



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 Top Universities and Tertiary Education Providers.

Client Challenge

Process Overview

The process relates to the transfer of grant and contract data between two systems, RIMS (Legacy System still in use) and Grants (Strategic Grants Management System - Peoplesoft).

Data in this case is financial records relating to the payment of grants from various sponsors.

Business Problem

RIMS a legacy system which is still in use, does not integrate with Grants. The process of data transfer is extremely manually and a tedious – utilising resources capacity and had a high probability of human error and rework.

RPA Solution

- Robot receives an email containing a contract number and checks to see if the record has been created in Grants.
- The robot then goes to RIMS and scrapes all the data.
- It then goes to PeopleSoft and goes through the contract creation process and enters all the data before saving it.
- Short records can take 5-10 minutes, whilst a longer, multi-sponsor, multiyear contract could take up to half an hour.
- The bot runs on a server by itself, and polls the email inbox once an hour, then sorts the email depending on the result of the process.

Potential Business Value

- Significant cost saving with payback within several months of productionising the robot;
- Significant improvements in operational productivity and meeting Customer Service Levels;
- 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.

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