



SPEAKER'S  
CORNER

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English

# RPA: Driving the Digital Transformation of Business Workflows



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Senior RPA Software  
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# Experiences of tomorrow. Engineered together.



We transform how people experience the business. All through next generation technology.

## What we do:

Product  
Engineering

Intelligent  
Automation

Data &  
Analytics

2002  
founded

4000+  
professionals

20+  
offices

300+  
clients

## Leading companies choose us:



# Marek Fabiński

- Senior RPA Software Engineer
- 4 years of experience in RPA development
- Technologies: Automation Anywhere (v11, A360), Power Automate, WalkMe, and ABBYY Vantage



# Agenda

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01

What is RPA?

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02

RPA's Role in Business Efficiency

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03

Impact on accuracy and compliance

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04

Scalability and customization with RPA

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05

Challenges and best practises in RPA implementation


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06

Evolving capabilities of RPA

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According to a recent report, the RPA market is expected to grow at a compound **annual growth rate (CAGR) of over 36.6%** from 2022 to 2032.



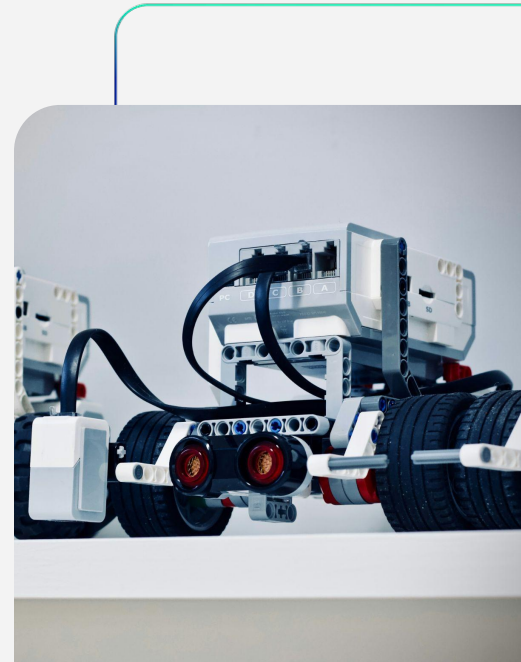
# What is RPA?

# Robotic Process Automation (RPA)

RPA is a technology that allows businesses to automate repetitive and routine tasks using software robots or 'bots'

## Significance in **Digital Transformation:**

- Efficiency and Productivity
- Accuracy and Compliance
- Cost Reduction
- Enhanced Customer Experience



# RPA's role in business efficiency





# Examples

## Finance and Banking

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- Loan processing
  - Account openings
  - Fraud detection
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## Healthcare

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- Appointment scheduling
  - Billing
  - Updating patient records
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## Manufacturing

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- Inventory management
  - Procurement
  - Compliance reporting
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# Real-world examples

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# Financial Process Automation

- Before Automation:
  - Task: Monthly financial closure and reporting.
  - Duration: 3 to 4 hours, mostly waiting time between steps.
  - Execution Time: Done manually, overnight on the first day of each month.
- After RPA Implementation:
  - Automated most steps, requiring only final human confirmation.
  - Added Benefit: Automated notifications sent to mobile phones.
  - Challenge: Necessity for human verification due to the process running on an older application.
  - Outcome: Ensured 100% accuracy with reduced human labor, aligning perfectly with the critical timing of financial reporting.



# Daily Product Availability Process

- Before Automation:
  - Task: Checking product availability across platforms.
  - Duration: Almost the entire day when done manually.
- After RPA Implementation:
  - Duration Reduced: From a full day to approximately 3 hours.
  - Annual Savings: Estimated at \$500,000.
- Impact:
  - Significant time savings allowed staff to focus on more strategic tasks.
  - Financial impact: Substantial cost savings, enhancing the company's bottom line.



# Enhancing internal knowledge access

- Challenge:
  - Difficulty in finding information within company wiki.
- Solution:
  - Implementation of an RPA-powered internal chatbot.
- Benefits:
  - Efficiency: Quick information retrieval saves time.
  - Productivity: Employees focus more on core tasks.
  - Employee experience: Simplifies onboarding and access to policies/procedures
  - Knowledge sharing: Fosters culture of efficiency in information access.
  - Reduced interruptions: Decreases dependency on colleagues for information.
  - Outcome: Streamlined access to company knowledge, enhancing operational efficiency and employee satisfaction.



# Benefits

Time Savings

Cost Savings

Increased Operational Capacity

Enhanced Accuracy



# Impact on accuracy and compliance

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# Accuracy

## Finance Sector Automation:

- Automates compliance reporting.
- Monitors transactions for fraud/money laundering.

### Benefits:

- Ensures regulatory compliance.
- Reduces risk of violations and penalties.

## Healthcare Data Management:

- Automates patient records in EHR systems.

### Benefits:

- Enhances accuracy and compliance.
- Supports patient safety and accurate diagnosis.
- Ensures HIPAA compliance for data protection.



# Data integrity

**Data Integrity Enhancement** - Reduces human error in data entry/processing.

**RPA vs. Manual Handling** - Operates on predefined rules for consistent application.

**Outcome** - Maintains high data quality across systems.

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**Validation Steps in Workflows** - Cross-verifies data for accuracy.

**Precision Importance** - Crucial for sectors needing high data integrity.

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**Enhances Efficiency & Accuracy** - Automates routine tasks; boosts data accuracy.

**High Volume Processing** - Handles transactions/data with precision.

**Benefits** - Ensures data quality, compliance; minimizes error risks.



# Scalability and customization with RPA

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# Scalability

- **Significant Scalability Advantage:**
  - Adapts to demand without extra costs/resources
- **Replication Across Departments:**
  - Automated processes easily duplicated
- **Handling Increased Workloads:**
  - Manages more volume at no extra cost
- **Examples:**
  - Peaks in financial year, high sales seasons



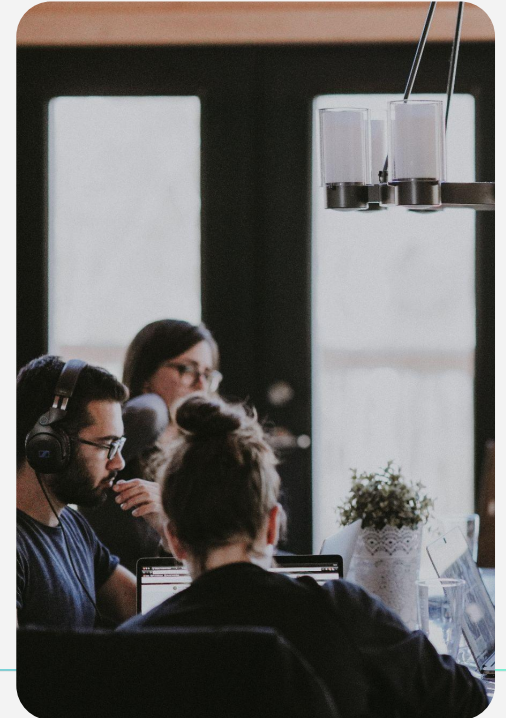
# Customization capabilities

- Customization Flexibility
  - Tailored to specific business needs
- Wide Industry Application
  - From simple tasks to complex integrations
- AI & ML Integration:
  - Enhances decision-making capabilities



# Customization capabilities

- **Customer Service Customization**
  - Handles inquiries like order tracking, returns
- **Data & Record Management**
  - Accesses and updates customer data
- **24/7 Personalized Service**
  - Communicates via chatbots
- **HR Onboarding Automation**
  - Automates new employee setup: payroll, benefits, software access
- **Customized by Role/Location**
  - Ensures compliance with regulations and policies
- **Invoice Processing Automation**
  - Automates data extraction, matching, payment, system updates
- **Customization for Vendor Formats**
  - Applies validation rules for accuracy



# Customization capabilities

- Scalability & Customization Benefits
  - Supports growth and adaptation in dynamic markets
- Efficient Workload Management
  - Manages increased volumes efficiently
- Tailored Automation
  - Customizes to specific business processes
- Competitive Edge
  - Improves efficiency and customer service

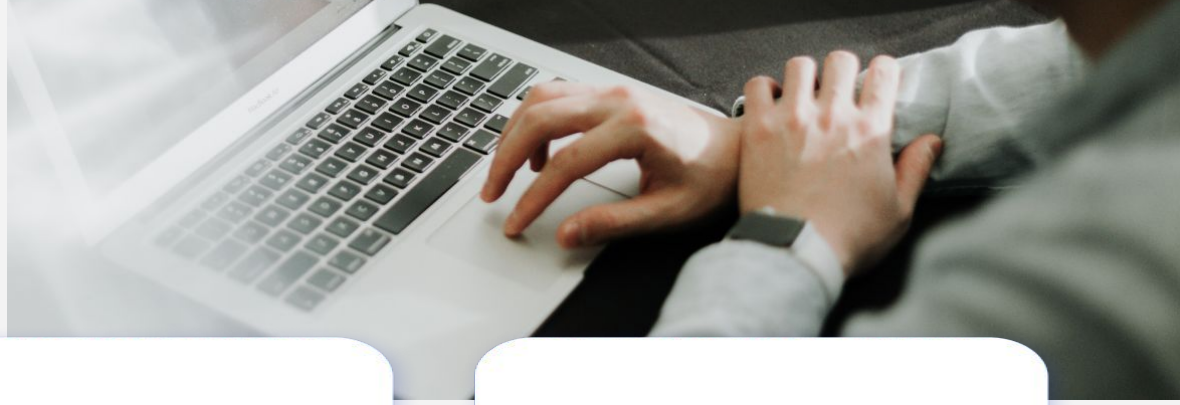


# Challenges and best practises in RPA implementation

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# Common challenges



## Resistance to change

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- Fear of displacement
  - Adapting to new tech
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## Integration issues

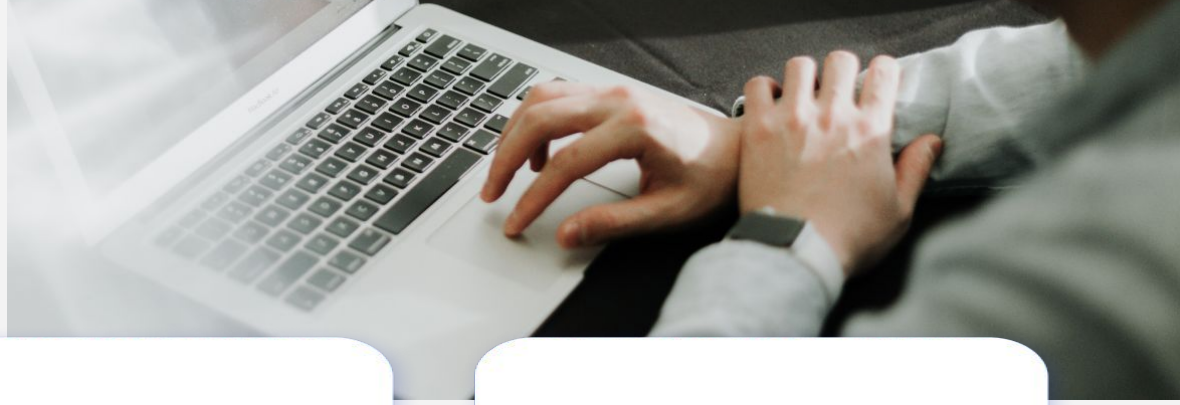
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- Compatibility with existing IT infrastructure
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# Common challenges



## Scaling

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- Transition from pilot to full-scale requires planning
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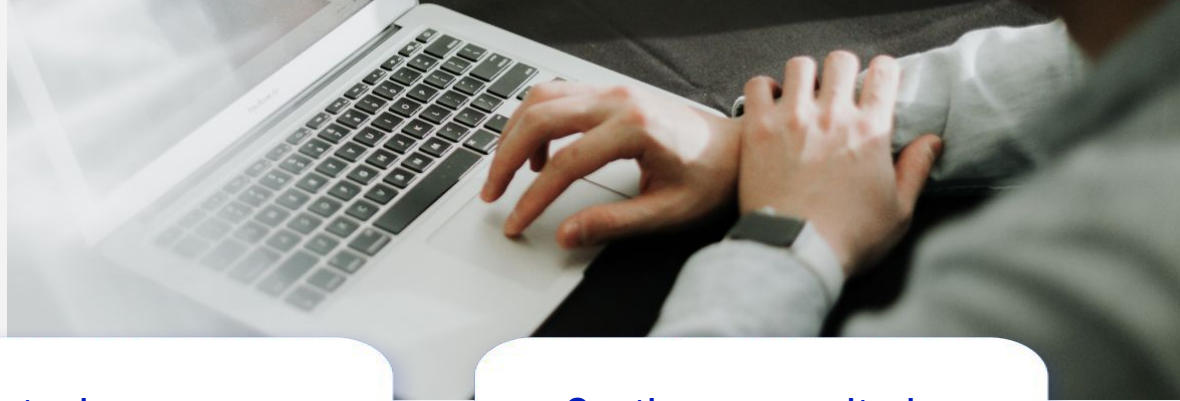
## Process selection

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- Unsuitable or poorly designed processes can hinder efficiency
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# Best practises



## Strategic process selection

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- Analyze for rule-based, repetitive, high-volume tasks
  - Ensure processes are well-defined and stable
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## Continuous monitoring and optimization

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- Ensure bots operate as intended
  - Adapt to evolving business processes/requirements
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# Best practises



## Stakeholder Engagement and Change Management

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- Involve IT and impacted departments early
  - Discuss RPA goals, benefits, and impacts
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## Governance and Compliance

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- Oversee RPA design, development, testing, operations
  - Ensure adherence to regulations and data protection laws
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# Evolving capabilities of RPA

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## Future trends

- **RPA's Future with AI and ML**
  - Moves towards intelligent automation
- **Augmented Capabilities**
  - Enables handling of judgment-based tasks





# Future trends

- **AI and ML Integration**
  - Processes unstructured data (text, images)
- **Complex Task Performance**
  - Sentiment analysis, fraud detection, customer support
- **Example Applications**
  - Categorizes emails, responds to inquiries with intent understanding
- **Predictive Analytics Enhancement**
  - Forecasts trends/outcomes from historical data
- **Transformative Fields**
  - Inventory management for stock forecasting
  - Finance for cash flow prediction and optimization

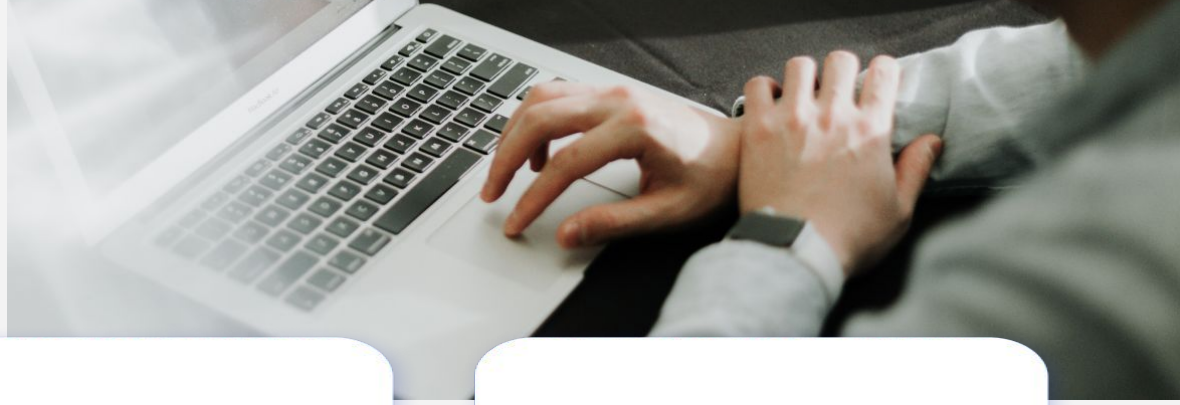


# Future trends

- Adaptive Learning in RPA
  - Bots learn and optimize from interactions/outcomes.
- Continuous Efficiency Improvement
  - Operations enhance over time with new data.



# Opportunities for innovation



## Enhanced customer experiences

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- Offers 24/7 support and handles multiple queries
  - Enhances customer experience significantly
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## Operational resilience

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- Quickly adapts to market changes or supply interruptions
  - Ensures business operations remain uninterrupted
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# Opportunities for innovation



## Data-Driven Decision Making

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- Supports informed decision-making
  - Leverages insights for market opportunities and competitiveness enhancement
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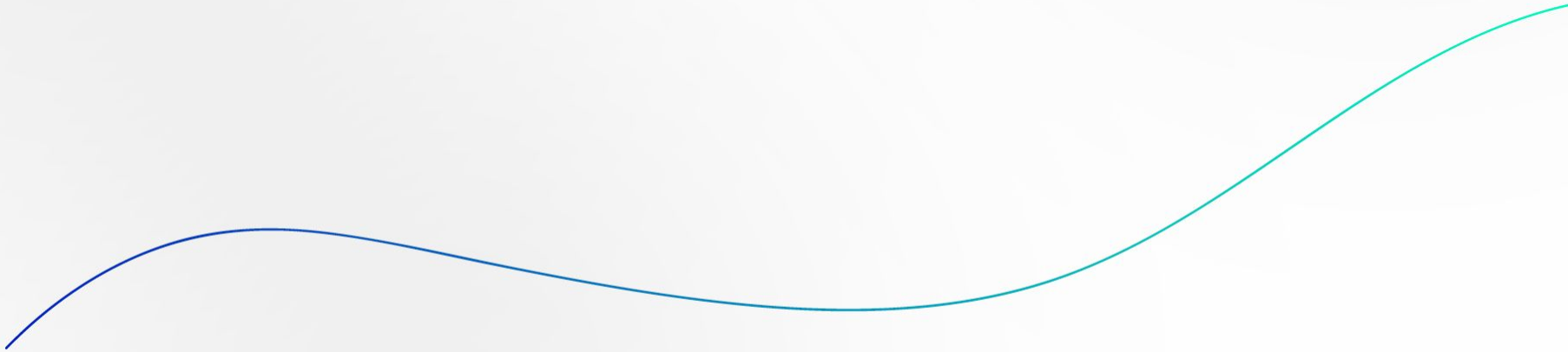
## Innovation in Products and Services

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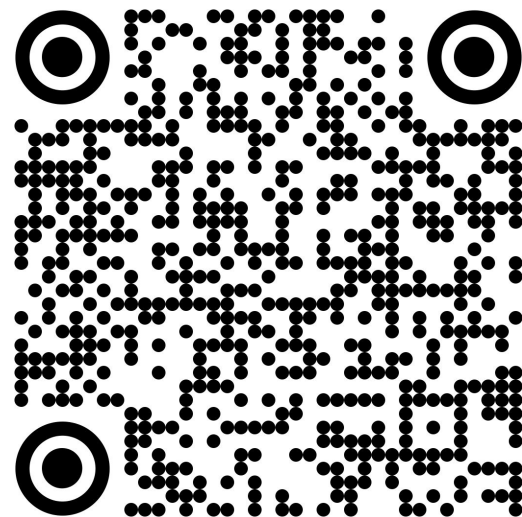
- Automates routine tasks; insights readily available
  - Streamlines products/services; enables previously unimaginable developments
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# Q&A



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