

Intelligent Robotics Process Automation for the Benefits Administration Industry

EXACTLY WHAT IS RPA

NOT REALLY ROBOTS...

The term Robotics in RPA can be misleading, invoking images of metallic robots performing work on workstations instead of people. This is not true. The "bots" in RPA is software that has been programmed to follow a series of process steps with precision and speed not entirely possible with a human processor.



DIGITAL TEAM MEMBERS

Each bot can perform one task, or a series of tasks 24/7. It does not require rest or leaves and can be productive continuously. In the benefits administration industry, these bots' compliment and work alongside the human workforce.

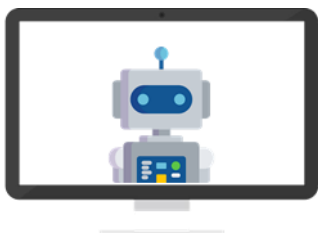
AUTOMATION PROCESS

Labor intensive tasks or processes can now be performed at a fraction of the cost of a human workforce, with higher quality and consistency and with precise conformity to process and cycle times.

WHAT IS IPA?

AND THE 3 TYPES OF IPA

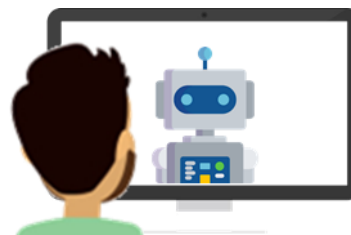
Intelligent Process Automation combines the power RPA and a human processor. There are three types of RPA deployed depending on the process workflow being automated. Unattended automation is when the "bot" executes the entire workflow process from start to end without any human intervention. Attended automation is when the "bot" only executes its tasks when triggered by a human processor. Hybrid automation is when the "bot" performs part of the workflow while the human processor performs the rest.



**UNATTENDED
AUTOMATION**



**ATTENDED
AUTOMATION**



**HYBRID
AUTOMATION**



These types of activities are best suited for RPA

AUTOMATION SUSTAINABILITY

CRITERIA IN DETERMINING BEST CANDIDATES

1 REPETITIVE TASKS

Tasks which are performed repeatedly over a day, week or month, in the same way with no variation in execution.

2 MANUAL ENTRY

Tasks which are performed manually such as entering data into a system or website.

3 DEFINED RULES

Tasks which are performed based on clearly defined process rules with very little exception processing or decision points.

4 STRUCTURED DATA






Tasks which are performed using data that is structured such as data in a spreadsheet or extract from a database. No scanned or imaged data.

5 MULTIPLE SYSTEMS

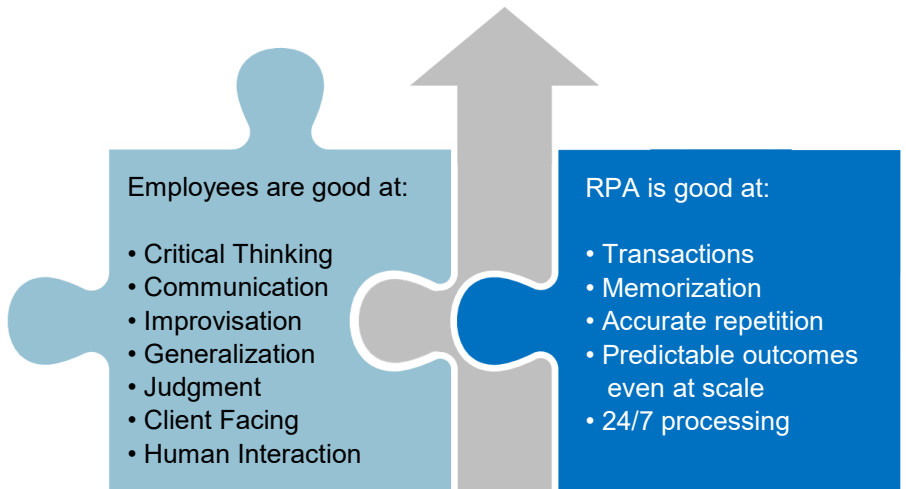
Tasks which are performed across different systems such as data from one system must be entered in another system through a series of steps.

RPA

ACTIVITY EXAMPLES

-  Transaction processing
-  Data entry in high-volume, repeatable, and computer-centric processes
-  Collecting, comparing and reconciling information across data sources
-  Reading and sending emails
-  Double and concurrent data entry made in multiple systems

Intelligent Process Automation



BENEFITS RPA BRINGS

USING INTELLIGENT ROBOTICS PROCESS AUTOMATION

PRODUCTIVITY OPERATIONS EXCELLENCE

- Increase accuracy
- Slashes processing cycle times up to 80%
- Bots productive 24/7

COST BENEFITS

- Lower cost solution for process improvement
- Bots 50-70% less expensive than labor cost

HUMAN RESOURCES

- Empowered workers perform high-value tasks
- Reduced burnout
- Increase in knowledge workers

COMPLIANCE BENEFITS

- Reduced human contact with sensitive data
- Automated control steps increase compliance
- Traceability reduces risk of errors

BEST PRACTICE

LESSONS FROM THE FRONT LINE

1 TRANSFORM

Don't just mimic, also look to improve, eliminate and simplify. Obvious, but smaller time-consuming tasks should be included to gain momentum, but don't overlook the opportunities and impacts of a wider automation strategy.

2 WHY, WHAT, WHEN

Have clear objectives and expected achievements in mind for the automation journey, be realistic with timelines, outcomes and requirements. Plan how to optimize the utilization of the future human workforce.

3 ENGAGEMENT

Identify and engage with key stakeholders, decision makers and influencers clearly from the start and gauge expectations.

4 OPERATING MODEL

Confirm an appropriate IT security policy for the proof of concept and automation roadmap and determine who and how they will manage the future digital workforce.

5 SUITABILITY

Ensure tasks and processes are properly assessed for automation suitability before selection and don't underestimate the complexity and unstructured nature of manual, human activity.

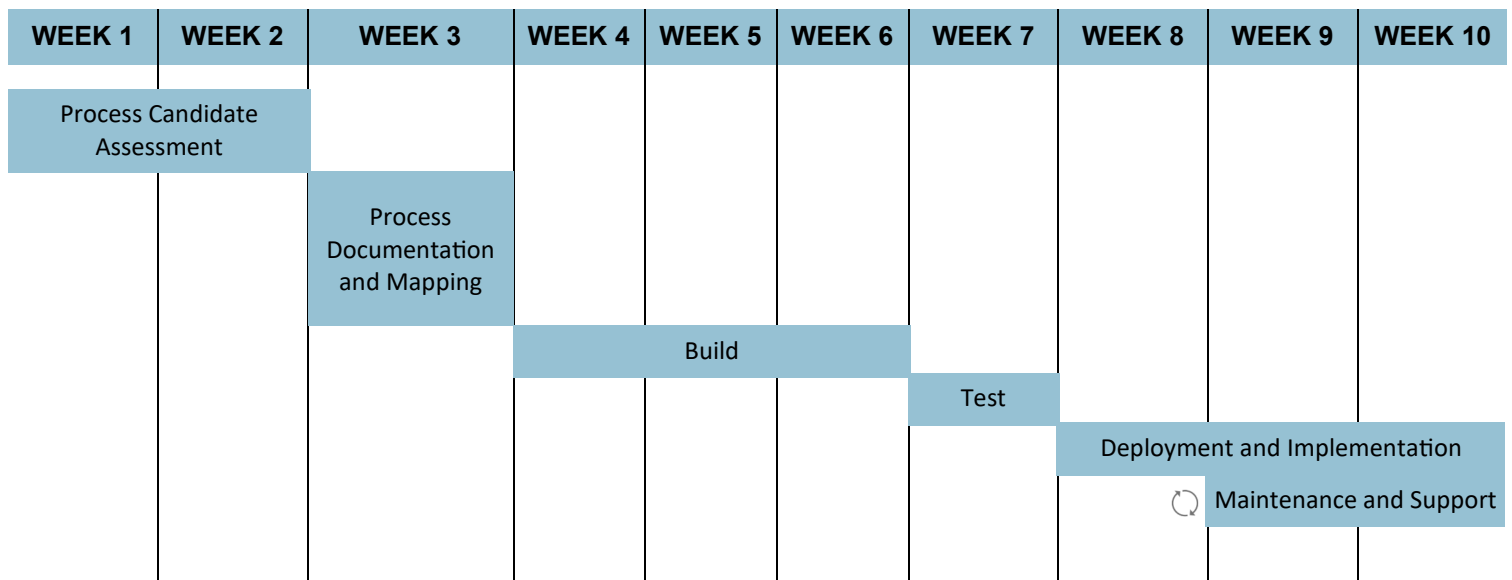
6 COMPATIBILITY

With a growing number of vendor options and capabilities, be sure to carefully match the RPA solution to your specific automation needs. Other important factors to consider include maintenance, upgrades, product maturity and training.

A ROADMAP FOR AUTOMATION

With all the sound propositions that RPA can promise, business leaders are advised to define a structured framework as the building blocks with clear, tangible benefits and correctly defined expectations before embarking on RPA initiatives.

Our Robotic Process Automation Assessment and Roadmap offers our clients a clear, structured framework from which to launch a successful RPA journey. This is to ensure the technology is embedded perfectly within existing systems and business operations, and empower your business to be future ready with dynamic adjustment of process changes along the automation journey.



CANDIDATE ASSESSMENT

- Process assessment, scoping and prioritization
- Size of the opportunity (e.g., cost reduction or other business benefit)
- Bots required and level of effort to design, build and deploy

DOCUMENTATION AND MAPPING

- Process walk-through (observation)
- Process documentation and mapping

TEST AUTOMATION

- Design and Build
- User Testing


DEPLOYMENT AND INSTALLATION

- Installation
- Deploy, Test and Train

MAINTENANCE AND SUPPORT

- Recurring or scheduled maintenance and support (ongoing process)

For more information, contact us through
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To see what RPA could do, click this 



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