White **PAPER**

TEST TRIANGLE
Trusted Partner in IT Consulting

Building Enterprise value using RPA

Robotic Process Automation (RPA) creates value for a business in various ways: economically, in terms of quality and workforce engagement. It is easy to deploy, compatible and increases the efficiency of the organization. In the present competitive era, it is important to stay ahead in terms of quality and speed and RPA facilitate it. Following certain best practices, business enterprises can create high value from it.

The need for Quality Engineering

Large multinational corporations are constantly facing cost-containment and productivity challenges, which force them to seek new ways to reduce cost and increase operational efficiency. For years, these companies were outsourcing their back-office operations to cost-effective South-Asian cities; however, outsourcing has its own issues such as low efficiency, differences in time-zone and rising labor costs. In this scenario, RPA (Robotics Process Automation) can be used as a feasible choice for building enterprise value by automating the manual operations.

RPA automates the rule-based repetitive tasks. Its forte is that it is used to automate the tasks, which involves the interaction between two or more systems. In the last few years, RPA has demonstrated its transformative potential by achieving noteworthy gains in efficiency, concurrently reducing the process complexities

The need of the Hour: Automation

RPA, along with its unique features has immense potential for enterprise value creation as it repositions the financial investments from low value-generating to high value-generating activities. RPA bots perform the user interactive tasks like any other human being. The RPA technology significantly creates enterprise value in several different ways:

- **Faster turnaround time:**

  In the present fast-paced business environment, every organization tries to optimize its business processes and increase productivity. RPA can reduce the business process turnaround time by a significant margin. In addition, RPA bots do not have any issue of exhaustion or fatigue. They can work all the way through their lifetime, without any loss of productivity.

- **Increases productivity:**

  RPA has the potential to increase productivity as they can complete the task with high accuracy. The RPA-enabled bots can work for twenty-four hours a day without taking a break. If there is no fault in their programming, they will be highly productive. Comparatively, RPA bots can carry out the clerical tasks more reliably and continually than the human laborers.

- **Scalability:**

  RPA-enabled bots can easily handle the fluctuations in work pressure and scale their capability accordingly.

- **Increased employee morale:**

  With RPA, the employees will have the opportunity to shift from low value generating repetitive tasks to high value generating strategic thinking responsibilities. It will also increase employee engagement as the employees

Key features of RPA

There are several features of RPA, which makes it a unique, value-creating proposition for the business organizations:

Performance:

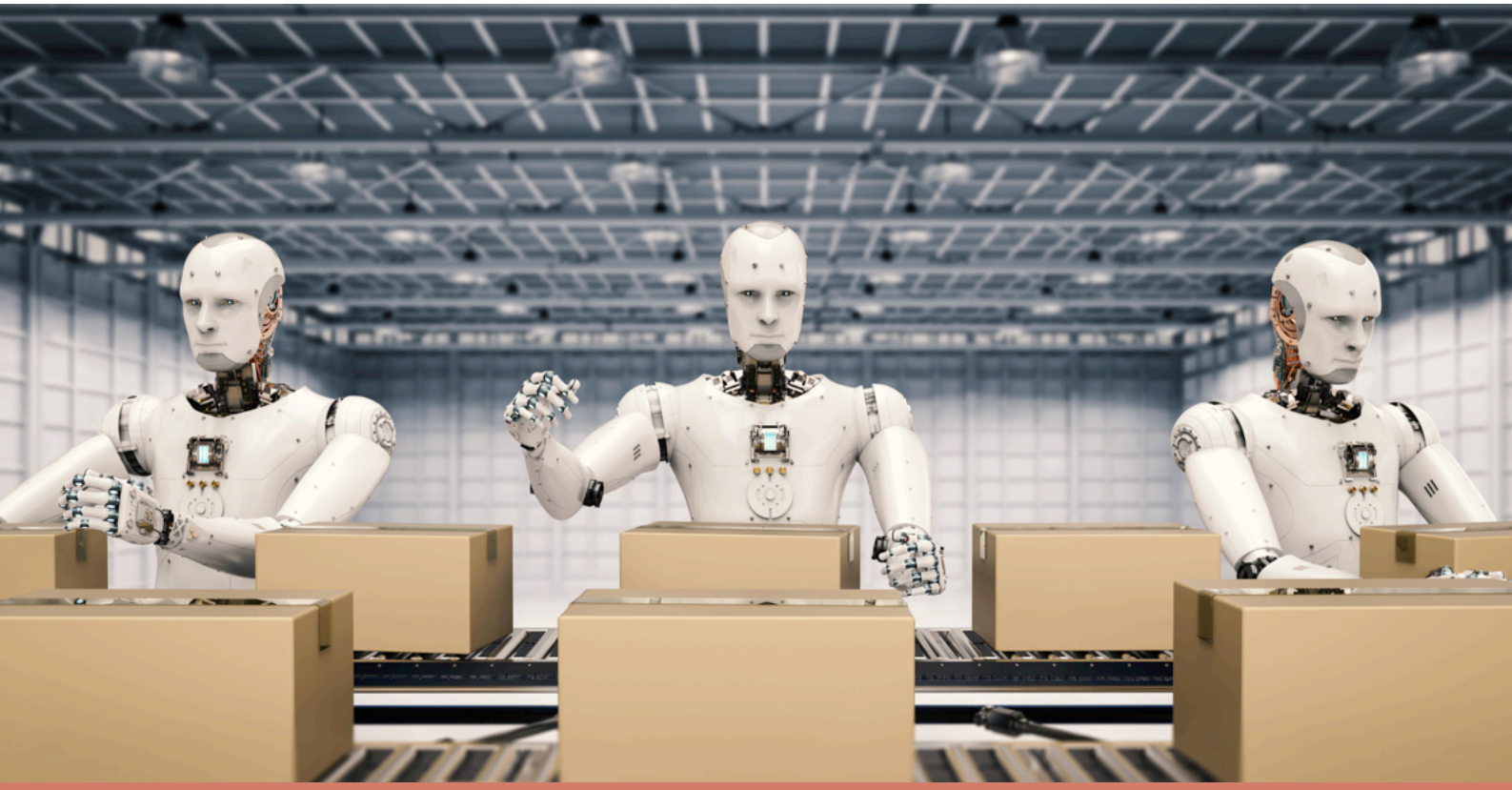
The RPA system can be developed in a very small-time frame; therefore, the technology can adopt new technology without impacting its other business operations.

Knowledge Management:

The business organizations can create a database of the tasks performed by the bots, which can provide valuable data for future operations. It can also ease the process of

Architecture:

The RPA systems have numerous hosting options and architecture compatibility. They can be hosted on the cloud, virtual machines, and terminal devices. The latest RPA technology versions also offer numerous options in flexibility and scalability of the services.



Best Practices for successful RPA adoption

The RPA technology is evolving at fast pace and business organizations are rapidly attracting towards it. Although RPA offers several numerous opportunities, organizations need a well-developed strategy for the successful RPA execution. Here, few suggestions are provided for successful ERP implementation:

Be selective of RPA process:

The selection of the business process has a significant role in the success of RPA implementation. A business organization must select deterministic and rule-based processes for automation. With the rule-based approach, the process can be quantified easily, which is important for successful automation. The data-entry procedures, data extraction procedures, and the routine processes are most commonly selected for the process automation.

Create a well-defined governance structure for the end-to-end development cycle:

The governance structure should be able to clearly outline the key requirements of the system. It should also define the automation activities, which are needed to be automated. The governance structure should have the guidelines for the design, development and the deployment of RPA-enabled bots. The framework should be able to track the performance of the bots deployment.

Selecting appropriate RPA tools:

There are various RPA tools present in the market; however, the companies need to select which tool will be fit for carrying out the automation process. It is preferable to select an RPA vendor, who can provide end-to-end support.

Conclusively, RPA has a high potential for automating the rule-based, user interactive business processes. RPA can drive down the organization's cost and increase the operational efficiency. Business enterprises are embracing this new technology as they are looking forward to gaining high value from it. However, successful RPA adoption is not easy and requires a range of choices.

About Test Triangle

Originally founded in 2012, Test Triangle has become a leader in IT consultancy services providing services in application testing, DevOps, RPA, Custom software development, mobile app development, Atlassian consultancy, niche IT staff augmentation and training in advanced technologies. Test Triangle is headquartered in Ireland; but it also has branch offices in London, United Kingdom, and Hyderabad, India. We have exponentially grown to become a team of 200+ members providing services in different verticals such as Banking & Finance, Utilities, Pharma, Retail, IT & Education etc.

Test Triangle's R&D department has created a propriety platform, Test Outsourcing Dashboard [TOD] which can be used to manage software testing lifecycle using collaboration tools like email, live chat, video conferencing. We have also launched a self- service testing platform (the premium version will be released as SaaS solution), which can provide a project overview and real-time updates of the software development lifecycle.

Over the years, we have established the reputation of being a 'trusted partner in IT consulting'. Test triangle is an agile software company, which constantly strives to exceed the expectations of its clients. We adopt the software testing and software application lifecycle to meet the customer's demand in an efficient and reliable manner. With a global workforce, we have proved ourselves in delivering tight-deadline projects.

We are proud to declare ourselves a client of Enterprise Ireland and European commission.

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