

7 Steps to Awesome

Unleash their true potential





Want to get the best out of your workforce?

Of course you do. It's only natural. But did you know typical back-office employees spend up to 80 percent of their day on things like filing, data entry, and other repetitive admin tasks?

It's time to release your workforce and empower them to be the best they can be. It's time to unleash awesome.

So, what is RPA?

Robotic process automation – RPA – uses the latest software technologies to automatically handle structured, routine and repetitive computer tasks. In short, it takes care of those little things that are vital for customer satisfaction but tedious for employees.

With RPA, such processes are taken care of by a robotic workforce – a workforce that's precise, accurate, and immune to boredom. Unattended RPA

is ideal for tasks that don't require human intervention; simple, rule-based processes that don't call for judgement or intuition. By taking care of these jobs, your people are free to perform higher-value activities across the business. Win-win.

RPA doesn't just help with those unattended tasks, though. With attended RPA, desktop robots are on hand to provide your employees with accurate information and guidance while they're on a job, helping to further streamline productivity and increase customer satisfaction.

It's simple enough, but RPA calls for careful consideration. Organizations can risk falling flat if they try RPA without an enterprise-wide strategy in place. So, here are our seven simple steps to implementing RPA successfully.

Preparation is everything

RPA is sophisticated technology. So that probably means it falls within the realm of your IT department, right? Well, not exactly. It's not just an HR matter either, despite the fact it can make your employees more efficient and potentially happier.

RPA isn't just a customer service tool, even though it can significantly improve customer satisfaction. Nor does it fall within the territory of finance, although those checking the numbers will certainly see the benefits once automation takes hold.

So, where does it sit?



RPA belongs to everyone

Leaders from almost every area of your organization may want to be part of planning your RPA implementation. They all have valuable input to provide, so your first step should be to get everyone on board. Here are some handy pointers on how to go about it:

1. Involve IT from the start

Their technical expertise will be invaluable throughout the process.

2. Get everyone to buy in

Have an open and honest discussion with enterprise-wide teams about what automation will mean for them.

3. Plan your post-automation steps

Consider which roles may need to be adjusted and how team members can be upskilled.

4. Consider the cultural impact

Be transparent and honest about how automation will impact your business.

5. Find the right level of sponsorship

Support from your leadership team is vital for successful implementation.

It's tempting to skip change management and focus on the new technology. But without a measured approach that includes these steps, your investment could fall short of expectations.

Uncover opportunities to automate

To figure out how RPA can help your processes, you need a good understanding of exactly how your organization operates. What's working well, and what could work better?

Decide where software robots can add the most value

Carry out an audit of existing desktop tasks to highlight bottlenecks, inefficiencies and productivity gaps. This will help identify processes that are suitable for automation, like searching for information in multiple systems or filling out forms.

Look for processes that don't need human input

Repetitive, rule-based processes are ideal for automation. This includes things like cutting and pasting, updating the same data in multiple places, moving data around, collating, and making simple decisions. Essentially, if it's a mundane task, it's probably a good candidate for automation – and your employees will thank you for taking it off their hands.

Always keep an eye out for additional opportunities

Looking for opportunities to automate is an ongoing cycle. Make sure you continually collect information that can be used to identify opportunities or automation.

Succeeding in this cycle of discovery is why your RPA initiative needs desktop analytics and machine learning capabilities; these work to automatically identify processes with potential for automation.

Tell me about Automation Finder

The NICE Automation Finder is an artificial intelligence (AI)-infused innovation designed to accurately pinpoint specific business processes that are perfect for automation.

It works with real and relevant data within each employee's desktop, capturing and tracking their day-to-day tasks. Using this data, it identifies processes with the biggest ROI potential based on parameters like frequency, process handle time and manual action types.

Decide how to deploy RPA

When it comes to RPA implementation, there are two routes you can choose from: a DIY approach, or employing outside expertise to help bring your developer competency up to speed.

But there's also a sweet spot between DIY and full outsourcing that can help your organization launch RPA comparatively quickly and smoothly, all while learning on-the-job. It's an approach that might have a higher upfront investment but promises a long-term payoff.

There are pros and cons for each option, but ultimately the choice is yours.



Hiring it out

Great if: speed is of the essence

Not so great if: you want to keep costs down

You can buy a team a lot faster than you can build one, so this is a relatively fast approach to RPA. Plus, hiring it out has the added benefit of being able to utilize the hands-on experience and expertise of an external company when implementing RPA. However, it's worth bearing in mind that this will have the highest total cost of ownership (TCO). Like any job, outsourcing it will cost more than doing it yourself.

Perhaps more significant is this: will you own your knowledge asset once it's been created? Probably not, and that's one of the biggest downsides of the hire-it-out approach.

DIY

Great if: you want to keep costs down

Not so great if: you want to get up and running ASAP

It's always less expensive to do it yourself, and when it comes to RPA implementation, the DIY approach will have lower TCO. Plus, if you build it yourself, you'll own the knowledge asset.

Now think about a large-scale DIY project. It probably took longer than expected, and there were unforeseen challenges and mistakes along the way.

All the risks and pitfalls of any do-it-yourself job apply to DIY RPA implementations, too. A DIY job will take longer, and the quality probably won't be as high. Ask yourself if you have time to wait for your resources to become proficient.



Launch and learn

The best approach is often compromise, and launch and learn is a combination of approaches where your internal teams learn from the hired experts and the two teams collaborate on development. It's essentially an on-the-job training approach with your internal team working almost like apprentices alongside experts. There's really no better way to learn a new skill.

It'll cost more to launch this way, so the TCO at the outset will be higher. But once your internal team has learned the ropes, you'll soon see a return on your investment.

But the biggest bonus to this approach is that the learning curve accelerates. Your team achieves competency much quicker using the launch and learn approach, plus you own the knowledge asset once it's created. And as RPA is rolled out across your organization, various departments will want to adopt it, and your team will be well-placed to handle this demand.

Keep an eye on your digital workforce

A digital workforce needs to be managed and monitored, just as a human workforce does. You want to make sure your robots are performing their work flawlessly, and in a timely manner.



NICE RPA Control Room

The NICE RPA solution includes a centralized Automation Control Room. It provides complete visibility and control over the digital workforce – attended and unattended bots, for operational and actionable insights. Processes can be prioritized and scheduled, and easily stopped, started and paused. And, if there's an issue that needs the attention of the supervisor, it sends an alert.

Tracking the jobs in hand

It's important to keep track of the processes specific robots are working on, how long it's taking them to get the job done, transaction successes and failures, and any issues that are flagged.

Scaling at the click of a button

One of the advantages of RPA is its ability to easily scale as needs increase. Imagine 25,000 robots on the job simultaneously, taking care of a million tasks every day. That's the reality that's in place today for the most robust RPA settings.

How NICE tackles this issue

The NICE Connectivity Watcher keeps an eye on the automation process in action when they're working properly, learning about the events and gathering statistical data. It keeps watching during the process runtime to see how current data compares to historical statistics. Any mismatches in connections immediately show up in the stats, and Connectivity Watcher will issue an alert that something has changed.

What if something changes?

We all know how confusing it can be when things change with a familiar site or software application. What was once second nature turns into a "back to square one" scenario.

The same things can happen to a process automation you've created. It works just fine until something changes, like a field that was part of an automated process is removed, or has its identification changed. That's why we believe it's essential RPA solutions continually learn from their processes, and identify and act upon any changes.

Connectivity Watcher will also identify where in the process the breakdown has occurred, making it much easier to fix the problem. And thanks to a layered approach, a fix can be done once and impact all the different automations using the relevant field or control.



Reap the rewards of RPA

Once RPA is live, automation essentially becomes a personal assistant for each of your desktop employees. This assistance can be personalized to match the needs, proficiencies, and skills of each employee.

RPA will do amazing things for your organization. Once implemented, you'll see significant – and measurable – improvements in a number of areas. In fact, organizations that are already enjoying the benefits of RPA have reported major positives, like an 82 percent improvement in handling time, 85 percent optimization for one order type, and even 100 percent SLA success rate.

Say hello to NEVA

NEVA is the NICE Employee Virtual Attendant. A world-first, she's designed specifically with your employees in mind to support and guide them in their day-to-day tasks. She's super-intelligent too, and understands what an employee wants to achieve by observing and interpreting their desktop activities and responding to voice or text requests.





Greater customer satisfaction

Freeing up your employees from mundane admin tasks makes them more available and attentive when it comes to providing customer service.

Increased productivity

Robots are 4-5 times faster than the average employee. They don't need holidays, lunch breaks or time off, so more tasks can be executed at any given time.

Always on target

Humans make mistakes. It's a simple truth. Robots, on the other hand, are 100 percent accurate, 100 percent consistent and 100 percent compliant, which saves your business time, errors, duplication of tasks and, of course, money.

Better resource utilization

Offloading the mundane tasks to robots frees up your team to handle the tasks that add the most value to your business. And after you've turned a portfolio of tasks over to a robotic workforce, you're more able to respond to a spike in demand.

Faster return on investment (ROI)

With improved performance, better resource utilization and less time spent fixing errors, you can realize a rapid ROI.

Don't stand still

RPA is, by definition, a process improvement. And those who know the business of process improvement know that it's never a finished job; there's always room for more.

With cognitive automation, robots can learn through experience and get better at what they do. In this way, they are continually helping you to get more bang for your buck. They can also use artificial intelligence to help you automate more sophisticated processes.

And as there are routine processes everywhere, so are there opportunities to scale automation into almost every area of your business.

NEVA never stops

NEVA keeps on providing insights after the process has been built, so you get a view of additional areas where productivity can be improved.

With NEVA, you're continually optimizing your organization, and that's a real competitive advantage.

Unleash next-level RPA

In order to take your investment in RPA up a gear, you'll need to set up a professional, specialized, business-led Center of Excellence (CoE) to manage and oversee all aspects of your business process optimization.

This dedicated business unit should be made up of a team including specialist automation developers and business analysis experts to manage, sustain and regulate all critical phases of your journey to automation. It's also handy to get feedback from the end users – your employees – to see how they're getting on with RPA.





By your side

As the most experienced robotic automation innovator in the marketplace, NICE and its partners developed a deep understanding of best practices for building and maintaining automation CoEs. We'll be by your side throughout the process of setting up your CoE, providing methodologies, training and tools based on our extensive experience on a global scale.

Why invest in a CoE?

Process automation is ongoing. Once your organization is committed, it's crucial you continue to grow, enhance, and maintain your approach in order to reap the long-term rewards, value, and ROI.

The NICE extras

Throughout your journey, we'll provide a rich variety of training sessions in both traditional and virtual classroom environments. You'll also have easy access to our in-depth training materials via the ExtraNICE portal.

Learn as you go

The best way to learn is to do, so we'll also give you on-the-job training alongside our experts. Our automation practitioners, or those of our partners, will assist you in scoping out the coached project to give you hands-on experience of running an end-to-end automation project.

Join the NICE Automation Community

Once your CoE is up and running, we welcome you to join the growing community of NICE Certified CoEs. Things like software changes, new business needs, new application connectors and more all require ongoing communication with NICE and other industry peers. Joining the community is the ideal way of accessing this support.

About NICE

NICE Ltd (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE Ltd helps organizations in more than 150 countries, including over 80 of the Fortune 100 companies, which are using NICE Ltd solutions.

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So, now you know what it takes to implement RPA. And with automation from NICE and NEVA, you can empower your employees to be the best – and truly unleash awesome.

[Find out more about NICE and NEVA >](#)