

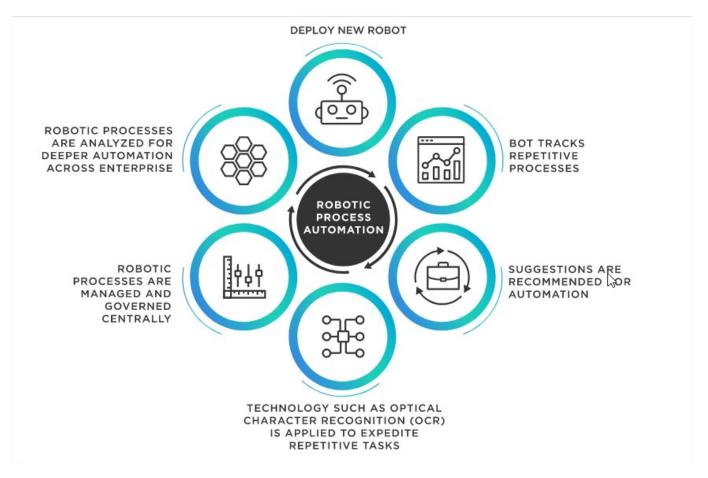
## **Challenges posed by Automation**

#### What is the issue?

Over the past decade, automation has increased across sector and it is imperative to consider multiple approaches in order to vercome the challenges posed by them.

#### What is the significance of automation at present times?

- Automation is the fourth irreversible trend after globalization, digitization and mobility.
- According to a report by McKinsey, around 88% of finance and insurance executives, and 76% of IT executives reported an increased implementation of automation since the pandemic.
- **Robotic Process Automation** RPA is a software technology that is used to build, deploy, and manage software robots that emulate humans actions interacting with digital systems and software.



- **Intelligent automation** IA, also called as cognitive automation is a combination RPA , business process management (BPM) and artificial intelligence (AI) that streamlines and scales decision-making across organizations.
- Intelligent automation is comprised of three cognitive technologies.
  - 1. **Artificial intelligence -** This is the decision engine of IA which uses machine learning and complex algorithms.
  - 2. **Business process management** It automates workflows to provide greater consistency to business processes.
  - 3. **Robotic process automation** It uses software robots, or bots, to complete back-office tasks, such as extracting data or filling out forms.

# **INTELLIGENT AUTOMATION**

Automation of tasks that facilitate an end to end business process leveraging IDP, iBPMs, RPA, ML, as well as, Al.



## What are the benefits of automation?

- 1. Accelerated transformation
- 2. Major cost savings
- 3. Greater resilience
- 4. Higher accuracy
- 5. Improved compliance
- 6. Boosted productivity
- 7. Increased employee satisfaction
- 8. Improve customer experience

## What are the challenges in the automation?

• Selecting the right adoption approach - In a bottoms-up approach,

automation is usually seen as a back-office necessity, restricting its value and benefits to a few departments.

- In a top-down approach, creating a fully automated enterprise is seen as a strategic business enabler that promotes competitive advantage.
- **Employee involvement** Only if large number of employees use automation, it will result in greater return on investment.
- Using low-code and citizen developer concepts Low-code platforms employ visual, drag-and-drop techniques instead of traditional lines of programming.
- However, it might lead to difficulties in enforcing standards and could also cause security issues.

#### How to overcome these challenges?

- Task mining and process mining capabilities of an automation platform can be determined to determine the best way for enterprise automation.
- Business leaders must also deploy multiple integrated automation solutions to benefit the overall business.
- A hybrid approach can be used to determine what to automate in which a feedback loop is created that amplifies use cases and drives adoption.
- It is imperative to have a mechanism to regulate citizen developer concepts and to ensure alignment with the organizational strategy.

## Reference

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- 3. https://www.uipath.com/rpa/robotic-process-automation

