



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

Modification to staff rosters (hours worked) within ERP (HR).

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

- Staff member will log a ticket to amend their roster within HelpMaster Desktop system.
- Robot will pick up these requests and capture all the relevant changes.
- Robot will locate the relevant staff member in ERP (HR) and make the relevant changes to their logged hours.
- Robot will then close the ticket in HelpMaster and enters text within the status field describing the change that has occurred to the staff members roster.
- Robot will also send a summary of the changes to the process owner summarising changes that have occurred during the last scheduled run.

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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