Automate business tasks with robotic process automation
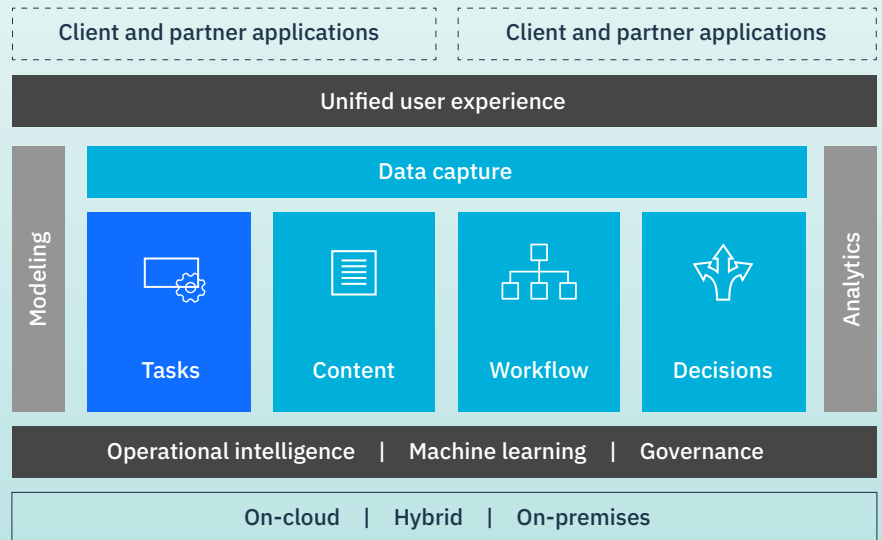
Free employees to focus on higher value work

Your employees perform hundreds, if not thousands, of highly repetitive tasks every day.

With robotic process automation (RPA), you can use bots to quickly and cost-effectively automate routine tasks like dealing with data access and movement within application user interfaces. For instance, bots can perform tasks like logging into one application, moving to a specific screen to copy data and then logging into a second application to paste that data into relevant fields. Finally, the bot logs off both applications to complete the activity. RPA bots can help you to:

- Allow employees to focus on higher value work
- Reduce human errors, while gaining consistency and efficiency by automating repetitive tasks
- Increase operational speed and scalability by using bots to complete tasks within seconds
- Decrease development costs by enabling business users to create bots with limited IT assistance

The IBM Automation Platform for Digital Business

Client and partner applications | Client and partner applications

Unified user experience

Modeling | Data capture | Analytics

Tasks | Content | Workflow | Decisions

Operational intelligence | Machine learning | Governance

On-cloud | Hybrid | On-premises

HELP WITH TASKS
Bots free employees to perform higher level work

Automating selective, operational tasks with RPA means helping your company become more productive by relieving your workforce from repetitive, time-consuming work. The result? You can scale up workloads without scaling up your physical labor requirements.

Automating tasks helps employees work smarter, and allows you to remix who performs specific work within the organization. Now, some tasks can be handled entirely by RPA bots, while others are left to employees—but still benefit from efficient, selective assistance from bots.

AN INNOVATIVE APPROACH
IBM delivers RPA to help build your business

The IBM® Robotic Process Automation with Automation Anywhere solution uses RPA capabilities to create a digital workforce to scale repetitive work paired with IBM business process management capabilities to handle exception processes and to orchestrate bots. Now technical business users with the right training can create bots without needing coding skills. The IBM solution deploys easily alongside new and legacy systems, helping scale enterprise operations.

Automate tasks to scale your business

SUCCESS WITH RPA

50-70%

Cost savings in finance functions by automating high-frequency repeated tasks.[1]

SUCCESS IN BANKING
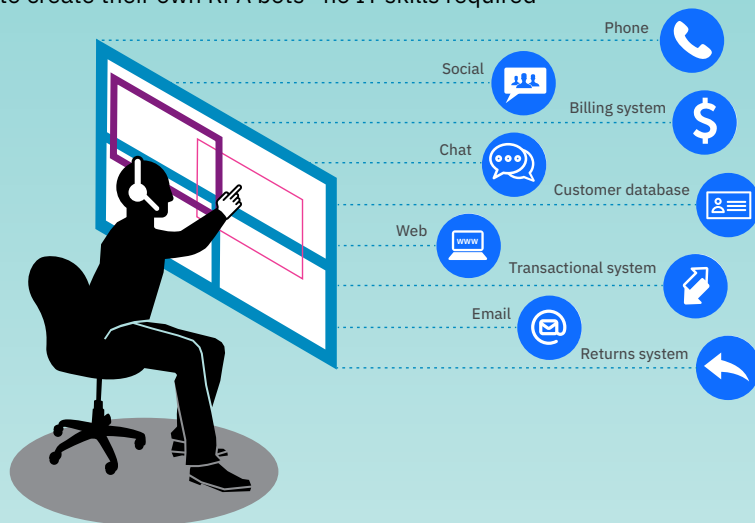### IBM Business Process Management and RPA drive 30% cost savings

A European bank had already automated one of its customer-facing services with a business process management solution, but it needed to further automate other service-related tasks that required human intervention—and that limited the availability of those services to normal business hours. Using RPA to automate repetitive tasks, the bank was able to extend its service hours to meet enhanced customer demand, while achieving a 30 percent cost savings as well as an improved customer experience.[1]

YOUR BENEFITS
Is robotic process automation right for you?

Use task automation if you are looking to:
- Scale your business and reduce operational costs while maintaining current staffing levels
- Increase productivity by reducing the time your employees spend on repetitive, manual tasks
- Provide more consistent and responsive customer service
- Reduce errors in data entry and processing
- Integrate legacy applications and systems without using custom application programming interfaces (APIs) or expensive integration software
- Deploy new automation schemes in hours or days by enabling business users to create their own RPA bots—no IT skills required

Phone
Social
Billing system
Chat
Customer database
Web
Transactional system
Email
Returns system

REAP THE BENEFITS OF AUTOMATION NOW

For many organizations, using RPA for tasks is a common entry point into the world of automated digital labor, often used in the context of supporting a digital workflow or process. The task-related capabilities of the fully integrated IBM Automation Platform for Digital Business range from replicating functions of humans interacting with human interfaces; to recording human interactions with web, desktop andlegacy applications; to playing back the sequence of events in a task for use in reporting, auditing and governance. This and other capabilities of the IBM Automation Platform for Digital Business are designed to help you scale operations and deliver benefits throughout your organization.

Taken as a whole, the platform helps transform your digital operations and put content to work across multiple activities— whether task management, content management, workflow collaboration, data capture or drawing insights for complex decision making. Platform capabilities are seamlessly integrated, allowing you to choose any area of automation as an entry point and then expand into new capabilities to realize the benefits of scalability, productivity and an enhanced customer experience. The IBM Automation Platform for Digital Business provides you significant advantages over point solutions for automation, including a unified user experience for consistency across operations, reusable skills and assets that users can share between platform offerings, and platform services that drive analytics and insight with operational intelligence.

TO LEARN MORE about IBM Robotic Process Automation with Automation Anywhere, visit: ibm.com/cloud/automation-software/rpa

To learn more about the IBM Automation Platform for Digital Business, visit: ibm.biz/automation-platform

1 "Robotic process automation in the Finance function of the future," *Ernst & Young Accountants,* 2016.
2 Based on IBM customer experience.