

RPA + AI = COMPETITIVE EDGE

Robotic Process Automation (RPA) is already transforming entire industries.

But when combined with the latest artificial intelligence (AI) innovations in the cloud, it gives businesses a true competitive edge.



Executive overview

Robotic Process Automation (RPA) has made a big impact on business. When RPA was calculated across four priority areas—productivity and quality improvement, higher-value work, and cost-savings—the results were on average 2.5 times the RPA investment. These bots have made a big impact by increase efficiency, productivity, and profitability across all industries globally.

Today, RPA is no longer limited to predefined tasks and data. AI-based “smart bots” are capable of handling ambiguity and make decisions similar to their human counterparts. And when it comes to deploying smart bots, cloud is becoming the platform of choice. Why? Because of its anywhere, anytime accessibility, ease of use, always-on capability, and lower total cost of ownership (TCO) over on-premises solutions.

This eBook describes what makes smart bots so valuable. Discover the ways the bots can help your business thrive.

250%

average ROI with RPA

63%

of organizations deploying RPA or actively scaling



Anywhere, anytime accessibility

Source: [Now and Next Report 2021](#)

AI meets RPA

Where does RPA intersect with AI?

In the hotbed of emerging AI technologies—where you'll find speech and facial recognition, neural networks, and deep learning, to mention a few—RPA meets AI to enable intelligent automation.

Intelligent Automation (IA) is a combination of Robotic Process Automation (RPA) and artificial intelligence (AI) technologies. Together, they empower rapid, end-to-end business process automation. IA can play an essential role throughout the automation journey, from discovery to optimization, and across the enterprise, for front office, back office—every office.

Combine RPA and AI and you unlock the possibilities, making the goal of automating complex tasks a reality. Smart bots can reason and make decisions. They can learn as they go. With intelligent automation, you can automate any business process. You can quickly and easily navigate legacy systems and organize and process data of all kinds—structured and unstructured—to keep your organization moving forward.

40K

documents processed
with IQ Bot

9

years of work completed
in 2 weeks

\$5M

run rate savings in 2020

Case in point:

Smart bots complete 9 years' worth of work in 2 weeks

One of the nation's largest financial services companies, KeyBank wanted to increase the efficiency of its work processes such as mortgage quality checks.

Partnering with Automation Anywhere, KeyBank developed an workflow for end-to-end processing that uses AI to extract critical data from documents. Now, bots process the quality-check-related documents, saving time and effort—with a low exception rate of only 15%.

[Learn more.](#)

Why RPA needs AI

Despite RPA's achievements and growth, bots can only do what you have trained them to do. Traditionally, their inflexibility and inability to learn has constrained RPA in two ways:

- **Conventional bots can only process structured data.** Data must be clean and presented in standardized and easily recognized formats such as spreadsheets, databases, or application programming interfaces (APIs).
- **Conventional bots have no ability to judge ambiguous situations.** They can handle simple decisions that were given to them via strict rules about specific scenarios. But they struggle when the scenario is more complex.

For example, you can tell a bot that any purchase order (P.O.) over \$100,000 must be routed to the vice president of procurement for approval. But a conventional bot can't determine if that \$100,000 P.O. represents a good use of your company's money. Human judgment is required.

This is why smart bots are needed. And they are finally here.

3 applications of AI

You don't have to be a technology expert to work with intelligent automation. Augmenting RPA with AI technologies makes it possible for bots to work on their own with no or minimal human intervention. They can also team up with humans. AI makes bots smarter in three ways:

1



Make sense
of documents
no matter the format

2



Understand UI to
automate in **virtual**
environments

3



Discover processes
to auto-create bots

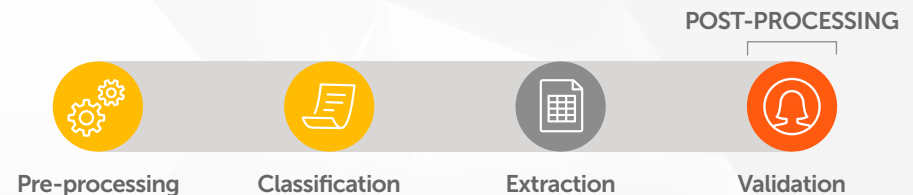
Predesigned, smart bots are readily available via the Automation Anywhere [Bot Store](#).

Smart bots can understand documents

Conventional RPA bots are very efficient at handling data in formats such as a spreadsheet. But businesses deal with information of all types. Take something as simple as processing invoices from customers. Such documents come in all sorts of shapes and styles. Creating a bot for each format would be inefficient, time-consuming, and ultimately pointless.

Smart bots can process documents intelligently regardless of format: invoices, health records, insurance claims, financial documents, and more.

Smart bots with language (spell checker, translation, and sentiment analysis), speech (speech-to-text and speech-recognition capabilities), and even video skills (enabling computer vision and face recognition) take automation a step further. Using some—or all—of these capabilities allows you to automate complex processes and drive business value.



Case in point:

Intelligent Automation helps Patelco improve service, fight fraud, and more

Patelco Credit Union was expanding rapidly and needed to make sure its service levels remained high.

Using intelligent automation, the credit union was able to improve operational efficiency and scale without having to dramatically increase expenditures. Processing time has decreased 88%. Fulfillment has increased 90%.

[Learn more.](#)

90%

faster fulfillment

75%

faster loan payoff
calculation

\$39K

saved annually with
automated Falcon alerts

88%

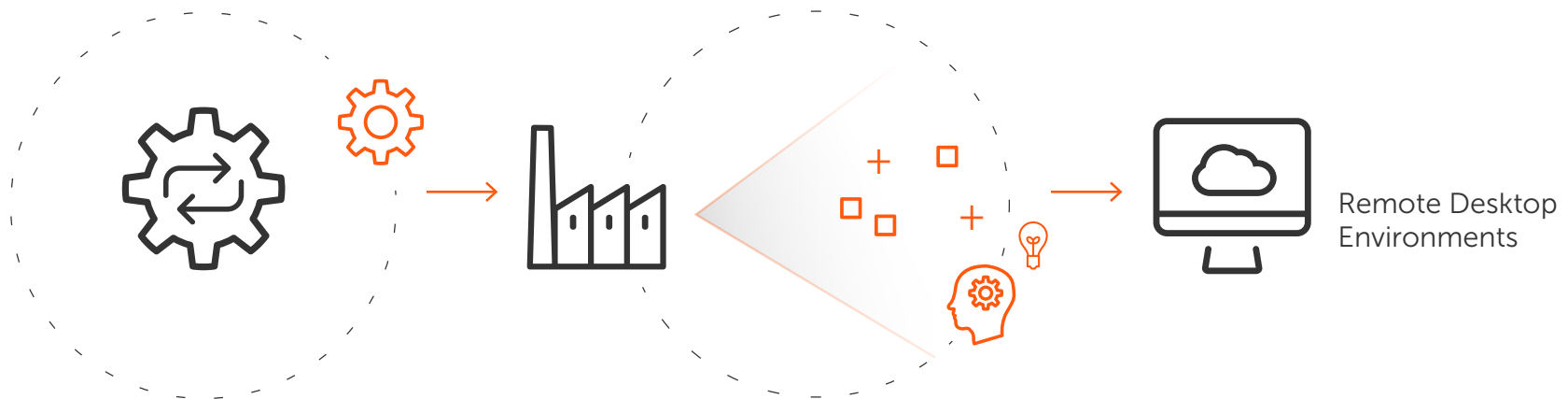
decreased in
processing time

Automate in virtual environments

Most enterprises today deploy virtual machines (VMs) in their IT environments. Automating applications that reside on VMs is challenging because the application is exposed as an image, but it doesn't give bots access to the underlying user interface (UI) objects.

That challenge can be overcome with an intelligent automation solution that offers machine learning (ML) models trained on thousands of images and millions of user interface control examples. The solution can efficiently identify the unique controls and objects in those images, allowing users to automate processes and workflows to reduce the time spent building and automating in virtual machines.

Another challenge is user interfaces. As application UIs become more advanced and change faster than before to accommodate quicker release cycles, automation recorders must quickly and automatically evolve alongside. To keep up, you need an intelligent automation solution that can recognize items in your application regardless of its arrangement, allowing you to identify all objects.



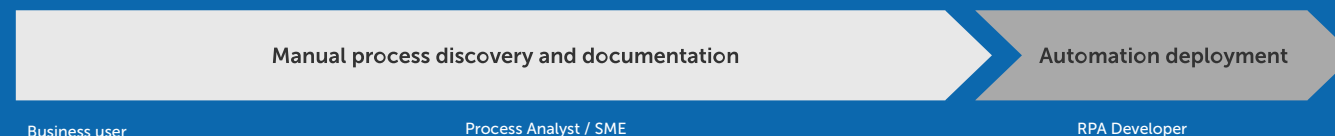
Discover processes to auto-create bots

What does it take to get an automation program moving at full speed? High on the list: You need a quick, easy way to determine the best business processes to automate and a quick, easy way to build the bots to do the job. That's where an intelligent automation solution with built-in AI-driven process discovery can help.

It can exponentially increase the pace and scale of automation by recording user activities, discovering documenting processes, helping to analyze process variances for identifying automation opportunities, and building bots to automate the processes—all those capabilities in a single enterprise platform.

Empower business users to accelerate automation

Manual Process Discovery



AI-driven Automated Process Discovery



Add cloud as infrastructure and analytics to the mix

RPA + AI solutions in the cloud offer many benefits over on-premises solutions. They can provide anywhere, anytime access without compromising security. With the appropriate privileges, your staff can access files and apps and conduct business when and where required.

With no dependency on physical infrastructure, as with on-premises solutions, operations in the cloud are less exposed to outages, for business continuity. Cloud computing also reduces TCO—no need to make capital purchases. And operations can save on maintenance. In addition, a cloud solution can synchronize across an organization, having a big impact on analytics and decision-making.

Most operations have many moving parts, each with a story to tell. Trouble is, in operations with legacy or even RPA reporting systems, one can receive thousands of lines of siloed data about those parts. A cloud solution can deliver real-time, integrated insights, combining information from data silos and time-to-insights, for faster, smarter decisions.

[Learn more about the advantages of cloud.](#)

Case in point: Setting new order creation benchmarks

Horizon Global provides towing, trailering, cargo management, and related accessory products. Manual processing of customer purchase orders created significant administrative burdens.

Horizon Global implemented an intelligent automation solution that has streamlined the customer order creation process end-to-end. As a result, inefficient steps have been eliminated, saving the company 105 hours of processing time a month and increasing data entry accuracy 99%.

[Learn more.](#)

Is intelligent automation right for you?

RPA+AI is already changing the way businesses operate today. It's streamlining, accelerating work. It's freeing up human workers from mundane, repetitive tasks to focus on higher-value projects.

Intelligent automation is being deployed throughout the world

Across enterprises for back-office and front-office functions, including:

- Sales and marketing
- Human resources
- Legal
- Customer service
- Production
- Finance and accounting

Across industries, including:

- Agriculture
- BPO
- Education
- Financial services
- Healthcare
- Insurance
- Life sciences
- Manufacturing
- Telecom
- Public sector

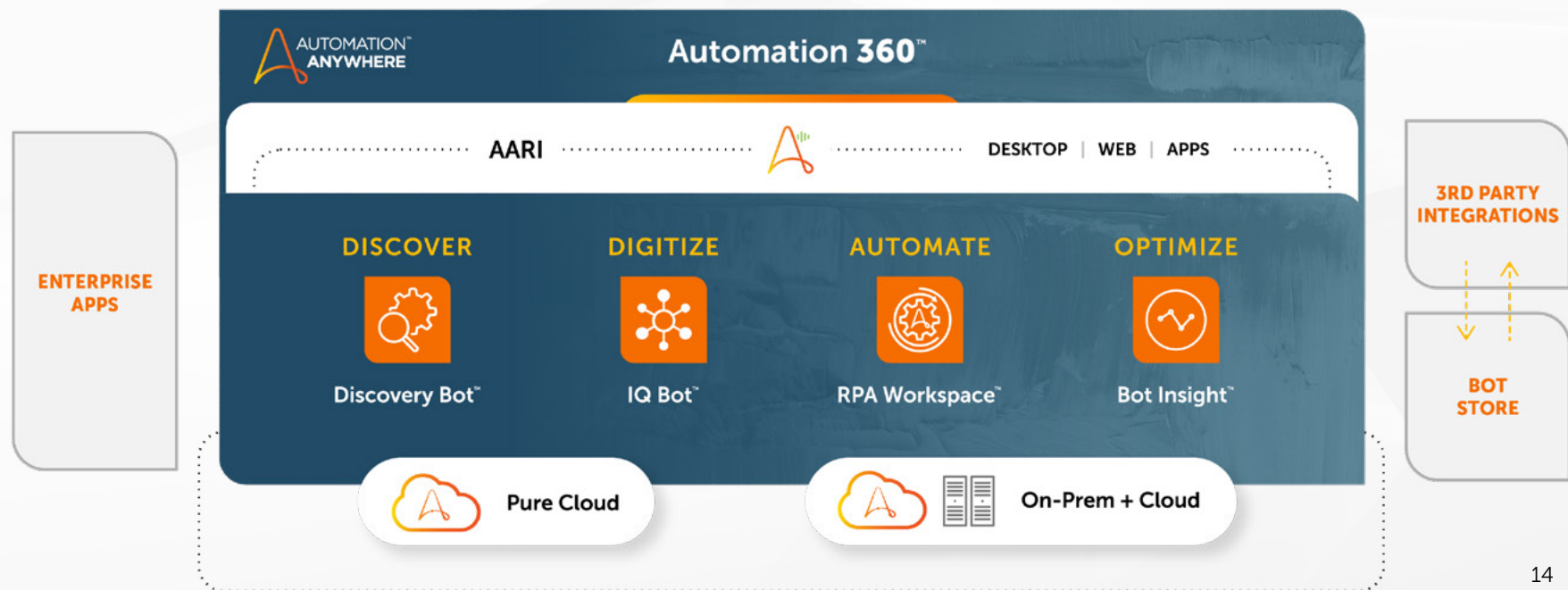
If you still use manual processes, how are they working? Are you losing productive hours? Don't wait until it's too late to leverage intelligent automation.

Automation Anywhere: Your Digital Workforce advantage

Automation Anywhere is the pioneer of the [Digital Workforce](#), offering a solution that integrates RPA, AI capabilities, and analytics to provide you with a complete automation solution.

By closing the current obvious gap in the marketplace, Automation Anywhere provides you with AI-powered automation for even your most business-critical and complex processes.

[Request a demo](#) today to see how smart bots can benefit your business and your people.





About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit www.automationanywhere.com.

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