



KPMG powered solutions

For technology companies

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This series of practical insights highlights leading business solutions powered by KPMG. These solutions have delivered value for some of our most important clients in the technology industry.

This edition provides a use case for taking advantage of business process management (BPM) and robotic process automation (RPA) in the finance function.



BPM

Business leaders are turning to process improvements to differentiate from competitors. Optimizing outdated processes helps organizations reduce costs, increase efficiency, enhance customer service, make smarter decisions from better data, mitigate risk, adapt more quickly to regulator change, and strengthen compliance.



RPA

RPA is a continuum of technologies used to automate processes and operations traditionally done by humans. RPA is recommended for these situations:

- Repetitive, structured transactional processes
- Need to rapidly enable automation of human tasks without costly system integration
- Need to interact with multiple applications in a “noninvasive” manner



Scenario

A global online payment company undertaking a digital finance transformation initiative



Client issues/challenges: manual financial processes

Many of the client’s financial processes were extremely manual:

- Financial data was managed through spreadsheets and paper forms
- E-mail was used for approval tracking
- Specific processes in scope included treasury wires, policy renewals and exceptions, and various other approval and delegation processes
- These processes were inefficient and prone to human error and inaccuracies



KPMG solution

KPMG professionals leveraged leading BPM and RPA technologies to simplify their financial processes, digitize them, and make them more auditable. The solution involved:

- Providing a simple, intuitive, and electronic process to submit requests for outgoing wire payments
- Enabling mobile approval by senior leadership for high-dollar wires and requested delegations
- Delivering management dashboards and increased operational visibility surrounding historical and in-flight activities
- Supplying a formal audit trail and role-based security
- Adding ability for integration with other external systems for enhanced efficiency and quality



KPMG BPM solution – potential business value

- Simplified processes and automated decision making
- Improved efficiency and management visibility
- Reduced operating expenses
- Standardized and systematically driven processes to help ensure regulatory compliance
- Mobile-enabled approval processes from smart devices



KPMG RPA solution – potential business value

- **Up to 50 percent annual operational productivity gains:** Significant potential cost savings across the Record to Report (R2R) process
- **Customizable:** RPA solution can be easily configured by business users without depending on IT
- **More reliable process:** RPA configured to consistently interact with the finance system as users would
- **Boost productivity:** Robots perform at digital speed 24/7/365 with fewer errors, regulatory violations, or fraud
- **Higher employee satisfaction:** By eliminating repetitive tasks, employees focus on strategy and innovation
- **Auditable:** Software robots keep an audit trail documenting every action and result



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