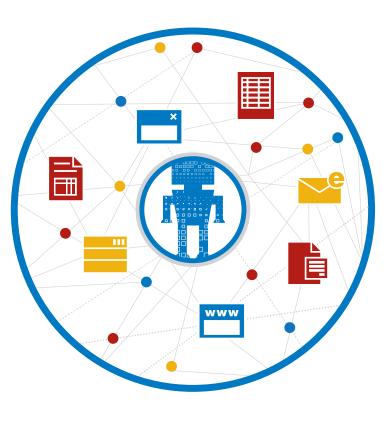
# WORKFORCE How to eliminate manual tasks with

robotic process automation



manual, repetitive tasks? DID YOU KNOW: Many organizations still rely on manual tasks to

How much time are you wasting on

**FACTS:** 

complete vital business processes, such as collecting, reviewing

and inputting information between systems, websites and portals.

## » Low-level tasks eat up 30% of IT

departments' time<sup>2</sup>

» 22% of an employee's time is spent

on repetitive tasks<sup>1</sup>

**INDUSTRY STATISTICS:** 

**Transportation & Logistics** 

32% of companies rely on

manual steps in more than

50% of their processes.<sup>5</sup>

» 50% of all automation opportunities

of their workflow<sup>3</sup>

are being missed4

**Organizations automate just 25%-40%** 

Financial Services Manufacturing 34% of financial organizations 50% of companies still

### Insurance

Nearly half of U.S. insurers still rely on manual processes.8

Finance and Accounting 47% of AP professionals said manual data entry and inefficient processes are their biggest challenge.9

use manual processes for

chain and plan activity.6

monitoring changes, exceptions,

and disruptions to their supply

rely on manual processes.<sup>7</sup>

## **DID YOU KNOW:** Inefficiencies from manual tasks impact every part of your business.

**DID YOU KNOW:** Best-in-class organizations

manual tasks and improve their operations.

across all industries use automation to eliminate

Manual tasks are costing

your business

## Inconsistent workflows

**Reduced productivity** 

**Increased labor costs** 

Slowed customer response times

Data entry errors and rework

- "Out of every 100 steps, a human is likely to make 10 errors, **FACT:**

process automation

Best-in-class organizations leverage

even when carrying out somewhat redundant work." 10

## Non-compliant processes Inability to easily scale Heavy reliance on outsourcing

# **INDUSTRY STATISTICS:**

Manufacturing

Achieve 96% perfect orders

across their supply chain,

versus 71%-73% perfect

Finance and Accounting

Process invoices on average

in 4.1 days, versus 16.3 days

orders for laggards. 12

### are nearly 3x - 4.5x more cost effective than worse in class. Just 5.6% of claims require

rework, versus 29% for worst

Process claims 5x faster and

**Transportation & Logistics** 

Are 1.13 - 2.41x more likely

to automate basic daily tasks,

such as shipment scheduling

and tracking than laggards. 11

Insurance

in class.<sup>14</sup>

FACT: will significantly improve their processes over the next 3-5 years.<sup>16</sup>

for laggards.<sup>15</sup>

Put robotic process automation

(RPA) to work for you

**DID YOU KNOW:** Robotic process automation

» Uses software robots and intelligent business rules to mimic specific actions employees take while

and switching between systems, applications, spreadsheets, web sites, and other data sources

performing tasks in various applications

» Eliminates countless hours copying, pasting

» Creates a digital workforce that works

side-by-side with your employees

Financial Services

Realize 15% overall process

cost reduction by eliminating

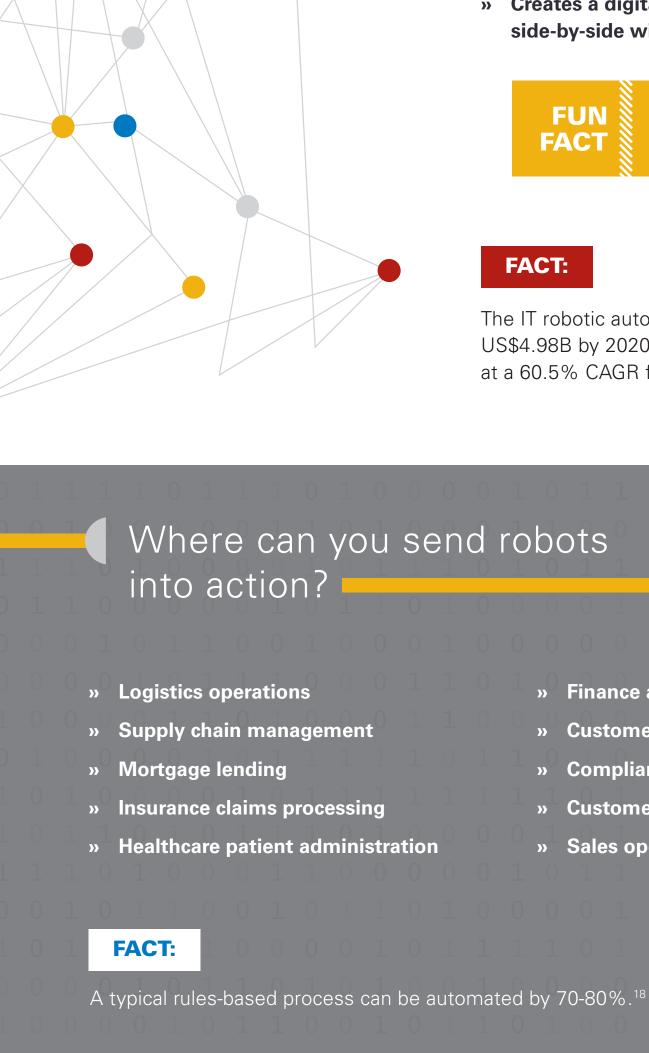
manual steps and rework.<sup>13</sup>

50% of North American and European organizations stated that automation

solves the manual malaise. » Automates all of the manual, repetitive tasks that

**FACT:** 

waste your time



## PHYSICAL ROBOTS.

RPA DOESN'T INVOLVE

## at a 60.5% CAGR from 2014 to 2020.17

The IT robotic automation market will reach

US\$4.98B by 2020 and is forecasted to grow

Finance and accounting

**Customer service centers** 

Sales operations

Customer or employee onboarding

Compliance and risk management

delivers results

Robotic process automation

### **BYTHE NUMBERS** Creates an immediate 25%-50% cost savings by automating tasks at a fraction

Increases staff productivity, service levels,

Consistently delivers 100% accurate data

Decreases costly errors for a 0% error rate

of the human equivalent<sup>19</sup>

and capacity by 35-50%

Slashes processing times by up to

average process)<sup>20</sup>

90% (30%-50% reduction for an

## RPA story

processed without any manual effort. Pitt Ohio reclaimed 90-to-95% of a CSR's time for higher-value work while also eliminating costly transcription errors and 100%

Manufacturing

Transportation & Logistics

**Trinity Logistics** cut costs up to 90% by

of the cost of routine B2B portal updates.

Arrow Electronics saved hundreds of hours

each month processing orders and invoices.

Product specialists now have more time to

automating its manual processes. 95%

of truckload (LTL) shipments are now

work closely with customers and suppliers. Financial Services Union Bank reduced the turnaround

time for digitalizing loan documents from

15 days to 5 days. This resulted in faster

time to revenue, improved cash flow, and

reduced cost per fund.

You're controlling costs. You're matching the speed of your business. And you, the driver of this improved efficiency, can integrate information in as little as a couple of days, not months.

### Provides insight and analytics, so you can understand your processes better and continue to improve your operations

business needs faster

**VALUE-ADDED** 

Drives more value and profit for your business

employees to work on higher-value projects

Enables you to deploy IT projects in weeks,

not months, as no coding is needed

Frees up knowledge workers and IT

Allows you to respond to customer and

Let our customers tell the

Insurance

Healthcare

For a medical supplies distributor, millions of dollars of insurance denials were the result of manual verification of insurance coverage. They saved \$1M and can now

automatically retrieve client coverage data

processed quickly and efficiently.

from insurer web portals.

**Delta Dental** streamlined their workflow so

for a temporary employees. This saves time

while ensuring applications and renewals are

two people can do the work without the need

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8 Clearwater Analytics 9 Paystream Advisors 10 Institute for Robotic Process Automation

17 Transparency Market Research

Learn more about how RPA can benefit your business. Download our eBook Complete the Productivity Puzzle: A Guide to Robotic Process Automation.

**SOURCES** 1 Cognizant

11 Aberdeen Group 12 Edge Research

14 Council for Affordable Quality Healthcare

16 Cognizant 20 Virttia

15 Kofax Software 18 Create Tomorrow 19 Institute for Robotic Process Automation

2 Quocirca

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6 Edge Research

7 Kofax Software

4 Wired

3 Cognizant Center for the Future of Work