



What is RPA?

Robotic Process Automation (RPA), is the use of technology to automate a process or task that has a logical flow and does not require prior working experience/knowledge to complete.

It is a non-invasive automation tool that can automate processes quickly with low technology requirements. Providing the right process or task is chosen, quick payback periods can be achieved. (ROI: "30-200%" McKinsey March 2017)

RPA is best applied to processes which are:

- Repetitive such as Data Entry, Journal Processing;
- Where data inputs are well formed, preferably not handwritten;
- The decision matrix is clear and cannot be misinterpreted;
- Labour Intensive (Value for Money); and
- In areas where highly paid resources are conducting low value add tasks/processes.

Client Scenario

Client is one of Australasia's Leading Early Childhood Learning Providers.

Client Challenge

Process Overview

The process relates to the Identification of terminated employees and the subsequent completion and distribution of the Separation Certificate and Final Payment Advice to former employees.

Business Problem

Early Childhood Learning is synonymous with high staff turnover rates and with over 16,000 staff members at any one time, required a significant utilisation of resources to execute this process.

RPA Solution

Robot performs the following:

- Identifies terminated employee number.
- Logs into ERP (HR) and retrieves employee data.
- Downloads and completes the Separation Certificate form from Centrelink website.
- Saves the completed Separation Certificate form to a secure shared drive.
- Executes a number of commands within ERP (HR) to generate the Final Payment Advice.
- Saves document down to the secure shared drive.
- Emails a copy of both completed documents to the former employee.

Potential Business Value

- Significant cost saving with payback within several months of productionising the robot;
- Created resource capacity;
- Improvements to the reliability and robustness of the process;
- High degree of accuracy and works 24/7;
- Improved employee satisfaction from removing a repetitive and painful process; and
- Robotic platforms are secure, audited and managed.

Contact Us

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