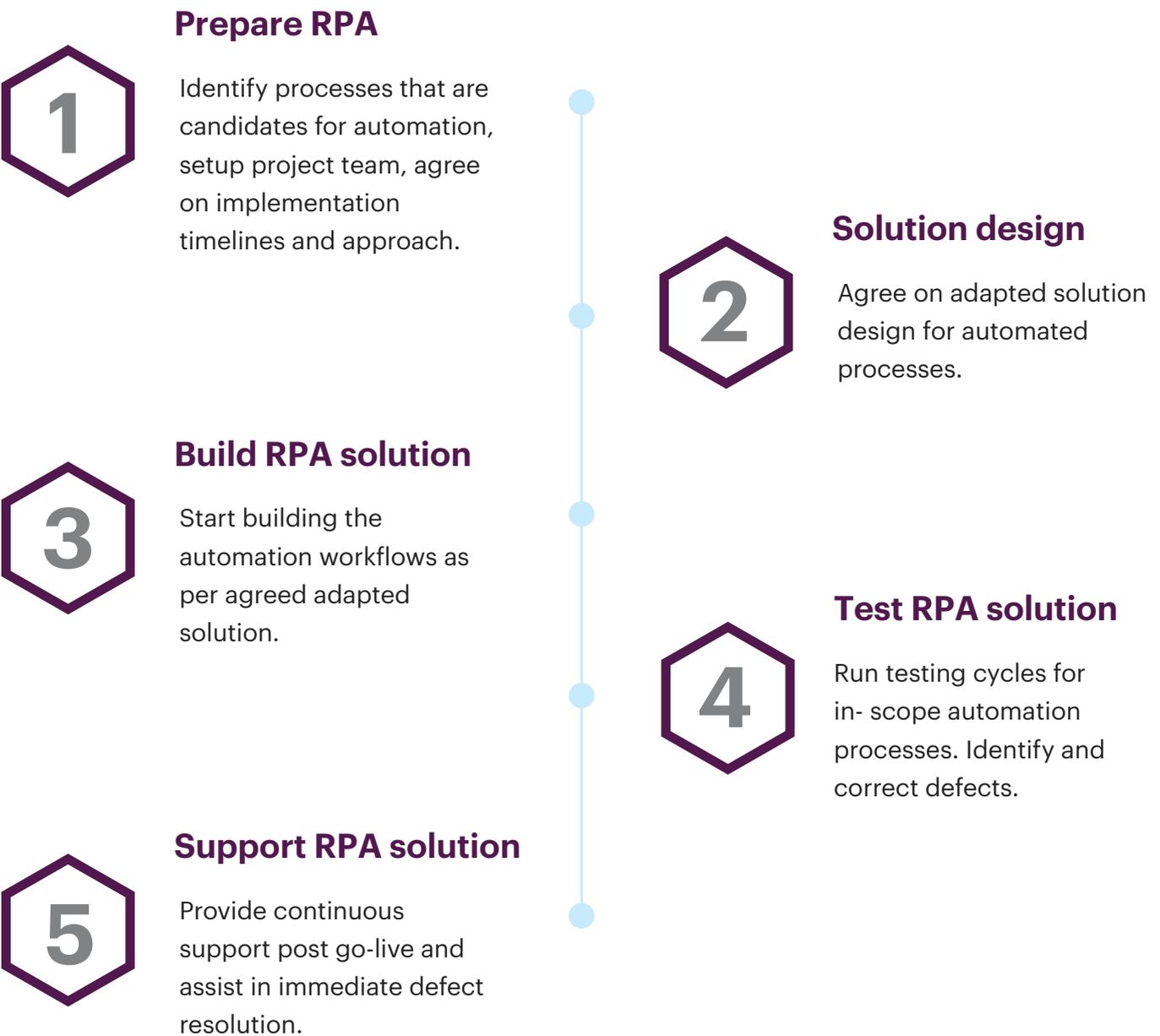
In summary, RPA is a valuable tool that can automate repetitive, but it is not a solution for business problems.

RPA complements human expertise by allowing humans to focus on strategic measures while automating repetitive tasks.

∨ Specialist perspective

You can't simply, decide to automate your business processes using RPA, invest in an RPA tool and expect to solve all your process gaps.

Intrinsically, RPA as a technology doesn't fix any process for you, it makes a bot do the same thing a human was doing earlier. That's why our RPA offering extends beyond solution execution. At InfoVision, each RPA pod comprises a lead architect, an analyst, and 2-3 developers. They work with a client to identify gaps, apply a suggested solution and test it until it offers optimal results.

Prepare RPA

1

Identify processes that are candidates for automation, setup project team, agree on implementation timelines and approach.

Solution design

2

Agree on adapted solution design for automated processes.

Build RPA solution

3

Start building the automation workflows as per agreed adapted solution.

Test RPA solution

4

Run testing cycles for in- scope automation processes. Identify and correct defects.

Support RPA solution

5

Provide continuous support post go-live and assist in immediate defect resolution.

Myth 3: Implementing RPA can burn a hole in your pockets

How much do you think would be the estimated cost of an RPA bot? While there's no fixed cost I can present you with, research shows that a software robot a.k.a virtual worker would cost anywhere less than 30% to 10% of thev annual loaded wages of an offshore full time equivalent (FTE), to one-ninth the annual loaded wages of an onshore FTE. Not to mention that this virtual worker won't take any coffee or lunch breaks, annual or sick leaves, or even procrastinate!

That's just the tip of the iceberg though. To understand whether or not RPA would be an expensive choice for you, you'd have to dive into the factors that affect its cost.
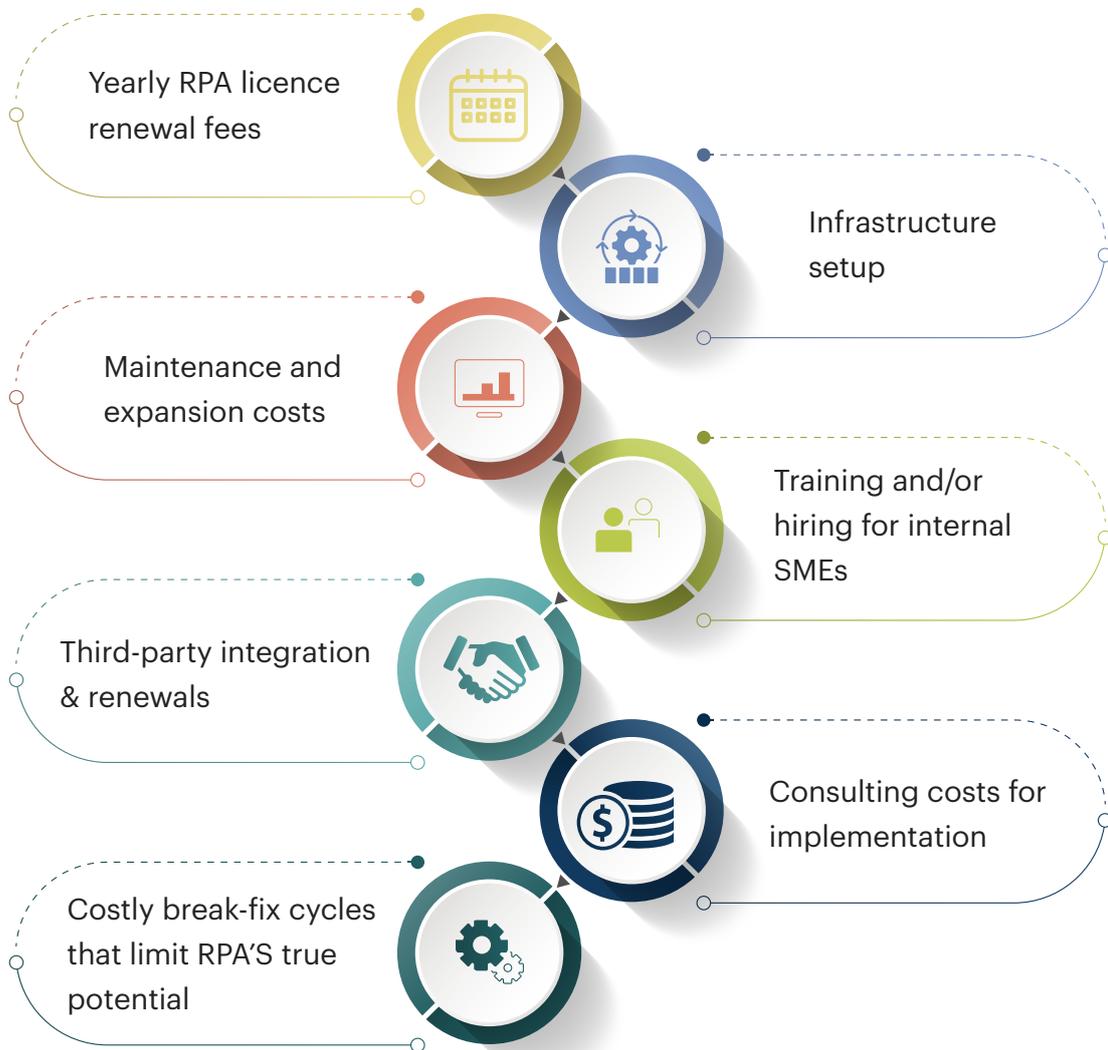
> **The cost of implementing RPA can depend on the size and complexity of your organization and the processes you want to be automated.**

Some processes are simple and can be automated relatively easily, while others may be more complex and require more time and resources to automate.

Secondly, it also depends on the tool you go for. There are many different RPA platforms available in the market, ranging from open-source tools to enterprise-level solutions, and the cost can vary accordingly.

Lastly, your cost would heavily depend on the expertise and experience of the team implementing the RPA solution. The more experienced they are, the more efficiently they would be able to build and execute solutions.

On average, a single RPA bot (or unit) can cost you anywhere between $5,000 and $15,000. However, that's just 25-30% of the total cost. The remaining is a combination of the following:

- Yearly RPA licence renewal fees
- Infrastructure setup
- Maintenance and expansion costs
- Training and/or hiring for internal SMEs
- Third-party integration & renewals
- Consulting costs for implementation
- Costly break-fix cycles that limit RPA'S true potential

∨ Specialist perspective

For any RPA project that we work on, we have built a cost-benefit analysis calculator that tells us whether or not the automation would be a cost-effective solution for the company. For any dataset and organization, we have realized that the cost of RPA follows a rather definitive pattern.

To begin with, you'd find that the cost of RPA is higher than the cost of manual effort. After a point in time, the cost decreases, to match the manual costs. That's the breakeven point. Post that, RPA costs are significantly lower than manual costs. It's a perspective that needs to be driven within the organization favoring long-term benefit over short-term expenditure.

Myth 4: RPA can only automate rule-based tasks

While it is true that RPA is typically used to automate repetitive, rule-based tasks, the notion that RPA can only automate such tasks is a myth. In fact, RPA can be used to automate a wide variety of tasks, including those that require decision-making and those that involve unstructured data.

Modern RPA involves Intelligent Automation, comprising a combination of:

- Artificial intelligence (AI)
- Machine learning (ML)
- Optical character recognition (OCR)
- Natural language processing (NLP)

While RPA can automate repetitive and manual tasks, intelligent automation adds new capabilities that enable it to learn and adapt to data in real-time, process unstructured and semi-structured data, automate tasks that require judgment, and detect or adapt to constant change.

For example, a company wants to automate its customer service process. With RPA, it can automate the process of responding to common customer queries and routing customer calls to the appropriate department. However, if a customer asks a question that the system is not programmed to handle, the RPA system will fail to provide an answer.

With intelligent automation, the system can use NLP to understand the customer's question and ML to search through vast amounts of data to provide the most relevant answer. The system can also learn from past interactions and adapt to new customer inquiries. This not only improves customer satisfaction but also reduces the workload on customer service agents, allowing them to focus on more complex tasks that require human judgment.

∨ Specialist perspective

Instead of going for RPA as a standalone solution, we often recommend our clients for comprehensive automation capabilities. Leveraging the capabilities of one of our automation partners, EvoluteIQ, we were able to deliver intelligent AI-enabled patient care management for a US based leading dialysis service provider. The client wanted to provide a proactive process of care to registered patients to prevent lapses that could result in emergencies. So, while the bots gathered large volumes of patient health data, intelligent automation powered by machine learning models combined this with ethnographic and demographic information to create predictive signals. These signals triggered the appropriate procedures and alerted the relevant medical professionals and departments within the care provision centre to initiate an appropriate response.

The key results:

2x | 2X improvement in patient satisfaction scores across the centres due to the improved quality of care provided.

1:1 to 3:1 | Care providers had more time and flexibility, with the average patient-to-care provider ratio going down from 1:1 to 3:1.

We apply the same logic in the testing domain as well. Standalone RPA bots are not advisable for testing as they're not as cost-effective. A heterogeneous RPA solution across business processes (including testing), along with other intelligent automation solutions can provide much better results.

Myth 5: RPA is good only for BFSI and retail sectors

It is widely believed that RPA works wonders for BFSI and retail with its inventory management, invoicing, account opening, KYC and other capabilities. This misconception prevents leaders in other industries from trying it out. In reality, RPA works wonders across industries including healthcare, IT operations, HRMS, and telecom. For instance,

The healthcare industry can utilize RPA to automate numerous administrative tasks such as patient registration, scheduling appointments, and billing. According to a report by Deloitte, RPA implementation can **reduce claim errors by up to 75% and cut processing time by up to 50%.** This, in turn, improves patient experiences by reducing wait times and minimizing errors.

In the IT industry, RPA can be used to automate software development, testing, and maintenance tasks. This automation results in reduced errors, improved efficiency, and more time available for higher-value tasks. According to a study by the Everest Group, RPA implementation can **reduce operational costs by up to 65% in IT operations.**

In the HR industry, RPA can be used to automate various tasks such as employee onboarding, performance management, and payroll processing. A report by McKinsey found that automation could save HR teams 20-30% of their time on transactional activities. In addition, RPA implementation can help reduce errors in employee data, which can help organizations **save an estimated $500,000 per year on average.**

Finally, in the telecom industry, RPA can automate tasks related to customer service, billing, and network operations. This automation improves customer experiences, reduces errors, and frees up time for higher-value tasks. According to a report by the Everest Group, RPA implementation can help telecom providers achieve a **50-75% reduction in manual efforts and 30-50% savings in cycle time.**

Finally, in the telecom industry, RPA can automate tasks related to customer service, billing, and network operations. This automation improves customer experiences, reduces errors, and frees up time for higher-value tasks. For example, RPA can be used to automate the process of updating customer records in the billing system, reducing the time and effort required for this task. According to a report by the Everest Group, RPA implementation can help telecom providers achieve a 50-75% reduction in manual efforts and 30-50% savings in cycle time.

∨ Specialist perspective

For any RPA project that we work on, we've built a cost-benefit analysis calculator that tells us whether or not the automation would be a cost-effective solution for the company. For any dataset and organization, we've realized that the cost of RPA as opposed to the cost of manual tasks follows a rather definitive pattern.

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95%
Process errors reduced

3x
Effort reduced for order processing based on the selection

28%
Efficiency improvement in the overall process

RPA can be put to use anywhere; you just need a technical eye to identify which part of your business processes needs to be optimized with automation. We at InfoVision can help you with that.

RPA with Infovision: 360 degree services

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We understand that RPA implementation is a specialized expertise and if not done accurately, it can cost a lot to any business. You may keep adding bots to your processes but not get desired results if you don't know what to automate and how to improve existing processes while automating them.

RPA centre of excellence capability

Our RPA expertise goes beyond 'BOT' development & maintenance to support continuous innovation and setting up a robust, repeatable & reproducible RPA value proposition

We bring proven business Process re-engineering solutions & frameworks to further maximize the benefits of a product agnostic automation solution.

Vision

To revolutionize business operations through robotic process automation, enabling organizations to achieve unparalleled efficiency, productivity, and innovation

Strategy

- Comprehensive assessment
- Tailored solution design
- Agile and iterative implementation
- Continuous monitoring and optimization
- Innovation and technology advancement

Agile implementation

- RPA Tool kit
- Industry best practices
- Re-usable BOTS
- Project management
- Analytics

Governance technology

- Automation life cycle
- Defect & change management
- Risk management
- business continuity
- Product management

Our approach

- RPA as an enterprise capability
- RPA strategy & feasibility assessment
- Implementation & support
- Governance
- Training

Technology partnership

- UiPath
- EIQ

Meet the author

Mukund Wangikar
Vice President
InfoVision

Mukund leads InfoVision' s Engineering Practice to build world-class solutions with a consistent approach, innovative culture, and customer focus. He's responsible for building product engineering testing teams for various product companies with best-in-class software processes and procedures. He has successfully built practices for Application Development & Modernization, Quality Engineering & Automation, Robotic Process Automation, Ui/UX and Services. With over 20 years of experience in engineering and automation, Mukund brings the tactful mindset of an engineer and the vision of a leader to every project he engages in.
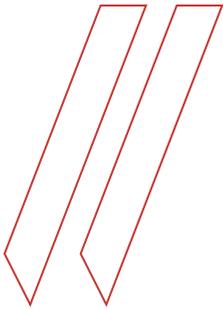
if you're looking to understand how automation can aid your business, you can book a direct no-obligation complimentary audit by Mukund to reflect on your existing process and recommend the scope of improvement and automation.

Take the first step towards automation, write to us at

digital@infovision.com

About InfoVision

Infovision, founded in 1995, is a leading global IT services and solutions company offering enterprise digital transformation and modernization solutions across business verticals. We partner with our clients in driving innovation, rethinking workflows, and transforming experiences so businesses can stay ahead in a rapidly changing world. We help shape a bold new area or era of technology-led disruption accelerating digital with quality, agility and integrity. We have helped more than 75 global leaders across telecom, retail, banking, healthcare and technology industries deliver excellence for their customers. InfoVision's global presence enables us to offer offshore, near shore and onshore solutions for our customers.

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