



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

Reconciliation of the Travel Management AMEX charges and process journals.

Business Problem

Average spend on travel is \$250,000 per month. Current process is inherently manual, time consuming and inconsistently executed. There are concerns with the final output, namely reflecting the correct travel cost allocation.

RPA Solution

- Robot downloads statement from AMEX portal.
- Data is loaded into BlackBird (BPM Platform Solution) whereby staff can validate, approve, dispute transactions or mark for further investigation.
- Robot will then pick up the Approved cost items and prepares journals, including a monthly accruals journal.
- Robot will load the journals in ERP to be posted.
- Robot also produces weekly reporting for stakeholders highlighting spending patterns and error/invalid transactions.

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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