Identifying the Real Business Value of RPA

The benefits of Robotic Process Automation (RPA) often focus on cost and time-savings. While vitally important to any business, there's far more to this transformational technology. This guide uses real world examples to identify the strategic, business value that automation brings to every part of an organization.

Contents

How RPA is transforming business

Digital transformation has become a central feature of business strategies for almost every organization, large and small. Using digital technologies to automate business processes has become a focus for delivering the benefits of transformation initiatives. In this guide, organizations from across the globe talk about the business value they are receiving from their Robotic Process Automation (RPA) journeys.

RPA is playing a key role in quickly and easily enabling new and evolving digital business models. Dr. Frank Schüler, Managing Director of DHL Global Service Center,[1] explains: "We planned for a digital transformation effort to make our Global Service Centers as efficient and as productive as possible … We knew we wanted to automate, even eliminate, time-consuming, manually repetitive tasks, free up internal resources, and empower our employees to provide the best services for our customers and partners. We knew RPA could deliver all of this—and more."

In a recent survey, Gartner[2] found that **business leaders worldwide now see RPA as the second most**

important transformational technology. Organizations that have deployed automation report significant benefits in a wide rage of business areas including cost reduction, process efficiency, business performance improvement and enhanced customer satisfaction.

Today, organizations that are increasingly driven by customer and employee experience are turning to RPA as the catalyst for fresh, innovative thinking and business strategies. The emergence of intelligent automation—the integration of RPA with AI and other disruptive technologies—is **enabling new levels of agility** as enterprises across the globe wrestle with highly competitive and unpredictable business environments and rapidly evolving operating models—such as the need to 'work from home' during the Covid-19 pandemic.

"As soon as I saw the RPA demo, I realized two things: first, if that's real, that's going to change everything, and second, there were so many ways that RPA could help our company. It turns out that RPA was real, and even easier to implement than we

first thought," says Shane Jason Mock, Vice President of Research and Development at American Fidelity.[3]

As they go deeper into their RPA journey, companies understand that automation has a major role to play in helping deliver on four key business drivers: business growth and resilience, operational efficiency, customer experience and employee experience. While often beginning with RPA to deliver tactical gains, such as reduced costs, many organizations like Coca Cola bottling company, CCI, soon discovered the strategic value of their RPA solutions.

Leyla Delic, CIO and Digital Officer of CCI,[4] notes: "Our customers are the center of our digital journey … At first, we thought of RPA as an interim solution. However, we soon realized that we had significant opportunities to improve customer and employee experience by leveraging RPA."

Business drivers: automation impacts every part of the business

Business growth and resilience

Employee experience

★ Automation

Operational efficiency

Customer experience
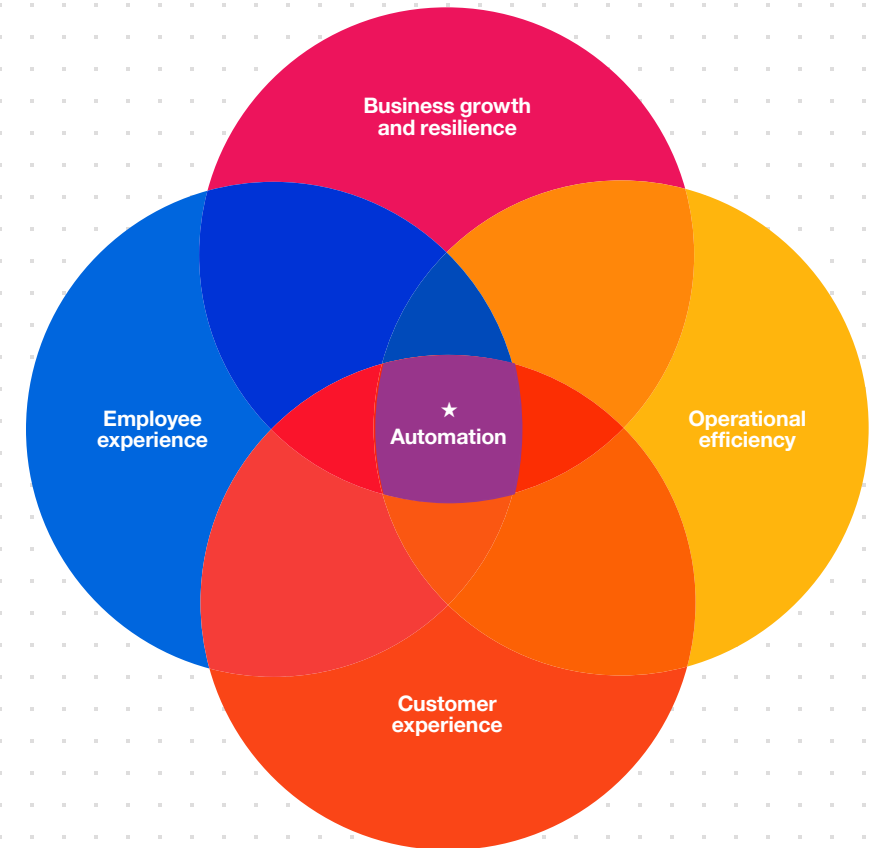
Business driver 1: business growth and resilience

Driving agility and resilience, while accelerating growth

There are many challenges facing modern businesses. Increasingly demanding customers, shorter product life cycles, intensifying competition and shrinking margins all put pressure on organizations to improve their productivity and efficiency. Digitization has exacerbated these pressures by placing the focus on speed, collaboration and innovation.

Agility and resilience have become watchwords as organizations look to thrive in rapidly evolving markets. Continuous improvement through increased process optimization and automation are now amongst the top strategic priorities. However, traditional approaches to automation are slow and cumbersome while newer AI-centric approaches are expensive and immature.

RPA is low cost, easy and fast. More importantly they provide the flexibility and capabilities to seize market opportunities through rapid digital transformations.

ICON plc, the world's fourth largest contract research organization, is an excellent example of how RPA can change how an industry operates.

Tom O'Leary, CIO at ICON says: "The cost of developing a new drug is around $2 billion so anything that can improve the process and speed return on investment is essential to our industry … We saw that RPA can eliminate the need for manually transferring data from clinical sites to trial master files, reducing errors and delays and reducing data loss by detecting anomalies more quickly and reliably than manual review."

"I estimate that so far our saving from RPA has been in the single digit millions but there's definitely the potential for it to take a significant chunk out of that $2 billion."[5]

Streamlining processes and improving the quality of daily workflows while improving information governance and compliance are all important features of RPA that help organizations build

business strategies that can respond quickly to changing conditions and customer demands.

However, a driving force behind the adoption of RPA in many industries—such as banking, insurance, telecoms, utilities and public sector—has been its ability to accommodate legacy systems and **create seamless and secure data flows** from previously siloed systems.

Andy Carter, Director of IT Innovation and Improvement at Morrison Utility Services[6] comments: "The majority of utility companies use SAP to plan and run their business. If we wanted to improve a process that meant altering the SAP system, this could take months to be completed. RPA allows us to automate that part of the process without requiring any change to the host system. It makes us fleet of foot and makes our customers happy as it doesn't affect their internal systems."

→ "RPA allows us to automate that part of the process without requiring any change to the host system."

–Andy Carter, Director of IT Innovation and Improvement, Morrison Utility Services

How RPA helps achieve business growth and resilience

Key challenges
- The drive for digital transformation
- Increasing innovation and collaboration internally and externally
- Managing change and growth
- Uncertain and rapidly changing market demand
- Increasing business risk including operations, finance, security and compliance
- Lack of business resilience in workforce, operations, supply chain and partner relationships.
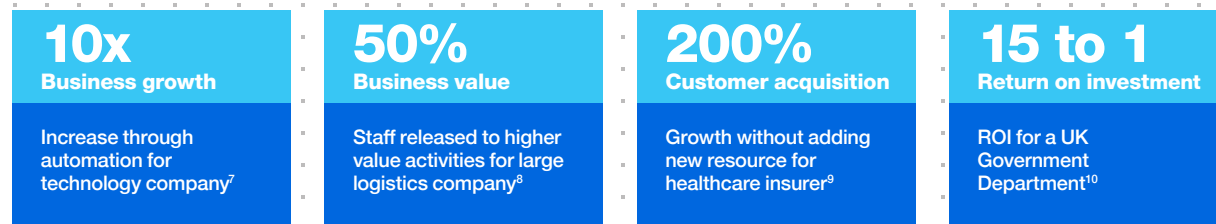
Role of RPA
- Platform that easily manages the full automation lifecycle
- Identify the highest value automation opportunities and measure the business impact
- Deliver new automations in days or weeks to optimize processes
- Using automation to introduce entirely new processes to meet unexpected events such as Covid-19 pandemic

- Easily work with and leverage existing applications and systems, now and in the future
- Easily accommodate new applications added to the IT estate without altering existing systems
- Strong encryption of data at rest and in transit
- Supports best-in-class security, compliance, credentialing and auditing capabilities

Business outcomes
- Increased customer experience and satisfaction
- Increased customer acquisition and market share
- Increased revenue and margins
- Improved process efficiencies, and higher productivity
- Increased employee satisfaction by re-focusing on high-value tasks
- Increased compliance and reduced business risk
- Increased capabilities for collaboration and innovation
- Increased business and operational resilience

Measure of success ⬇

10x Business growth	**50%** Business value	**200%** Customer acquisition	**15 to 1** Return on investment
Increase through automation for technology company[7]	Staff released to higher value activities for large logistics company[8]	Growth without adding new resource for healthcare insurer[9]	ROI for a UK Government Department[10]

How RPA delivered for the Royal Mail

Changing customer behavior, along with new digital communication challenges meant the UK's leading mail provider had to continually improve its efficiency and innovation.

Wendy Hulton, Head of the Process Simplification and Automation Team at Royal Mail[11] says: "Royal Mail needs to find new ways of doing things and is investing in digital capabilities. I felt we could take a lead in automation to help deliver the cost savings and employee productivity gains we require."

After successful proof of values, Royal Mail established a Center of Excellence with an important addition. What started as a central hub for automation only, became process simplification and automation. By going through process simplification first, the center was able to identify where RPA can deliver the most value to a process and prepare those tasks or process elements for automation.

Gary Turner, Royal Mail's Head of RPA Implementation explains: "We are able to standardize our processes, then automate and look to create reusable components that can be simply ported from one process automation to another."

The company defined four categories of robots—**cost saving, service delivery, financial control and revenue improvement**—and quickly increased its number of robots to 50.

The strategy was to identify an area of the business with a pressing challenge, investigate all the processes within that area and identify where automation would deliver the best and most immediate effect. With aggressive business targets to meet, the Finance and HR shared service centers were ideal candidates. They both needed to achieve significant cost savings and find capacity without increasing headcount.

"This wasn't just about cost savings. It was a combination of savings, cost avoidance, revenue generation and freeing up capacity," states Hulton.

In 2018/19 alone, RPA delivered over £4.5 million in value to the business.

Business driver 2: operational efficiency

Improving all aspect of operations

There are only very rare occasions where RPA can automate a job. Instead, companies use the technology to automate mundane and repetitive tasks within a process. However, focusing too heavily on specific tasks can lead organizations to miss the real opportunities to transform operational efficiency.

Taking a wide and more strategic view of RPA within operations is helping organizations today:

Increase productivity: Employees are freed to handle higher value tasks and less time is taken in administration or resolving issues relating to inefficient processes and poor quality data. In many cases, processes that are slow and manual lead to major backlogs impacting operational performance and customer service. Automated processes not only remove these challenges but accelerate the completion of workflows allowing more work to be completed without increasing headcount.

Faster sales and production turnaround: By streamlining both

the underlying process and the communications between staff, suppliers, partners and customers, organizations are deploying RPA to help the business become more responsive within its production capabilities and how it deals with customers. Automation speeds communications with prospects and customers and can reduce sales cycle times.

Increased collaboration and innovation: A major area of benefit for many organizations is RPAs ability to improve data quality and also make that available to systems, employees and partners. By removing human error, the data passing through core systems is consistent and accurate. Data locked in legacy applications that would previously be difficult to extract is now quickly available. Organizations can make more value of their corporate data, securely sharing it to build collaborative relationships with suppliers and customers that can drive business and product innovation.

Improved supply chain performance: Supply chains are slowly becoming digital. However, many supply chain

processes are slow and prone to error. A large challenge is the smooth flow of information and documentation through the supply chain. This type of data extract and forwarding from multiple systems is an ideal application for RPA. Currently, companies build extra inventory into the supply chain to cover under-performance such as incorrect orders or poor order fulfillment. Many millions of pounds can be tied up in these 'frozen' assets. By ensuring the flow of fast and accurate information, organizations are able to more effectively plan stocking levels and risk mitigation.

Evidence suggests that when organizations take a wider view of RPA in operations the real benefits begin to accrue. According to Gary Turner, Head of RPA Implementation at the UK's Royal Mail,[12] RPA "wasn't just about cost savings. It was a combination of savings, cost avoidance, revenue generation and freeing up capacity. We estimate that our robots delivered more than £4.5 million in value to the business in 2018/19."

Evidence suggests that when organizations take a wider view of RPA in operations the real benefits begin to accrue.

How RPA helps achieve operational efficiency

Key challenges
- Staff expend hours on mundane, repetitive tasks
- Key skills tied up in administration rather than adding value to business
- Inefficient, inflexible, and wasteful business processes
- Redundant business processes and workflows
- Poor data quality and consistency across systems and applications
- Legacy systems, depreciating technology and complex data integrations
- Too much time taken to react to changes in regulations or policies

Role of RPA
- Automations work autonomously with humans and with each other
- Dynamically scale digital workforce to automate most tasks making roles more interchangeable
- Deliver a digital assistant to help streamline the tasks of every individual employee

- Centrally manage digital workforce via role-based or rules-based access
- Deploy robots out of hours to accelerate completion of processes
- End-to-end process discovery and mining, and real-time data integration across multiple internal and external systems

Business outcomes
- Increase optimized and automated processes
- Improve employee productivity and satisfaction
- Rerouted capacity to high value, customer facing activities
- Increase information access and sharing internally and externally
- Embed flexibility and agility into key business processes
- Improve scenario analysis and early risk detection and mitigation
- Increase compliance and improve relationship with regulators and auditors

Measure of success

£810m
Operational savings

Medium term savings highlighted by global financial company[13]

50%
Business productivity

Reduction in claims processing time for healthcare provider[14]

30,000
Output improvement

Backlog of new claims cleared in two weeks[15]

<6 weeks
Rapid deployment

Process automation from initial concept to enterprise-wide deployment for UK postal provider[16]

EDF Energy drives continuous improvement in its Financial Shared Service Center

The Financial Shared Services Center is at the heart of EDF Energy,[17] the largest supplier of low-carbon electricity in the UK. The center has a long-established continuous improvement program and Robotic Process Automation (RPA) presented an opportunity to enhance this program.

EDF quickly established an RPA Center of Excellence. Its initial pilot process was a process for handling manual journal entries. It was labor intensive and involved several different systems—including Enterprise Resource Planning (ERP), spreadsheets, email and shared network folders—to complete.

Robert Gilhooly, Director of the Financial Shared Service Center, says: "We estimate that the new automated process will save us £50,000 each year through the reduction of peak workload."

The center has found the robots to be most productive when they remove tasks that burn a good deal of time from a staff member's day. It has focused on processes where there is wasted time as a priority for automation.

Eight processes have been subsequently automated including the transfer of accounts payable data directly into the ERP system and tax where data had to be gathered from different systems before analysis in support of tax calculations could be undertaken.

In all, Gilhooly estimates that together **the eight automated processes have delivered a six times return on investment (ROI) regarding time.**

In the case of a new planning system, applying RPA has **saved the company over £100,000 in software and development costs.** The robot has removed the need for data interfaces to the new system and has the flexibility for the company to rapidly change the data feeds—such as adding a new field—quickly and cost-effectively without affecting operations in any way.

As well as automating its own processes, the Financial Shared Service Center saw that it could begin to market its RPA expertise to other support centers within the company—such as human resources (HR) and IT.

Business driver 3: customer experience
Putting the customer first

Often organizations begin their RPA journey by automating back-end processes within finance, HR or IT. In addition to cost and efficiency gains internally, these automations regularly bring direct benefit to customers as well. So much so that some companies are starting to explore RPA from a 'customer first' perspective looking to automate customer-facing processes early.

PZU[18] one of Europe's leading insurers, is a good example of an organization that understood from the beginning the benefits RPA offered to have a positive impact on customer experience.

"The ambition, but also the obligation of an organization such as ours, which was trusted by millions of people, is a continuous improvement in the quality of customer service. Our priority is to improve customer contact channels, shorten the necessary formalities as much as possible, and accelerate the circulation of information within the organization. The goal that sears us is to focus employees' attention on

the needs of specific people through an efficient process of their service," says PZU Chief Digital Officer, Szymon Mitoraj.

Faster service is only one of the customer benefits that RPA can deliver. There are a number of other areas where organizations are deriving ROI through the enhanced customer experience enabled by RPA implementations, including:

Improve relationship building
When employees have more time for customer contact, **they can build deeper relationships with customers.** They can better determine customer needs and anticipate or respond to demand. In addition, robots are increasingly being teamed with chatbots to transform the contact center experience. RPA automations can ensure that contact center advisors have all the information to hand when dealing with the customer or deliver information to the chatbots to help provide customers with self-service capabilities.

Accelerate customer response
There are more lost orders from companies being slow to respond or responding with the wrong information. RPA helps to automate and optimize a good deal of communications with customers. An automation can receive the enquiry, compile a response by extracting data from multiple systems, assign a sales person and automatically respond to the query. Speeding up cycle times not only ensures no lead is lost, it can help **make the process more effective by delivering more qualified leads to the sales force.**

Informed decision-making
RPA delivers better and more comprehensive reporting. Sales staff and customers can be informed in real time of the latest sales information—down to an individual customer of product SKU level. By having quicker access to better reporting, the customer can benefit immediately, rather than after the fact. The business benefits by **better understanding customer demands** and being able to more effectively plan to maximize sales for each customer.

Deploying RPA effectively within your organizations so that it improves the experience of the business, its employees and customers can deliver impressive returns. DWP's Williamson[19] estimates that the department has seen a 15:1 ROI on its RPA implementations.

How RPA helps achieve improved customer experience

Key challenges

- Customer experience is restricted by manual processing and doesn't meet expectations
- Inefficient process introduces backlogs and delay
- Inability to deliver 360-degree view of the customer creates friction at touch points
- Inability to quickly enhance customer experience, products, and services
- Difficult to justify the impact of technology investment on customer experience
- Inability to identify needs and demands leads to customer attrition
- Struggle to comply with new regulations impacting customer experiences (e.g., GDPR, CCPA)

Role of RPA

- End-to-end platform enabling you to discover, build, run, manage, and measure the full impact of your automations
- Ability to automatically access multiple systems in real time

- Ability to operate in partnership with the customer and measure the business outcomes
- Ability to collaborate more effectively with partners and suppliers
- Open platform that works seamlessly with COTS, home-grown, and future (AI) technologies
- Compliance with internal and industry standards

Business outcomes

- Increased capacity to focus on higher value customer needs at a lower cost
- Increased customer acquisition and retention due to a stronger brand
- Increased customer trust through better compliance with privacy regulations
- Improved retention and engagement of employees due to fewer customer complaints
- Faster and more efficient product and service delivery to customers
- More diverse revenue streams through access to new markets

Measure of success

100% Customer experience	**50%** Customer satisfaction	**7x** Customer onboarding	**88%** Customer acquisition
Accuracy of personalized customer communications for large insurer[20]	Reduction in claims processing time for large healthcare insurer[21]	Faster discount card approval process for major telecoms company[22]	Increase in the verification of new customers for leisure company[23]

RPA improves the lives of citizens for the City of Copenhagen

Delivering excellent customer service is at the heart of every government institution. At the Municipality of Copenhagen,[24] this means empowering staff to handle growing workloads while staying within strict spending guidelines.

Rasmus Lund Stisager, RPA Team Leader at the Municipality explains: "Copenhagen has to service a growing population with the same or a reduced budget and because of this we are always looking for new ways to automate and do things smarter."

RPA was an ideal technology to help meet this obligation as it allowed Copenhagen to **streamline its processes and deliver better citizen services.**

"Our Municipality is highly digitized. But, we could see that RPA offered us something new. It was able to go through data, work between systems, and skip integrations. That was new. We could see that many of our general administration and shared services processes were suitable for RPA," says Rasmus.

Today, Copenhagen has automated over 75 of its processes across its seven committees. It has assembled a digital workforce of six unattended and 50 attended robots. The council and its citizens are beginning to see the benefits.

For example, the council has to respond quickly to requests for citizens who want to know exactly what information it holds on them. This is a very time-consuming process. It requires accessing multiple systems, consolidating information, redacting sensitive information, building a report and sending it to the citizen. It can take an employee up to 10 hours to complete the task and there is potential for error and omission.

A robot reduces the time in half and provides highly accurate information. This automation is starting to be rolled out to all committees with one reporting that it alone has freed almost 8,500 hours per year—the equivalent of 6 full-time employees—to help meet the growing demand on its services.

Rasmus states: "Improving our processes leads to faster response time and better service delivery."

Business driver 4: employee experience
Why happy staff is good business

"We have a wealth of talent in the company and the robots are allowing us to bring this out and leverage it, by freeing us from those tasks that we all know have to be done but do not satisfy us either personally or professionally." says Javier Castellanos, Head of the Robot Factory at telecoms giant Orange.[25]

There's little doubt that Castellanos' thoughts are echoed by almost every worker the world over. No one wants to spend a large proportion of their life in dull, menial tasks that bring about very little job satisfaction. For example, there are many instances of highly qualified financial services professionals working in shared services centers as little more than data entry clerks.

Portuguese telecoms and entertainment company, NOS,[26] understood that increasing employee engagement by improving their working conditions would **lead to increased levels of customer service.** Misael Viana, RPA Lead at NOS, says: "Staff are very important in RPA implementation because process automation is powered by RPA but driven by people … Taking mundane tasks away from staff to free them for more rewarding work. Delivering faster and more accurate service to customers. That's the sweet spot for RPA and it's where we've seen the benefit."

Releasing employees from mundane work allows them to concentrate on tasks that bring fulfillment to them and value to the business. However, it also provides time to investigate the possibility of **re-skilling or up-skilling**. They can use the extra time provided to augment their knowledge and experience to deliver more advantage to the business. Often, organizations will seek to re-train existing staff as RPA developers and analysts to ensure that their automation program is driven by people who really understand the business.

In addition to improving the lives of existing staff, concentrating RPA on employee experience can also reduce the costs of introducing temporary or contract staff to meet peaks of demand.

At the UK's DWP,[27] its 'Intelligent Automaton Garage' was able to use RPA to clear a backlog of 30,000 new claims within two weeks. The alternative, estimates Shaun Williamson, Senior Product Manager at DWP, would have been the need to employ thousands of people over several thousand hours to catch up.

How RPA helps achieve enhanced employee experience

Key challenges
- Mundane work is a significant part of employees' jobs, impacting work-life balance
- Employees have workplace expectations informed by their consumer experiences
- Lots of complexity and potential for error due to a myriad of inconsistent processes across systems
- High learning and employee onboarding costs due to continuous business process and IT changes
- IT 'imposed' on employees

Role of RPA
- A platform that easily manages the full automation lifecycle from discover, build, run, manage, engage, and measure
- Automation platform that insulates the user from changes to the underlying IT infrastructure
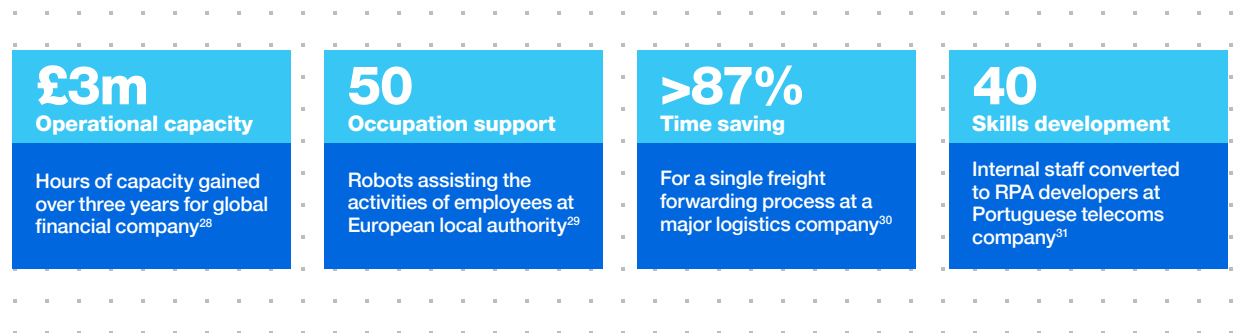- User-friendly technology deployable on every employee device as well as in virtual environments
- Comprehensive and accessible training offerings for users, developers, operators, and partners
- A platform that allows employees to submit automation ideas, build automations, and work with robots

Business outcomes
- Higher employee engagement and satisfaction increases business competitiveness
- Attract and retain the best talent and become employer of choice
- Accelerate ramp-up time and reduce training costs
- Higher cost efficiency and productivity at enterprise/individual levels
- Employee centric versus IT centric user experience in the technology stack

Measure of success

£3m	50	>87%	40
Operational capacity	**Occupation support**	**Time saving**	**Skills development**
Hours of capacity gained over three years for global financial company[28]	Robots assisting the activities of employees at European local authority[29]	For a single freight forwarding process at a major logistics company[30]	Internal staff converted to RPA developers at Portuguese telecoms company[31]

American Fidelity uses RPA to 'drop the drudgery' for employees

American Fidelity[32] is an insurance company focused on teachers, the public sector, and other groups that offers benefits strategies. It educates, enrolls, and supports the development of competitive employee benefits packages—all while ensuring seamless administration and employee satisfaction.

The company is constantly on the lookout for new ways to automate and streamline important processes, especially those that help it provide better customer service. It used RPA to develop its 'DataRobot' that successfully automated many of its most critical customer-facing processes.

In doing so, the company **successfully increased productivity, improved accuracy, and freed employees to focus on what matters most: customer service.**

To build on initial success, American Fidelity was ready to improve many additional processes. Yet the company wanted to tread lightly and develop an effective rollout plan to communicate with employees who may be concerned by what was to come.

To help ease employees' concerns, American Fidelity—and its entire executive team—emphasized that the entire project was designed to improve key processes and empower the workforce to provide better customer service.

"This message really resonated with our employees and gave them an end goal they could rally around," said Jason Mock, Vice President of Research and Development at American Fidelity.

The rollout team also focused on 'The Why?' of RPA.

"We came up with our unofficial project tagline—'drop the drudgery','" recalls Mock. "This helped our employees see the connection between RPA and those tasks they probably didn't want to do anyway. They began to see that RPA could eliminate excessive amounts of data entry or other repetitive work, which would free up many, many hours."

With DataRobot, American Fidelity now enjoys processes that are much **more efficient, streamlined, productive, and accurate.** Yet the most important benefit the company has achieved has been time savings that empower employees to spend more time focused on customer service.

Automation capabilities

Achieving business value with UiPath: "UiPath has led to a highly visible change in the way we operate, but also in the way our employees now use their time. Instead of spending a lot of their time on manual, non-value added tasks, **they can focus on higher-value, more strategic work** such as providing better client service or improving compliance efforts," states Cristian Paun, Head of Business Transformation and Procurement for Lombard International Insurance.[33]

Paun echoes the sentiments of public and private organizations throughout the world that are benefiting from the unrivaled automation capabilities that UiPath delivers, including:

End-to-end platform for automation: Only the UiPath platform has been built to deliver **end-to-end automation across its entire lifecycle**—from discovering opportunities to building, running, and managing robots, to measuring the business outcomes. With the UiPath platform, organizations enjoy faster time to market,

competitive advantage and accelerated ROI while radically decreasing the cost and risk involved in delivering enterprise automations. In addition, the UiPath platform allows employees and citizen developers to engage in all aspects of the automation strategy of their business from ideation to realization, driving transparency and improved employee experience.

Speed to deploy, fast enterprise-wide adoption: UiPath helps organizations to **understand the full potential of RPA and how to deploy it across business units throughout the enterprise.** All UiPath solutions have been designed to deliver a return on investment quickly so that businesses can redirect resources toward growth and innovation within the first year. With attended, unattended and hybrid automation capabilities, UiPath gives companies the ability to significantly expand the number of processes that can be automated across the enterprise. Tools such as UiPath Studio and UiPath Orchestrator enable RPA teams to

quickly design, create and deploy full-scale automations rapidly across their organization—and beyond.

Rapid time to value: According to research from Gartner,[34] 80% of UiPath deployments finish in 6 months or less, with over half completed in under three months. The UiPath platform provides a **central foundation for automations that is both powerful and easy to use,** with drag and drop activities, computer vision, and pre-packaged templates that make it easier to build and deploy automations. UiPath Cloud enables rapid time to value by reducing IT infrastructure requirements, delivering easy scalability. It's quicker and less costly to source new ideas and turn those into live automations, while reducing the risk of sub-optimal processes or failures in compliance.

Lowest total cost of ownership: The UiPath platform is far more **resilient to application changes making automations more robust and requiring less maintenance.** UiPath has a consistent platform strategy for infrastructure and

code base simplifies upgrades and maintenance. Some RPA solutions require additional server infrastructure as processes are added, but the UiPath management infrastructure scales in a linear fashion, reducing and managing infrastructure costs. The rapid delivery of effective automations, low maintenance and update costs, and a smooth upgrade process to meet new product features and regulatory changes means that operating and support costs are kept to a minimum.

UiPath Automation Hub: Automation Hub lets you **manage the entire automation lifecycle** with complete transparency and control. This solution lets you capture automation ideas from those who know the work best—the employees themselves. It helps you prioritize automations and track the progress of each automation project. It ensures you work with all the right people in the organization, including IT and your business partners, to drive automation opportunities and ensure they will scale successfully across your organization.

Automation at scale: The UiPath platform **delivers a proven, scalable architecture** that enables an automation first approach, making every business task more manageable. UiPath supports the entire automation lifecycle, including multiple automation models, multiple deployment models, and humans working side by side with robots on mission critical processes. An optimized architecture with multiple deployment options allows organizations to secure economies of scale and accelerated ROI as robot volumes grow. By applying best practice and reusability of components, it's easier and more cost-effective to develop, operate and maintain hundreds or thousands of individual automations.

A robot for every person: UiPath is the first automation provider committed to providing 'a robot for every person' so that automation can improve the way everyone works in a company. When every employee has their own digital assistants, many of the **repetitive administration tasks that consume time on a daily basis are eliminated.** Staff are able to concentrate on the tasks for which they were employed. Tools like StudioX and Automation Hub make it easy for employees to submit automation ideas and build

their own task automations, driving productivity. Global organizations, such as PWC,[35] are already deploying a robot for every person to improve their business operations and transform how they deliver services to customers.

Better risk mitigation and compliance: The UiPath platform, with process mining as a native component, provides greater audit assurance and information governance capabilities. This means reduced risk that automated processes, that must comply with regulations, will be omitted or impacted by any potential non-compliance. This also means **lower risk of delayed response to mandatory compliance and regulatory changes.** In addition, automations can help address new regulatory challenges when handling data such as GDPR or CCPA.

Easy access to artificial intelligence: RPA provides the ideal **foundation for developing AI capabilities in automations.** UiPath's platform allows users to easily apply any AI technology to a process, enabling the transformation from rules-based to experienced-based automation. UiPath computer vision technology and connected

AI tools achieve 100% accurate execution of critical customer and business processes. In addition, AI Fabric enables drag and drop AI skills directly into RPA workflows via UiPath Studio, which can then be deployed and managed with UiPath Orchestrator.

UiPath is helping organizations of all sizes put automation at the heart of their digital initiatives, and our portfolio continues to evolve to meet customer needs and drive business value.

Next steps

RPA has become central to driving new business strategies and operating models based on customer and employee experience. By intelligently applying automation in your organization, you'll see improvements across the key business drivers in your business.

→ **Contact UiPath today**

About UiPath

UiPath is leading the "automation first" era – championing a robot for every person and enabling robots to learn new skills through AI and machine learning. Through free and open training, UiPath is led by a commitment to bring digital era skills to millions of people around the world, thereby improving business productivity and efficiency, employee engagement and customer experience.

The company's hyperautomation platform combines the #1 Robotic Process Automation (RPA) solution with a full suite of capabilities that enable every organization to scale digital business operations at unprecedented speed. The company has already automated millions of repetitive, mind-numbing tasks for businesses and government organizations all over the world including approximately 50% of the Fortune 500.

UiPath was recently recognized as the top company on Deloitte's 2019 Technology Fast 500,[36] a ranking of the fastest public and private technology companies in North America, and #3 on the 2019 Forbes Cloud 100.[37]

uipath.com

References

1. https://www.uipath.com/solutions/customer-success-stories/dhl-global-forwarding-freight
2. https://info.kpmg.us/content/dam/info/en/techinnovation/pdf/2019/top-10-technologies-for-business-transformation.pdf
3. https://www.uipath.com/solutions/customer-success-stories/american-fidelity
4. https://www.youtube.com/watch?v=1ebyvCkL_y4
5. https://www.uipath.com/hubfs/Whitepapers/UiPath-ICON-plc.pdf
6. https://www.uipath.com/solutions/customer-success-stories/morrison-utility-services
7. https://www.uipath.com/solutions/customer-success-stories/stl-sterile-technologies-ltd-rpa
8. https://www.uipath.com/solutions/customer-success-stories/dhl-global-forwarding-freight
9. https://www.uipath.com/solutions/customer-success-stories/health-fidelity
10. https://www.uipath.com/solutions/customer-success-stories/dwp-government
11. https://www.uipath.com/solutions/customer-success-stories/royal-mail-group-postal-service-rpa
12. https://www.uipath.com/solutions/customer-success-stories/royal-mail-group-postal-service-rpa
13. https://www.uipath.com/blog/one-of-the-worlds-largest-rpa-initiatives-powered-by-uipath
14. https://www.uipath.com/solutions/customer-success-stories/max-healthcare
15. https://www.uipath.com/solutions/customer-success-stories/dwp-government
16. https://www.uipath.com/solutions/customer-success-stories/royal-mail-group-postal-service-rpa
17. https://www.uipath.com/solutions/customer-success-stories/edf-energy
18. https://www.uipath.com/solutions/customer-success-stories/pzu-insurance-group
19. https://www.uipath.com/solutions/customer-success-stories/dwp-government
20. https://www.uipath.com/solutions/customer-success-stories/american-fidelity
21. https://www.uipath.com/solutions/customer-success-stories/max-healthcare
22. https://www.uipath.com/solutions/customer-success-stories/nos-telecom-entertainment-rpa
23. https://www.uipath.com/solutions/customer-success-stories/ladbrokes-coral-gambling
24. https://www.uipath.com/solutions/customer-success-stories/copenhagen-municipality-enterprise-rpa
25. https://www.uipath.com/solutions/customer-success-stories/orange-spain-telecom-rpa
26. https://www.uipath.com/solutions/customer-success-stories/nos-telecom-entertainment-rpa
27. https://www.uipath.com/solutions/customer-success-stories/dwp-government
28. https://www.uipath.com/blog/one-of-the-worlds-largest-rpa-initiatives-powered-by-uipath
29. https://www.uipath.com/solutions/customer-success-stories/copenhagen-municipality-enterprise-rpa
30. https://www.uipath.com/solutions/customer-success-stories/expo-group-logistics-rpa
31. https://www.uipath.com/solutions/customer-success-stories/nos-telecom-entertainment-rpa
32. https://www.uipath.com/solutions/customer-success-stories/american-fidelity
33. https://www.uipath.com/solutions/customer-success-stories/lombard-international-insurance
34. https://www.gartner.com/reviews/market/robotic-process-automation-software/vendor/uipath/product/uipath/ratings
35. https://www.youtube.com/watch?v=94RsbfzULiI
36. https://www.uipath.com/newsroom/uipath-fastest-growing-company-north-america-deloitte-2019
37. https://www.uipath.com/newsroom/uipath-earns-no.-3-spot-on-the-forbes-2019-cloud-100-list