

DIGITAL INNOVATION AND ROBOTICS

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AGENDA

When An Organization Has Truly Embraced The Digital Landscape

Robotic Process Automation (RPA) Explained

RPA & Audit



THE DIGITAL BUSINESS ENVIRONMENT

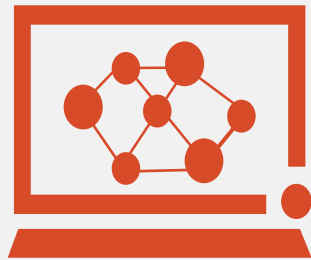
THE DIGITAL EVOLUTION



OBJECTIVES OF A DIGITAL STRATEGY



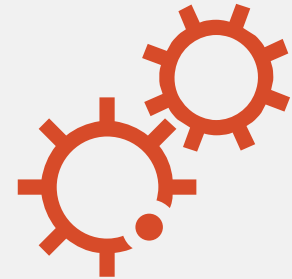
**Customer
Engagement**



**Digitizing
Products &
Services**

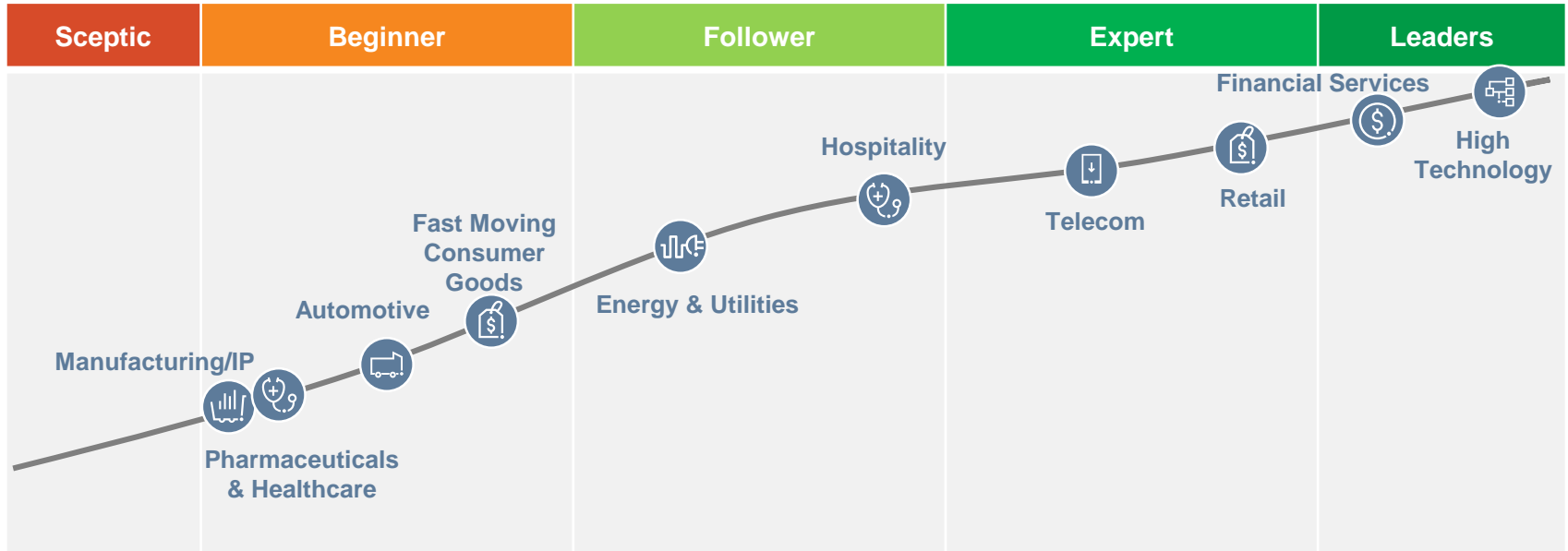


**Better
Informed
Decisions**

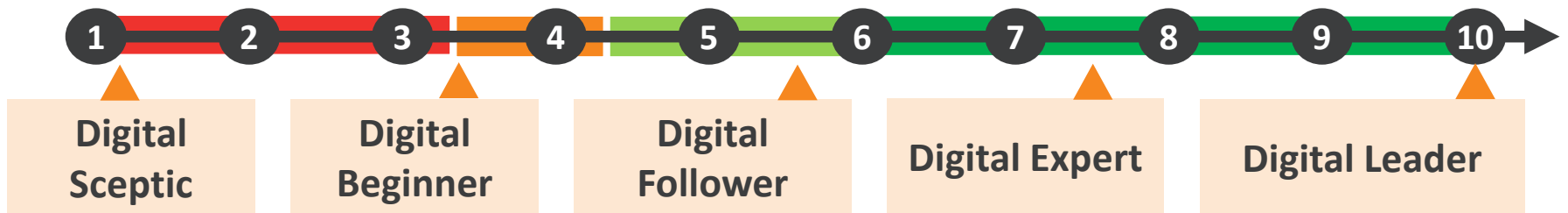


**Operational
Performance**

DIGITALIZATION MATURITY STAGES

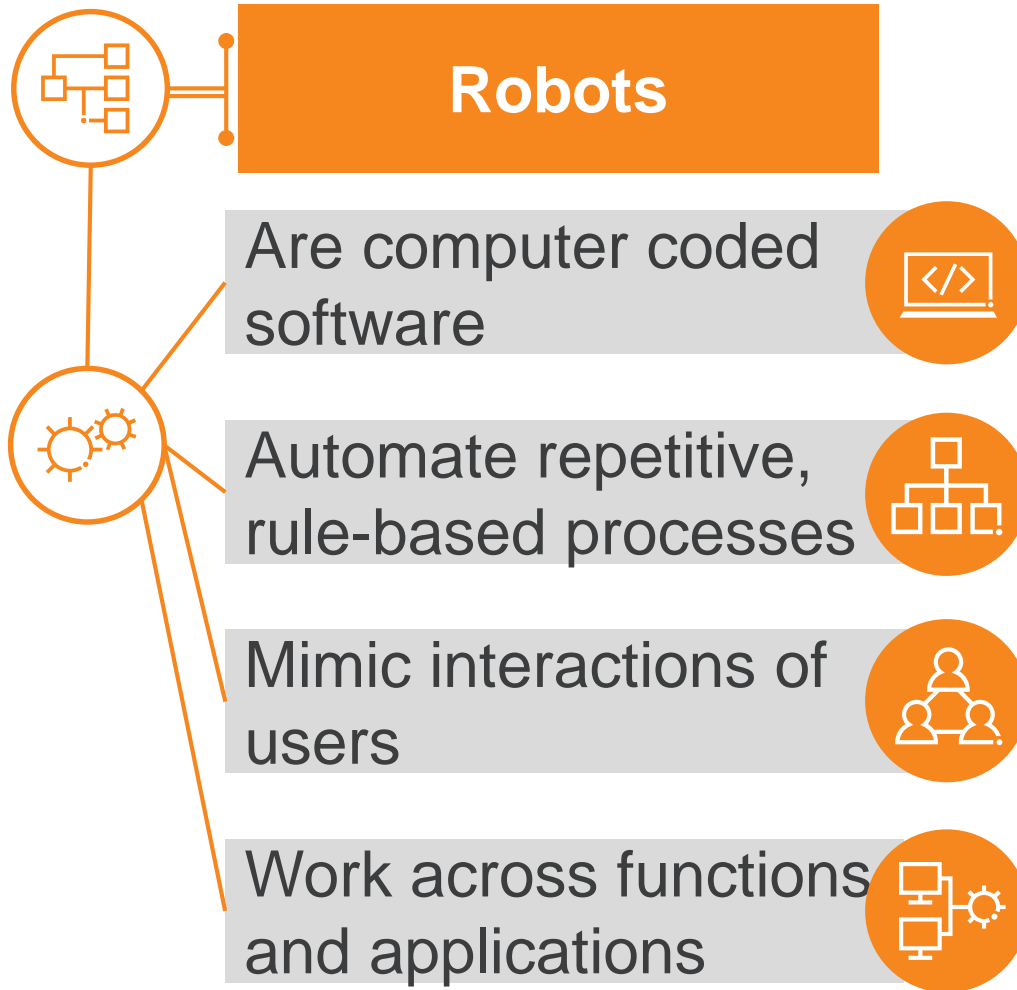


PROTIVITI'S DIGITAL MATURITY SCALE



ROBOTIC PROCESS AUTOMATION

WHAT IS RPA?

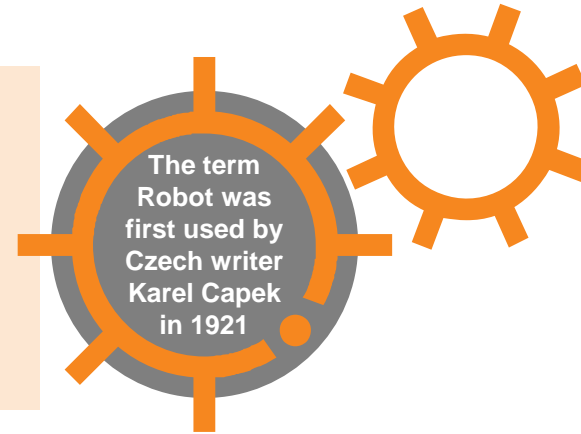


Process Robot Capabilities
Data Entry
System Integration
Repetitive Tasks
Process Reconciliation
Data Validation
Processing Simple Business Rules

PRE RPA



**Just how new is RPA?
Where did it come from?
What are its origins?**

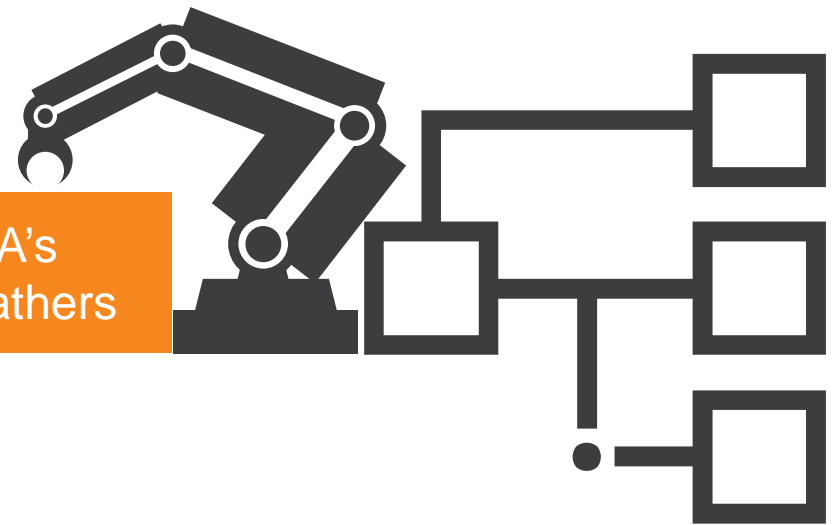


**Screen scraping
software**

**Workflow
automation and
management tools**

**Artificial
Intelligence**

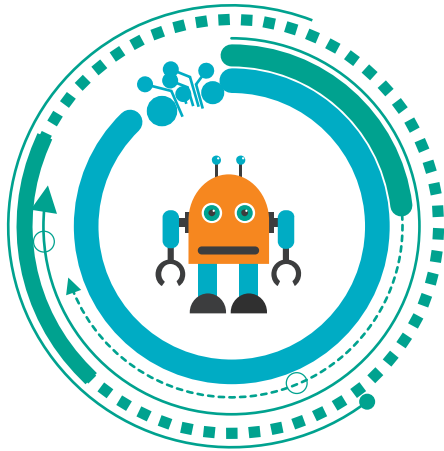
**RPA's
Forefathers**



Sources: UiPath

THE RPA MARKET

The market is maturing, which has resulted in:



1. Products that begin to converge.

2. Attended bot issues that rise to the surface. Conversational bots are the focus of contact center operations.

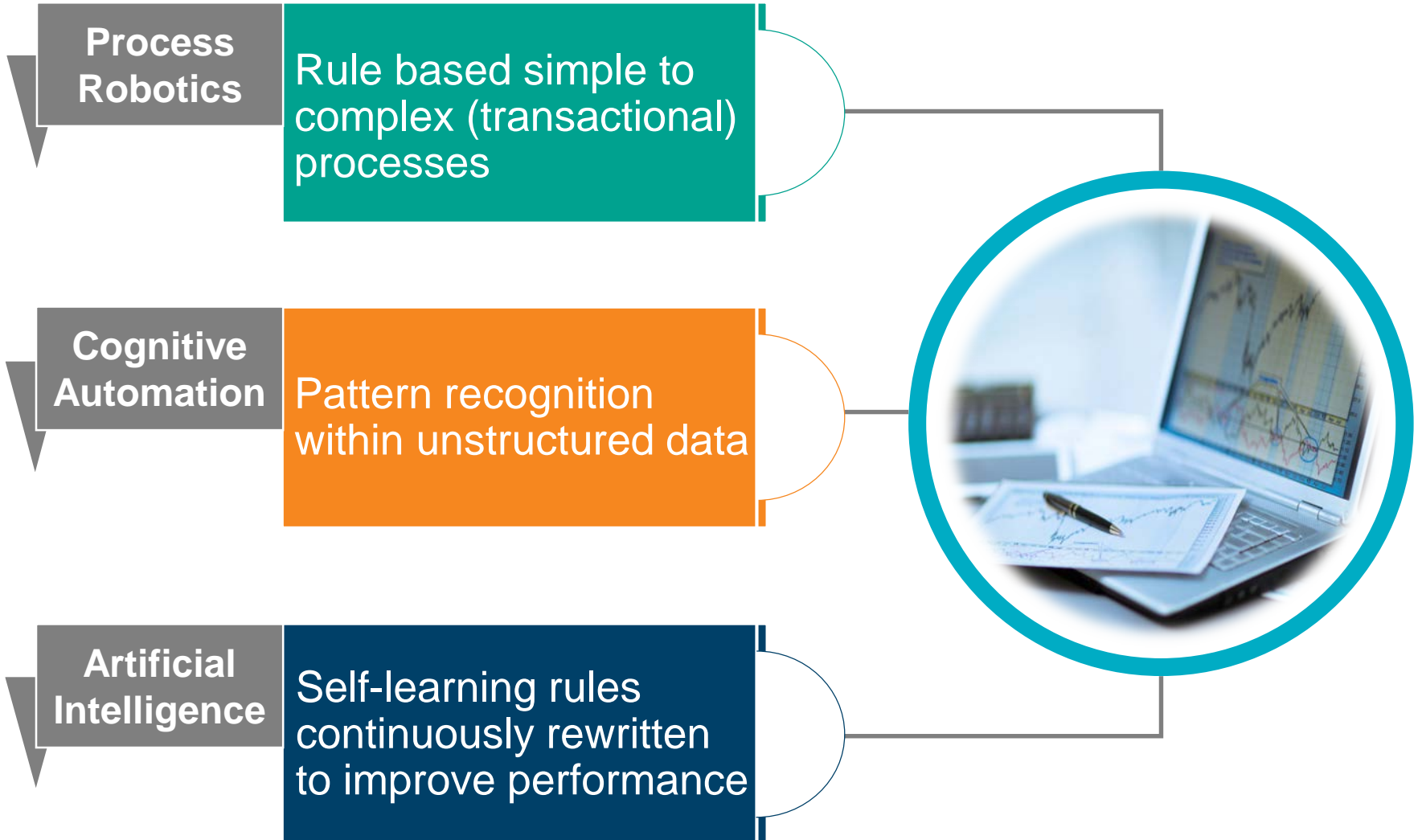
3. A focus on deployment efficiency.

4. A need for multitenancy for shared services and security.

5. Security requirements that get clearer but more difficult.

Sources: Forrester

ROBOTICS & COGNITIVE AUTOMATION



WHY IS RPA COMPELLING?



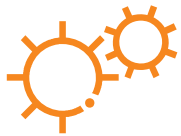
Technology-Agnostic



Non-Intrusive



Scalable and Traceable



WHAT ARE THE BENEFITS OF RPA?

HIGHER QUALITY



Reduced Errors



Audit Trail

PRODUCTIVITY INCREASE



24/7/365



Value Add

COST REDUCTION



Low Startup Cost



ROI

EASE OF IMPLEMENTATION

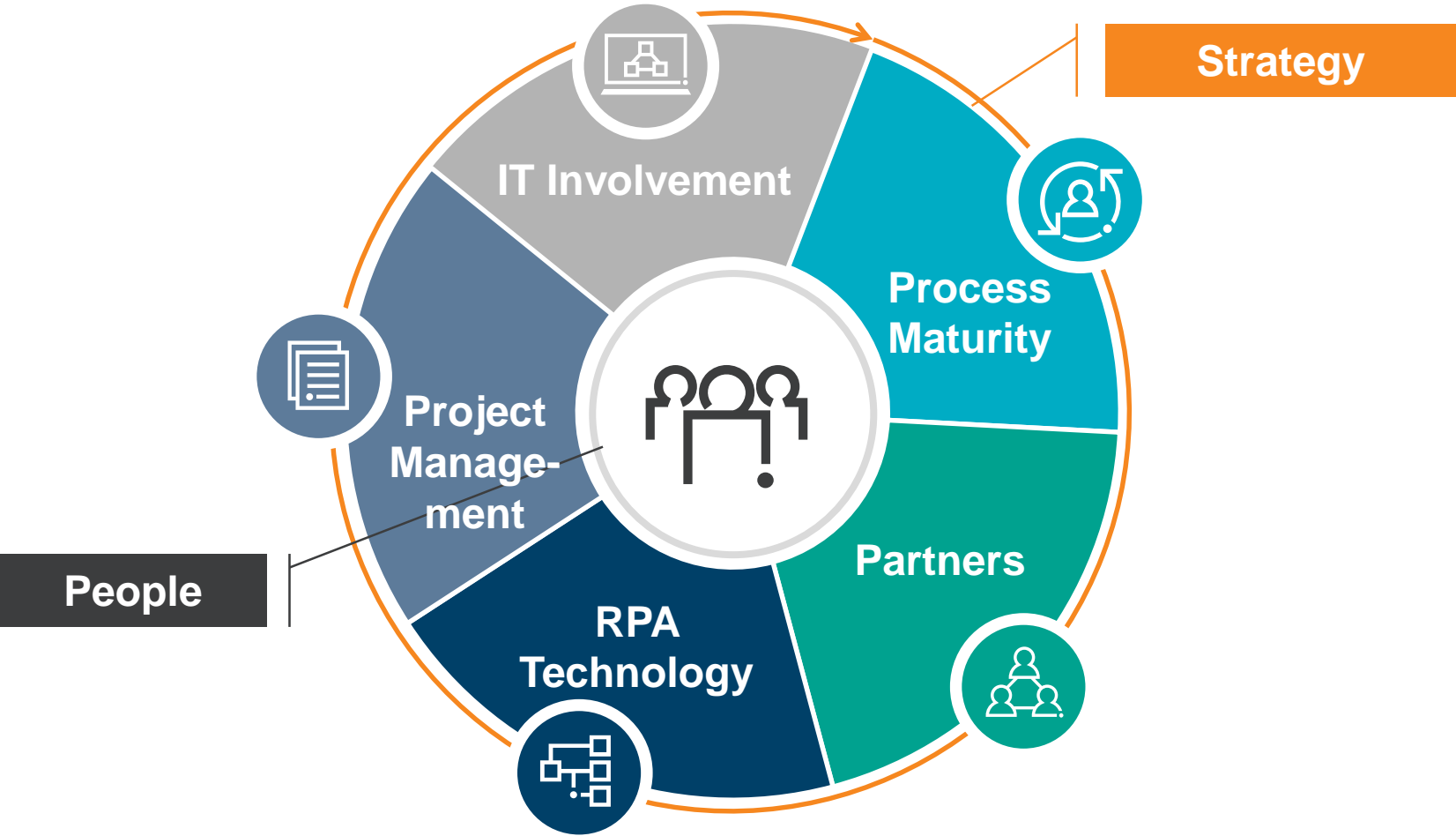


Quick to Implement



Minimal Support Req'd

KEYS TO SUCCESSFUL RPA IMPLEMENTATION



RPA CHALLENGES

Challenges



Making a Business Case



Tool Identification



Hidden Costs



Change Management



Timeframes and Red Tapes



Security and Privacy



Governance Compliance

PRIORITIZING PROCESSES



KEY CONSIDERATIONS

Logical to Automate

Maturity of Process

Availability of Data

Business Value

Cost Saving + Time Saving

A WORD ABOUT RPA & AUDIT...

INTERNAL AUDIT'S ROLE IN RPA



1

Assist the company with the identification of risks associated with implementing RPA.

2

Provide guidance around control design/enhancements and testing approach.

3

Help the company identify/or recommend controls processes well suited for automation and assess the impact of automating those controls.

4

Assist the company in evaluating the ROI and efficiencies gained through RPA.

5

Consider how RPA can be used to drive enhanced delivery of IA activities

BENEFITS OF AUTOMATION IN AUDIT

Increase **Visibility** And **Credibility** Within The Organization, **Skills Development** in Team Members

Once Process Is Setup, There is Assurance over **Source Data Integrity**

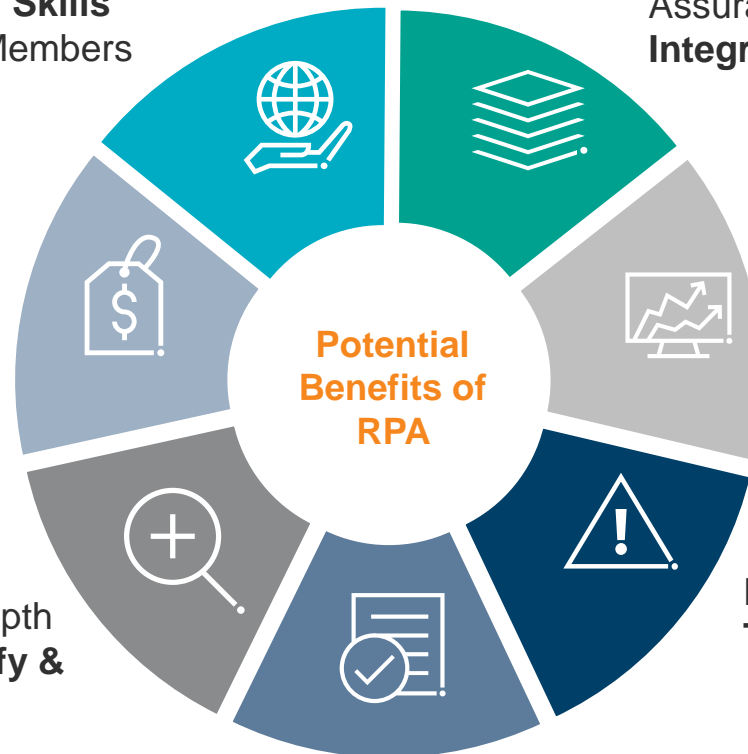
Reduce Budget And Resource **Constraints**

Makes **Human** Work Less Repetitive And More Analytical – **Focus on Higher Value Activities**

Improved Insight & Depth of Coverage – **Quantify & Substantiate**

Proactive Monitoring & “**Real Time**” Insight

Increased Breadth Coverage – Full Population, Statistical Sampling



Combining AI with RPA (delivering Intelligent Automation) opens up even more potential

KEY TAKEAWAYS

Digital initiatives can have different objectives and doesn't need to be focused on disruption

While the intelligent automation market is quickly evolving, now is the time to start.

With RPA, don't over-promise. Start small and build towards broader opportunities.

