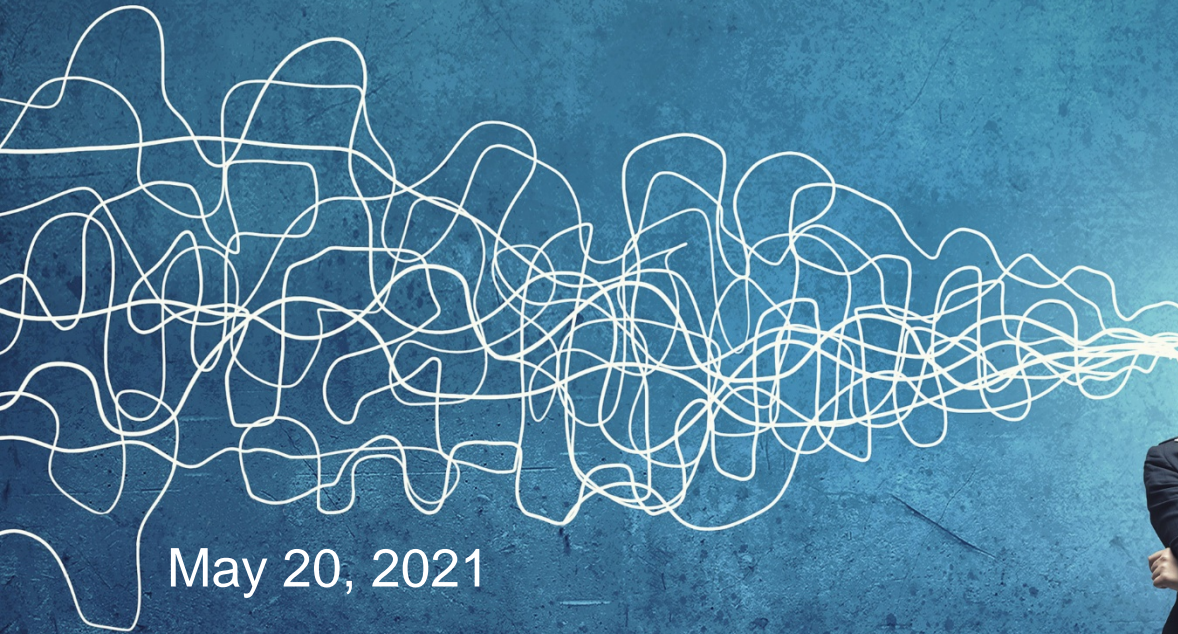




Smart decisions. Lasting value.™

Moving Forward Confidently With RPA and Layered Automation



May 20, 2021



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The Need for Layered Automation

- Challenges to fully automate business processes
- Manual work-arounds and pain points
- Increased cost and risk of failure
- Remote work demands
- Need for resiliency
- Low adoption to date
- Where to start?



The Transformation Journey

Here are the areas we look at in transformation efforts:

- People: Building and developing high-performing teams
- Structure: building responsive, flexible and efficient organizational structures
- Process: Value-added and efficient
- Technology: Supports people, process and structure

Let's drill down into technology



Technology Transformation

Within technology, we look at the following areas:

- Infrastructure to support the business
- Optimizing the use of existing systems
- Tools that address gaps in the existing systems

Selecting Automation Tools

- Getting started now with easy, economical and quick-to-implement automations
- Discuss how to move from these quick “easy hit” solutions to broader automation using layered automation
- Use RPA as an example to get started

RPA

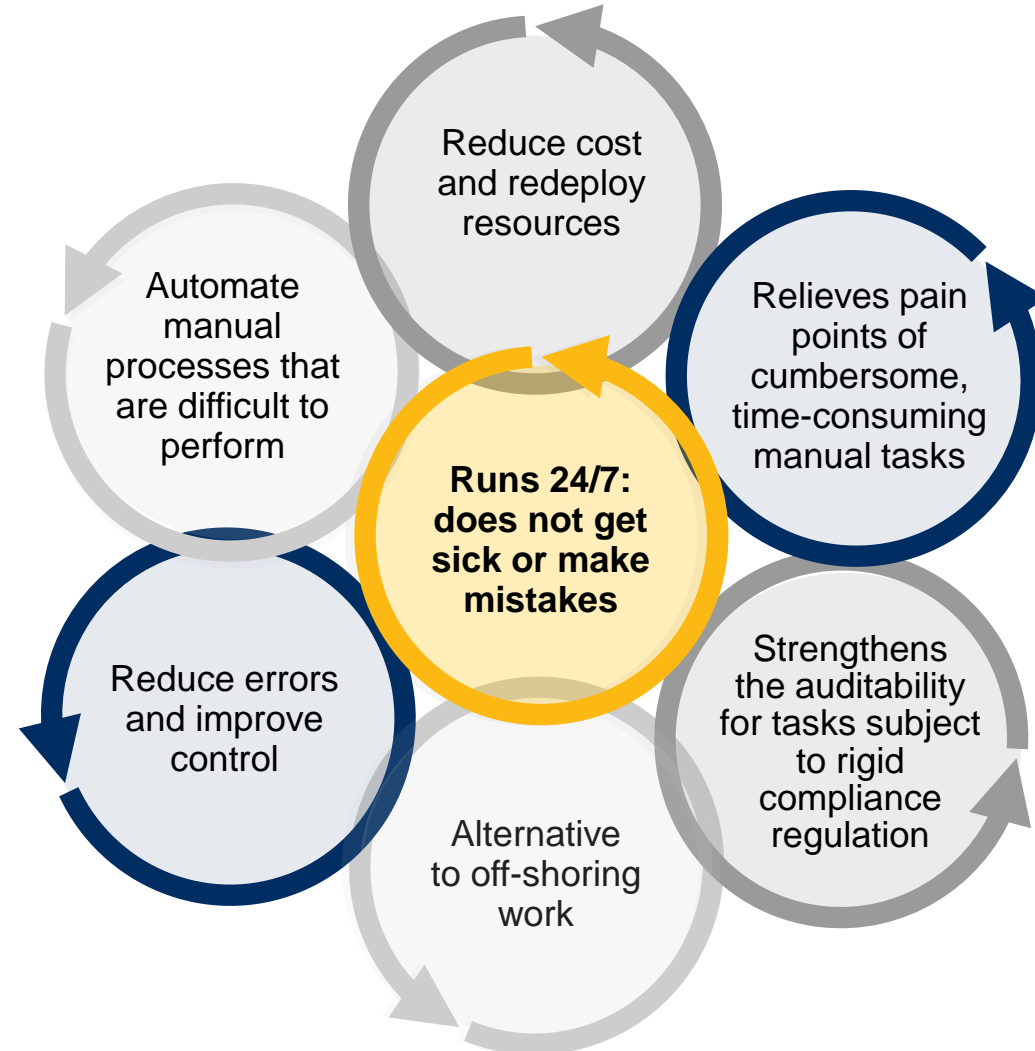


What is RPA?

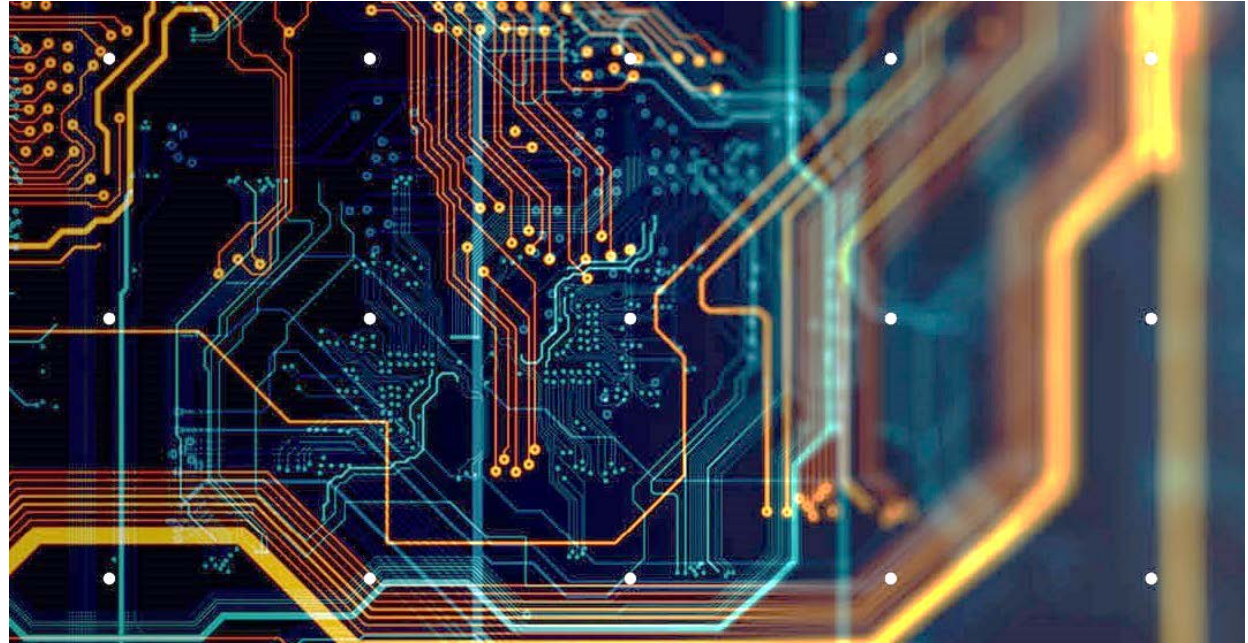
- Programmable software that performs “rules-based” processes by interacting with application(s) in the same manner as human workers do (i.e., a “digital worker”)
 - “Rules-based” processes – A collection of logical tasks (*think “if-then-else” statements*) that must be undertaken and completed in order to meet a specific objective
 - Application(s) – Any program, or group of programs, that is designed for the end user
 - Non-invasive – RPA interacts with applications through the Application Programming Interface (API)



Why Implement RPA?



Using RPA



What Is Needed

- RPA software license
- Business analyst
- RPA Developer

Options to “Buy and Build” vs. “Rent”
with RPAaaS (RPA as a Service)



Getting a license: The Big 3 RPA vendors are seeing competition sooner than expected from the Microsoft Power Platform

Moving Forward Confidently With RPA and Layered Automation

Crowe's Thought Leadership:

- UiPath, Automation Anywhere, and Blue Prism all have similar capabilities, price points, and leverage 3rd-party integrations to deliver advanced intelligence
- Microsoft's RPA product (Power Automate) is gaining momentum, and we expect it to be a very viable solution to join the key 3 faster than expected (within 6 months vs. 2 years)
- Apart from the leaders mentioned above, the market is fragmented

Figure 1. Magic Quadrant for Robotic Process Automation



What is RPAAaaS?

- An easy, low-cost way to get started with RPA
- Buy the automations that you need
- Fees are often inclusive of license, development and maintenance

Benefits of RPA as a Service



Simplicity:

No license to buy and host or automations to build



Flexibility:

Use the automations you need when you need them



Easy Entrance to World of RPA:

Get started right ***now***



Low Cost:

Avoid large upfront investment



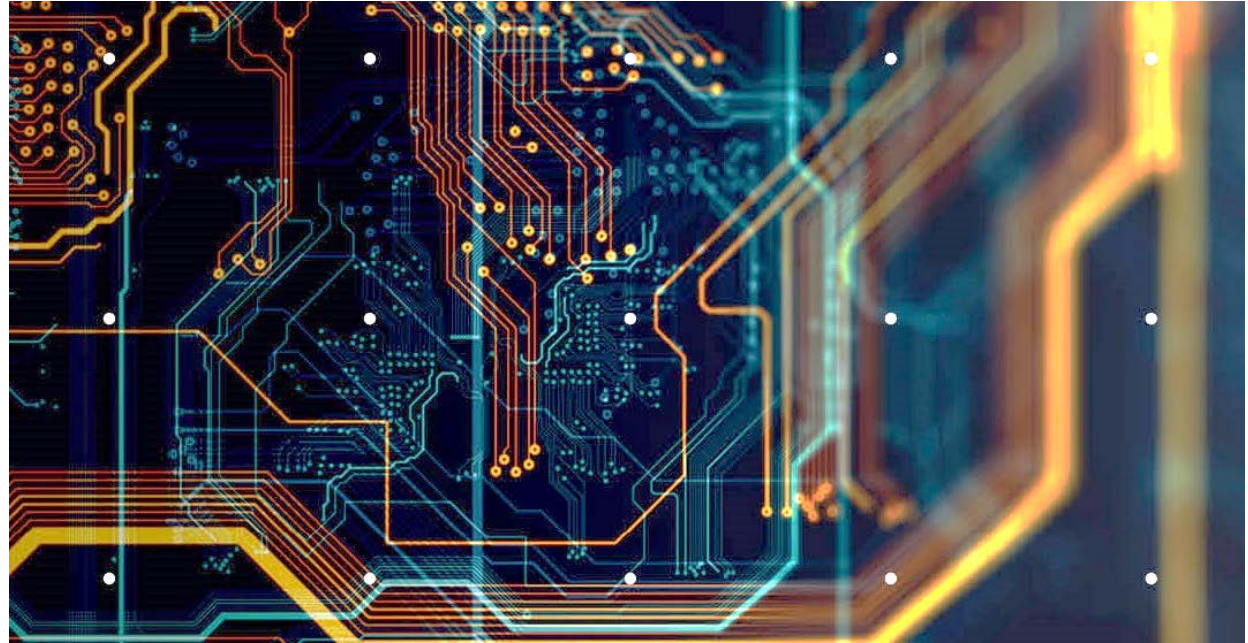
Quick Results:

See the benefits quickly

Some Examples of RPA

- Sales Tax bot
- Call Center bot
- User Access Review bot
- HR Onboarding bot
- Cash Reconciliation bot
- Accounts Payable Automation bot
- FP&A bot
- Tax Forms bot

Layered Automation



Layered Automation is the “layering” and “orchestrating” of automation

0%

Automation
Achieved

Process Discovery

Automatically construct a representation of an organization’s current business processes and its major process variations.

- Identify and Visualize Processes
- Detect Automation Opportunities
- Assess ROI and Prioritize Opportunities
- **Reduce Effort to Capture and Automate**

20-40%

Automation
Achieved

Workflow and Process Automation

Automate business processes, including application and website interaction, business rules and decisions, and exception handling, using no code/low code platforms.

- Automate Key Business Processes
- Increase Efficiency and Reduce Errors
- Enforce Governance
- **Reduce Operational Cost and Increase Staff Morale**

50-70%

Automation
Achieved

Intelligent Services

Increase your automation capabilities using AI services like OCR, Chatbots, and more, by integrating directly with workflow automation platforms.

- Enable Workflows to Gain Intelligence
- Digitize Scanned Documents
- Increase Communication With Customers and Staff
- **Increase Customer Satisfaction and Optimize Operations**

Intelligent Automation Is Evolving to a High-Capability yet Lower-Cost Opportunity for Companies

Moving Forward Confidently With
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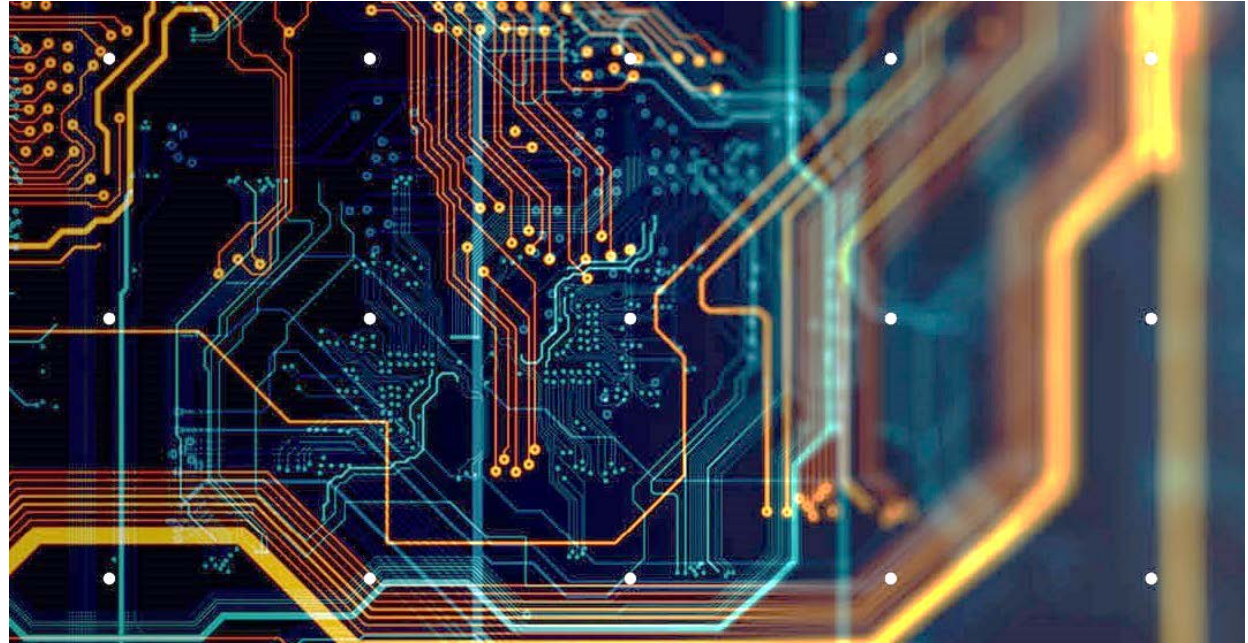
The automation landscape has been under constant growth and development, particularly after the emergence of RPA. What previously was dominated by three main vendors has now evolved into an ecosystem of platforms and services that can be utilized by startups all the way up to the Fortune 50.

Organizations like Microsoft have introduced low-cost, high-capability products like Power Automate and Form Recognizer which help drive down the cost of Automation and Document Processing.

Below is a depiction of past vs. current licensing costs to achieve the same solutions:

	Current Yearly Cost	Past Yearly Cost
Robotic Process Automation (RPA) (Per License)	\$480 – \$12,000**	\$15,000
Platform as a Service (Per 10 Workflows)	\$10,500	\$20,000
Intelligent Document Processing (IDP) (Per 40,000 Pages)	\$8,000	\$50,000
Chatbot (Per 12,000 Interactions)	\$600	\$24,000
Natural Language Processing (NLP) (Per 144,000 Extractions)	\$6,000	\$60,000

Selecting Automation Opportunities



Best Processes to Automate

Stable; not undergoing major changes or redesigns

Standardized / Consistent / Repeatable

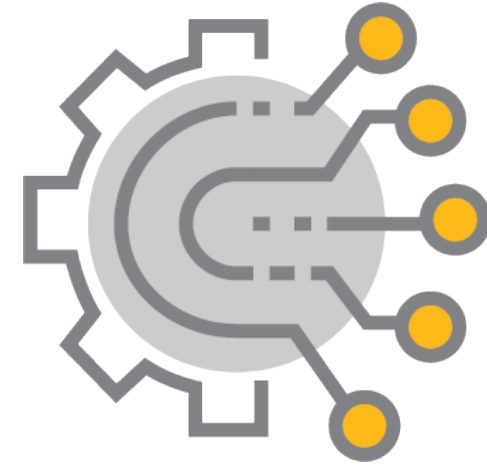
High volume

Prone to human error

Utilizes *structured* data (spreadsheet, CSV, PDF)

Activities involving searching, updating, manipulating information

Entering data or moving data between systems



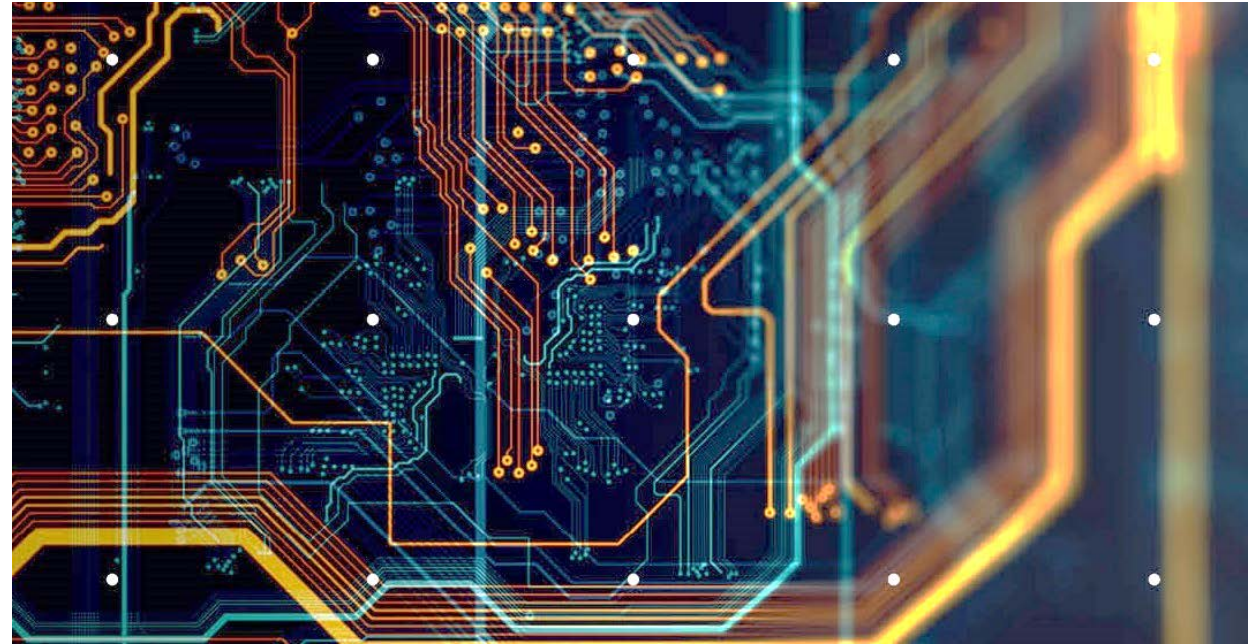
Factors to Consider When Establishing Priority

- Return on Investment (ROI)
- Risk Reduction
- Strategic Importance
- Can it be automated?
- Stable, rules-based processes

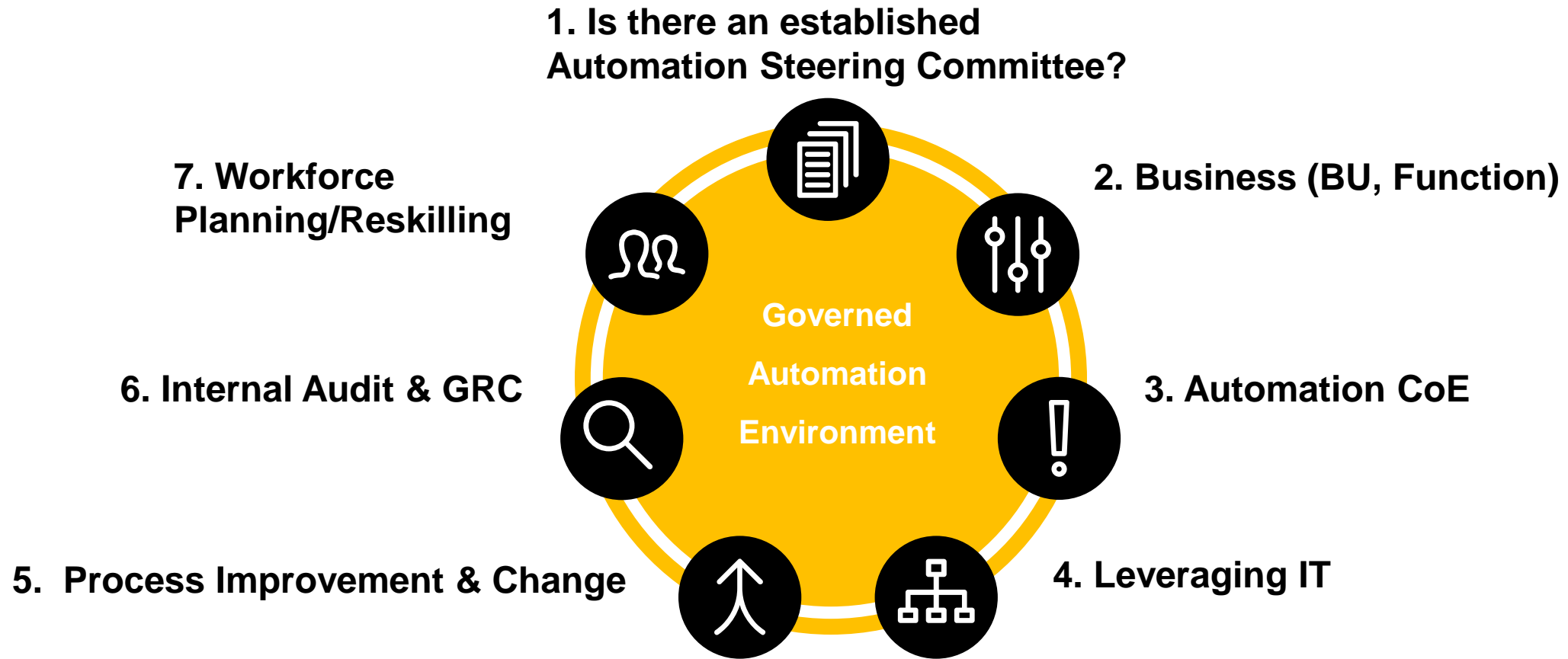


Look for high-profile “wins” in the organization

Governance

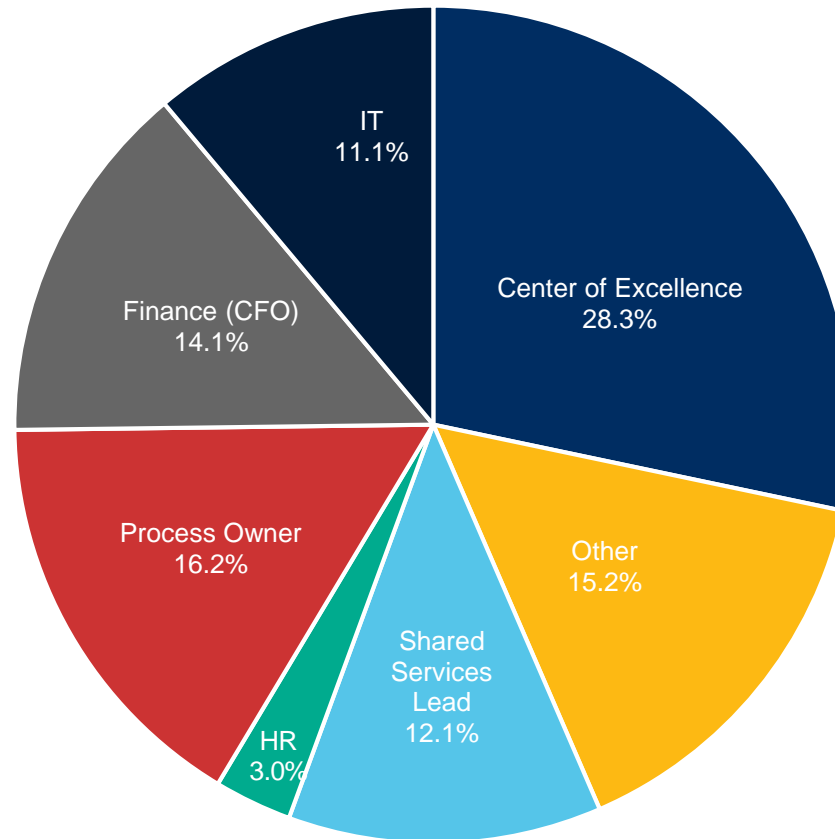


Considerations for Governance in Automation



Ownership

Who owns / drives the Intelligent Automation program?



Source: Intelligent Automation Week,
Chicago, 2019

Moving Forward Confidently With RPA and Layered Automation

- Solve existing business process design problems
- Optimize use of existing systems
- Get started now with quick “easy hit” solutions such as RPAaaS to save time and money and solve pain
- Layered Automation (transformation) to optimize automation enterprisewide
- Implement the appropriate governance to enable you to move forward confidently



Thank You

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