

# How to start benefitting from robotic process automation

If you're trying to increase productivity, decrease costs, or innovate your processes, consider robotic process automation (RPA): an approach to automation enabled by software that mimics computer activities performed by people. The automated routines act as "bots" — programs that can automatically execute actions. These steps will help you plan a successful RPA implementation:

## 1 Secure support from appropriate stakeholders

- Communicate the value RPA can deliver. Is it accuracy, savings, speed, consistency?
- Identify potential concerns – maybe reskilling and retraining employees.
- Confirm how you will measure success.
- Gain agreement on the time you'll need to invest before seeing a return.

## 2 Identify the right processes to automate

- RPA automates repetitive, rules-based tasks.
- Don't consider tasks that require any judgement.
- Try starting with tasks that employees don't enjoy, or where error rates are high.

## 3 Source the right team for the project

- Are you going to train your people, hire new staff, or use consultants to implement RPA?
- Most companies do a combination of all three.

## 4 Develop an automation roadmap

- Break things down: programs into projects, projects into routines, routines into tasks, tasks to steps.
- Think big but start small to demonstrate the capabilities, before expanding.
- Measure the current process as a benchmark.

## 5 Build in exhaustive testing

- Test every step before proceeding to the next.
- Make sure the process meets your goals, like accuracy, speed, savings, consistency and scaling.

## 6 Measure and report

- Track your bot against your benchmark for the same process.
- Share results with stakeholders.