

What is Robotic Process Automation and its usage

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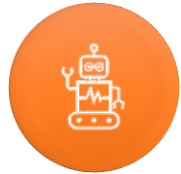
 SAP Champion



Speaker profile



Agenda



What is RPA



Myths on RPA



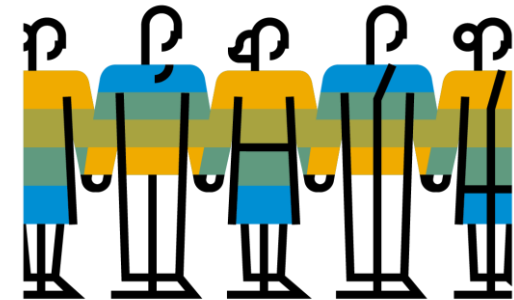
Tools used in SAP Intelligent RPA



Business Value of SAP Intelligent RPA



Demo Videos of RPA



@RuthvikChowdary

What is Robotic Process Automation (RPA)

From manual tasks to automation

20th century

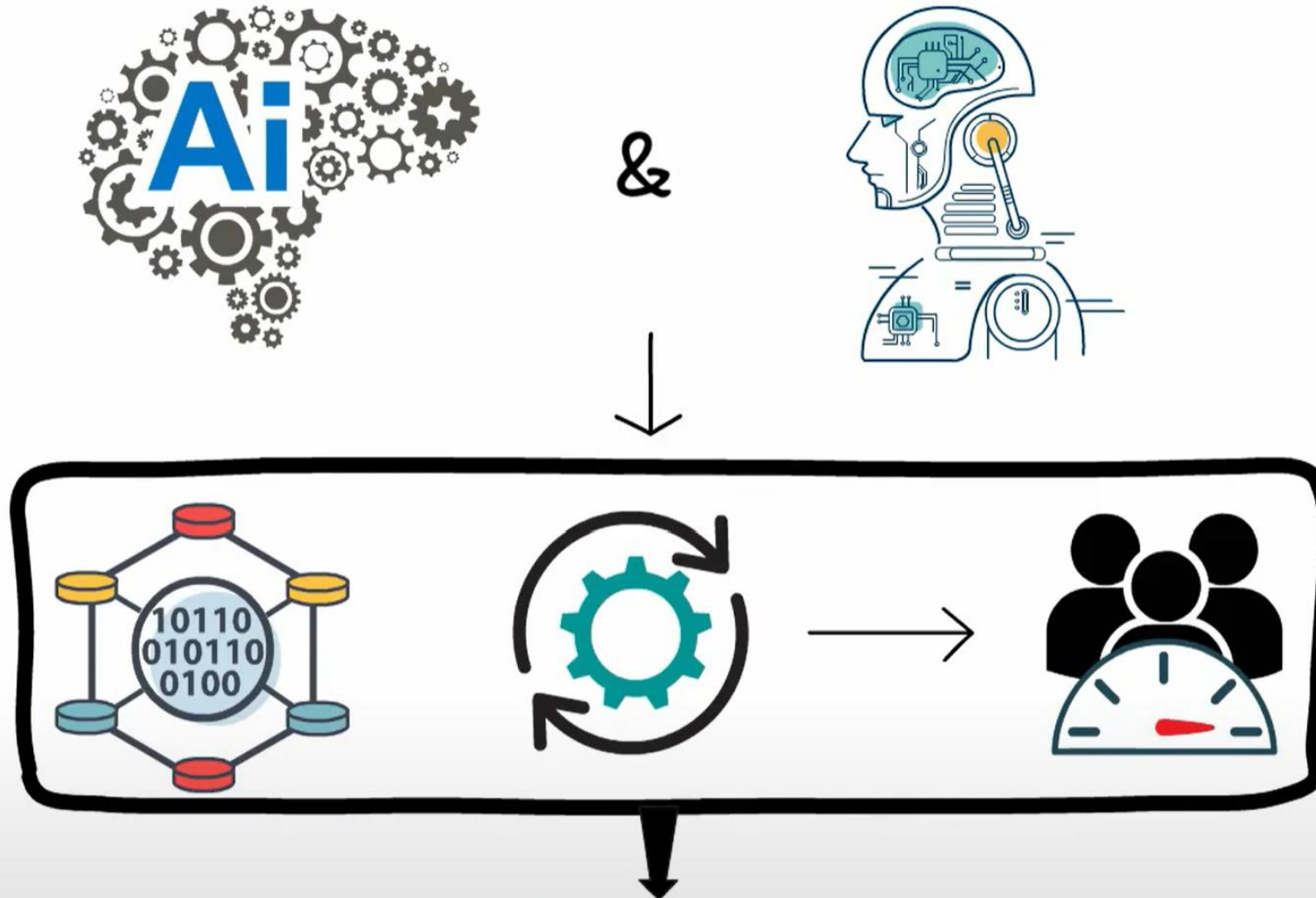
- Product manufacture
- Automated product factory
- Humans co-working with physical robots

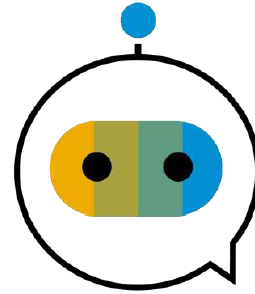


- 21st century
- - Service manufacture
- - Automated service center
- - Humans co-working with software robots



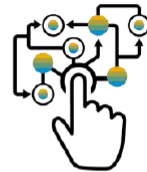
What exactly is Robotic Process Automation?





Robotic process automation accelerates the digital transformation of business processes by automatically replicating tedious actions that have no added value.

ATTENDED MODE



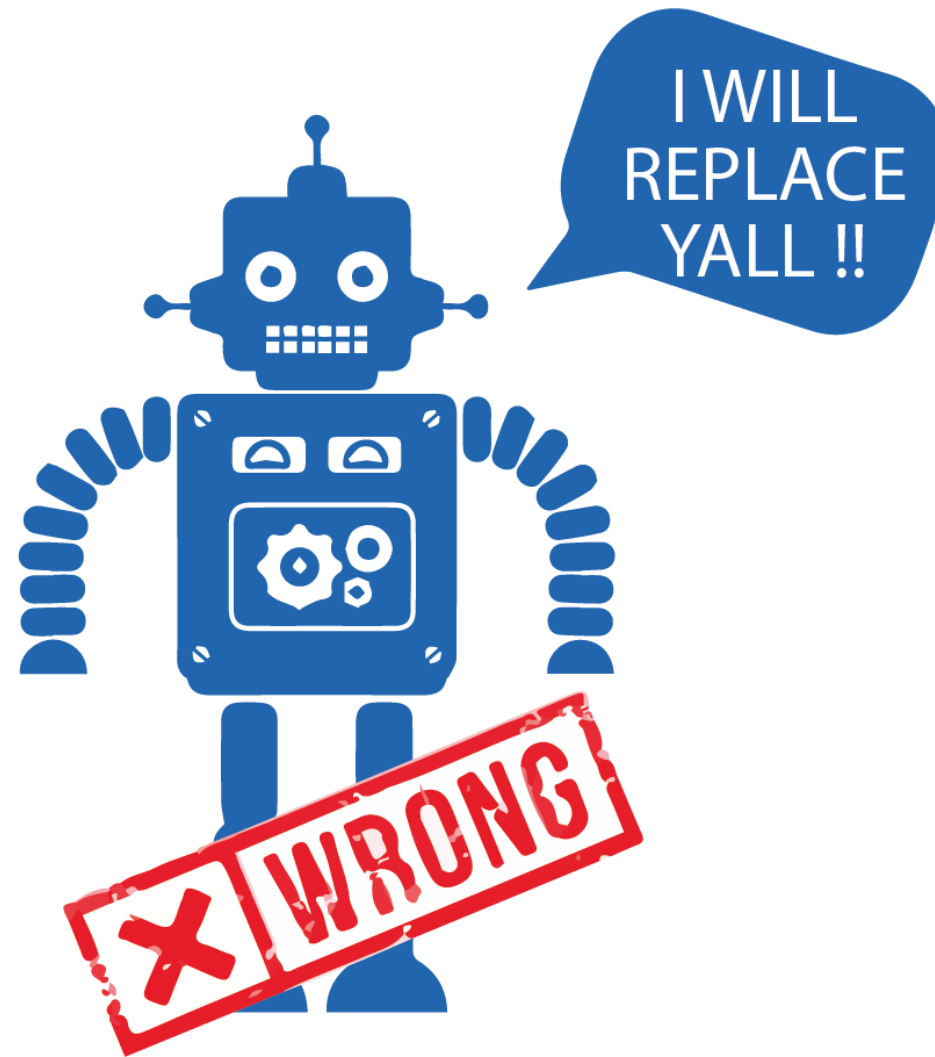
- Partially automated process
- Robots are co-working with a user
- Also called **Robotic Desktop Automation**

UNATTENDED MODE



- Fully automated process
- Robots are working autonomously
- Only human supervision

Myths around RPA

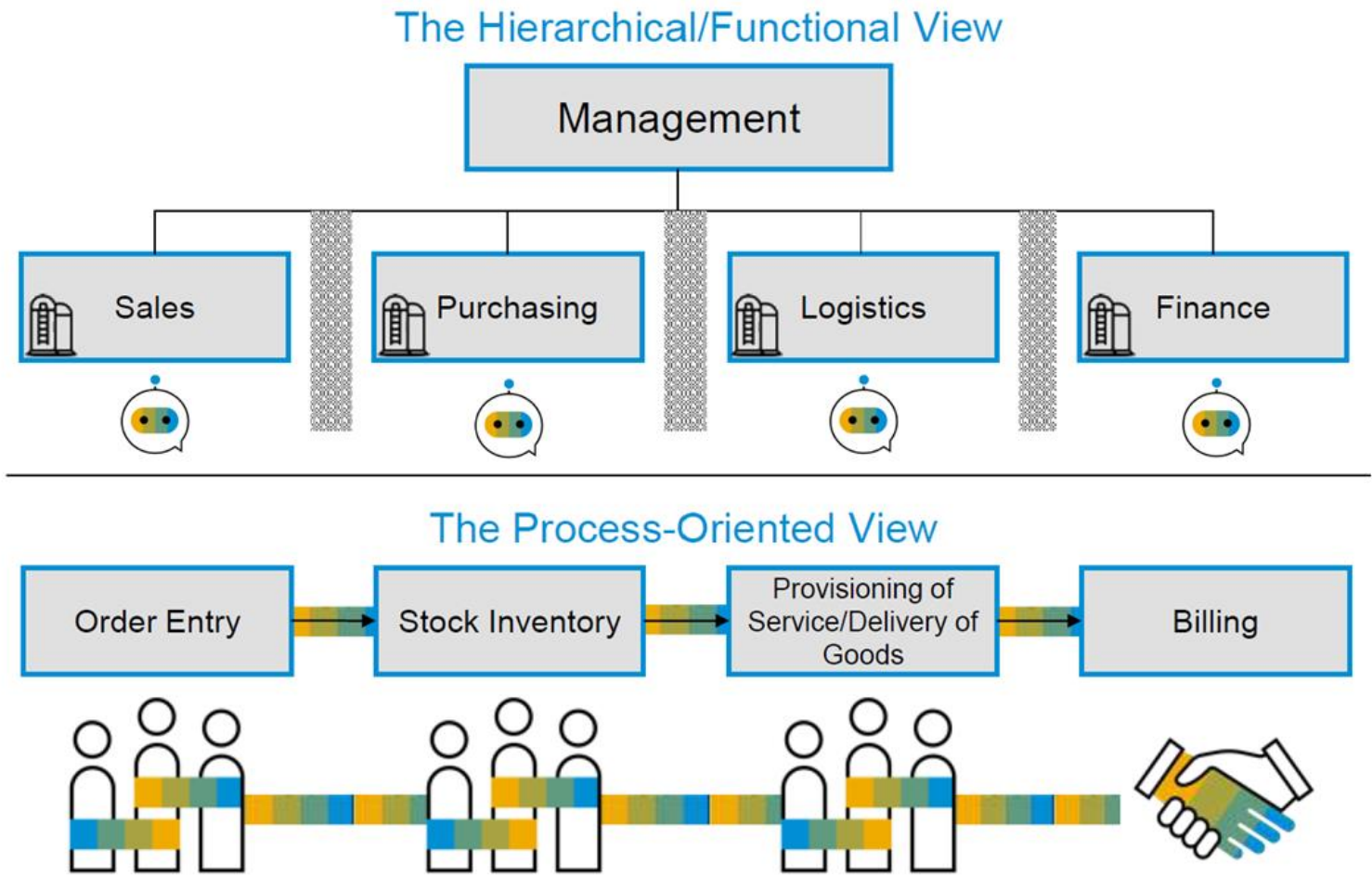


Myths

- 1. is RPA really about processes?**
- 2. RPA and AI will replace humans**
- 3. RPA is only about cost reduction**
- 4. RPA is all hype and won't last**
- 5. RPA can be implemented without involving IT**
- 6. RPA is just a super macro and already exists**
- 7. RPA doesn't require programming skills**

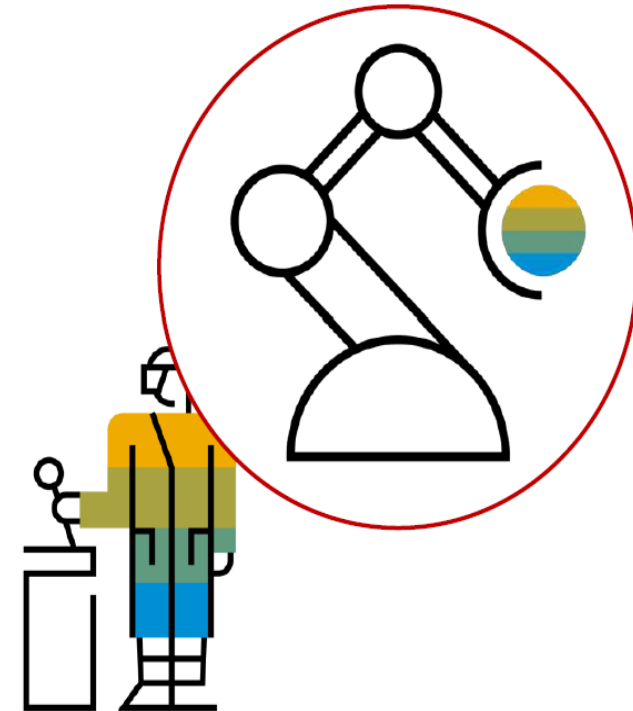


1 – is RPA really about processes?



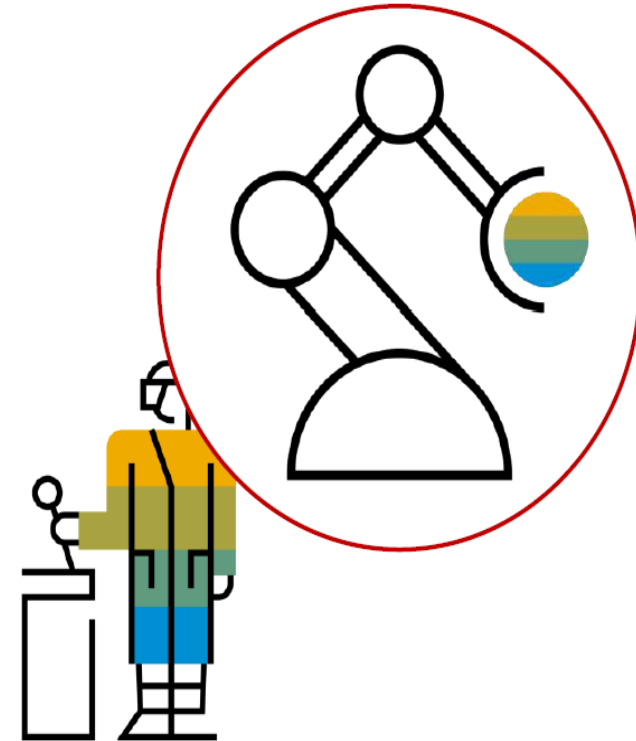
2 – RPA and AI will replace humans

- Understandable fear on the part of employees...
- Personally
 - Humans are fascinated
 - They will benefit from all these advances
 - What they always dreamed of, what has been suggested by movies or literature
- Professionally
 - Humans fear for their jobs
 - They reject any evolution they don't control
 - Co-working with the robot is a challenge



2 – RPA and AI will replace humans

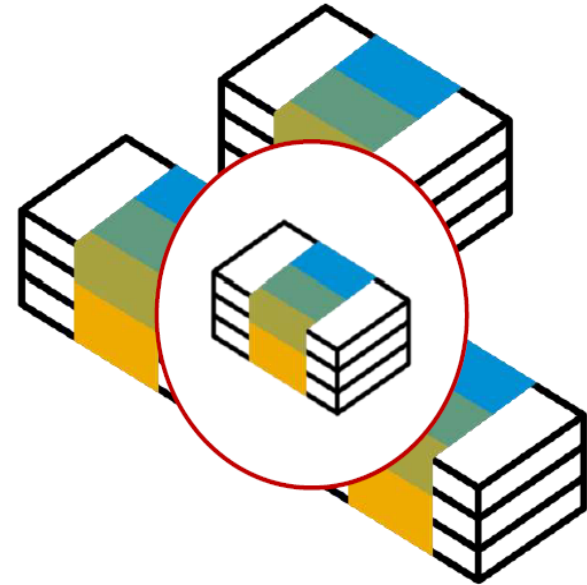
- RPA takes on repetitive human tasks
- Humans can focus on value-added work, occasionally having assistance
- They can be more available for customers in front-office situations
- And be more efficient in back-office processes



RPA only takes the robot out of humans

3 – RPA is only about cost reduction

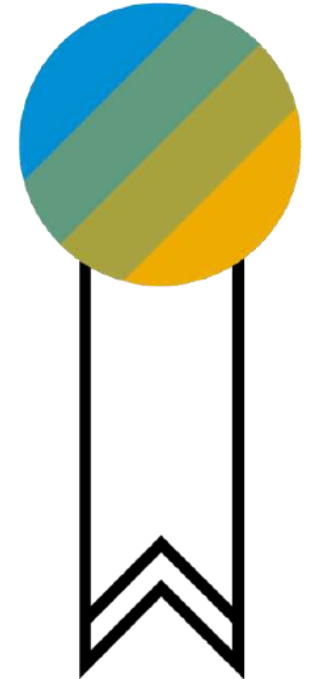
- Yes. Reducing the cost of low value tasks
 - Less time spent on administrative tasks
 - More time available to meet customers' expectations
- And actually
 - Users focus on high-value tasks
 - Motivation and productivity increase
 - Quality increases
 - Easy and well-structured analysis concern reports for periodic reporting



RPA reduces costs and brings value

4 – RPA is all hype and won't last

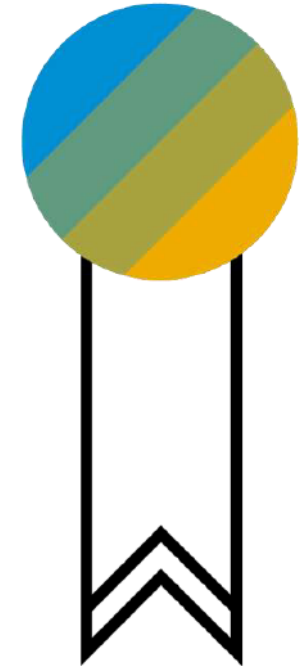
- Has existed for years
 - Highlighted 3 years ago ...
 - Implemented for over 15 years with success and high return on investment
- Many contributions
 - Has become an important asset for IT
 - Users already have positive experience of bots
 - Brings value to any industry



4 – RPA is all hype and won't last

- Increases efficiency
 - Customer experience is positively disrupted
 - Brings agility
 - Reinforced by intelligent technologies

RPA will last for years!



5 – RPA can be implemented without involving IT

- You think that:
 - involving IT is a waste of time?
 - a process recording tool is enough?
 - automation is quite easy?
- Beware that:
 - you'll have to deploy software
 - all task automation projects have exceptions
 - It is important to consider automation maintenance
 - without IT, it's shadow IT...



Business and IT work together

6 – RPA is just a super macro and already exists

- Similarities exist
 - Automation is possible within software suite (e.g. VBA in Excel)
 - Batch programs deliver tasks without human interaction
- Major differences
 - Ability to handle different kinds of technology, from legacy to web
 - Performs tasks even without APIs (thanks to UI)
 - Controls and distributes jobs, scales data volume up and down...



RPA is much more than a super macro!

7 – RPA doesn't require programming skills

- Beginning of an automation
 - Thanks to studio, most simple automation projects are possible
 - Some record-and-play functions may help
 - First automation doesn't need programming background
- Beyond the nominal case
 - Many processes are fairly complex with many dependencies
 - The automation must handle exceptions
 - Automation code: good quality, well-structured



Building sustainable automation requires development skills almost from the beginning

Use Cases for RPA



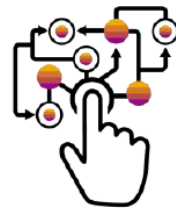
Manual & repetitive



High volume



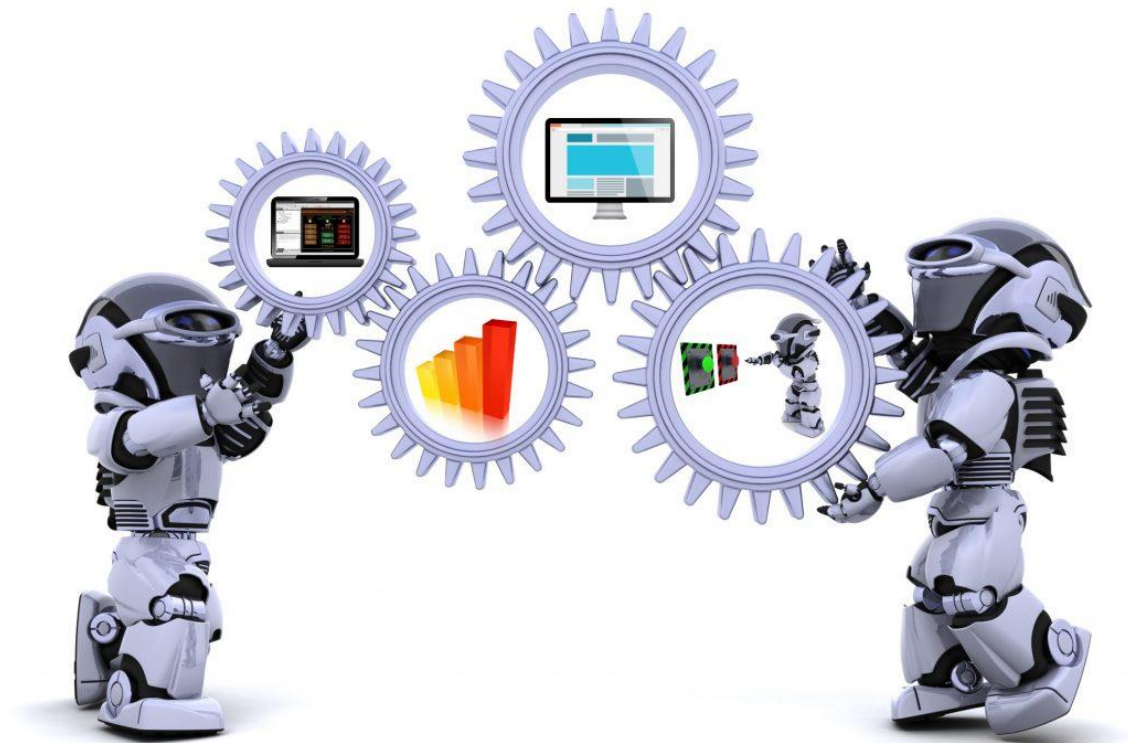
Multiple systems



Workaround for native integration



Tools used in SAP Intelligent RPA



RPA core functions

Create



Design &
Authoring

Run



Digital Assistant /
Attended Bot

Digital Worker /
Unattended Bot

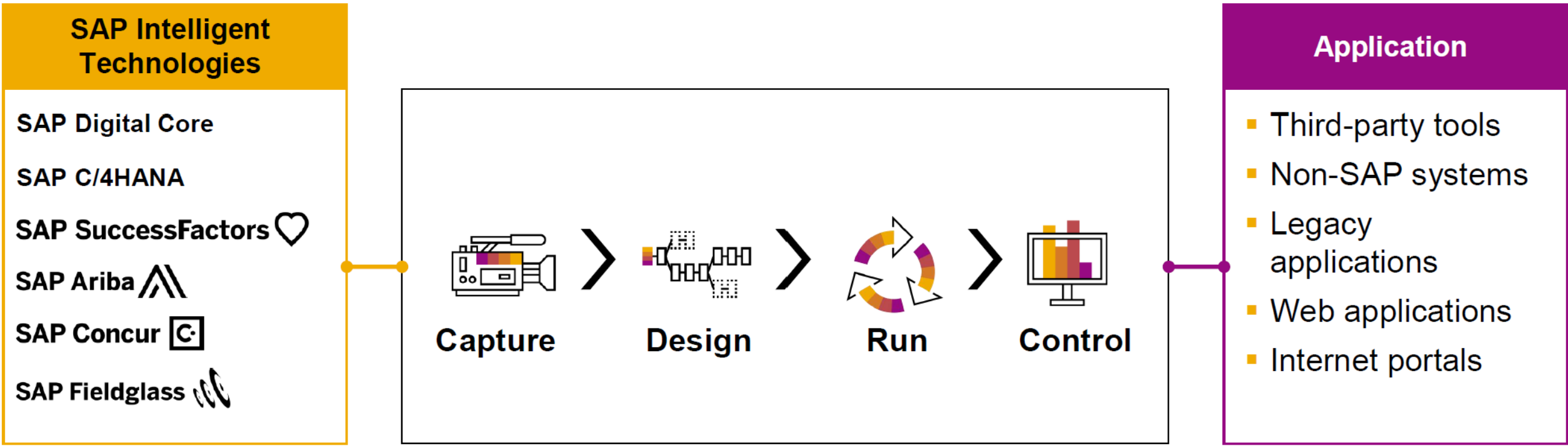
Control



Orchestration &
Monitoring

One unified cloud solution including on-premise automation tools

SAP® Cloud Platform



Our components

Orchestration & Monitoring



Cloud Factory




Servers

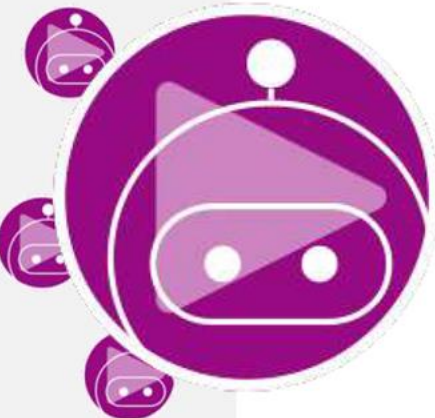


Unattended
Digital Worker

Desktops


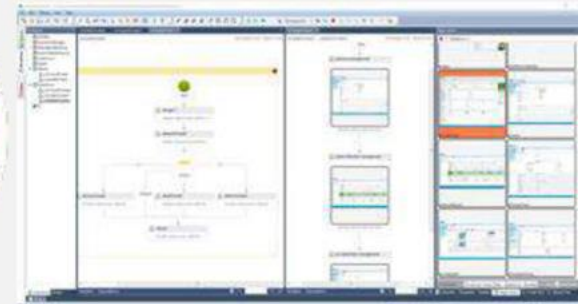


Attended
Digital Assistant

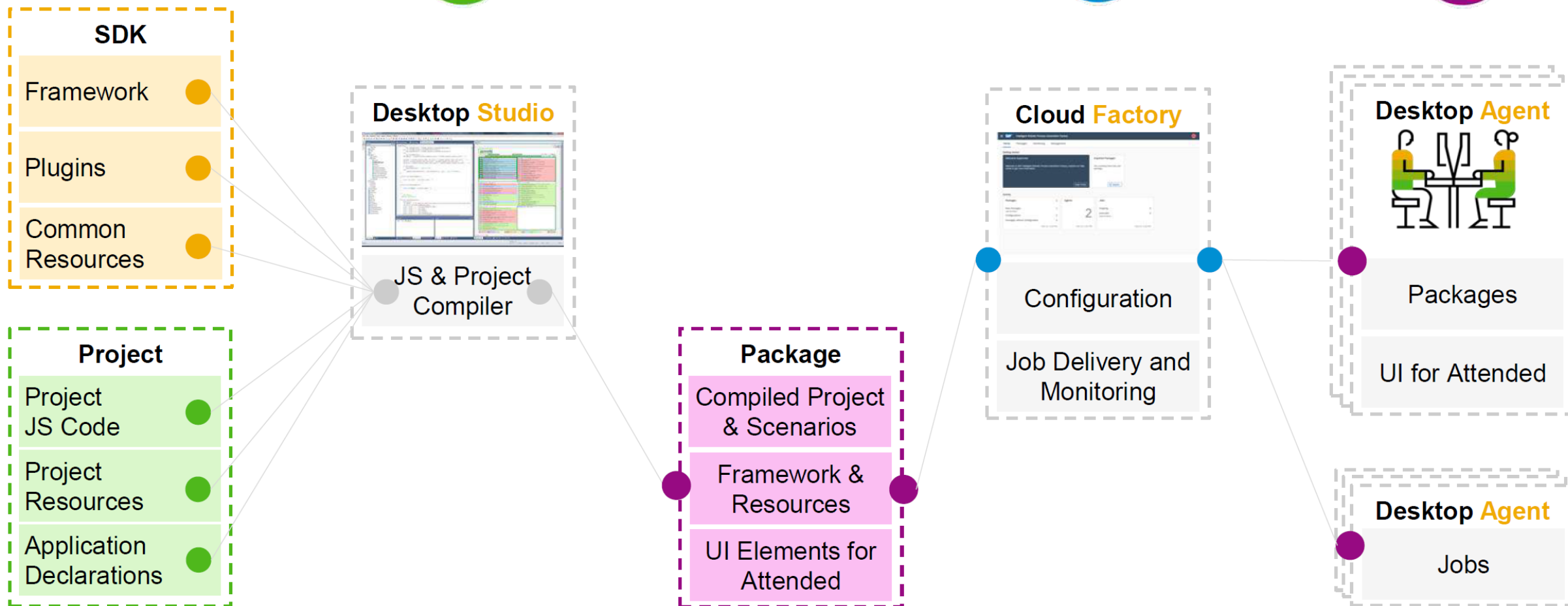


Desktop Agent

Project Development



Desktop Studio



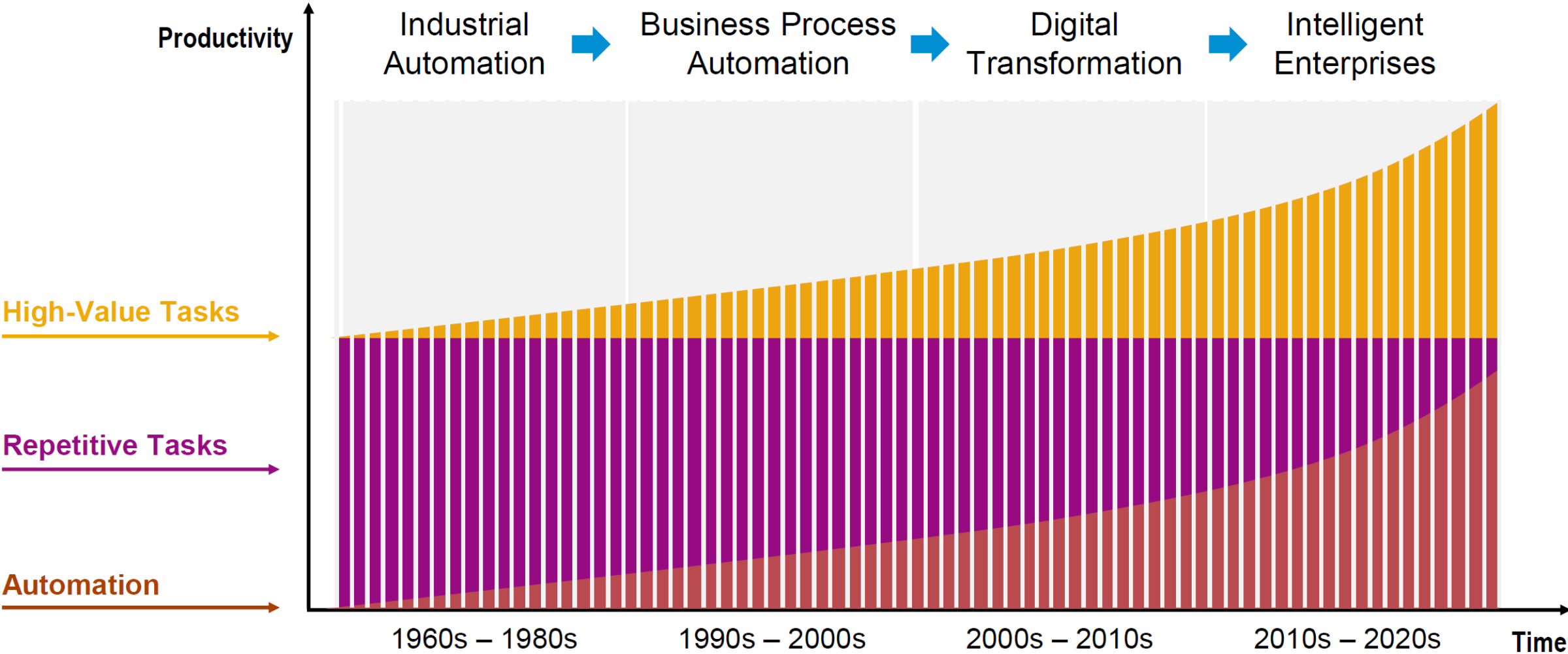
Along with SAP IRPA



- Business Value of SAP Intelligent RPA



From industrialization to intelligent enterprises



RPA in Healthcare Can Cater to Current COVID-19 Situation



70% Wait time or delay in Test Results

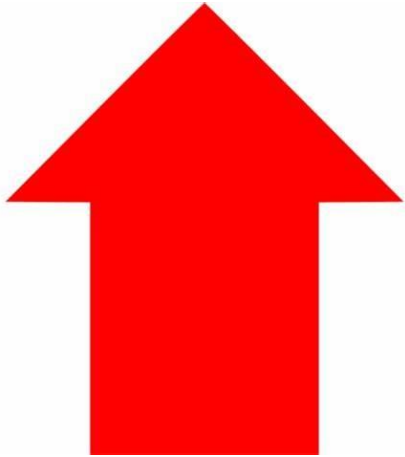
60-70% increase in need for medical equipment

40-50% Increased in manufacturing of medicines to meet global needs

90% of insurance companies do not have the ability to adjudicate the COVID-19 Claims

Common RPA Use Cases in the Healthcare Industry

- ❖ Simplify patient appointment scheduling.
- ❖ Speeding up account settlements.
- ❖ Streamlining discharge instructions.
- ❖ Effective management of claims.
- ❖ Improve treatment cycles.



How Does RPA Help in the Retail Sector?



Distributed order management and fulfillment



Supply chain collaboration and automation



Contactless payments

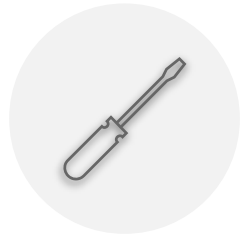


Accelerating supplier onboarding



Handling surge in employee job applications

Business Values of SAP Intelligent RPA



IMPROVE
OPERATIONS



INCREASE
SERVICE
QUALITY



INCREASE
COMPLIANCE



REDUCE CYCLE
TIMES



GATEWAY TO
ARTIFICIAL
INTELLIGENCE

Purchase order creation with SAP IRPA



The manual process

Incoming purchase orders



You receive tons of purchase orders via email every day.
You need to identify and filter them.

Analyzing and extracting the content

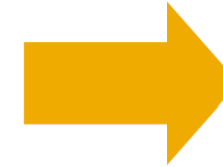


You need to understand the information and extract the relevant data from the documents and store it in a task list.

Entering in ERP



You need to manually record the purchase order in your ERP, navigating through different screens and typing the order information.



Repetitive order creation



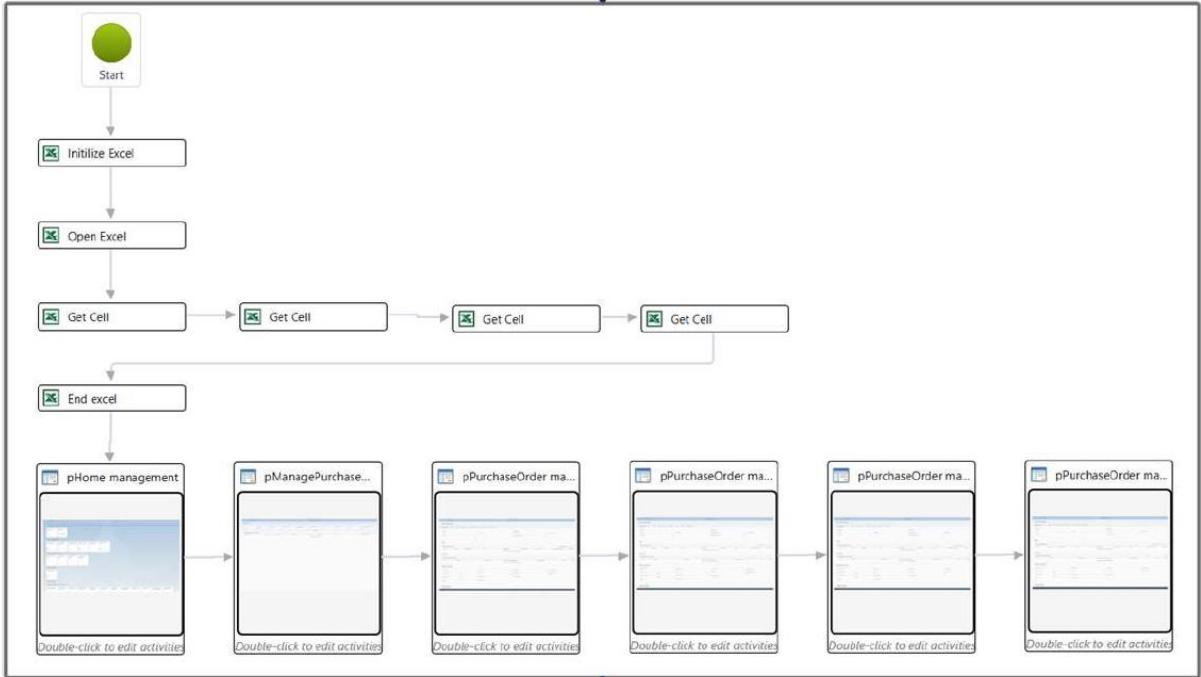
Manual, tedious, repetitive, error-prone task leads to long queues and frustrated employees and customers.

Automation steps

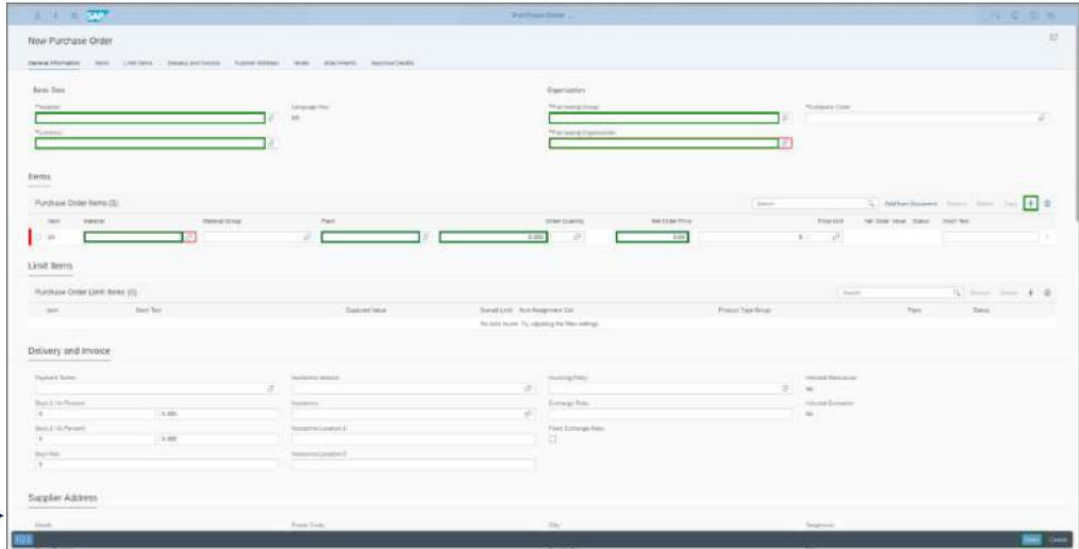


Supplier	Material	Plant	Quantity	Purchasing group	Net Order	Customer	Part
12300080	TG-GATP	1210	800000		3 USD		12300
27900049	TH-LUD	1210	30000		2 USD		9490
32000045	HK-OSL	1210	40000		3 USD		2020
40000125	WX-PORG	1210	3000		4 EUR		6601
74800046	WX-PORG	1210	40000		5 USD		1000
17900045	WX-PORG	1210	70000		8 EUR		9940
48000119	WX-PORG	1210	1000000		7 USD		4000
48000118	TG-GATP	1210	30000		8 EUR		1400
27900049	TH-LUD	1210	40000		9 EUR		1300
40000125	TG-GATP	1210	30000		10 EUR		1600
90000115	TH-LUD	1210	60000		11 EUR		9920
74800046	TG-GATP	1210	1000000		12 USD		8920
30000042	TH-LUD	1210	1000		13 USD		2940
27900049	TH-LUD	1210	80000		14 USD		8810
74800046	TG-GATP	1210	30000		15 EUR		3000
37900105	HK-OSL	1210	30000		16 USD		3720
27900049	HK-OSL	1210	50000		17 EUR		9034
30000040	HK-OSL	1210	40000		18 USD		7200
99000099	TH-GATP	1210	2000		19 USD		4000
27900049	TG-GATP	1210	800000		20 EUR		1100

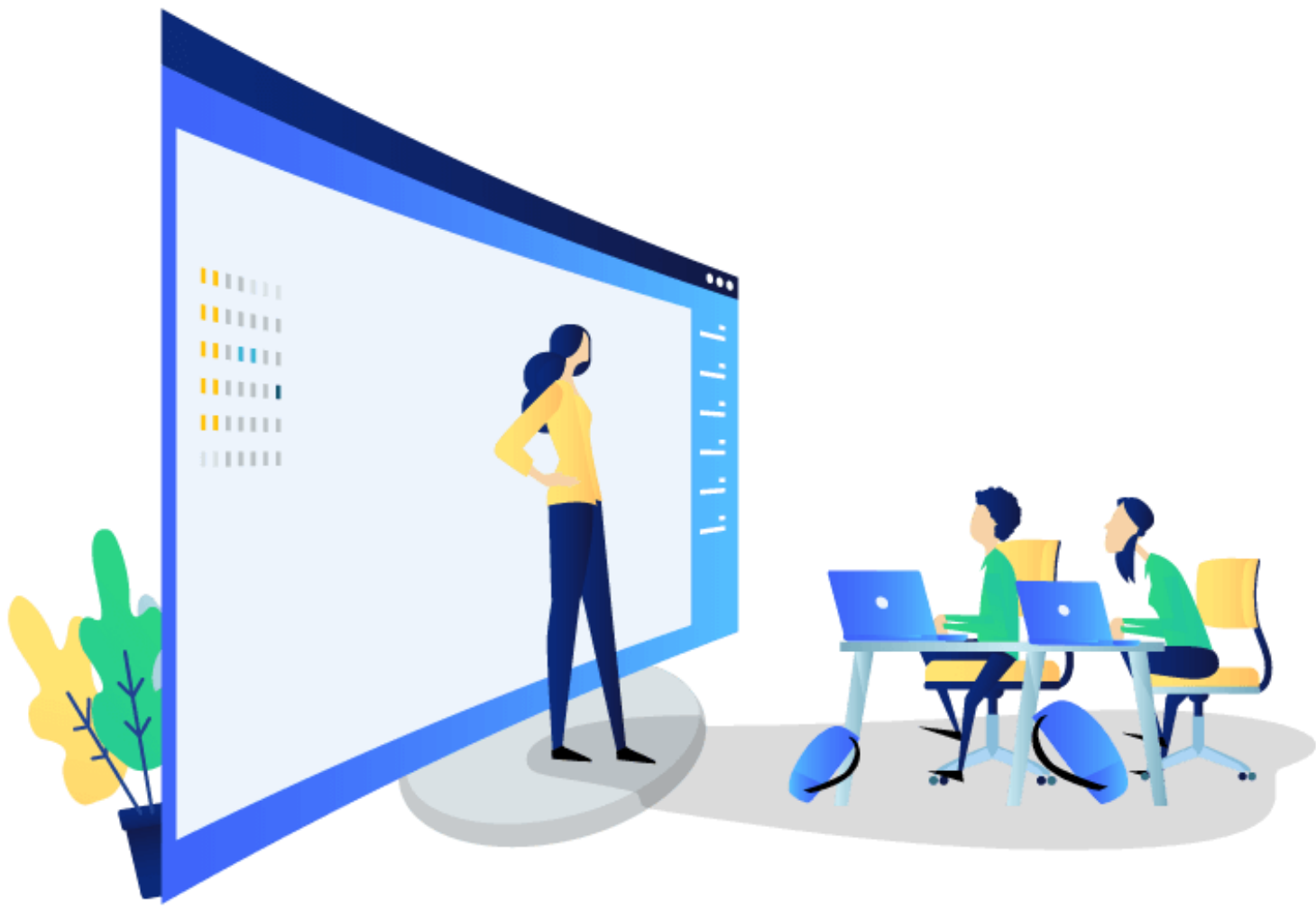
Microsoft Excel



SAP S/4HANA



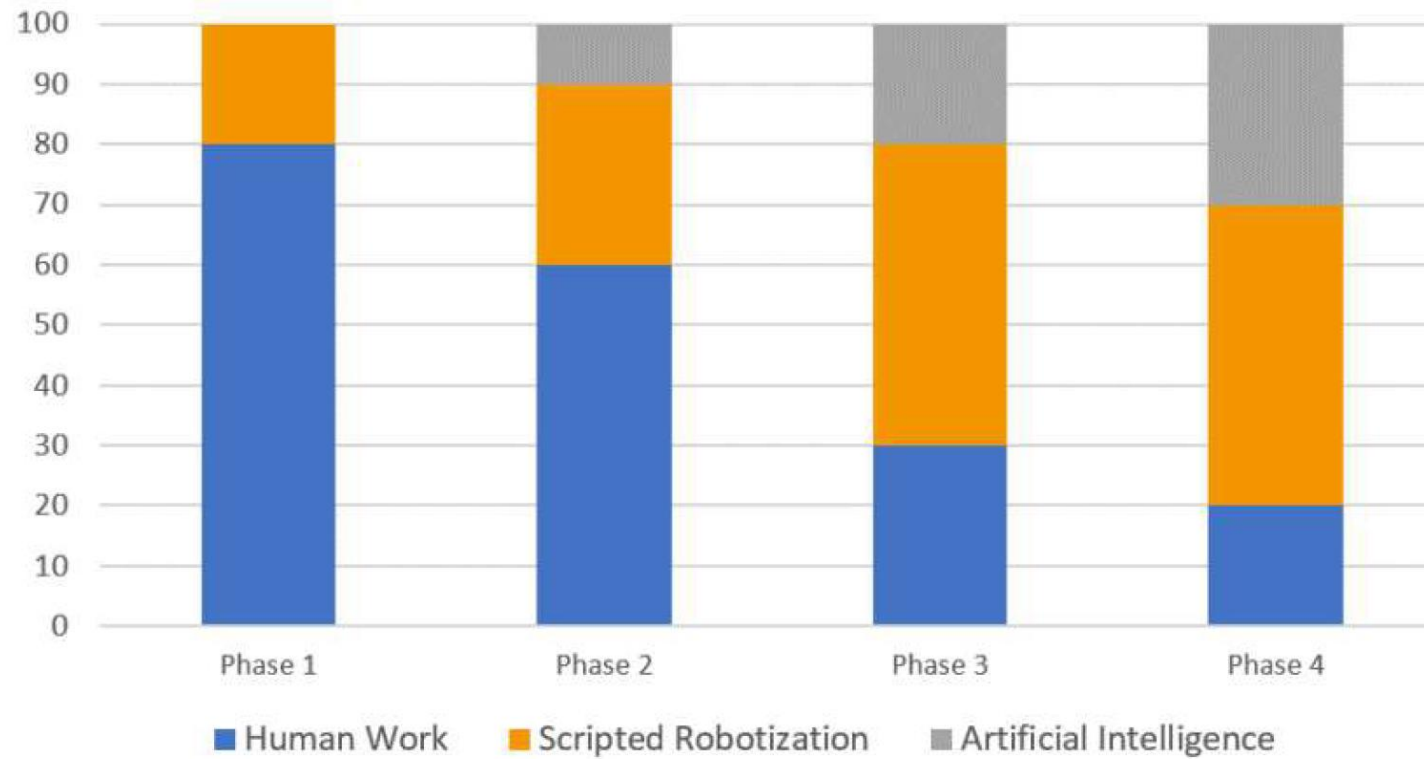
Demo Video



This is the beginning...



Progression of process automation



It's just a question of automation balancing

Key Takeaways

1. Humans are co-working with robots

2. Attended/unattended projects

3. Myths were debunked...

4. IT and business work together

5. RPA augments humans

6. Desktop agent

– Digital assistant for attended bots

– Digital worker for unattended bots

7. Cloud factory

– Orchestrate and monitor process automation

– Manage environment, hiérarchies, script packages

8. Desktop studio

– Complete and powerful IDE

– Project design, specification, and test

To Follow up



openSAP

- [Enter Next-Level Bot Building with SAP Intelligent RPA 2.0](#)
- [What's New with Bot Building in SAP Intelligent RPA](#)
- [Business Process Automation in SAP S/4HANA with SAP Intelligent RPA](#)
- [SAP Intelligent Robotic Process Automation in a Nutshell](#)



SAP Process Automation

[SAP Intelligent Robotic Process Automation | SAP Community](#)

Thank You



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