

# Robotics Process Automation

Presented to  
The CFO Breakfast Forum -  
ICPAK



The better question. The better answer.  
The better the world works.



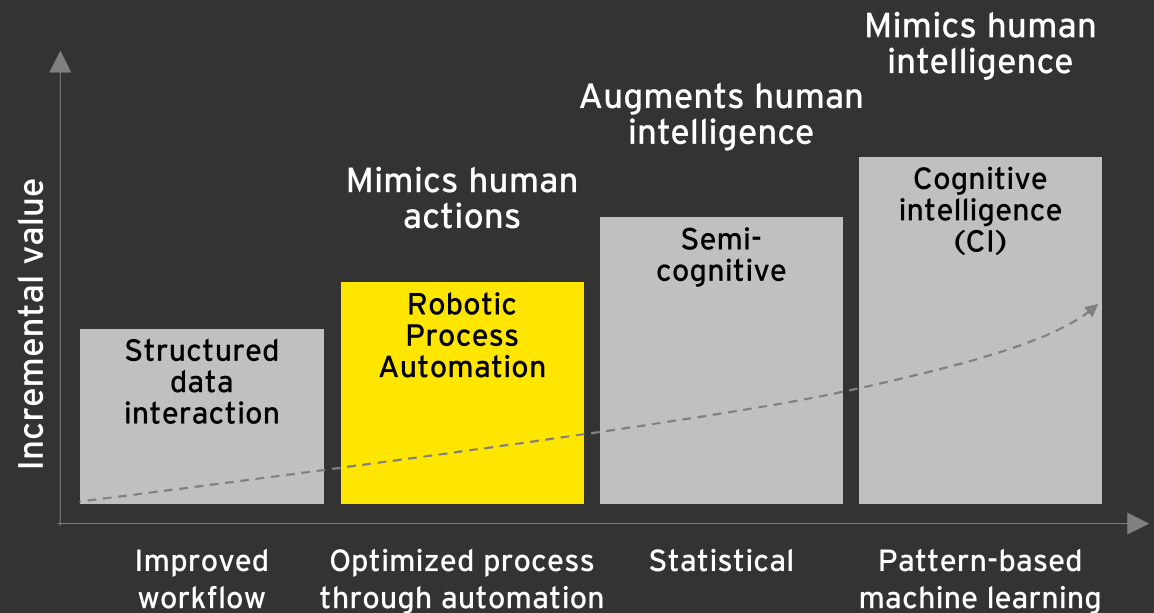
# What is Robotic Process Automation (RPA)?

## Robotic Process Automation (RPA)

RPA is the application of software “robots”, not physical robots, that mimics human action and connects multiple systems through automation without changing the existing IT landscape.

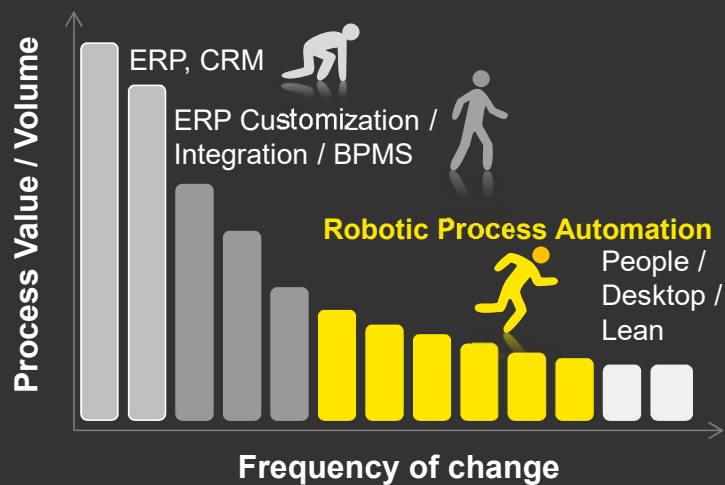
Enables organizations **to automate** existing **high-volume** and complex process steps as if business users were doing the work.

The Robot **captures** and **interprets** data **across systems**, triggers responses and communicates with other systems.



# What processes are best for Robotics?

Process Spectrum



Process Features Suitable for Automation

- ✓ Data intensive
- ✓ Repetitive in nature
- ✓ Rule-driven
- ✓ Electronic trigger to the process
- ✓ Have electronic start Points and endpoints
- ✓ Involve manual calculation
- ✓ High error rates
- ✓ Sensitive content
- ✓ Can be performed out of office hours
- ✓ Complex IT landscape

**Business agility and pace is key to maximizing benefits when working with Software Robotics.**

# The main benefits of Software Robotics

---



## 1. FREE-UP STAFF

To focus on the higher value activities and process exceptions.



## 4 IMPROVES CONSISTENCY

Improved control and traceability of processes and cases.



## 2. EXTREME RELIABILITY

And significant reduction in manual human risks.



## 5. NO CHANGE OF IT REQUIRED

Works with your existing IT landscape and strategic roadmap.



## 3. IMPROVES CUSTOMER SATISFACTION

Thanks to real-time processing and improved reliability.



## 6. ACCELERATE INNOVATION

By freeing up to time to optimize and innovate processes.

# Automation “Hotspots” in Finance

## Financial Planning & Analysis (F,P&A)

- ▶ Automating the pre-population of forecasts using historical and market data
- ▶ Loading pre-populated balances into the planning system
- ▶ Creating variance reports to pre-population and to actuals

## Regulatory reporting

- ▶ Data capture and cleansing to support automated generation of regulatory reports
- ▶ Pre-populating complex annual reporting

## Financial review prep

- ▶ Automating the preparation of management review slide decks by collecting data from multiple finance systems and reports

## Intercompany reconciliation

- ▶ Automated checking and reconciliation of intercompany balances
- ▶ Basic research and reporting for exceptions
- ▶ Creating exception file and email report for finance review and approval

## Account reconciliations

- ▶ Automating download of subaccount balances into preapproved format
- ▶ Upload detailed transaction data from various sub systems
- ▶ Perform data validation and basic research for exceptions
- ▶ Creating balancing journal entries to handle discrepancies

## Accounts Receivable processing

- ▶ Credit approvals & customer master file maintenance
- ▶ Order processing
- ▶ A/R - cash receipts processing & sending late notices via email

## Accounts payable processing

- ▶ Vendor set up and maintenance
- ▶ Automating the workflow processes and approvals
- ▶ Data entry and payments preparation
- ▶ Automating processing of payments and bulk payment files for journal entries to sub system

## Operational finance and accounting

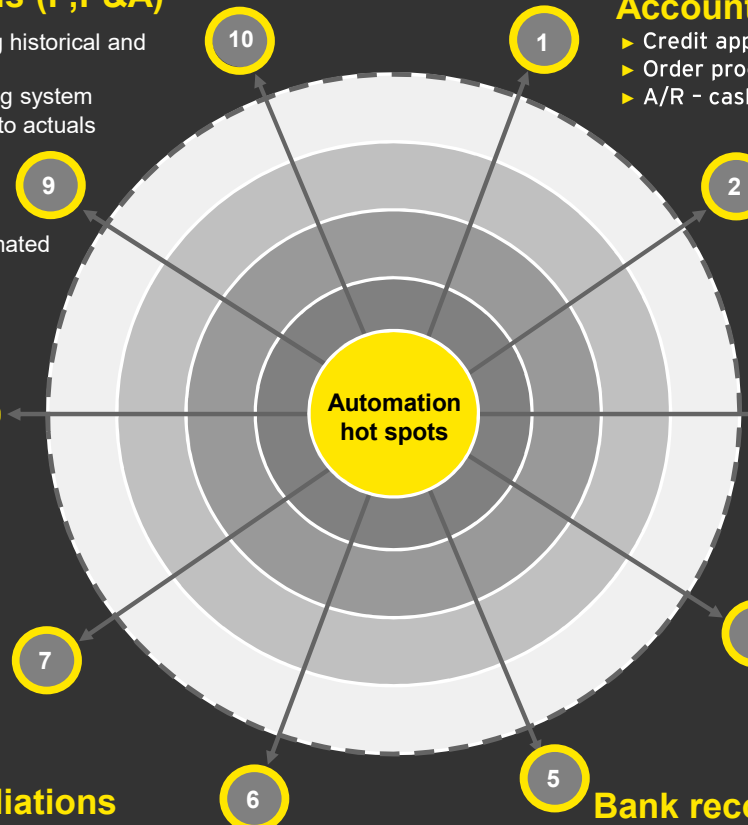
- ▶ Automating pricing reviews based on customer contracts and pre-approved price lists
- ▶ Calculation and processing of rebates
- ▶ Downloading of detailed monthly sales data and calculation of commissions
- ▶ Creating files and emails to gain approvals
- ▶ Posting to detailed sub systems and General Ledger

## Standard Journal entries

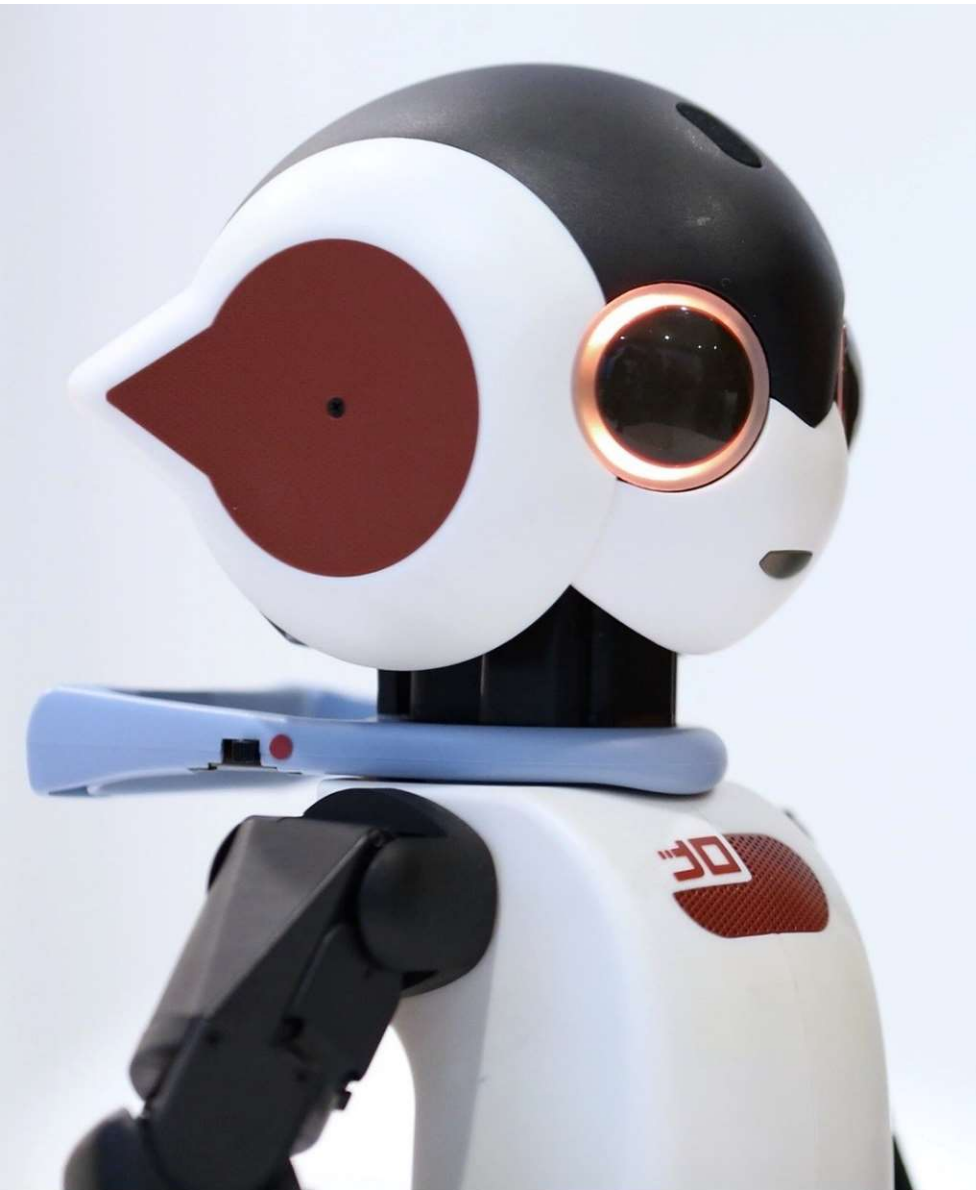
- ▶ Creation of standard monthly journal entries using pre-populated templates provided by different business users
- ▶ Performing validation analytics
- ▶ Posting to ERP

## Bank reconciliations

- ▶ Automating the download of bank statements for individual accounts
- ▶ Creating text files and storing in appropriate folders
- ▶ Reconciliation of balance and transactions to core finance sub systems
- ▶ Creating balancing journal entries to handle discrepancies

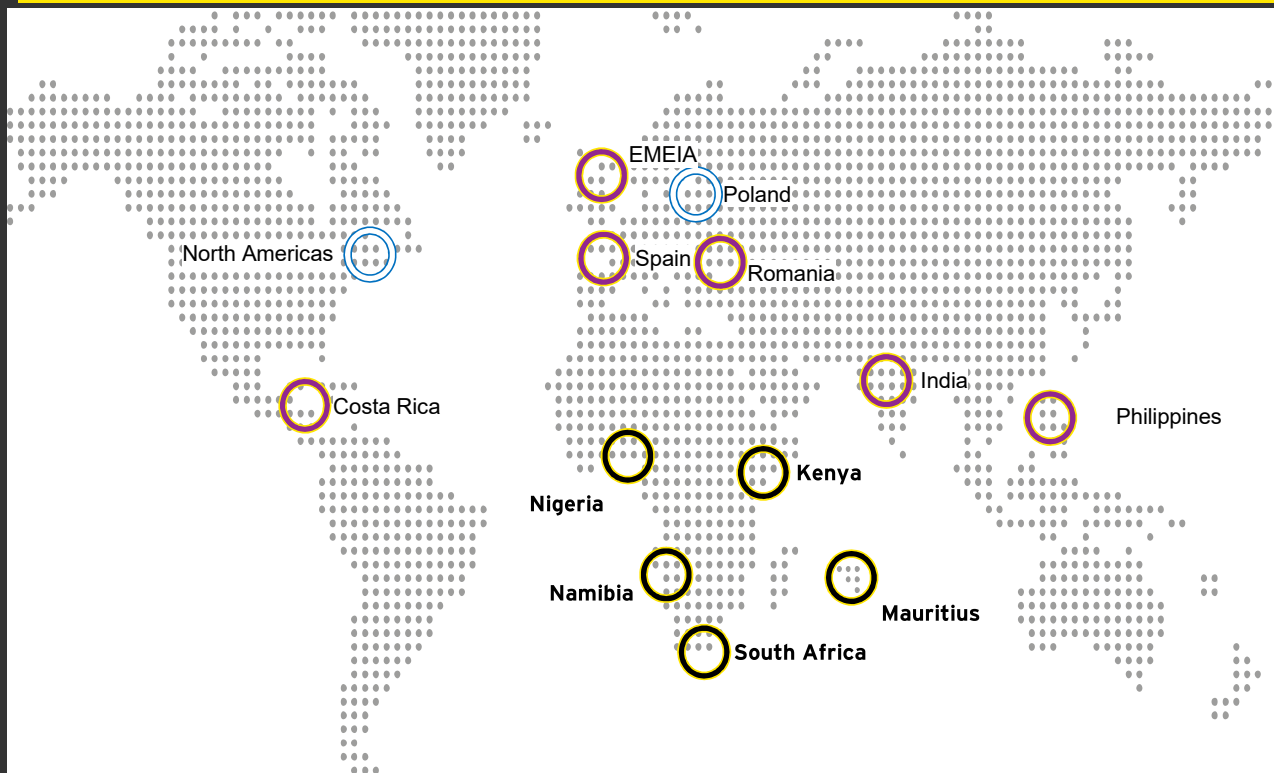


**Finance functions face regular peaks in demand that could be supported through the use of robotic assistants. Automation of a range of core finance activities has the potential to improve quality and allow great focus on analysis.**



# **Our RPA Capability**

## We have 1000+ RPA developers and practitioners serving our clients across the globe



Location	FTE Count
North Americas	242
EMEA CoE	32
Costa Rica CoE	40
Romania CoE	30
Spain CoE	15
India	400
GDS- Automation Central – Philippines	44
GDS- Automation Central – Poland	15
South Africa	33
Namibia	20
West Africa (Nigeria, Ghana)	20
Kenya	5

- ▶ We have robotics teams around the world including South Africa, Namibia, West Africa and Kenya that will work closely with your team
- ▶ EY has more than 1000+ robotics consultants, with experience delivering robotics projects to 300+ projects globally
- ▶ We are independent and tool agnostic and have implementation experience across tools such as Automation Anywhere, Blue Prism, UiPath, and others

## THE FORRESTER WAVE™

Innovation Consulting Services Providers

Q4 2018



## EY Leading in the Innovation Space

- ▶ EY is the only Big Four to offer a global robotics capability with accelerated and consistent delivery across geographies
- ▶ EY can **scale RPA delivery capabilities rapidly** to begin building robots, etc. with the client being overseen by experienced professionals performing QA and guidance
- ▶ EY brings a **unique blend of assets, experience, commitment and partnership** to support Robotics
- ▶ EY's robotics **Centre-of-Excellence** facilitates global alignment in tools, accelerators, frameworks and approach
- ▶ EY's **sector specialized practices** enable us to assess and optimize processes as a part of automation







## We can work with any of the Leading Tools

- ▶ EY's approach and accelerators set us apart from our competition and help deliver using 'Agile' methodologies
- ▶ EY is the only Platinum Certified Blue Prism firm

**blueprism**  
CERTIFIED

Platinum  
Delivery Provider

Gold  
Capability Provider

**UiPath**

**AUTOMATION ANYWHERE**  
Go be great

**EY**

# What are MYTHS and REALITYS when it comes to RPA implementation?

---

**MYTH:** Robotics will fix outdated or inefficient processes

**MYTH:** All processes can be improved with RPA

**MYTH:** Robots will replace the workforce

**REALITY:** Process costs are reduced by 25%-40%

**REALITY:** Significant increase in processing speed

**REALITY:** RPA is a technology overlay, that ties together legacy fragmented systems through automation

**REALITY:** Human workforce increases focus on results, analytics and relationships



# Contact Details

---



**Dorine Nalo**

**Manager – Digital Transformations**

**Mobile: 0726398953**

**Email: [dorine.nalo@ke.ey.com](mailto:dorine.nalo@ke.ey.com)**

**Ernst & Young LLP**