

SOLUTION OVERVIEW

Creating a Digital Workforce with Robotic Process Automation

Every enterprise organization is under immense pressures to digitize and automate all aspects of their operations, yet many organizations still rely on manual tasks for vital business processes, such as collecting, reviewing, and inputting information between systems, websites and portals—internal and external. These repetitive, remedial tasks require your employees to log in and out of multiple systems, copying and pasting data between different sources and formats.

In addition to being mind-numbing work, manual tasks are also notably inefficient and inaccurate – especially when compared to the predictability of automated work processes. But, as IT departments struggle to respond rapidly to the more pressing needs of business groups, key automation initiatives tend to get postponed, rescheduled or forgotten. The result is manual work lives on, and the status quo for inefficient operations remains.

Using Software Robots to Automate Your Key Business Process Activities

Robotic Process Automation (RPA) enables you to create a digital workforce that works side-by-side with your employees to drive greater efficiency. RPA eliminates almost any manual data-driven activity, where software robots comprised of powerful and dynamic process flows automate the tasks that humans would otherwise perform, while complementing other automation platforms such as Business Process Management (BPM).

These software robots mimic specific actions your employees take while working on a computer. This includes actions taken when interacting with an enterprise application, website, web portal, legacy system, or desktop applications including email, Microsoft Excel, and more. Unlike basic desktop automation tools or costly in-house development projects, RPA leverages a simple no coding methodology, automating virtually any human activity involving accessing and acting on information.



RPA Complements Business Process Automation Solutions

With the ability to access and process data from multiple data sources, robotic process automation doesn't require re-engineering of old processes, or ripping out platforms that are core to your operations. It can operate as a stand-alone solution to your specific needs. RPA is also complementary to traditional business process management (BPM) and case management, where robots are used at various steps within a larger set of processes, helping organizations further eliminate manual steps in key operational processes, such as customer onboarding, insurance claims processing, and mortgage lending.

Versatility Meets the Needs of Your Business

RPA replaces labor-intensive, multi-step tasks across multiple systems and data sources, including:

- ◆ Logistics operations
- ◆ Finance and accounting
- ◆ Customer and employee onboarding
- ◆ Regulatory compliance monitoring and reporting
- ◆ Mortgage lending
- ◆ Customer service and call centers
- ◆ Supply chain management
- ◆ Insurance claims handling
- ◆ Healthcare patient administration
- ◆ Sales operations

Leveraging Process Intelligence to Understand and Improve Processes

With robotic process automation and ongoing monitoring of core business processes, you can:

- ◆ Gain valuable insight into how a process is executing
- ◆ Better understand and manage your workforce
- ◆ Identify trends and patterns in your processes
- ◆ Obtain the information you need to optimize and adjust

The net result: your organization is better informed and able to be proactive, not reactive—and smarter and more predictive in how you manage your operations. With this new insight, your organization can move away from static reports. You can better anticipate problems and deal with peaks and bottlenecks at specific steps in a process before they cause customer issues or missed opportunities.

Benefits of Robotic Process Automation

Easily integrate information

Automatically acquire and integrate data from websites, portals, and applications into systems for easier processing and insight into decisions.

Return time to a busy workforce

Free your employees from repetitive tasks so they can apply their skills to activities that require a human touch.

Achieve greater operational efficiency

Stop draining your budget and human resources by infusing speed, intelligence, efficiency and quality into your business processes.

Eliminate human error

Complete processes the same way, every time – resulting in more accurate and reliable outcomes.

Match the speed of business

Deploy software robots to new process activities as your business needs and priorities change without months of development. Build and deploy automation in a matter of days and weeks, not months.

Customer Success Stories

PITT OHIO

Challenges: PITT OHIO offers a premium level of service to a select group of shippers. Among the services their premium customers receive is the ability to request pick-ups by email. To support this benefit, Customer Service Representatives (CSR) manually re-keyed shipment details from the original email into their internal scheduling application. To confirm the pick-up date and time, a CSR had to login to the shipper's portal and re-key the response.

Results: The Kofax Kapow™ robotic process automation platform delivered remarkable productivity gains, enabling PITT OHIO to expand the scope of their premium service, and increased their revenue at minimal cost. By eliminating manual website updates, PITT OHIO reclaimed 90-to-95% of a CSR's time for higher-value work. Kapow's robotic automation eliminated 100% of the cost of routine B2B portal updates, and costly transcription errors have been eliminated.

Union Bank

Challenges: Increased demand in the secondary mortgage market opened up lucrative sales opportunities for Union Bank, but they needed to act fast to get the best value for loan deals. Manual work and delays often meant lost sales, slower time to revenue, and a negative impact on the bank's cash flow.

Results: Kapow robotic process automation enables the bank to automatically gather all relevant files, combine them into a PDF with bookmarks for easy navigation, and send a notification to loan officers when the file is ready—all in a matter of seconds. This is just one of many process activities in the consumer lending group where software robots are being used to automate manual tasks, enabling faster-time-to-revenue for loan deals, lower costs and easier audit compliance.

Discover more about Robotic Process Automation and Process Intelligence at:

kofax.com/robotic-process-automation

kofax.com/solutions/cross-industry-solutions/analysis-and-insight

