ROBOTIC PROCESS AUTOMATION (RPA)

Build a successful automation platform.

✔ DO

- Host cross-functional workshops to brainstorm potential automation initiatives.

- Prepare business cases for each prospective automation, rank based on highest return, and prioritize development of highest-ranked initiatives.

- Build iteratively. Rather than automating an end-to-end process, automate sub-processes.

- Test build options for sub-tasks. There are often numerous ways to achieve the same goal—one may be the most resilient.

- Monitor cloud-based usage and optimize on cost.

- Plan frequent scrum meetings with functional business partners for task reviews and process tweaks.

✘ DON'T

- Go live with a bot until it has been thoroughly tested… and do not underestimate the amount of testing required.

- Begin the bot design phase without mapping out the process at a desktop-procedure level of detail.

- Automate a poorly designed process.

- Use RPA if there are better automation approaches. Back-end automation is superior in many cases.

- Underestimate the time it takes to build a bot, especially as they become more complex. It may take 20 percent of your time to build 80 percent of the bot, but 80 percent of your time to finish the last 20 percent.

While RPA technology can seem daunting, there is a tremendous opportunity to automate most task-based computer processes.

However, it is important to plan carefully and not underestimate the importance of the design phase. Flaws in the process will not be fixed with a task bot.

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