Robotic Process Automation

Lessons learned

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Digital Telecoms

we advise, build and operate solutions for telecommunications service providers, building next generation OSS systems and using AI / ML

Cloud Networking

Using the power of cloud-based approaches to build and manage network and IT infrastructure to better suit enterprise communications needs.

Software Development

We build mobile solutions, e-commerce platforms and application development that helps transform your business.

Intelligent Automation

We use techniques like RPA, process engineering and organisational design to achieve faster, more accurate operational speed and improved customer experience.

What is Robotic Process Automation?

❌ Artificial or machine intelligence is when a computer learns from experience and is able to make decisions on its own

- Robotic process automation can't learn and has no intelligence

❌ Robotics has different applications where physical robots interact with people

- Robotic process automation is a virtual software robot, meaning it runs on a computer

✔️ The most important word in RPA is process, it's the automation of processes that people do on their computers.

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Processes which are a good fit for RPA

It Must be highly manual, repetitive and high – volume process.

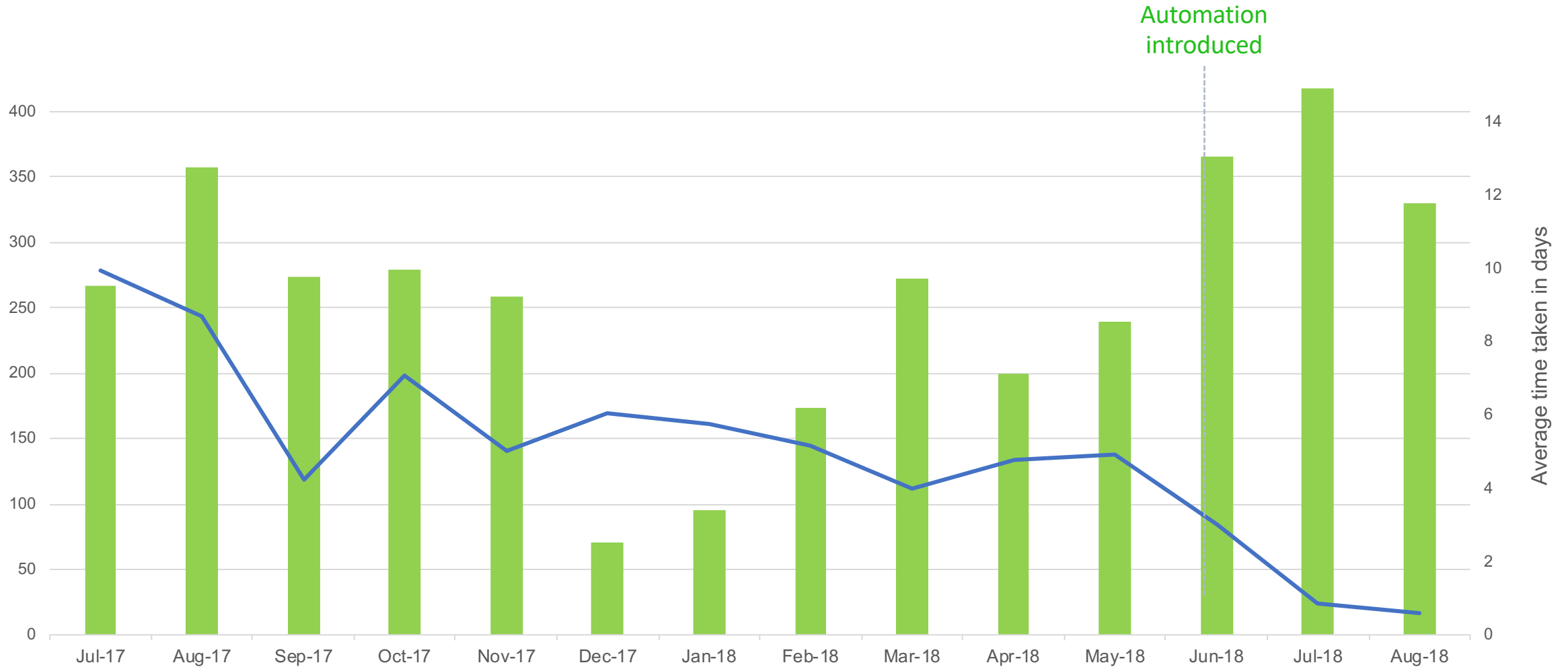It must be a rule-based process

Must have low exception rate (low variation between processes)

Inputs must be electronic or machine readable

The processes and their applications must be stable

The processes are already being formed by large teams

Impact of automation

Automation introduced

Average time taken in days

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Lessons learned

1. The bot is a team member

2. Involve entire team in automation

3. Integrated approach

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Thank you.

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