

July 20, 2020

# Build Efficient Processes with RPA

Intelligent business process automation

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# What is RPA?

Bots that automate manual, repetitive business processes - using existing applications, resources, and architecture

*“45% of work activities can be automated”*

- PwC (2016)



## Repetition

Automate long-winded routine rule-based tasks



## Co-existence

Digital workforce where bots co-exist alongside humans



## Examples

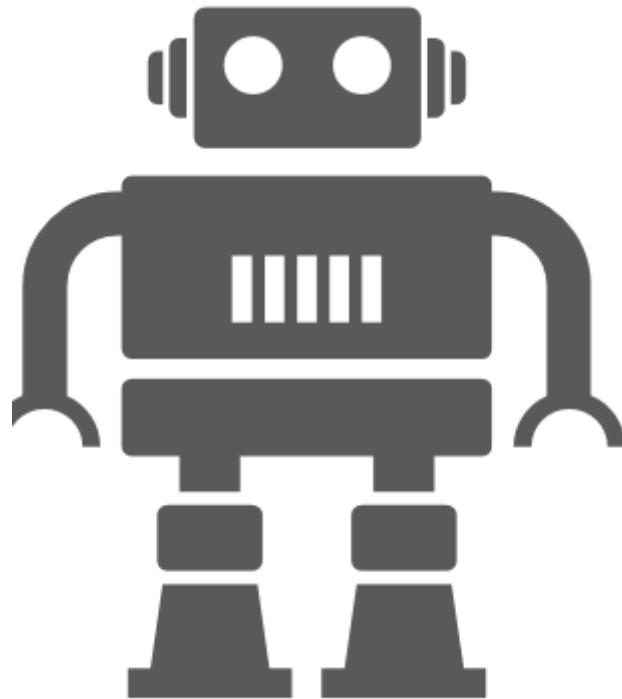
Opening emails, moving files, extracting structured data, calculations, filling in forms, merging data

# Benefits of RPA

**Productivity**  
High volume in less time

**Accuracy**  
0% error rate

**Predictability**  
100% consistent output



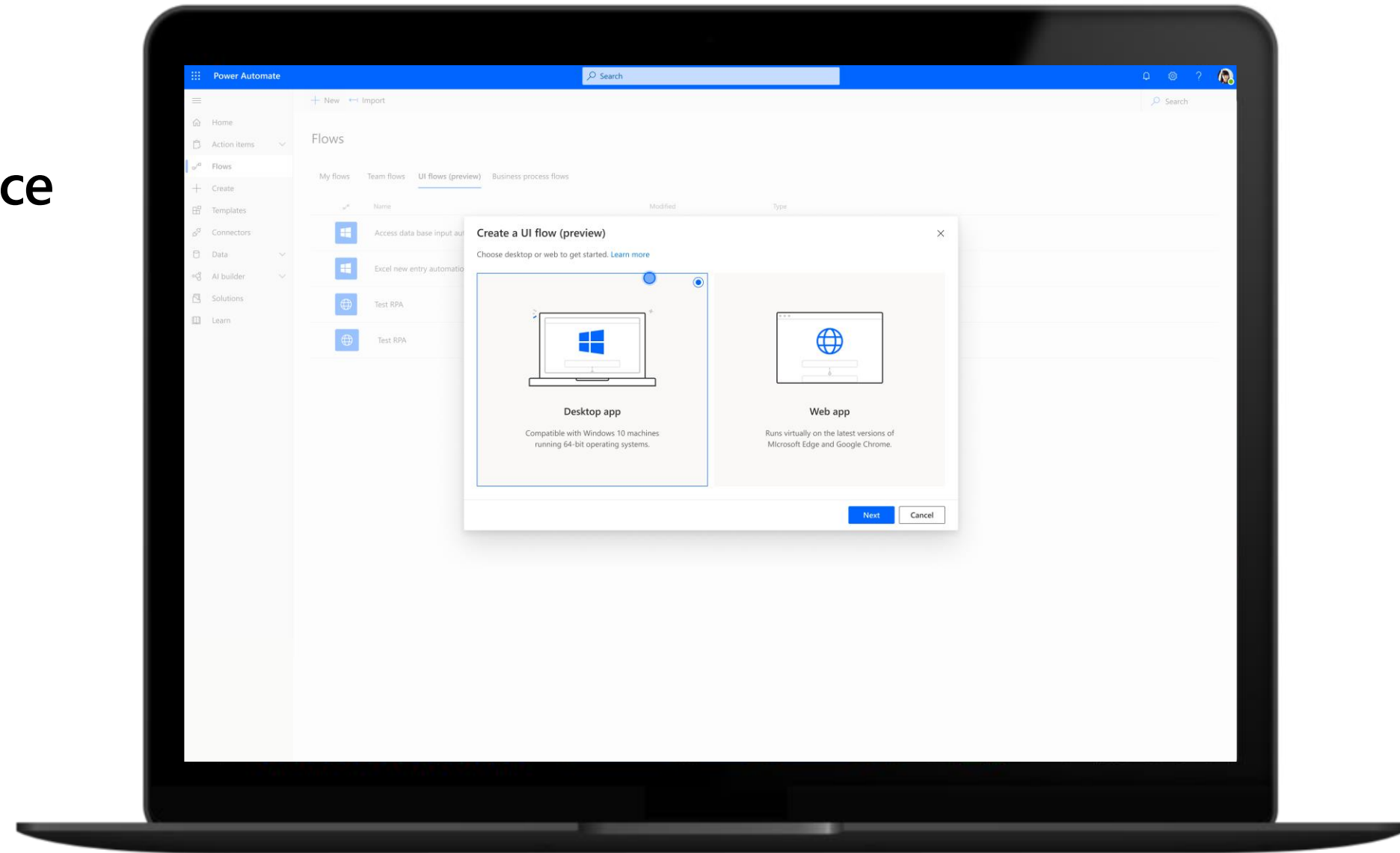
**Scalability**  
Quick ramp up/down

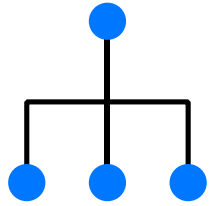
**Availability**  
Bots don't sleep!

**Audit Trail**  
All activity logged

# Introducing UI flows

Generally Available since  
December 2019

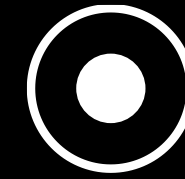




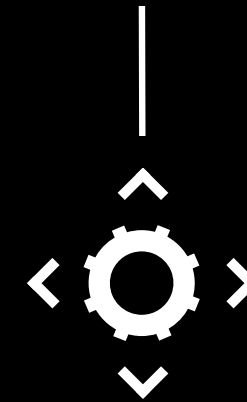
# UI flows automating legacy apps

Robotic process automation allows for automation without APIs or connectors

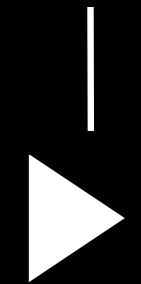
Power Automate helps organizations move legacy apps and manual processes into the modern world by offering robotic process automation (RPA). With the new RPA capability, you can streamline how you work by recording mouse clicks, keyboard use, and data entry and automate the replay of the steps to be included in more complex process automations.



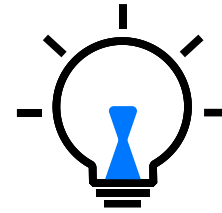
Record the task



Automate the task



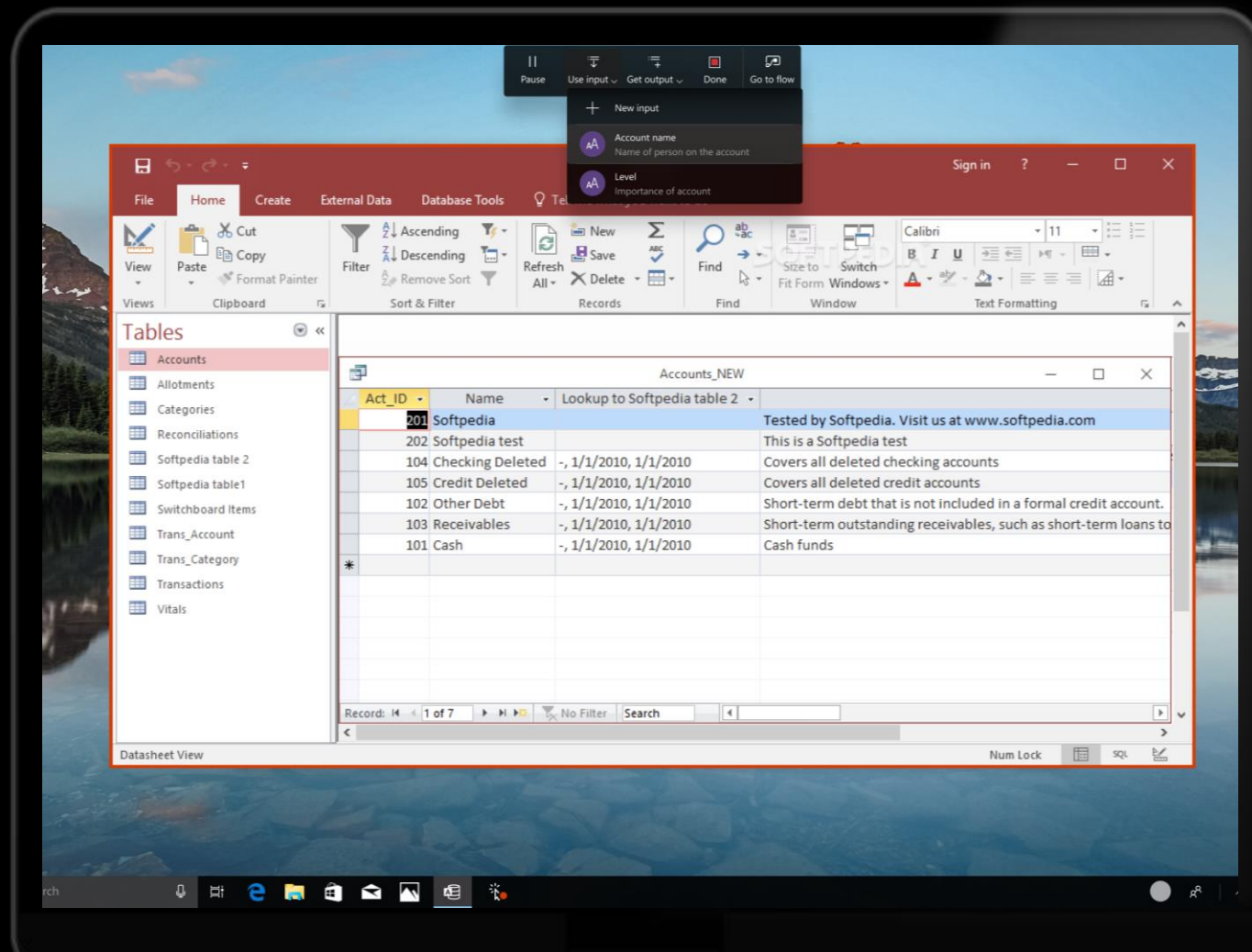
Play back the task



# Making automation intuitive

Simple UI makes recording flows easy

Repetitive tasks can be automated by frontline workers without APIs. In the future, Power Automate will expand its RPA and DPA to include more complex tasks and additional layers of AI.



# UI Flows Demo

## See RPA in action



ebecs-admin

**Hire new worker**

**Name**

First name: Dan  
Last name prefix:   
Middle name: John  
Last name: Evans

**Worker summary**

Known as: 9986573  
Language: da  
Company address: IE01

**Details**

Employment start date: 5/1/2020

**Position details**

Position: 00002MRP

**Assign roles to user**

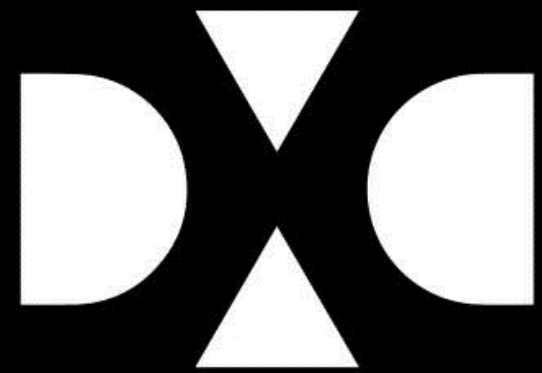
Select additional roles to assign to this user: System administrator, System user

**Position assignments**

Reports to position: 00007MRP  
Employment history: CA01  
Cost centre: Development  
Company start: 5/1/2020

**Credentials**

Username:   
Company to log in with: IE01  
Password:   
**Hire**



**DXC.technology**



# Case Study – Multinational Legal Organisation

Two manual processes:



## Timekeeper Reconciliation

1. Refresh Excel Cube
2. Compare to rate card
3. Compare to eBilling system
4. Discover missing information
5. Submit timekeepers

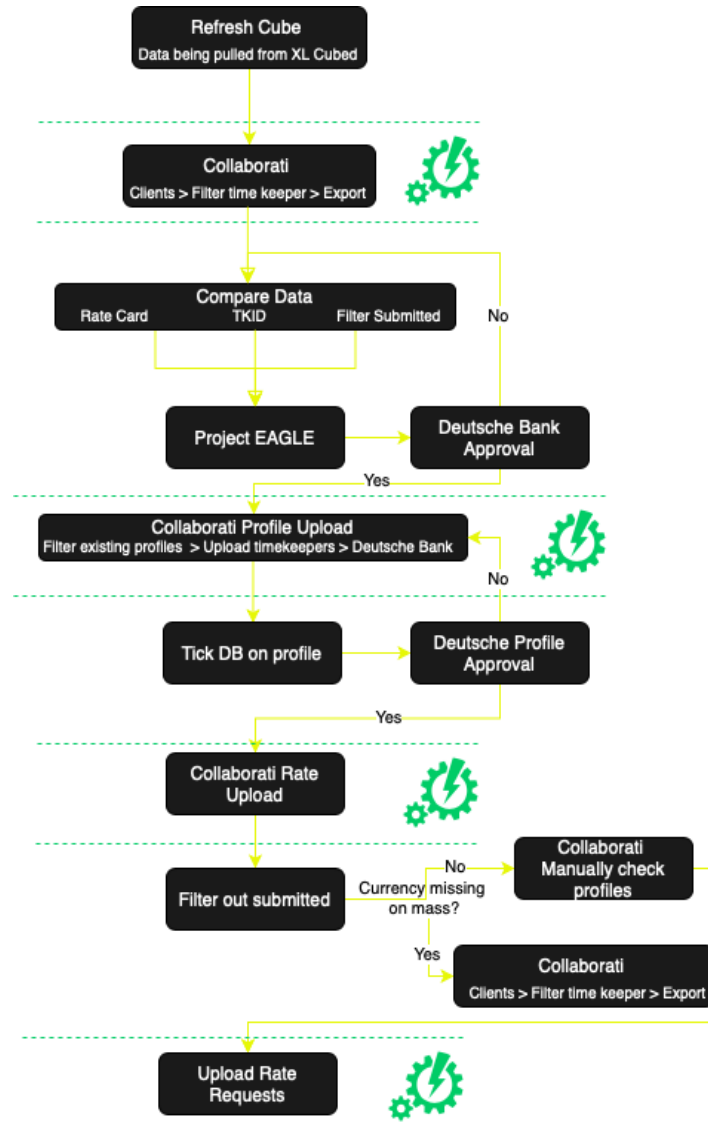


## Invoice Reconciliation

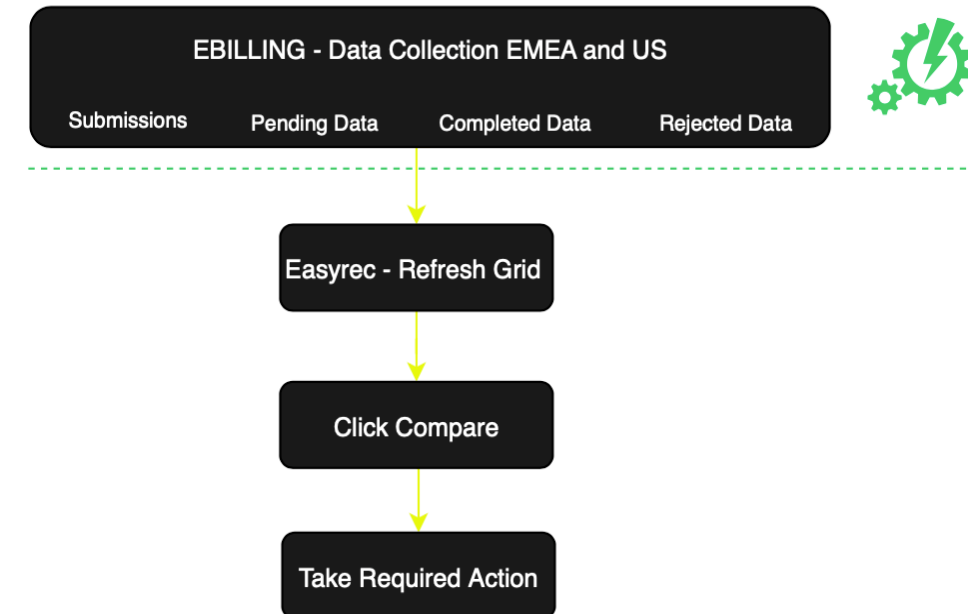
1. Download eBilling system data and run debt report
2. Manually compare the data
3. Record Status
4. Investigate invoices
5. Take required action

# Automated Processes with RPA

## Timekeeper Reconciliation



## Invoice Reconciliation



 = UI Flow Automation

# Case Study – Housebuilding Company



Simplifying the Integration point for Coins:



## Native Integration

- Estimate to integrate D365 CE into Coins ERP was **60k**
- Time consuming development and more costly
- Integration is throwaway because Coins is being deprecated and replaced by F&O



## RPA Process

- Integrate directly with Coins front end
- Replicate manual data entry using UI Flows
- Not necessarily a long-term replacement, but cost effective
- Estimate reduced by 66% to **20k**

# RPA Scenarios

## Robotic Worker

- **Training the worker just like training a person**
- Accounting Reconciliation
- Employee Onboarding
- Customer Complaints Processing

## Low Volume Integration

- **Rekeying information across more than one system**
- Converting leads to Opportunities from Marketing and CRM system – Data Input
- Utilising Google to access Exchange Rates – Data Capture

## Automated Testing

- **Simulate a customer's expected actions in a piece of software**
- Application regression testing
- Load testing
- Functional testing
- First level testing

# DXC RPA Packages

Discover how to automate and streamline business processes

- Reduce the need for manual data entry and user input
- Eradicate repetitive tasks
- Utilise your team in the most efficient way possible
- Reduce human error
- Reconciles data across multiple data sources
- Automate data entry in multiple systems
- Improve decision making with more consistent business data



### Timeframe

- Variable \*



### Cost

- Variable \*

*\*may vary depending on size and complexity of requirements*

## What's Included?

- 1 Requirements Analysis
- 2 RPA Vision & Stakeholder Workshop
- 3 Project and Implementation Plan
- 4 Solution Roadmap
- 5 Development of RPA solution
- 6 Continuous Development and testing

# Four Types of RPA Implementation

## Basic

- **3 Day Implementation**
- Analysis of one simple process
- UI Flow development for the one process
- Simple handover document

## Complete

- **10-15 Day Implementation**
- All of 3 Day Activities
- Multi-system and multi-screen processes
- Additional governance and security
- Handover and process flow documentation

## Enhanced

- **30 Day Implementation**
- All of 10-15 Day Activities
- More complex RPA needs
- Additional UI Flows to support the process
- Project Milestones
- High-level Project Plan
- Additional governance and security
- Detailed handover and process flow documentation

## Boutique

- **Fully tailored Implementation**
- All of 30 Day Activities
- Complex business process requirements
- Multiple UI Flows, across web and desktop applications
- Enterprise governance and security needs
- Comprehensive documentation

# DXC Training: RPA (UI flows) in a day

## Holistic end-to-end intelligent automation platform training

- Learn how to set up Robotic Process automation tasks
- Create both attended and unattended bots
- Create an end to end Robotic Process
- Understand more advanced topics enabling you to push further
- Learn how AI supports the concept of hyper automation



### Timeframe

- 1 Day



### Cost

- Corporate rate: £2,000
- Individual: £500 virtual/ £700 classroom



### No of Participants

- Maximum 8 attendees
- Minimum 4 individuals

## What's Included?

- 1 Training Environments and collateral
- 2 Instructors with Delivery Experience in the Platform
- 3 Overview of the Power Platform
- 4 Mentors to help with workshops and labs
- 5 Labs covering: Basics, Hyper Automation, WinAutomation and advanced topics



# Thank you

# Q&A