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Hello!
What can I help you with?

RED

Workflow & Automation | Article

Robotic Process Automation Is Changing the Future of Work

The future of work looks bright as emerging technologies such as Robotic Process Automation (RPA) empower businesses to simplify complex workloads quicker and easier than ever before.

RPA enables organisations to automate repetitive and time-consuming manual processes, helping to improve accuracy and consistency as well as reduce cost.

As businesses continue to look for ways to optimise their operation, RPA is poised to become a key enabler.

> Gartner survey reveals 80% of executives think automation can be applied to any business decision.
> **Gartner**, **2022**

How Does a Robotic Process Automation Tool Work?

In today's business environment, Robotic Process Automation (RPA) tools are making a significant impact in organisations seeking to transform their business processes. But how exactly does this automation work, and how does it benefit you?

RPA uses software robots, or "bots," to automate traditionally repetitive, manual, and labour-intensive tasks, freeing employees to focus on more value-added activities. These bots can be programmed to do various tasks, from data entry to customer service.

Assuming that the application systems and business processes are already in place, RPA bots are deployed to and run on a computer to interact with applications in the same way that a human would—work with those applications, performing processes such as launching applications, logging in, and entering data. Since RPA does not require changes to existing business processes and systems, it is considered a non-invasive technology.

> " Over 70% to 80% of rules-based processes can be automated by using RPA tools.
> **AI Multiple, 2022** "
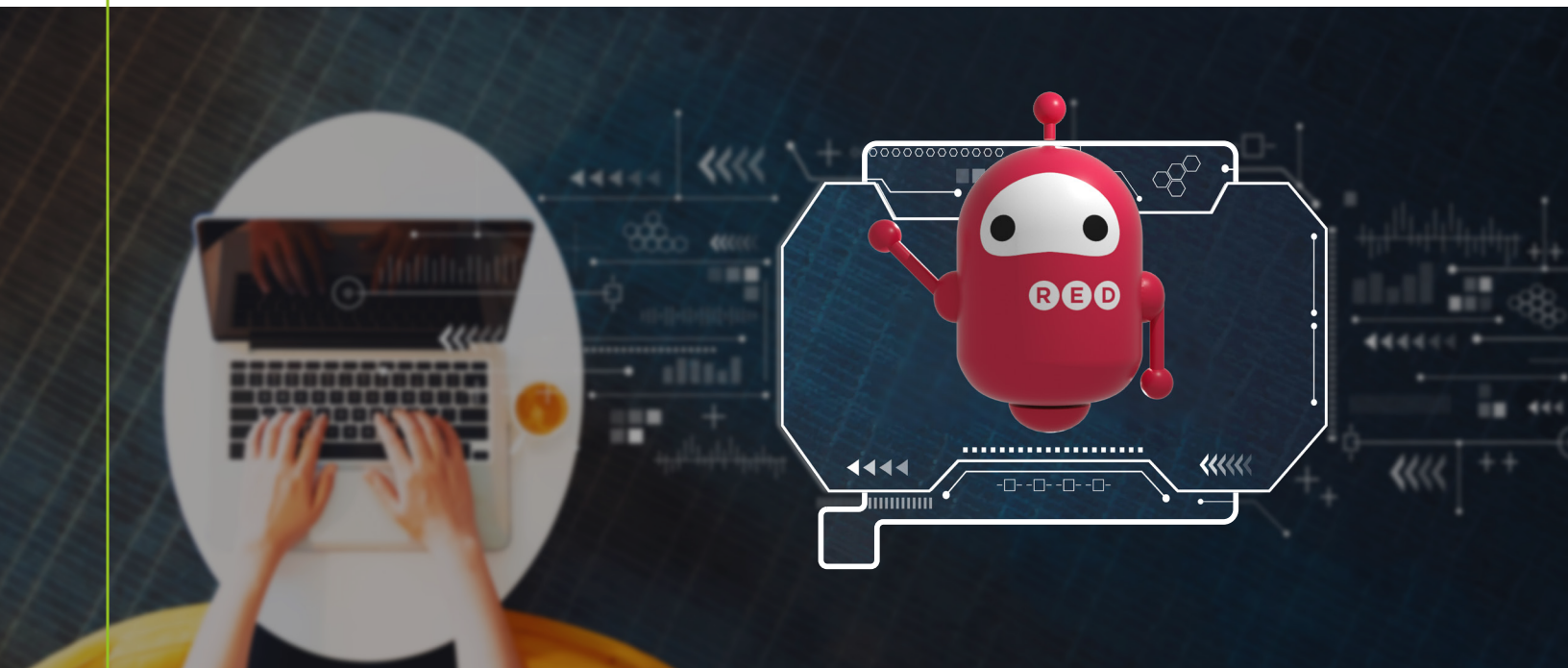
Common Robotic Process Automation Use Cases in Various Industries

Robotic Process Automation (RPA) is making an impact in several industries, including healthcare, manufacturing, and financial services. For example:

- In healthcare, RPA is being used to automate the process of scheduling patient appointments.
- In manufacturing, RPA is being used to automate the process of quality control.
- In financial services, RPA is being used to automate the process of account reconciliation.

RPA is a powerful tool that can help businesses improve efficiency and productivity.

Here are some common use cases:

1

Legacy system integration

RPA can execute automation across legacy environments, such as Customer Relationship Management (CRM), finance systems, and Enterprise Resource Planning (ERP). The bots are capable of importing or entering data from external sources, such as data from paper, which is captured through Optical Character Recognition (OCR), into one or more legacy systems. They can also transfer data from legacy systems to external and local sources, such as spreadsheets, cloud storage, and other systems.

Besides that, RPA can also work in legacy systems to update stored data, create reports based on tasks completed, and send alerts on predefined activities executed. With these functions, RPA ensures that you can continue to use legacy systems as efficiently as possible and keep your workflow running smoothly.

2

Email inbox management

When the primary method of delegating tasks to remote employees is through email, it is prudent to implement ways to ensure those emails are managed properly. RPA can manage inboxes by sorting emails based on predefined criteria and routing emails to relevant parties based on content, in addition to sending auto-replies where appropriate.

RPA also ensures the visibility of tasks by automatically delegating them to employees through email and creating tasks in CRM. Furthermore, RPA collects data on email queries, creating reports for further analysis which are then sent to relevant stakeholders.
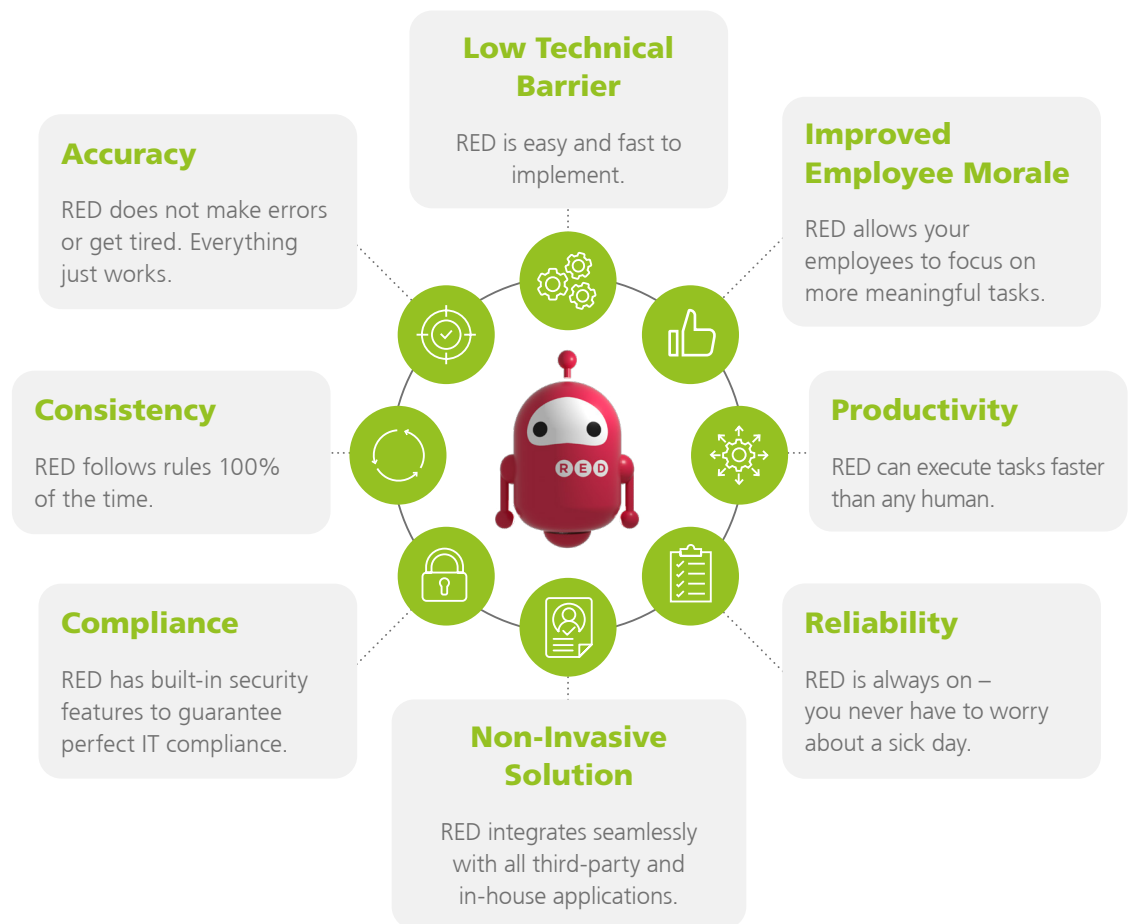
Every organisation can benefit from integrating RPA into its processes. So, how do you get a digital worker that brings all the benefits of RPA to the table—working non-stop at a higher speed, performing without errors, and integrating seamlessly into any legacy system through mouse clicks and keystrokes?

Find out on the next page.

> " RPA can provide cost savings ranging from 20% to 60% of baseline FTE cost. "
> **EY, 2017**

Introducing the Ricoh Electronic Digital Worker (RED)

Low Technical Barrier

RED is easy and fast to implement.

Accuracy

RED does not make errors or get tired. Everything just works.

Improved Employee Morale

RED allows your employees to focus on more meaningful tasks.

Consistency

RED follows rules 100% of the time.

Productivity

RED can execute tasks faster than any human.

Compliance

RED has built-in security features to guarantee perfect IT compliance.

Reliability

RED is always on – you never have to worry about a sick day.

Non-Invasive Solution

RED integrates seamlessly with all third-party and in-house applications.

The Ricoh Electronic Digital Worker (RED) is an RPA tool that makes manual processes simpler, faster, and smoother in your workplace. Using powerful automation tools and leveraging the expertise of Ricoh Professional Services, RED is a powerful addition to any workflow, enabling your employees to focus on high-value tasks and enhance the operational efficiency of your business.

Why Agility Is Key When Implementing RED

The Ricoh Electronic Digital Worker (RED) is fast and easy to use, with intuitive drag-and-drop tools designed to help you visualise and automate processes, even without any prior experience or technical knowledge. The automation process then follows a series of steps and rules to perform repetitive and high-volume tasks faster than a human.

Depending on your needs, RED can be scheduled to run and update overnight or as information is received, replacing the need for time-consuming manual data entry. RED also eliminates the margin of human error, following rules set by you to the letter.

RED is designed to be agile and easy to use, allowing it to be deployed quickly within your organisation. Using a low-code platform, we can build and configure a solution to automate repetitive manual tasks within days. This solution can be easily integrated into your legacy systems, including third-party and in-house applications, ensuring a seamless transition to automation.

Real-World Cases of How RED Delivers Value

Here are some practical, real-world examples of how the Ricoh Electronic Digital Worker (RED) has helped employees save time on repetitive, manual tasks and work on higher-value duties instead:

1

RED at Ricoh

Ricoh uses RPA in a four-phase process that accelerates workflow and increases productivity by handling repetitive tasks on behalf of human employees. For example, RED is used in phase one of the data destruction process, where the bot reads destruction information from the ERP, solution sends the report to relevant staff, and updates downstream systems.

There are other ways where RED is used to save time. For example, the bot is used to read invoice data and enter it into legacy finance systems. By automating data entry functions, the bot saves hours of employee time that would have been spent on manual data entry.

Furthermore, the bot also runs stock reporting from ERP. The bot can run 12 reports in five minutes, whereas an employee would normally have to spend up to two hours completing the task.

Finally, the bot also monitors the "heartbeat" connections of the IT application, ConnectWise, in 15-minute intervals. Whenever the bot detects that the connections are down or not running, it automatically restarts them to ensure that the service remains uninterrupted. Not only does this make certain that connection uptime is maintained, it allows employees to work on other tasks instead of monitoring the application's connections.

2

St. John's Ambulance in Darwin

Paramedics from St. John's Ambulance in Darwin regularly submit case cards that need to be added and processed in the Siren Web system. While part of the information is already in the ERP, the remaining data needs to be entered into Siren Web manually for each case.

With RPA, the process is much faster. Firstly, the bot logs into Siren Web and retrieves newly-submitted case cards. Next, it logs into the ERP system to capture patient records, retrieves any missing information, and records the missing information, such as, insurance details, address, government or pension ID number, and so on in Siren Web.

The bot then enriches the data within Siren Web with patient information. Following that, the bot reviews the description of the incident and decides, by keywords, if it should appropriate the billing to a private insurance company, government department, hospital, or the police, if it is crime related. The process described above is repeated for every case card until none remain. Operators are only involved if an exception pops up, whereupon exceptions are collected and reported to end-users.

> **"** Throughout this process, the bot performs 236 tasks in less than a minute, completing around 120 case cards per day. Where a human would have an average manual processing time of 11 minutes and 25 seconds, costing the company $6.25, the bot only takes one minute and costs the company $1.09. **"**

3

Student registrations and enrolments

Handling student registrations and enrolments is a repetitive and time-consuming process. Administration staff typically must manually re-enter data from physical (paper-based) and digital (email or eForms) formats into their School Management System.

With RPA, student enrolment can be completed almost instantly, significantly reducing task management and freeing time for administrative staff to focus on more valuable tasks. Furthermore, RPA connects to the School Management System and seamlessly creates a digital student record, giving time back to administration staff and increasing operational efficiency.

Ready to Deploy Robotic Process Automation in Your Organisation?

When choosing an RPA solution partner, it's recommended that you pick one that has expertise in providing services that empower your processes and has the track record to back it up.

That's where Ricoh comes in. Throughout our 85-year history, we have been a leading provider of workplace technology, providing customers across approximately 200 countries with solutions dedicated to uplifting organisational capabilities.

With Ricoh and RED, you get an RPA solutions partner ready to meet your organisation's unique needs and take your business to greater heights.

Learn more about how
Ricoh's Workflow & Automation
can help transform and simplify
your business processes for
future readiness.

About RICOH

Ricoh is a leading provider of digital services, process automation, and information management solutions designed to support digital transformation and optimise business performance. Backed by an 85-year history of cultivating knowledge and nurturing organisational capabilities, Ricoh empowers the creation of digital workplaces utilising innovative partners and technologies, providing the expertise and services that enable individuals to work smarter from anywhere.