



# Robotic Process Automation

Towards a world of digital manpower

## Introduction

The new digital era is bringing many technological advances, such as robotic process automation (RPA), that are changing the way organisations work and how they structure themselves.

We are heading towards a world of digital manpower, and we all need to respond to that. Many companies are already harvesting the benefits from implementing digital labour, and those who have not started yet will quickly fall behind.

At KPMG, we have already embraced the RPA technology, with robots making up 2% of all our employees. Now, we want to help our clients do the same. We have the resources and knowledge to help them reduce the challenges presented in low-value processes and improve the efficiency and productivity of their business. We can support them in the adoption of new technologies, such as RPA, that mark the next generation of digital transformation.

## What is Robotic Process Automation?

Robotic process automation (RPA) is an emerging form of business process automation technology based on software robots that can mimic a human worker. RPA can automate and integrate repetitive business processes by imitating human actions, such as logging into applications, entering data, calculating and completing tasks, and logging out. With RPA, companies can automate mundane rule-based and repetitive business processes, enabling their employees to devote more time to serving customers or other higher-value work, thereby improving productivity and quality. It works like a digital assistant that can take care of the onerous, simple tasks that are part of every employee's day.

Software robots are typically low-cost and easy to implement, requiring no customisation of existing software, or deep system integrations. These characteristics are crucial as organisations pursue growth without adding significant expenditures on low-value tasks. RPA is a great stepping stone to more advanced technologies, such as machine learning, and a digital bridge between applications that do not talk together. It is also an integration to new technologies such as chatbots and digital assistants.

Its simplicity and relatively low-cost can make RPA a more attractive solution for many companies as it is designed to integrate with most systems and applications, making it easier to implement compared to other enterprise automation solutions.

# What are the advantages of RPA?

RPA technology can help companies on their digital transformation journey and increase their productivity. Harnessing the RPA capabilities provides benefits such as:



Allowing processes to be completed more rapidly



Assuring higher quality of the manual work



Creating cost savings for manual repetitive tasks



Enabling employees to be more productive



Improving efficiency by digitising the process



Assigning higher value tasks to employees such as controlling and quality checks



Ensuring business operations and processes comply with regulations and standards



Devoting more time to clients, which enables better customer services

## RPA in action

### Case study: BluePrism robot for Tax Returns

Individual tax returns are a time consuming affair. To help ease the burden, our Tax Technology and Mobility teams have recently developed a robot that supports part of the heavy and repetitive frontloading process.

Previously, this part of the process was a manual transformation from an input file in Excel format to a CSV file with a different format and calculated values. This might sound like a simple task, and it is! But when we prepare more than 1,000+ tax returns per year, it becomes very time consuming. And this is where our robot comes into action, as RPA solutions are perfect to perform this kind of task.

Now, all that needs to be done is to dump the Excel files into a specific folder and the robot will automatically pick up the files, do the necessary calculations and output all files in the correct CSV format.

## Contacts

If you have questions about RPA, please contact one of our technology experts.



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