

# Robotics Process Automation Use Cases

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<p><b>Barclays</b> (Robotics Process Automation)</p> <p>Barclays implementation of RPA across various processes, including fraudulent account closure and loan application opening, allowed the company to reduce its debt provision and allocate FTEs to other tasks.</p>	<p><b>The Associated Press</b> (Robotics Process Automation)</p> <p>The Associated Press (AP) uses RPA software to automate corporate earnings reports. Algorithms transform financial data into reports that provide forward-looking earnings and revenue guidance.</p>	<p><b>AmerisourceBergen</b> (Robotics Process Automation)</p> <p>AmerisourceBergen uses integrated solution leveraging software robots to optimize L3 business processes within Contracts and Chargeback area.</p>	<p><b>HM Revenue &amp; Customs (HMRC)</b> (Robotics Process Automation)</p> <p>HM Revenue &amp; Customs (HMRC), the UK tax authority, is automating processes to give a better service to customers as part of their wider digital transformation. They are using Robotic Process Automation (RPA) to automate time-consuming clerical tasks, and link digital services and back-office systems for end-to-end processing, without significant IT development effort.</p>	<p><b>Vanguard, Schwab, and Betterment</b> (Robotics Process Automation)</p> <p>Robo-advisors are digital platforms that provide automated, algorithm-driven financial planning services with little or no human supervision. When connected to a robo-advisor, the client will take an online survey, disclosing data on their current financial situation and future goals. Then, the robo-advisor will compute where the client should invest his or her money. Most advice is based on modern portfolio theory. Vanguard Personal Advisor, Schwab Intelligent Portfolios and Betterment are leading in this field.</p>	<p><b>Co-operative Bank</b> (Robotics Process Automation)</p> <p>The bank identified 10 processes in total, including Direct Debit cancellation, account closures, CHAPS payments, foreign payments, audit reports, Internet applications and Card and Pin Pulls. The business cases for automating these processes was high – all had a high level of manual intervention and a high number of people managing the process.</p>	<p><b>Genpact</b> (Robotics Process Automation)</p> <p>Tracking mileage, and troubleshooting or increasing productivity based on that information, had become an area of focus for one leading trucking and logistics company. After all, an immobile truck equals productivity paralysis. Manual mileage data entry left too much room for error, and an unreliable mileage tracking method marred tracking analysis capabilities. Using Automation Anywhere's RPA technology, Genpact created automated monitoring processes to reduce revenue loss, and implemented an automated trending tool to increase prediction capabilities.</p>
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<p><b>Hollard</b> (Robotics Process Automation)</p> <p>South Africa's largest privately owned insurance group, Hollard faced a volume of 1.5 million emails incoming on a yearly basis from its brokers. To handle each insurance claim, the content of these emails and their attachments had to be interpreted, classified, and processed. Difficulties were primarily associated with a growing backlog of unprocessed claims as well as with maintaining compliance with Service Level Agreements (SLAs) and specific regulatory and statutory provisions. Hollard turned to intelligent solutions provider LarcAI to streamline this complex, non-routine activity, who chose UiPath. The implemented solution involved machine learning (ML), natural language processing (NLP), intelligent optical character recognition (OCR) and analytics capabilities from Microsoft, IBM Watson, and ABBYY, all blended into UiPath's Enterprise RPA Platform. UiPath robots now access and interpret the inbound email's content contextually, categorize and sort the needed documentation, and enter the necessary data into relevant databases. The robots also interact with human employees to execute particular instructions and deliver completion confirmations.</p>	<p><b>University Hospitals Birmingham NHS Foundation Trust (UHB)</b> (Robotics Process Automation)</p> <p>Many NHS Trusts suffer from the problem that no notification is provided by the Patient demographic Service (PdS) in the event of a significant change of circumstance, such as the death of a patient. This means that, even though a GP may have informed the PdS of a patient's death, the hospital may well remain uninformed. As a consequence, unnecessary appointments may be held open and potentially upsetting appointment reminders may be sent out. The RPA implemented using Blue Prism now helps to keep the Patient Master Index (PMI) in the National Program Patient Administration System (PAS) up to date which enables crucial audit and reporting activities to be delivered.</p>	<p><b>npower</b> (Robotics Process Automation)</p> <p>The npower team wanted to start by automating processes that would streamline employee workflow, rather than create wholesale job displacement. It looked for processes that: (a) were relatively labor intensive, repetitive, (b) and prone to human error, (c) required access to multiple legacy systems, (d) slowing down processing speed, (e) followed set business rules, (f) were often assigned to seasonal or temporary workers, and (g) had short lead times and fast payback for quick success. Against these criteria, it selected three initial processes to automate with Blue Prism: (a) Invoice Statement Generation, (b) Emergency Contact Detail Communications, (c) Missed Contract Renewals.</p>	<p><b>Shop Direct</b> (Robotics Process Automation)</p> <p>Shop Direct wanted to create an in-house center of excellence supported by appropriate technologies and methodologies to empower business operations to perform the vast majority of the tasks associated with automating back office processes. As with many organizations, their IT department's resources are finite and focused on major transformation programs. Operations wanted a "self-service" capability to extend the reach of automation and to dramatically increase the speed and reduce the cost with which automations could be implemented, without increasing operational risks. They now have an in-house RPA capability to create a "virtual workforce" that can quickly be configured and deployed to automate manual and repetitive back office processes. Some of the processes that have been automated by Shop Direct's in-house Agility team include: (a) managing the administration of payment terms with customers following purchase including 'buy now pay later' terms, (b) Managing the administration of the sale of insurance products, (c) supporting marketing campaigns at point of sale in a fast and responsive manner, and (d) the administration behind ensuring that the organization is fulfilling its obligations to the FSA.</p>	<p><b>WorldHotels</b> (Robotics Process Automation)</p> <p>WorldHotels offers a number of management systems the hotels are able to make use of. These allow the hotels to upload their rates which can then be made available to and accessed by specific and identified customers or customer groups. This system has to be regularly checked and maintained to ensure that the correct rates and rate levels are being offered by individual members and that closures are being kept to a minimum due to the complexity of the various systems and this would take approximately 45 minutes per hotel, or up to a month to check the information for all hotel. The Automated Hotel Audit (AHA) using RPA was developed to help hotels to monitor the setup of the various systems in an at a glance overview at a significant reduction in process operating costs.</p>
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