

# Healthy overview of the survey findings conducted

[Design](#), [Architecture](#)



Healthy scepticism about robotics is evident. According to Deloitte's Peter Moller, "either finance functions have looked at this and thought, for whatever reason, have decided that it doesn't work for us or they just don't know enough about it, or it hasn't been on the top of their agenda, or they just haven't looked at it." Lately, there is a significant surge in interest of companies looking for ways to drive cost simplification across the entire organization. Although many of the shared services professionals are yet to explore what RPA can do for them, it is a hot topic among them. A quick overview of the survey findings conducted by the Capgemini Consulting and Capgemini Business Services in 2016 shows how massive of potential that RPA offers.

Below are snapshot of statements that participants (Over 150 executives from companies of different sizes) responded on RPA:

- 86% of participants said that RPA can significantly reduce costs.
- 86% of participants felt that RPA can help reduce risk and increase compliance.
- 86% believed that RPA improves process effectiveness and efficiency.
- 89% of participants believed that RPA can improve the quality of work produced.
- 91% said that RPA can save companies time on repetitive tasks.

RPA is being implemented as the next iteration of transformational tools. Back-office process owners have long deployed process automation components, such as ERP suites, low-level automation tools, and self-service portals. However, many of these implementations have business processes that are less than optimal and applications that are not well integrated. This results in increased costs, redundant processes, data errors, and inconsistencies. The pressure of lowering costs in addition to other performance requirements, such as

service excellence, security, and compliance, make it difficult to close the gap between expected and actual benefits. RPA closes that gap in several ways. Efficiency RPA saves time by automating high-volume repetitive tasks. RPA can run 24/7 and only malfunction due to an instruction error from a human.

In the long term, RPA reduces process time by 20%- 70%, increase accuracy by 99%, which gives cost reduction at higher satisfaction. Using digital channels enables RPA that drives accuracy, speed and a much better customer satisfaction. RPA further empowers business advisors, knowledge workers and judgement-based roles staffs by removing the mundane and allowing them to spend their time on value-added tasks. Even the RPA implementation process is non-intrusive so large IT support structures are not necessary in order to achieve a seamless transition into using this new software.

Prof. Mary Lacity and Prof. Leslie Willcocks (2016) talked about 'Swivel Chair' problem in Shared Services. In their research, they found that RPA was best suited to replace humans for so-called "swivel chair" processes. Shared services are common with such "swivel chair" processes because they receive inputs from multiple business units, various suppliers, and multitudes of external customers. Scalability In addition to efficiency gains, a process outsourced to robots is much easier to manage than one performed by people. RPA provides scalability and flexibility. The number of robots handling a given process can be increased or decreased relatively easily without recruiting, hiring, or training.

Lastly, robots can be quickly reassigned when other more important processes arise, and they are already trained to successfully complete all automated processes. Cost Effectiveness The value of robotics process automation usually begins with the cost and productivity savings from automating repetitive and rules-based processes Furthermore, the reusable components of a software robot are likely to cost less than an onshore staff member or even an offshore staff member. Deloitte Gina Schaefer mentioned “ Because robots are scalable, additional robotic workers can be applied to a task to address peaks in demand and work 24×7 - all at a ninth of the cost of a full-time, onshore employee.” Wage inflation, turnover, labor disputes, and other challenges are avoided by implementing RPA. .

Simplicity RPA is a simpler product than an artificial intelligence driven system or enterprise software that seeks to bring all data inside the platform.

This also makes it a relatively cheaper product than AI or enterprise software. This simplicity and relative cheapness can make RPA a more attractive solution for many companies, particularly if the company has legacy systems and applications. In today's digital world, helping businesses navigate toward financial confidence requires a fundamental shift in how they apply key operational innovations and how to continuously adapt in the changing-digital environment and address the challenges that it presents. RPA is relatively easy to adopt, but to gain maximum applicability human beings have to fit it with IT architecture and infrastructure. If programmed, Robotic Process Automation operates as at least three full-time equivalent employees (FTEs) to high quality, without errors, multitasking and switching to other processes quickly.

It requires strong internal capability to scale deployment and achieve continuous improvement.