

Choosing the Best Processes for Robotic Process Automation



As with any new technology, adopting robotic process automation (RPA) requires an investment of time and resources, as well as a commitment to change. Once the decision has been made to move forward, the next stage of the journey is choosing which processes are best suited for automation and have the potential to produce the most value.

Perhaps the hardest aspect of RPA is choosing which process to start with. For example, should you tackle simple processes first or should you automate the biggest and most complex process first? Consider the pros and cons: If you start by automating simple processes then potentially you will get faster results with minimal disturbances. On the downside, the results will most likely have minimal impact to your company's operations in terms of solving time or cost constraints. If you choose complex processes that are critical to your company's business then the reward and ROI can be much bigger, but the time and effort involved is also greater.

So where to begin?

Let's start with the basics. The first rule of thumb is that a process must be rules-based and definable to be automated. These types of processes are most often data-driven and lend themselves to tedious and repetitive tasks commonly associated with processes in Finance and Accounting, HR Services, IT Services and Supply Chain operations.

To help you determine which of your rules-based processes will offer the most value from robotic process automation, we recommend you consider and analyse each process based on these 3 criteria:

#01

The Human Factor

#02

Complexity

#03

Stability

#01 | The Human Factor

Processes that are consuming too much of your worker's time or using too many dedicated human resources are great candidates for automation. RPA offers the opportunity to offload mundane, repetitive, data-driven processes to software robots. As a result, employees are free to take on higher value roles and activities that involve personal interaction, problem-solving and decision-making.

Consider the following:



Which processes take up a large percentage of my employees' time?



Which processes require a high percentage of dedicated staff?



Which processes require hiring of additional staff during seasonal spikes in workload?



Which processes have the highest percentage of human error?

#02 | Complexity

Complex processes that have critical functions in your company's day-to-day business operations have more to achieve with RPA and usually result in greater gains and ROI, keeping in mind that, in general, the automation scenarios for these processes will also take longer to develop and involve more commitment.

It is important to note that not all processes can or should be automated 100%. Some processes may be better candidates for Hybrid Automation solutions that allow for humans and robots to interact throughout, executing the process end-to-end as a team effort.

The best way to approach this step is to speak to the people who perform the process day in and day out to gather the requirements first hand so you have a clear picture of the scope and time required.

Consider the following:



How many steps are involved in the process? (both user steps and integration steps)



Does it include critical functions?



How many different applications does the process use end-to-end?



Are there decision-points within the process that require human intervention?



What is the estimated delivery time to develop the automation scenario?

#03 | Stability

The third factor to consider is whether the process is stable enough to automate. A process that changes frequently or has significant unplanned change is a poor candidate for automation. If your process runs on multiple third-party applications, it is also important to check how the application behaves with the automation platform.

Consider the following:



How often does the process get changed?



How much does it change?



What is the lead time for change?



Is the third-party application friendly to your bot?

An Even Better Way to Discover Which Processes to Automate **Kryon Process Discovery**

Realize Greater ROI from Your RPA Investment

As stated before, one of the biggest challenges of implementing RPA in an organization is determining which processes to automate. Many organizations are challenged with mapping all of their business processes to begin with, let alone understanding which of these can and should be automated.

Kryon's Process Discovery delivers a powerful solution to meet this challenge.

Developed in-house using patented AI technology, Process Discovery is the only tool on the market that not only identifies all your business process that can be automated, it also generates automation workflows for you – making development and deployment of RPA easier and more efficient than ever before.

What is Kryon Process Discovery?

A proprietary, AI-based platform that identifies an organization's business processes, correlates variations, and makes recommendations for enhanced efficiency via automation. The system helps organizations maximize the value of Robotic Process Automation.

For more information on Kryon Process Discovery, visit our Process Discovery [website](#).



Discover

Maps every process and variant across your organization.



Decide

Proprietary machine-learning algorithm recommends the best processes for automation.



Automate

Generates automation workflows seamlessly with a single click.