

POTENTIAL BENEFITS OF SMART ROBOTIC PROCESS AUTOMATION

The potential for RPA is strong at the moment, but in order to tap into the vast benefits, RPA has to become smarter.

2021 RPA Prediction

RPA will become a standard feature

Aragon predicts that by 2023, RPA will become a standard feature in **75% of infrastructure platforms** (iPaaS and on-prem) (75% probability).



Turning RPA into Smart RPA

SRPA builds onto RPA benefits in an exponential way.

Automation takes many forms and impacts many areas of an organization. **Robotic process automation** (RPA) came on the scene to automate the many manual and brute force tasks that created a drag on processes and the workers that participate in those processes.

While the work is not done for **RPA**, there is a whole set of opportunities that require more intelligence to be combined with or baked into RPA.

This infographic will identify potential benefits that **smart robotic process automation (SRPA)** can reach for organizations.

Infrastructure Automation

01 +

Safeguard the infrastructure and ensure proper management

Development Automation

02 +

Reduce hard coding and create better documentation

Business Process Automation

03 +

Automate repeating tasks in business processes

Business Process Assistance

04 +

Identify choke points and outliers

Resource Assistance

05 +

Digital assistants or bots

Dynamic Resource Automation

06 +

Bots that can dynamically bid on and complete work on their own

1 Infrastructure Automation

RPA at the infrastructure automation level is aimed at safeguarding the infrastructure and making sure the operational systems are managed and cared for on a continuous basis. This can include scheduling the execution of processes, applications, and networks.

Safeguard the infrastructure and ensure continuous management

At this level, RPA can also watch for any signs of abnormalities and notify humans to check for exceptions and issues.

There are still benefit pools left at this level, especially around the ever-growing sources and amounts of big data. New types of content, like audio and video, can create new opportunities for RPA.

2 Development Automation

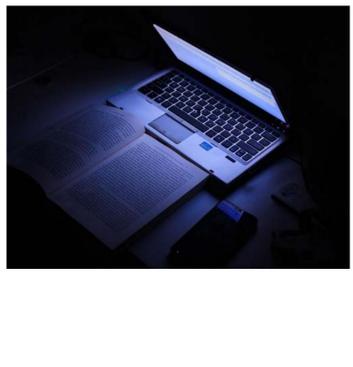
RPA at the development automation level is aimed at reducing hard coding and creating better documentation, as RPA generally uses a model driven (pictures and text) approach instead of code. RPA leverages a form of low code like BPM and workflow.

Reduce hard coding and create better documentation

In addition to these obvious benefits from RPA, there are other situations in development where scripts can be replaced with RPA, such as testing and test data management.

There are also processes around testing environment management that mirror the activities in the production infrastructure. In this phase, the full benefits have not been mined out yet.

3 Business Process Automation



Business process automation is where RPA started its life by automating repeating tasks in processes with the eye towards removing as much human intervention as possible for mundane, low-level tasks.

While this has been happening in smaller-scaled, discrete processes and workflows, greater benefit levels will be attained by creating straight through processes leveraging RPA and finely tuned rules.

The benefits are still rich in this area, especially when expanding the scope to end-to-end processes. Humans will then solely focus on complex tasks and exceptions.

4 Business Process Assistance

Business process assistance is where the need for intelligence added to RPA is paramount. In order to target the right places to apply RPA in an existing process, organizations can add process mining. This allows organizations to look at past processes to identify choke points and outliers by using visual process paths.

These paths have a timeline, overlaid or not, to improve the process. Smart RPA builds on top of RPA by adding forms of intelligent software. In addition, SRPA can leverage machine learning to assist in this mining effort to learn and possibly adapt instead of eyeballing the need for change. While this is the obvious application of smart capabilities and intelligence, it only gets better from here and more business benefits flow.

5 Resource Assistance



All resources that support a process or an application can be assisted with knowledge and quick calculations that can be AI-enabled, or generated by algorithms used in combination with AI.

SRPA bots can be leveraged to make each resource well-equipped to handle situations that are outliers, or repetitive in nature. Some of these bots could be general digital assistants, or they could be custom bots created for individual and unique processes.

6 Dynamic Resource Automation

Bots that can dynamically bid on and complete work on their own

SRPA and other forms of bots will be able to dynamically bid on and complete work on their own. These agent-like bots will be goal-driven and able to dynamically bid, assemble, and complete work. In fact, in some manufacturing environments, robots already have the ability to bid on tasks such as painting a car. This kind of work completion will be typical in industry 4.0 dynamic supply chains as well as dynamic value chain in intangible product and service arenas.

Imagine a product that is dynamically designed to create the end goal of a smart assembly line, that is then dynamically created to be a varied set of partners, or substitute partners ready to serve many product designs. These parties might be in separate locations or not, but the logistics will be baked into the bidding process, handled by bots that are driven by goals and limited by constraints that act like guard rails.

Contact Us

Ready to turn RPA into Smart RPA? Aragon analysts can help you map the transformation journey.

FREE CONSULTATION

