

RAE FOR RPA

An optimised process for optimising processes

Rapid Automation Enablement Framework (RAE)

assurity⁺

INTRODUCING RAE

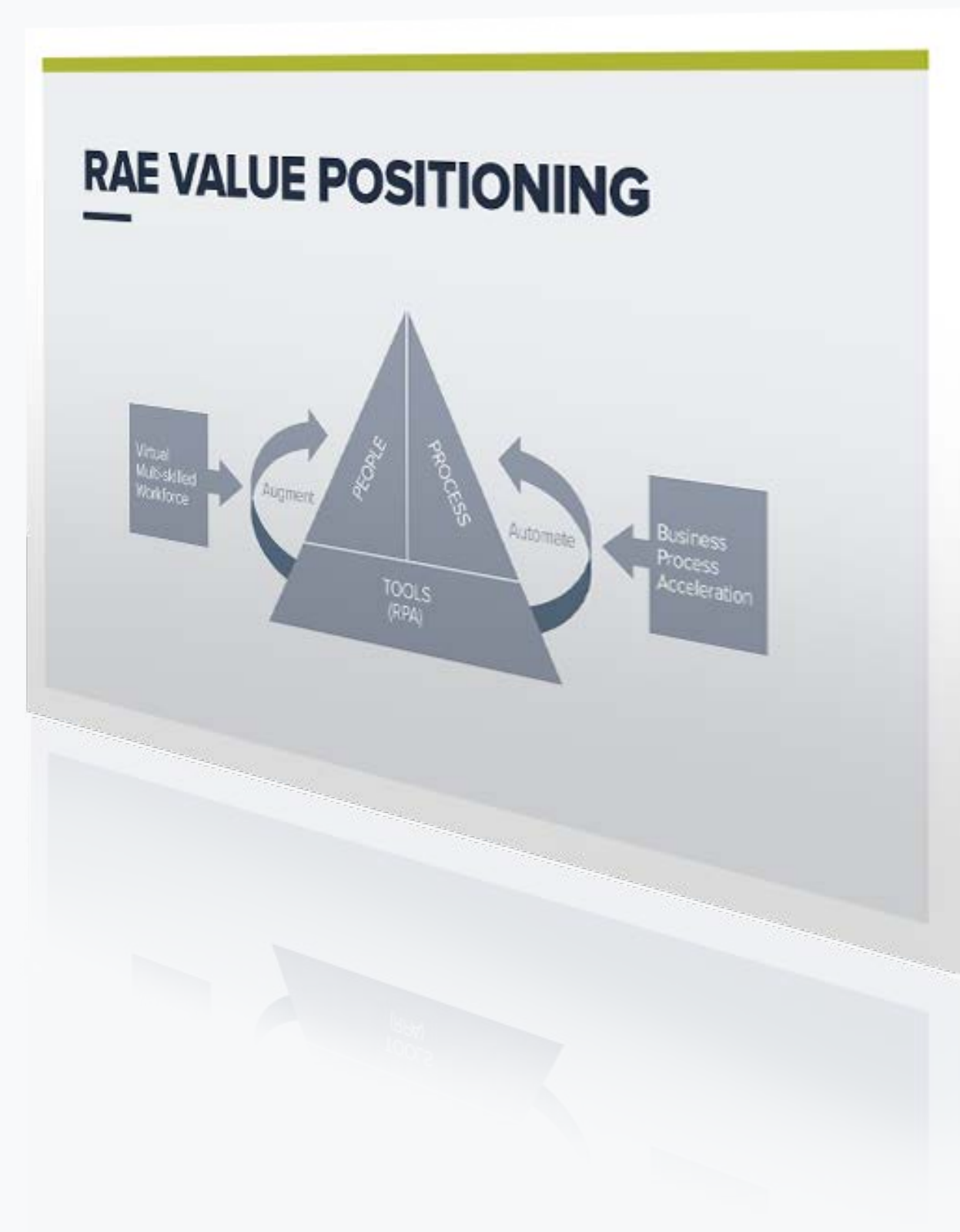
The Rapid Automation Enablement Framework

Leadership is under pressure to streamline workflows, reduce costs, speed up delivery, improve communication and elevate customer and staff experience. They're turning to Robotic Process Automation (RPA) to help them achieve it.

RPA is a critical enabler in improving business efficiency, **but delivering it right and getting the value you expect** requires much more than an RPA tool deployment.

If you're seeking to optimise your processes and optimise the value you gain, then you need *an optimal process* for doing it.

RAE is our end-to-end Framework that helps you quickly assess, qualify, design, test and implement your RPA solution.



RAE ADDRESSES SIX KEY RPA CHALLENGES

1

Identifying inefficient processes and candidates

RAE helps you quickly identify which business processes are most suitable for automating and which can be implemented successfully at speed to prove value early.

2

Qualifying the source of process issues

RAE uses proven techniques to map your processes, qualifying the source of process issues such as manual data re-keying, errors, delays and inefficiencies.

3

Quantifying business value

RAE quantifies the impacts of process issues to provide you with confidence around automation benefits. It helps you establish a baseline on which to measure ROI.

4

Designing a solution and proving its potential

RAE delivers a rapid Proof of Concept to provide clear evidence of the value of automated process optimisation. Metrics validate the outcomes, providing a verified basis for further optimisation investment.

5

Delivering the solution (and learning from it)

RAE provides the foundation and confidence to build, test and deploy the solution into production with clear expectations and repeatable measures of success already in place.

6

Scaling the solution

RAE gets your process optimisation up and running quickly, allows you to regularly measure its value to the business and ensures support for future scaling.



MARTIN GORDON
NATIONAL SERVICE LEAD – TESTING

CREATED BY EXPERTS

RAE was developed by a combination of Assurity experts in business process value analysis and automation. Martin Gordon, Jenny Saunders and Amanda Cuthbertson developed the Framework with Kay Johnson (Principal Consultant), Renata Malkus (Senior Test Analyst/Business Analyst) and Louis Kerswill (BA Service Lead). The Framework employs proven techniques to map the processes and measure the impact of errors, delays and inefficiencies that affect every organisation, large or small, so that you can establish a clear and measurable ROI.



AMANDA CUTHBERTSON
BA SERVICE LEAD



JENNY SAUNDERS
SERVICE DEVELOPMENT MANAGER

RAE HELPS ELIMINATE FIVE COMMON POINTS OF FAILURE IN RPA PROJECTS

RPA implementations are challenging and failures often create more problems than you bargained for. Most failures occur because of poor solution design. Projects built on the thoughtful design that RAE promotes are far more likely to succeed.

Here are some of the common points of failure in RPA implementation...

1 Attempting to automate too much

Organisations attempt to automate large, complex, end-to-end processes rather than simple, discrete functions that demonstrate immediate value. Smaller steps makes maintenance of the automation code easier and is the basis for re-usable automation modules.

2 A lack of clear evidence and measures

Organisations embark on an RPA implementation with little or no evidence of the issues they're trying to solve and with no clear metrics. They will not be able to quantify the business value and have no basis for scaling automation.



3 No regular assessment

Organisations don't regularly assess the value automation is delivering or validate the impact on value as systems, processes and applications change. Without regular assessment, the value from automation will start to diminish.

4 End user process validation

Organisations don't adequately engage the people who actually use the processes they want to automate. If the real end-user pain points are missed, the wrong things might be automated and the critical problem won't be resolved.

5 A lack of intelligence

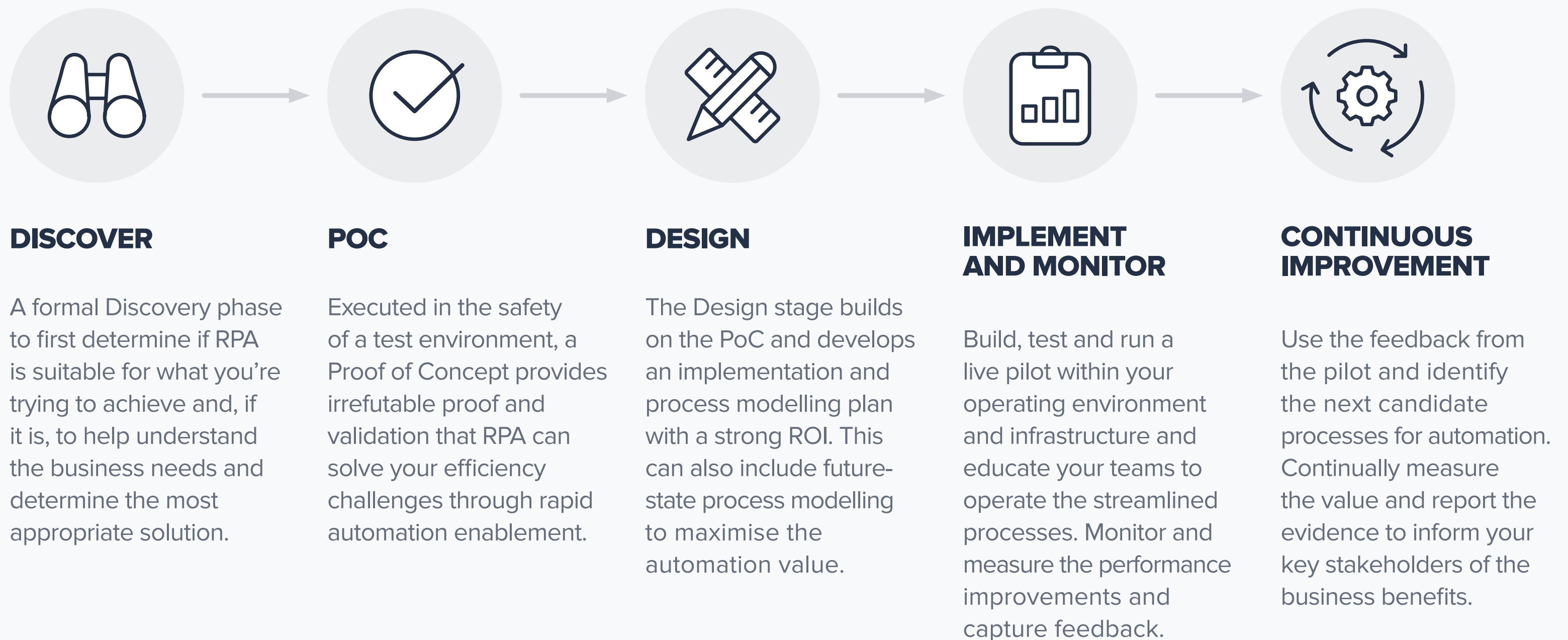
Organisations have misplaced expectations about what can be achieved with robotic process automation. Automating a process that requires higher levels of human cognitive or empathic decision-making needs significant investment in *Intelligent Process Automation* (see sidebar). By focusing first RPA initiatives on simple, rules-based processes, organisations will build an understanding, experience and appetite for more advanced automation in the future.

EMERGING INTELLIGENT AUTOMATION TECHNOLOGY

IPA combines RPA with emerging technologies such as machine learning, AI, natural language generation, smart workflows and cognitive agents to mimic activities done by humans. By augmenting conventional rule-based RPA with these emerging technologies, automation delivers decision-making capability to radically enhance process efficiency, worker performance, response times and customer experiences. The RAE Framework has been built to accommodate emerging IPA technologies.

THE RAE FRAMEWORK PROCESS

The RAE Framework is a structured approach that allows you to arrive at an informed decision and build a roadmap for successful implementation of RPA.



RAE DELIVERS THE OUTCOMES YOU NEED

1 Identified. Qualified. Quantified

You'll quickly gain a common understanding of the problems. Each will have been professionally evaluated and quantified so its impact is clearly defined and understood.

2 Baselined and ready for making your investment case

Baselined measurements provide a rigorous ROI model to support an investment in process automation.

3 Elimination of errors and effort

Complex application environments are simplified with automated synchronisation. Manual errors and wasted effort are eliminated.

4 Confidence that it will work and deliver expected value

A rapid Proof of Concept will demonstrate how automating simple and repetitive functions will speed up business operations and provide clear evidence of the value of automated process optimisation.

5 Metrics for taking your RPA journey further

A formal set of metrics provides the foundation for a value-driven programme to deliver improved business efficiency and greater staff and customer satisfaction.



NDL SX – PROVEN, TRUSTED RPA TECHNOLOGY

The RAE Framework is tool-agnostic, although we're delighted to partner with NDL in delivering their SX RPA technology. Originating in the UK, NDL builds software that's delivering proven value in large organisations in the public, health and corporate sectors.

AUTOMATIONS TO DRIVE ANY SOFTWARE SYSTEM

With SX, we can help you develop and manage automations that can drive any software system. These automations can be instantly scaled up or down to reflect demand, running 24 hours a day, 365 days a year under the full control of the SX Management Suite.

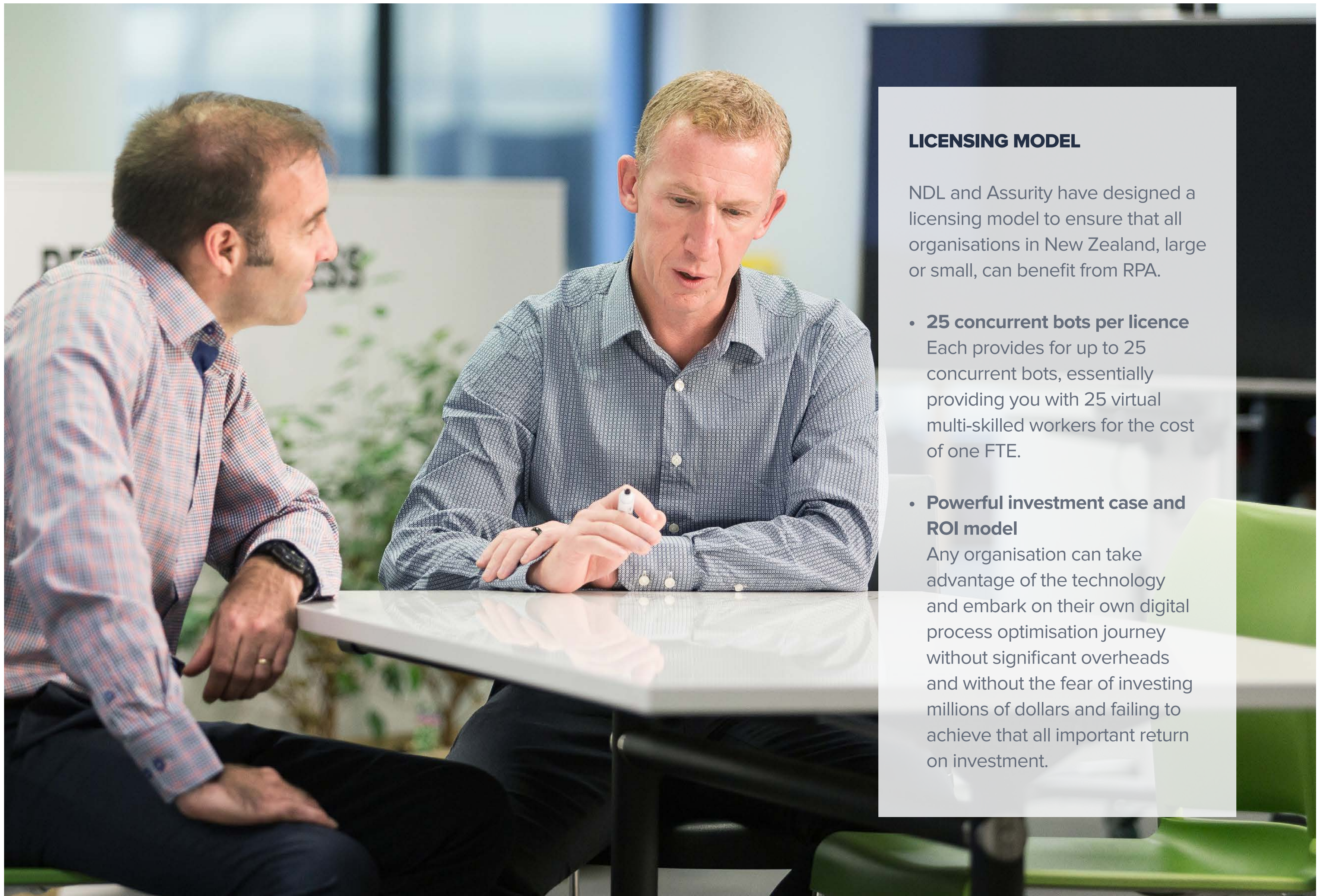
INTEGRATED PLATFORM, MULTIPLE COMPONENTS

A range of integration options allow SX to read and write data to and from any existing system. The NDL SX platform consists of several tightly-integrated components that deliver:



- 1 Process automation**
Save time on simple repetitive tasks such as re-keying
- 2 Data Integration**
Real time or batch mode – create APIs when not available
- 3 Synchronisation**
Keeping different systems up-to-date with each other
- 4 Migration**
Lifting large quantities of data between systems
- 5 Extraction**
Select the data elements you need from multiple records and write elsewhere

FIND OUT MORE ABOUT NDL SX



LICENSING MODEL

NDL and Assurity have designed a licensing model to ensure that all organisations in New Zealand, large or small, can benefit from RPA.

- **25 concurrent bots per licence**
Each provides for up to 25 concurrent bots, essentially providing you with 25 virtual multi-skilled workers for the cost of one FTE.
- **Powerful investment case and ROI model**
Any organisation can take advantage of the technology and embark on their own digital process optimisation journey without significant overheads and without the fear of investing millions of dollars and failing to achieve that all important return on investment.

FIND OUT MORE ABOUT HOW RAE CAN HELP YOU WITH A FREE 2-HOUR DISCOVERY WORKSHOP

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Offer valid for organisations in New Zealand until 31 Mar 2019