BERNET
DRIVING BUSINESS EFFICIENCIES

5 Examples that show Robotic Process Automation (RPA) is not just for the big end of town

This document provides an overview of real word use cases of RPA and how it can assist your organization.

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"Human and machine — each on their own — won't be enough to drive businesses in the coming decades. Tomorrow's leading enterprises will be those that know how to meld the two effectively" -- Accenture

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HOWARDS – AN EXAMPLE OF A TYPICAL TRANSPORTATION COMPANY

Howards is a transportation company that is expanding rapidly & experiencing growing pains. As the company is growing it is outgrowing the staff's capacity.

THE CHALLENGE

- Not enough staff to keep up with increasing paperwork & inquiries.
- As they begin to bring on more staff payroll is growing and more time is spent on the process of hiring more people.
- Unsatisfied customers.

GOALS

There overall strategic goals include:

- Increase customer loyalty
- Uncover hidden cost savings
- Eliminate manual mistakes
- Empower staff to work smarter, not harder

Ultimately the challenge is how to handle the manual repetitive tasks more efficiently without increasing personnel.

THE SOLUTION

- To automate the repetitive, error prone tasks to take pressure of personnel, reduce errors & increase efficiency.
- Highly repetitive data entry tasks will first be automated.
- Followed customer service staff, revenue and treasury.

What tasks can be automated?

1. **Transferring files from the company to the customers websites or filing systems.**

- The bill of lading (receipt of cargo to shipment), & other documentation required for the company to receive payment efficiently.
- Documents will automatically be retrieved from the imaging system and uploaded directly, saving hours of manual labour.

2. **Monitoring customer status updates.**

- A Robot will be used to checks customers websites for status updates via screen scraping to collect information for key internal processes. If a problem or unexpected delay is found, it will notify the team so they can address any outstanding requirements. The minute there's a problem, it will be solved, which turns into immediate cash flow.

3. **Collecting satellite tracking information to automate freight scheduling.**

- A huge cost to the company is the late arrival of deliveries. Regardless of the cause, the transportation company may incur additional fees or fines. Often times deliveries are late due to unforeseen circumstances, such as road closures or freeway accidents.

THE RESULT

- No need to employ more staff.

- Error-proof processes throughout the company.
- Faster recovery of invoices and reduction in the need for credit extensions.
- Struggling customer relationships turned around as customer service dramatically improves.
- Significant growth in the business is likely due to increase in efficiency, reduction in errors & increased employee and customer moral.

JOHN IN ACCOUNTS RECEIVABLE – PROCESSING INVOICES

THE CHALLENGE
John works in Accounts Receivable, and he is responsible for uploading the company's invoices to an online directory so customers can access and pay the invoices. Each Invoice takes around 15 minutes to process. It involves separating the excel files from the xml files in a folder created by SAP, zipping the xml files then uploading them to the online directory. This doesn't sound like much however it involves a number of steps and is performed for numerous customers per day & by a number of employees.

GOALS
Automate the process to save John hours per day & ensure this 'tribal knowledge' on how the process is performed is secured, encase John leaves the company.

The pre-automated use case is as follows:
- SAP automatically saves invoices to a specific network folder, depending on the customer.
- John opens Explorer and navigates to the folder created for the days invoices.
- John separates the xml files, being sure to not choose any Excel files.
- He zips these xml files into one folder.
- While Windows zips the folder, he waits.
- When the folder is zipped, he navigates to the appropriate website to upload the files.
- He logs into the website.
- He uploads the newly created zip folder containing the invoices to be paid.

THE SOLUTION: Integrated with RPA
- SAP automatically saves invoices to a specific network folder
- At a scheduled time, each day the RPA Robot is run.
- The Robot is set to access the folder that SAP leaves the files in.
- The Robot searches for and selects all xml files.
- The Robot zips all xml files.
- The Robot waits while windows zips the folder. This time depends on the number of xml files.
- The Robot then opens the online directory, logs in then chooses "upload file" and uploads the zip folder full of invoices.
- After uploading, the Robot then deletes the zip to reduce disk space.

THE RESULT
It used to take John hours to zip and upload invoices, however now he is not needed in the process at all and can focus his time on more strategic tasks.

If John is to leave to leave the process will continue.

OTHER USES FOR RPA IN ACCOUNTING/FINANCE

Finance and Accounting is full of many manual tasks ripe for automation. Tasks involving gathering information, retyping, and posting data between systems. RPA can be used throughout accounting and finance to free up many employee hours.

The following areas are prime targets for RPA.
- Order to Cash (O2C)
- Record to Report (R2R)
- Accounts Payable (AP)
- Order Processing
- Master Data Management
- Reconciliation
- Travel and Expenses

Specifically, RPA Use Cases in Finance & Accounting may include the following:
- Collecting data from email/spreadsheets and posting entries into a general ledger.
- Collecting invoice data through PDFs, AP tools, or a central invoice library, and typing them into the accounts payable system.
- Referencing vendors against the vendor directory and adding them to it as necessary.
- Pulling data from bank statements into reconciliation management templates.
- Order entry processes including order taking, credit checking, stock checking for parts to fulfil orders, and pricing calculations.
- Collecting data and entering it into financial applications.
- Processing intercompany transfers.
- Collecting and composing operational and financial plan data before it's entered into a financial planning and analysis system.
- Gathering journal entry details from emailed spreadsheets to prepopulate journal entries.
- Prepopulate process assurance confirmations.
- Automating email confirmation processes across the financial close cycle.
- Distributing treasury system reports to employees to communicate balances.
- Compare account balances in the absence of a purpose-built reconciliation management system.
- Uploading bank account balances from bank systems to treasury systems and formatting the data in a way that the treasury system can process it.

HUMAN RESOUCES - ONBOARDING

The "gig economy" is a growing trend that brings benefits around hiring temporary talent when and where needed.

With this new dynamic, in many service-based businesses it may seem like more than 50 percent of every new project entails simply onboarding the temporary workers involved with it.

Consequently, a lot of pressure is been placed on onboarding and training. Currently approximately 70% of companies still handle onboarding via traditional methods - emails, spreadsheets and phone calls.

This is a rigid and inefficient system that's not designed to cope with this changing employment trend.

DAWSONS TECHNOLOGY – AUTOMATING THE ONBOARDING PROCESS

THE CHALLENGE

Dawson's is a large technical consultancy company with approximately 300 fulltime employees & about the same number of casual staff employed at any one time for individual projects. The Company is rapidly growing & with so many casual staff many hours is spent onboarding.

For each new employee the onboarding process has many manual steps & is extremely time consuming for HR staff. New employees must first fill in employment forms, employee information must be validated and access to resource systems must be authorised by different parties.

There are 22 steps involved & it takes up to 180 minutes for the entire onboarding process for one new employee. One might ask why are the HR administrators doing so much manual work, when there are core HR management systems available that are meant to be straight through processing?

Many large HR departments today are facing the same challenges: there is still a lot of manual handling between systems. And with so many delays new employees are at times left waiting for up to two weeks before actually commencing work while been paid full wages. Making the efficiency gained from hiring freelances obsolete. Luckily RPA is here to make the onboarding process more efficient and error free by bridging the gaps between HR systems & automating the manual tasks custom to each businesses HR department.

The onboarding processes integrated with RPA will look like below.

THE SOLUTION: Onboarding process integrated with RPA

1. The recruiter emails forms to the new employee for completion.
2. New employee emails back necessary forms to HR department.
3. The RPA Robot checks for the email from the new employee, uploads the documents to the HR system and completes related activities to start the onboarding process including sending welcome kit to the new employee. The welcome kit has standard documents and also custom documents for that type of employee.
4. The new employee completes the forms & returns them.
5. The Robot checks that all forms are returned and completed correctly & sends an email to new employee if not.
6. The Robot monitors for email with new employees' supplemental information.
7. Once all information is received, the Robot is triggered to do the following tasks:
   - Enter the new employees' information into the HR system.
   - Send a notification to the payroll clerk to notify them the data is there for them to add to the payroll system.
   - Enrols new employee in the centralized onboarding courses.
   - Email management for approval to necessary admin and resource systems.
   - Once approval is received automatically creates account access to systems and emails log in details to new employee.
   - Enter new employee & their job KPI's into KPI system.
   - Notify the new employees' team of the start date of the new employee.
   - Sends further documents and government forms during the there first week as well as onboarding objectives & timelines obtained from the project management system.

THE RESULT

RPA reduced the total processing time from 180 minutes to 20 minutes, or 64% (Not including wait time for approvals) or from 21 steps to 12. Those 20 minutes were mostly the human centric tasks of welcoming and introducing the employee to the company.

The HR manager was then able to focus on welcoming the new employee and making them feel comfortable rather than repetitive administration tasks, running after documentation and chasing up approvals. There were near no errors with the entire process streamlined & all employees started on the scheduled day.

DX SECURITY – AN EXAMPLE OF TRANSFORMING CORE HR PROCESSES

DX Security is a typical security company that contracts to government organisations.

THE CHALLENGE

DX Security had decided to look at their HR process to save their client's money.

They looked at automating their manual HR processes & moved to a standardized, hosted HR system as it was going to save them money. They chose PeopleSoft as the most cost-effective system that suited their needs.

However, to maintain operations they needed to keep their legacy HR system running while the new system was up and running so the new process had to integrate with both systems.

The legacy system was a custom application that didn't have API's to interface with and the new PeopleSoft applications hosting also didn't provide access to the APIs.

The Previous Manual Process.
1. 20 FTE's monitored the legacy HR system for new requests for hires, fires, promotions etc.
2. These transactions were printed out & often left on the printer unattended.
3. This was a security violation because the HR requests had private information such as social security numbers and pay.
4. The data was then validated, and organized so that HR actions were done in the right order – a hire was processed before a bonus etc.

THE SOLUTION

The process was fully automated using RPA. The automated process was as follows:
1. A Robot constantly monitors the legacy HR system for new transactions.
2. New transactions are captured, organized, validated, and loaded into the hosted PeopleSoft as well as Siebel systems.

As the legacy application and the new system did not have access to API's, they were seemingly impossible to integrate with until an RPA tool with a web connector was found. The web browser connector automated actions through the website as a user previously did.

THE RESULT

The Security Company saved 22 hours a week of business processes & the 20 employees doing the manual, repetitive tasks were moved to move challenging human-centred activities.

Processes were built, tested and deployed and the company's total ROI was $23M.

FREEMANS CREDIT UNION – TRANSFORMING THEIR LENDING BUSINESS

Freemans Credit Union transforms its document handling for its lending business to achieve faster revenue from loans, easier audit compliance and huge cost savings.

THE CHALLENGE

Processing Forms - Steady growth in the economy has created an opportunity for Freemans Credit Union to increase sales in loan deals.

Freemans Credit Union must act fast to take advantage of the sales, be competitive in the load market & avoid slower time to revenue and a negative impact on the Credit Unions cash flow.

The loan selling process involves a host of related documentation that needs to be exchanged with investors. With more and more loan requests coming in it is a struggling to manage all this documentation & get it to the right stake holders in a timely manner.

For instance, converting paper forms into electronic data takes a huge amount of time and expense. The paper documents had to be sent to an external contractor to scan and uploading to a content management system. This would take up to 2 weeks until the files were available in digital form for the loans team to access.

Dispersed Loan Information - Freemans has a central content management system that holds all documents and records, however the contractor uploads the documents to a separate system as he is not allowed access to the internal CMS.

The loans team then have to move between the two systems to find documentation which lead to delays and difficulty finding the information. This leads to huge inefficiencies.

Also, the locations of documents were known only by staff so when staff left and new ones came on board there was a risk of loss of this "tribal knowledge".

It was decided that consolidating all the documentation into the internal CMS would save a huge amount of processing time for the loans team however with approximately 950,000 document images in the other CMS, a manual migration process would be way too timely and costly. They needed to look at different way to tackle this issue.

Improved quality control and audit compliance - With increase in regulation and tightening of audits, Freemans had to ensure that each step in the lending process met strict quality control and regulatory requirements.

All loan documentation was audited outside the business. The loans team had to gather all documents related to the loan and merge them into a single pdf before sending them to an external vendor - a tedious and time-consuming task. The bank sought a more efficient process & used RPA to automate the task.

SOLUTION

Freemans search led them to an RPA platform that enabled them to extract, clean & migrate 1000s of load documents with minimal manual input.

Pre- established business rules were confirmed to apply to the document transformation process. The content was extracted then passed through filters to extract the necessary content for the main CMS. It was then loaded into the internal CMS.

They were able to move all 950,000 documents in a matter of days as opposed to several weeks & allot more complexity.

RESULT

Improved quality control and audit compliance - Users now have to enter the loan id and the Robot collects the necessary files and combines them into a PDF with bookmarks for easy navigation. It then sends a notification when the file is ready.

This saves a huge amount of time and the loan documentation is deliver in no time with confident that nothing has been missed.

On demand access to loan documentation - The loans teams no longer have to waste time looking for loan information in different systems, they are able to access it within seconds.

Also, the turnaround for digitising load documents reduced from 15 days to 5.

The turnaround for load applications increased dramatically. The loan packages were efficiently delivered within days, increasing time to revenue & cash flow which decreased cost per loan application.

The improved agility also helps them to react more quickly to changing market conditions, and take advantage of opportunities.

News of the success Freemans had with RPA in consumer lending spread. The technology opened up a whole new set of opportunities for improving the way content is managed and automating processes throughout the entire business.

SUMMARY

As long as the decision matrices can be documented, Robotic Process Automation can significantly relieve the repetitive burden and risk of error from the human resources performing these tasks.

Implemented correctly, RPA can support consistent application of rules and adherence to control frameworks for decision making as the robots are programmed to follow the standard operating procedure and hence perform the task in exactly the same way, every single time.

THE BENEFITS OF RPA

Consistency	• **25-50%** cost savings
Reliability	• **One robot** can do the work of several FTEs
Accuracy	• Increases staff productivity, service levels and capacity by **35-50%**
Audit trail	• Delivers consistent **100%** accurate data
Productivity	• Better employee satisfaction
Cost savings	• Better customer satisfaction
Elasticity	

RPA ASSESSMENT

Take a quick assessment to see if RPA can help your organisation.

Does your business have:

- **Staff performing highly repetitive manual tasks**
- **Tasks prone to error**
- **Tasks involving mid to high levels of data**
- **Compliance requirements**
- **Require Fraud detection**
- **Need to access legacy systems**
- **Need to reduce software development costs**
- **Have a need to improve reporting processes**

If you have ticked any of the above, Robotic Process Automation can help your business reduce costs, provide better customer service, reduce errors meet compliance requirements & drive business efficiencies.

Bernet's RPA solution is easy to implement and can access and extract from almost any data source and convert and transform that data into your required output format and delivery it via numerous methods into your key systems and or to your management and teams.

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