

Process automation can enhance the performance of your company

Robotic Process Automation (RPA) has entered the industry dynamically and now, it can be seen more and more often in the office, supporting administrative services. The work done by a human being performing tasks on one or more IT system, is being replaced by an outside computer program designed specifically for this purpose. A robot maps the human's work and performs autonomous actions, handles data (like people do), communicates with other systems and reports completing the task after finishing it



An approach based on RPA offers many advantages

- The process of implementing RPA tools is **shorter, simpler and significantly cheaper** compared to projects that require changes in main business systems of a company in order to deploy the same functionality.
- RPA tools can even be used in areas where it's impossible **to change business system functionalities**.
- **Repetitive, routine tasks performed manually** by employees can be replaced with the cheaper and error-free work of a robot.
- It allows for a **quick deployment of new business** concepts that enhance client satisfaction, such as reducing wait times where manual customer service would take too much time compared to the one performed by a robot through a web system.

To enjoy the benefits of RPA, the solution needs to be applied to just a few most labor-consuming or error-prone processes. Next stages consist of developing already deployed robots or creating new ones in the company.






Which corporate functions use robotization the most often?

RPA can be used in every industry and practically in every process. Robots are able to integrate any tool (applications, systems, environments, etc.) including the older generation of solutions, that don't offer data exchange.

» Przykładowe funkcje



» Example of action

- 
Input of data into the system, on the basis of data entered by the client with a web form.
- 
Informing selected clients of an important event (based on a list of clients generated in a report) with a request for decision, then entering the client's decision into the system.
- 
Expediting the process of order entry into systems – order data is generated based on simplified forms for salespeople, while a robot takes over a part of the work of sales support.
- 
Analyzing and responding to client complaints. Adequately referring complaints to appropriate units of the company to be investigated, as well as response management.
- 
Transferring data from files to systems or from systems to files.

Where should RPA be deployed?

The ideal processes for automation are:

- rule-based and standardized;
- require access to multiple systems;
- are susceptible to human error;
- require multiple instances of manual data duplication and transfer;
- require limited exception processing;
- are carried out frequently and in large numbers or are subject to significant increases in a given period.

RPA can be used for a wide range of operations with the above-mentioned characteristics, including back-office system and IT operation support. But the most important element is a correct deployment as the **robot requires precise instructions and can't deal with changes itself.**

What are the benefits of RPA deployment?

Improved efficiency, reduced costs and short payback time of the investment

- Robots can work productively even **24/7** and are able to complete tasks more quickly than people, navigating skillfully around data stored in various locations and systems. This way **the time needed to access information is cut down significantly**, causing the decision-making processes to be much more effective.
- The payback period of a proper RPA deployment is usually **shorter than a year** (3-6 months on average) but this is subject to change depending on the project, the process, as well as the process environment. Robot implementation takes place **quite quickly** because RPA programming and configuring for each process can be done within a few weeks, **without any impact on the IT infrastructure in place**.

Integration of data from multiple systems

RPA ensures a comprehensive process automation **without the need of incurring the technical costs of designing an interface between applications** RPA works within the graphical user interface (GUI) of existing enterprise systems and software, such as CRM, ERP, etc., removing the need for engaging an IT department or investing in more complicated solutions

Scalability

Thanks to an RPA deployment, organizations become more **flexible and quickly increase the scale** in order to deal with constantly changing conditions, as well as new requirements with respect to workload and an ever-growing number of events to be managed. RPA also increases the capacity to respond to both short-term and long-term work increase – there's no need to launch new recruitment procedures.

Proactive risk management

By using robots, it's easier to prevent human error – a well-designed robot just doesn't make mistakes. **Data processing quality** can easily be supervised with automated control points. This is particularly important in regulated industries with strict requirements of conformity or the need to produce documentation for auditing purposes.

Increasing the satisfaction of clients and employees

Higher quality of performed tasks, standardization and a lower response time significantly **improve the clients' satisfaction** with the company.

Employee motivation gets boosted by the fact that **robots do all the routine, time-consuming and repetitive work** that gives no satisfaction. That's what sparks plenty of enthusiasm to concentrate on more useful tasks.

RPA with Soflab Technology

» Know-how based on many years of experience in automation

We had been dealing with automation long before it was widely deployed as a way to improve business processes. We grew up in software testing and while working in the field since 2008, we became a leader on the market of IT quality assurance. For us, automation has been and still is one of the main ways of carrying out time- and labor-consuming software tests. We have a proven RPA deployment strategy, and that is – a comprehensive and structured RPA implementation process.

These experiences helped us build a team of experts, who take on business process automation with confidence.

» Choosing the right tools and technology

- When it comes to robotization and automatization, we use the most widely-known and leading technologies.
- We complement them with solutions used in test automation as well as with our own tools and, in exceptional circumstances, with bespoke software.
- We can choose appropriate tools tailoring the specific needs of our clients, taking into consideration technical and business challenges.



What can we do for you?

Our offer also includes **Soflab RMS (Robot Management System)**. This product is not only a tool, but also a methodology of implementing RPA solutions for our Clients. Soflab RMS allows for a uniform management and monitoring of robots and agents, regardless of the technology used.

We deal with all areas related to concept preparation, creation, deployment and maintenance of robots.

Thanks to cooperating with **Nova Praxis**, our partner company who deal with process analysis and measurement, we'll help you focus your company's RPA operations on the most beneficial areas for business.



Range of services:



Business process analysis and mapping



Business process measurement and problem identification



Business process optimization



Implementation strategy of process robotization



Analysis of benefits from the use of robots



Preparing processes for robotization



Creating, implementing and maintaining robots



Training



Support services for the change-management process in the organization



Support services for internal task forces dealing with robotization



Ask for a special offer for you or arrange a meeting with our expert:

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