

# THE FEAR OF AUTOMA TION



What is RPA and how to overcome the fear of the robots

## What is RPA

# ROBOTICS PROCESS AUTOMATION

- Your Digital workforce
- Mimics User behavior
- Controls mouse and keyboard
- Does more precise clicks and faster (uses the systems less time than human)
- Works on user interface and no system integration

In our interactions with Customers both in Banking and Insurance in CEE and the Middle East, we have surely been able to notice the struggle Companies have, with manual and repetitive processes on costly ERP a BPM that aren't in a position to respond to their fast-changing needs, especially when talking to internet browsing.

In the end, many of these processes are low or no value-added for the customer. However, we believe they are important for the company. The main problem is that they consume a lot of time ( which is cost and Errors affecting Efficiency big time ) even to some of the key roles.

With RPA you can easily (3 months projects) automate many types of repetitive and predictable processes and tasks. The only requirement is to have a clear logic and decision trees which you can describe. Therefore, tasks an employee performs based on clear rules, with no subjective decision can be automated with RPA

RPA is cost – effective as a solution as there are now hard integrations. The quick RPA automations don't consume too much time of our time as well as our Customer Teams' time . That's why the overall cost of an RPA project is much more lower than other systems' implementation.

RPA is your virtual workforce your operations teams can control. It sits alongside your existing technology infrastructure and has easy system integration. This means you won't replace your current systems but you will rather make a bridge between them and on the top only for 3 months (this seems to be a really fast alternative for some integrations that could take you one year and more to integrate). You can scale instantly this automation. In the beginning, start with a small process and develop step by step. This will help the cost structure of the investment as well. And the sweetest thing at the end is that once you have implemented RPA you can see the result from the next day... ROI starts immediately...

# IS THE AUTOMATION THREAT TO THE PEOPLE OR NOT?



More and more we hear about Innovation, Automation, Robotization, AI. Robots and Artificial Intelligence are already among us. Do we see this as an Automation threat?

The digital environment and progressing automation that surrounds us make many people worried about losing their jobs, especially non-tech functions.

## **How can we deal with the employees' fear of automation?**

Most important is how to keep people involved in the processes. While robots are taking over the mundane and repetitive tasks people will still be needed for judgment, decision making, and human touch. People executing some positions are like robots even now – no thinking just processing. So the future is to help humans to handle Human work with humanity. Leave the robots to do their robotized work.

Employers have a lot of work to do to overcome the automation threat that the employees feel. The core is in identifying the value-added human work which to assign (keep assigned) to people and automate the rest.

## **How to distinguish the value-added work from the activities that are good for automation?**

This is not an easy task of course but deep process analysis is a good idea. Find which are the customer touching points and which are internal tasks. Identify the regular, predictive tasks with a clear decision tree. I.e the decision is a result of clear criteria and in a digital format. At the same time identify the tasks which would need a decision based on cognitive capabilities, understanding, human logic, empathy.





### **Let the automation journey starts**

The clarity of which of the tasks has to remain performed by the people (because of the need of the human thinking and capabilities) and which ones – by the systems (robots) gives an advantage for the proper automation journey. Yet, it will be

extremely important how the company management communicates the reasons and the strategy for automation with the people. Keeping employees motivated and engaged while the robotization project starts require efforts, communication, and patience with them.