BOT
NIRVANA

DIGITAL AUTOMATION CLUB

Building a□Business Case & □Real-World Use cases

Quick Check-in!

1

Smile, Lets take a picture

2

Quick Energy Check (Digital Wall)

3

Starting Video Recording...

Sessions

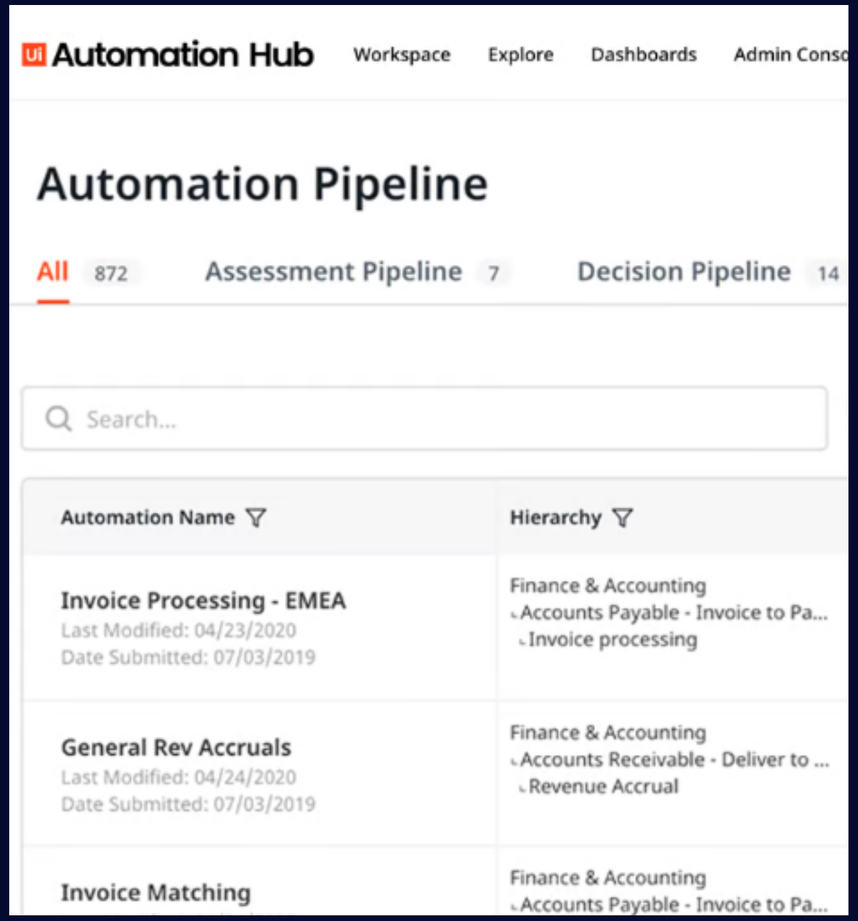
- MAY 19 — □Introduction to the Club & □ Digital Automation Terms
- MAY 26 — □Emerging Trends & □ Current Technology, Tools
- JUNE 02 — Building a□Business Case & □Real-World Use cases
- JUNE 09 — □Center of Excellence (CoE) & □□Best Practices
- JUNE 16 — □Process Mining and □Intelligent document processing
- JUNE 23 — □Automation Operations & ⚠ Other topics

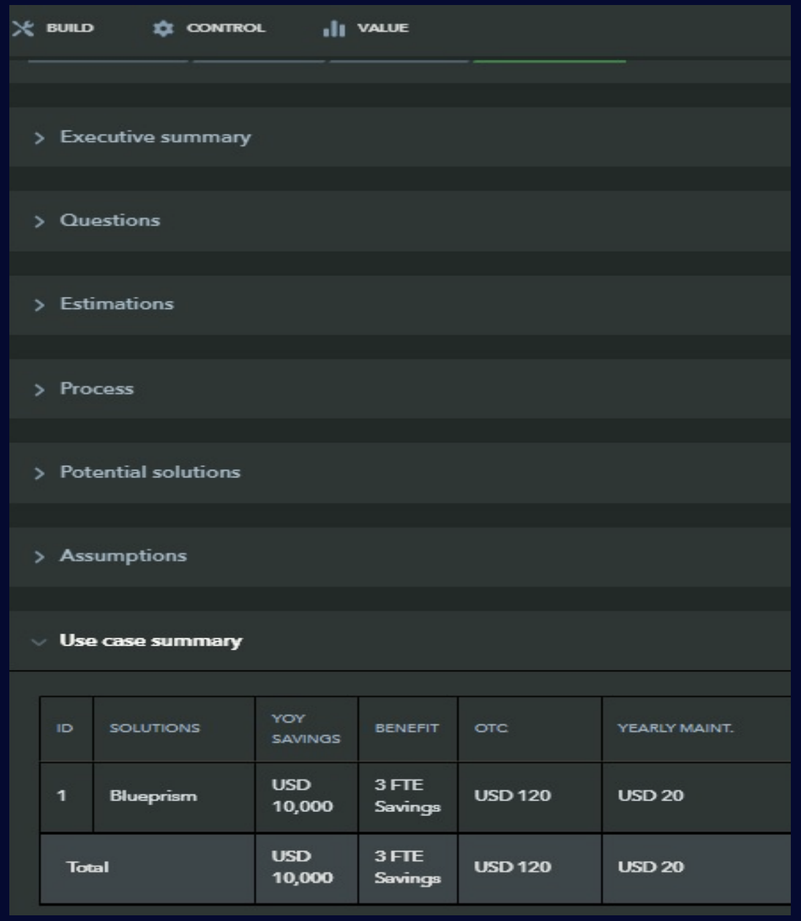
Agenda

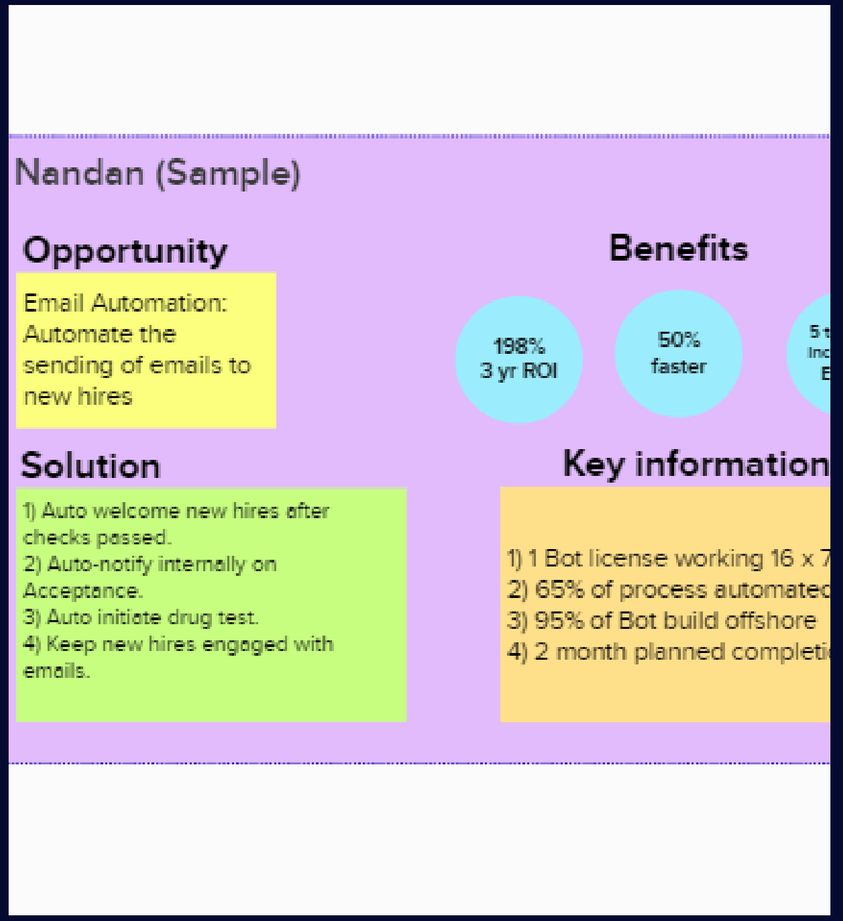
- □BUILDING A BUSINESS CASE
  - STEPS TO A BUSINESS CASE (30 MIN)
  - MAKE YOUR BUSINESS CASE (10 MIN)
  - BREAKOUT - GIVE AND RECEIVE FEEDBACK (10 MIN)
- □REAL-WORLD USE CASES
  - DEMO: USE CASES DIRECTORY (5 MIN)
  - GROUP THINK: REAL-WORLD USE CASES (10 MIN)
- □LOOKING AHEAD: □COE & □□BEST PRACTICES

□Steps To A Business Case

Options: Making Your Business Case







Digital Automation

7-Step Process

1

Business Objectives

2

Experience Mapping

3

Assessment

4

Analysis

5

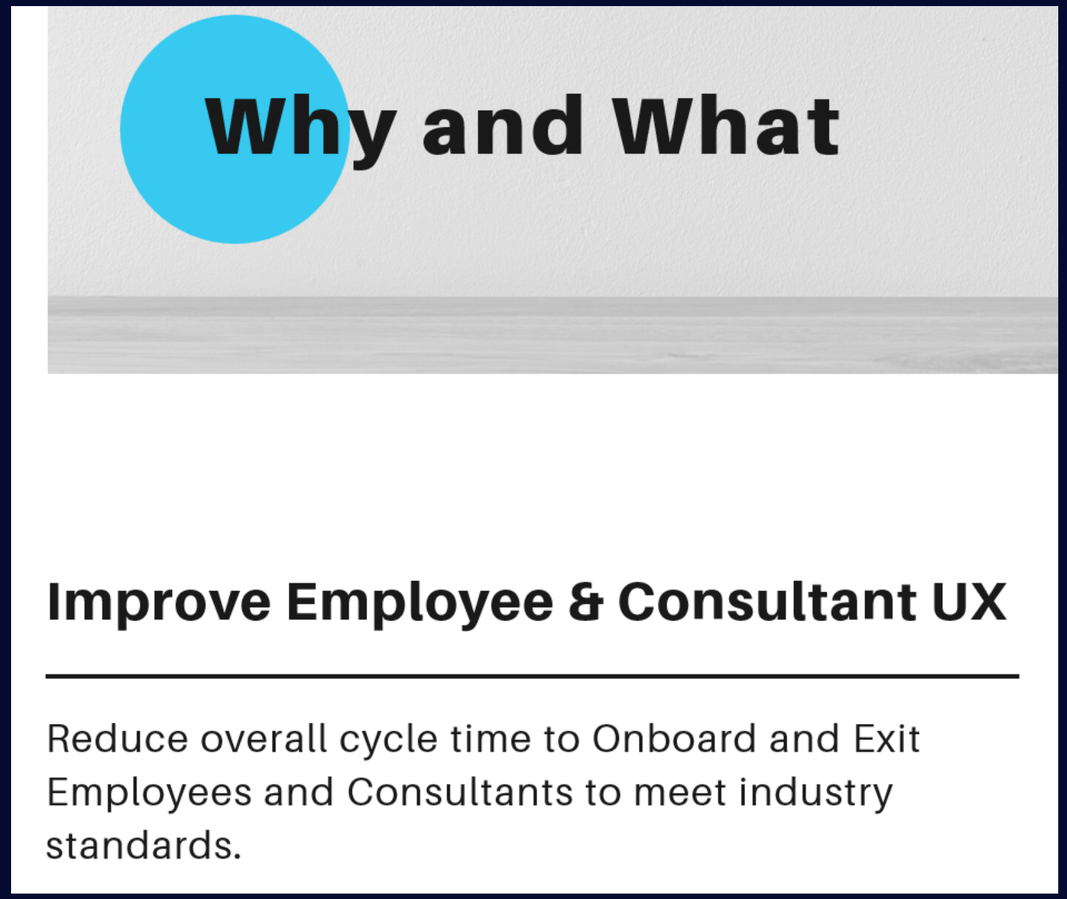
Business Case

6 & 7

Implement & Monitor

Identify Business Objectives

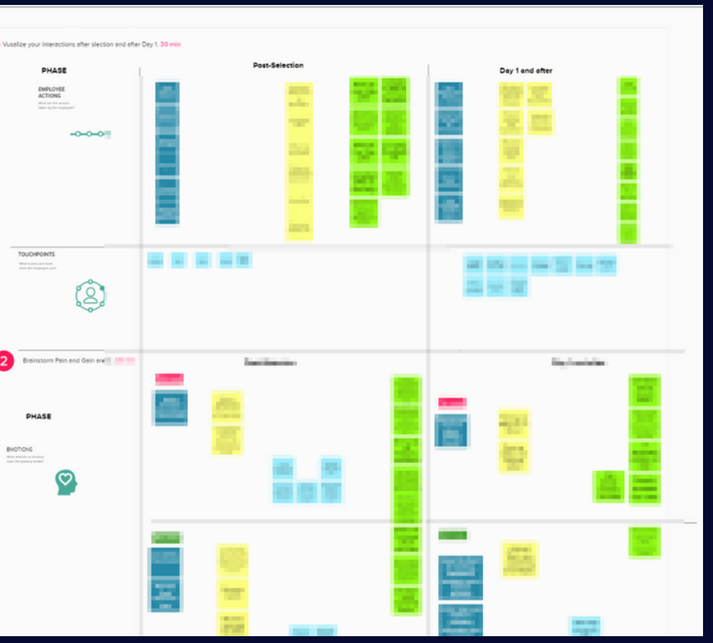
Start with Business objectives and/or outcomes.

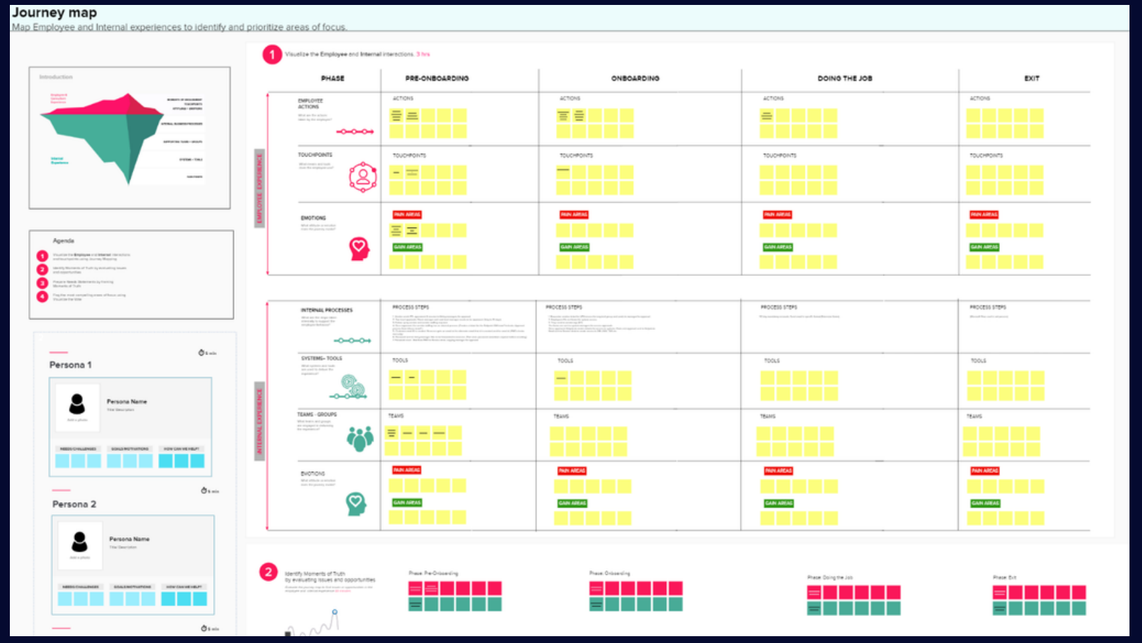


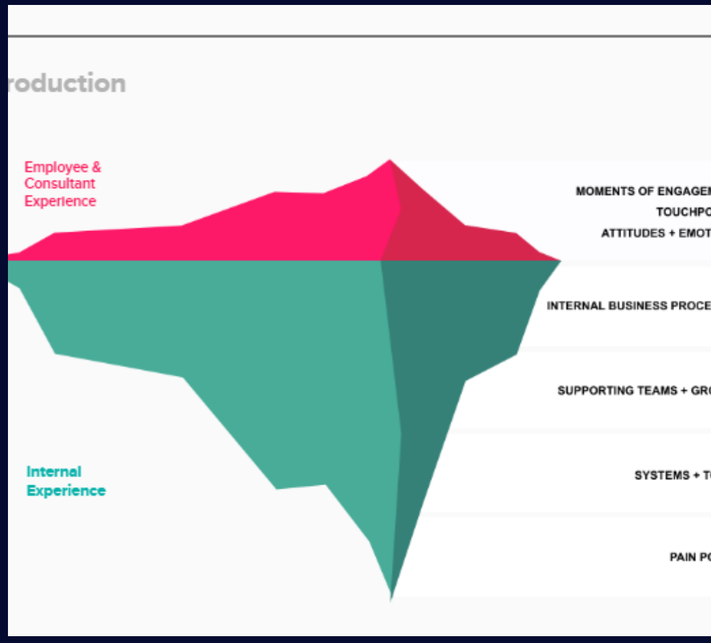
Think of business problem you have

Experience Mapping

Bottom-up Identification of Processes and Pain areas







Identify People involved, Processes and pain areas

Assessment

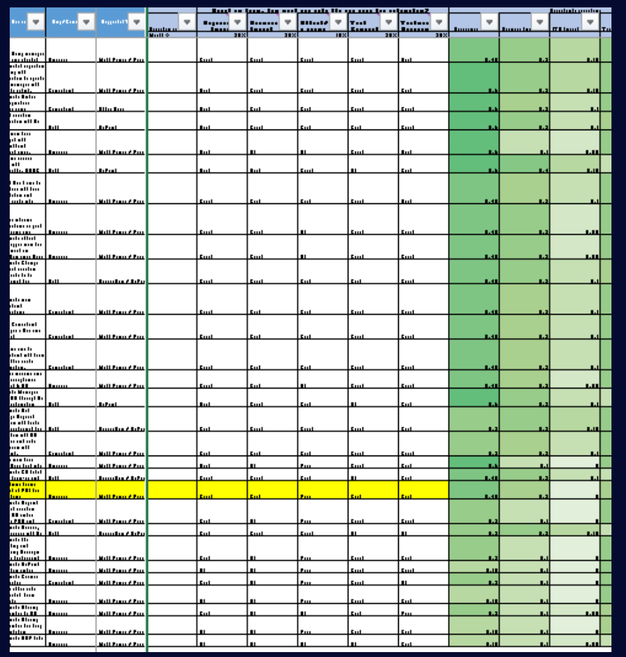
Remove	• Look for opportunities to eliminate process steps or entire processes from a flow. • Removing unnecessary checking and keying. • Reduce complexity.
Optimise	• Alter the flow of the process to improve efficiency, accuracy and customer outcomes. • Consolidate tasks and process steps. • Removing handoffs and non value added time.
Standardise	• Eliminate waste caused by variation in how the same processes is fulfilled by different people. • Create clear work guides. • Ensure the optimised flow becomes the new normal.
Automate	• Explore low-code automations such as RPA & Business Process Management (BPM) Workflow tools. • Identify opportunities to integrate data sources and workflows within core systems.

“

Nothing is less productive than to make more efficient what should not be done at all

Peter Drucker

ID	Opportunity Name	Use case	Rating (1 to 10)
12	Email creation	Automate email creation	8.75
19	[illegible]	[illegible]	8
28	[illegible]	[illegible]	7.75
22	[illegible]	[illegible]	7.5
15	[illegible]	[illegible]	7.5
9	[illegible]	[illegible]	7.25
16	[illegible]	[illegible]	7.25
20	[illegible]	[illegible]	7.25
5	[illegible]	[illegible]	7
8	[illegible]	[illegible]	7
13	[illegible]	[illegible]	6.75
25	[illegible]	[illegible]	6.75
26	[illegible]	[illegible]	6.75
27	[illegible]	[illegible]	6.75
4	[illegible]	[illegible]	6.5
17	[illegible]	[illegible]	6.5
21	[illegible]	[illegible]	6.25
29	[illegible]	[illegible]	6
6	[illegible]	[illegible]	6
14	[illegible]	[illegible]	5.75
30	[illegible]	[illegible]	5.25



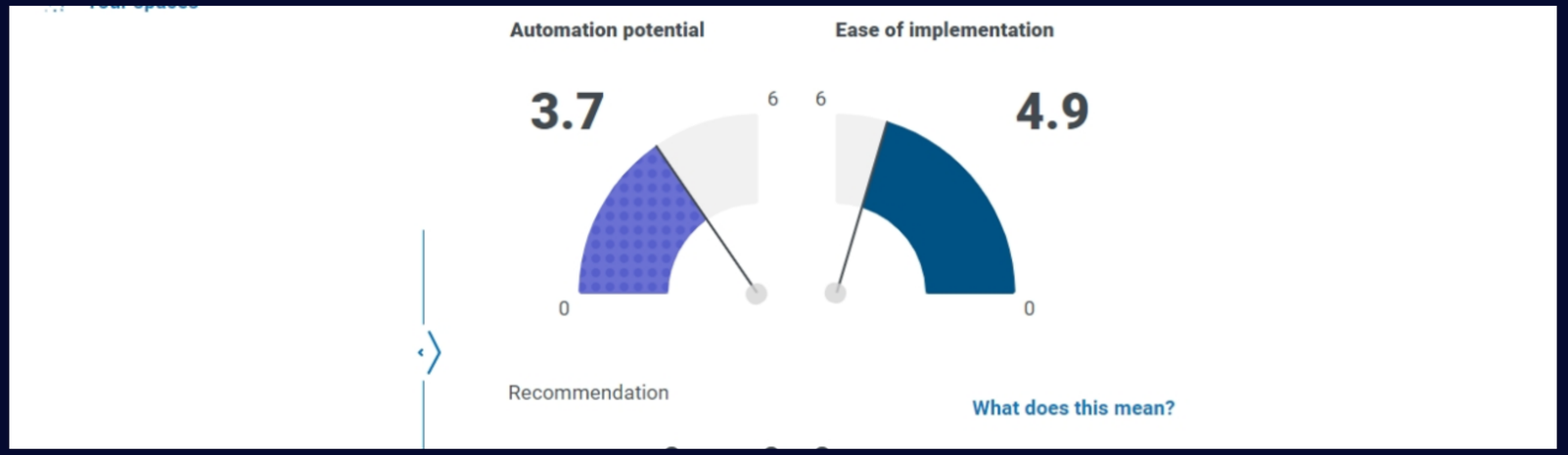
Assessment

A Heatmap of opportunities

Which process can you best automate? (Use case)

Analysis

Confirm Automation Feasibility, Suitability and Ease of implementation.



UiPath™				AUTOMATION POTENTIAL											
				FEASIBILITY						SUITABILITY					
				PROCESS STABILITY		APPLICATIONS STABILITY		FEASIBILITY	FEASIBILITY SCORE	PROCESS VOLUMETRY				ERRORS	
Macro Process	Process Name	Sub-Process	Activity	How will your process change in the next **6 months?**	Score	How will your process change in the next **6 months?**	Score			What is the **frequency** of the process?	What is the **volume of transactions/frequencies** (number of times the process is ran/selected frequency)?	What is the **average time it takes for the process to be ran once** (average handling time/transaction)? **(in minutes)**	Equivalent FTEs	What is the average number of **human errors**?	How wou
Source to Pay	Invoice to Payment	Invoice Processing		Some change	0.4	Medium Change	0.8	Feasible	0.6	Daily	960	5	10	10%	Regular (weeks in capacity
								Feasible							
								Feasible							
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								Feasible							

Resources:

- portal.blueprism.com
- academy.uipath.com (RPA Business Analyst Foundation)

Feasible & Easy? Transactions/month, AHT

Business case

Benefit Analysis

Benefit summary

- Number of working days per year
  260 days
- Time taken to perform task
  05:00:00
- Process frequency
  Fortnightly
- Process volume
  2 times a fortnight
- Number of working hours per day
  8 hours
- Average FTE cost
  60000.00

Use Case ID.	Use Case (Activity)	Avg. Transactions / month	Avg Handle Time (AHT) / Txn (minutes)	Effort (FTE)	Estimated Automation (%)	Savings (FTE)	Bot build Effort Onsite (hours)	Bot build Effort Offshore (hours)
1	Email automation	1000	8	0.83	65%	0.5	40.0	640.0
						0.5	40	640

Automation costs			
# of Bot licenses	1		
Ongoing Costs	Per unit	Total Costs	
License Costs per year	$ 6,500	$ 6,500	
Third-party integration license cost	$ -	$ -	
Infrastructure/ Hosting costs per year	$ 2,000	$ 2,000	
Maintenance costs per year	$ 1,000	$ 1,000	
	Total Yearly Costs	**$ 9,500**	
One-Time Costs	Per unit	Total Costs	
Impl. Cost Onsite per hour	$ 90	$ 3,600	
Impl. Cost Offshore per hour	$ 30	$ 19,200	
Management costs per hour	$ 50	$ 3,200	
Team training	$ -	$ -	
Infrastructure setup	$ 3,000	$ 3,000	
Third-party integrations setup	$ -	$ -	
	Total One time Costs	**$ 29,000**	
Savings			
# of FTE	0.5		
FTE Cost per hour	$ 55		
Savings per year	**$ 57,200.00**		
ROI Calc	3	Years	
Savings for period	**$ 171,600**		
Costs for period	**$ 57,500**		
ROI	**198%**		

Potential hours savings
208

Potential capital savings
$6,000.00

Process analyst
Nandan Mullakara

Process owner
Finance

Created date
5/29/2022

Status
Assessed

Space
My space

Assessment group
My group

Process ID
1

Opportunity Type
Analysis

Business function
Finance

Primary reason for automating
Productivity

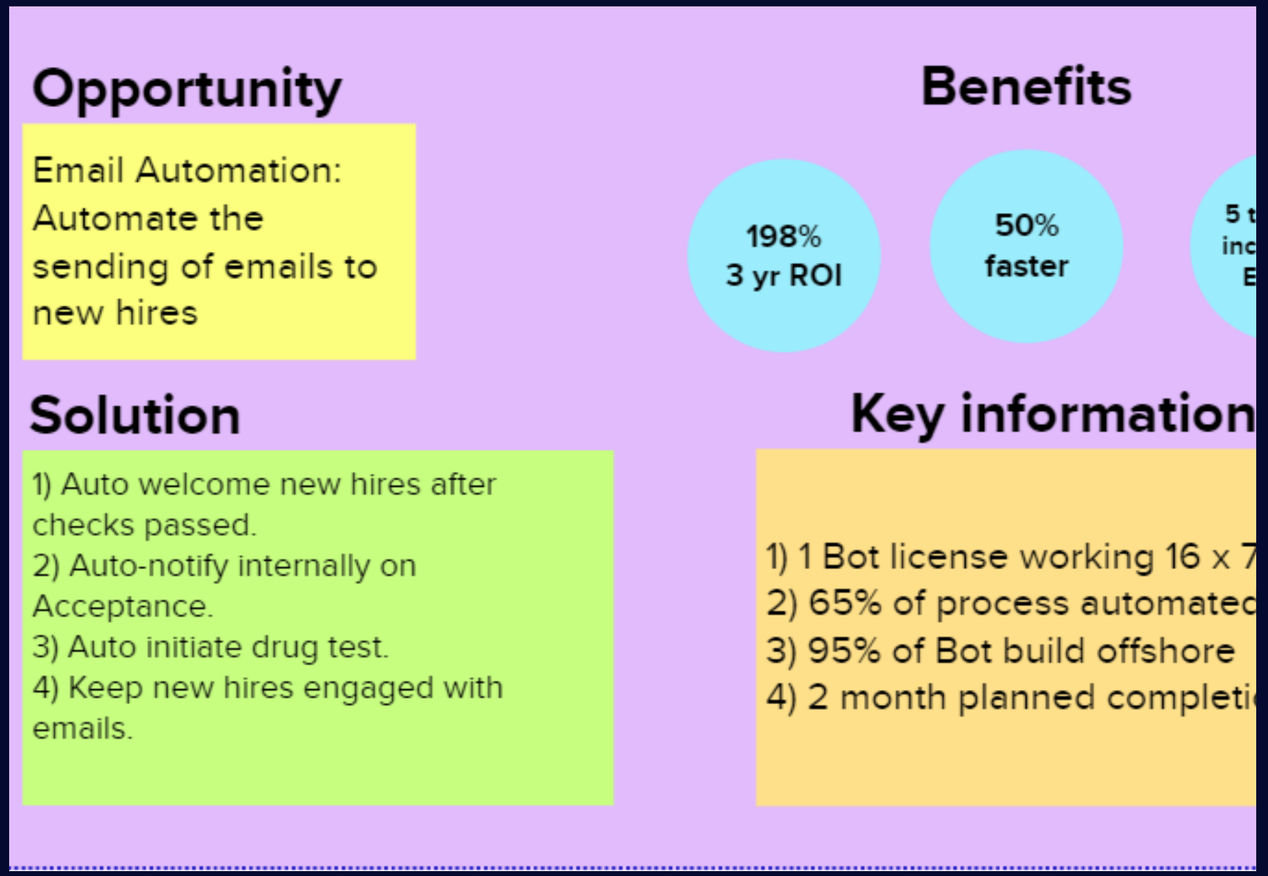
FTE Cost, Bot Licenses & build effort

Brainwriting

On the Digital wall (Mural)

- CREATE YOUR BUSINESS CASE

Use Template Or Be Creative!



Breakout

10 mins

Greet & receive feedback on your thoughts on Automation.

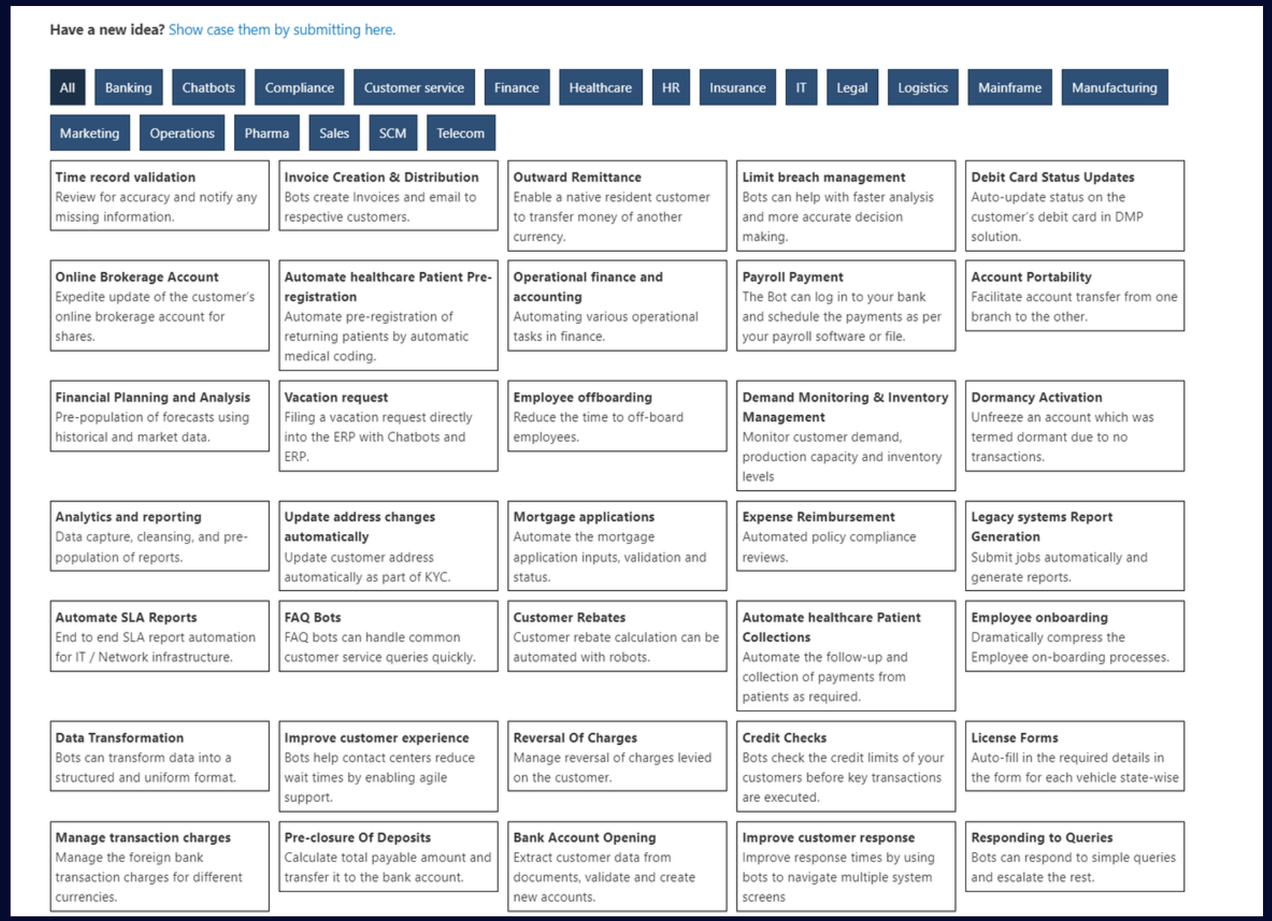
Best Business Case!

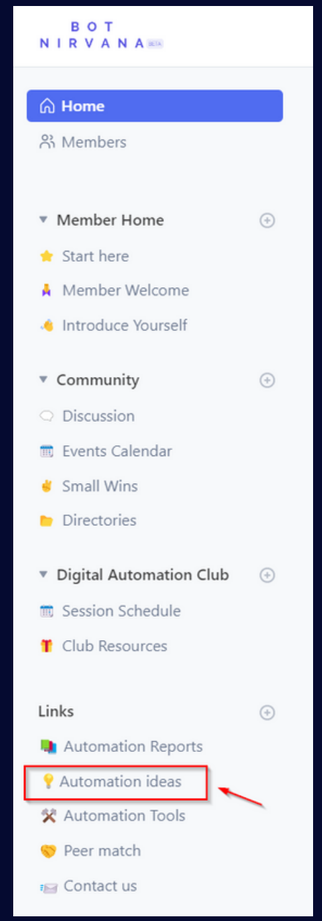
What's your top business case?

□Real World Use Cases

Use Cases

Automation ideas for you filtered by categories!





Group Think

Let's discuss some real-world use cases!

□Looking Ahead

Let's vote!

Cast your votes on the Digital wall

What worked from this session?

Looking Ahead

Add your inputs to the Digital wall

What can we do together that is useful to you and everyone?

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Thank You
QUESTIONS & THOUGHTS