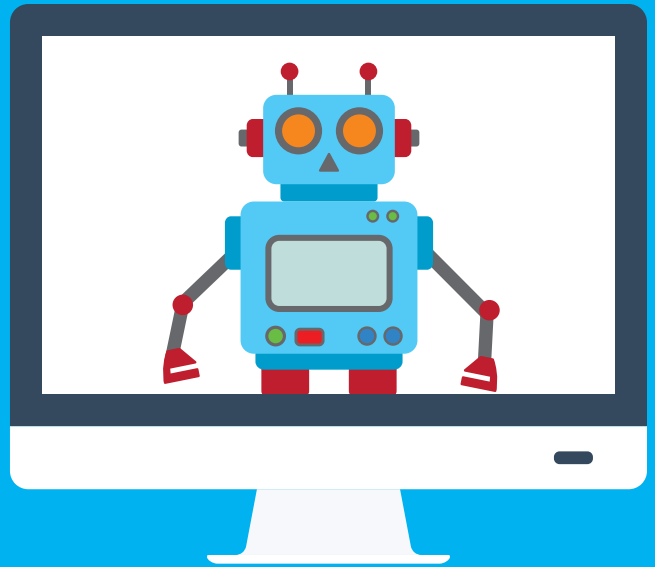# Meet your new virtual workforce

Help reduce costs, minimize errors and free employees from repetitive back-office tasks with robotic process automation (RPA)

## WHAT IS RPA?

RPA is software that emulates human execution of repetitive work. It's built on technologies designed to orchestrate, execute and enhance business workflows. Business users program the RPA software and set it in motion through a GUI.

## HOW CAN YOU USE RPA?

You can use RPA to automate a variety of clearly defined, repeatable processes used in insurance, financial services, healthcare, government and other industries.
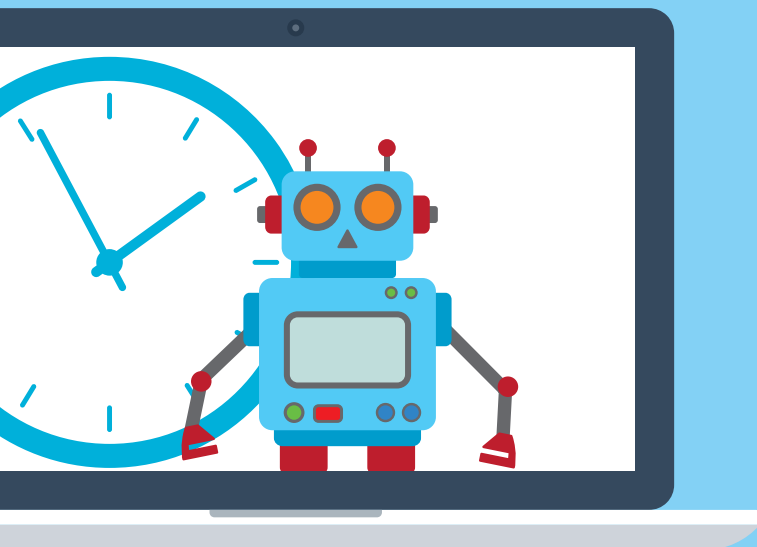
- Replace data entry for enterprise resource planning (ERP) and other systems
- Perform multiscreen lookups for billing tasks
- Handle address changes and similar tasks that require multiple system updates
- Validate professional credentials and member eligibility
- Confirm financial trades
- Process claims and underwriting tasks
- Verify financial eligibility for benefits

# WHAT CAN RPA DO FOR YOU?

RPA has the potential to help you:

**Reduce costs** by 50–70% for high-frequency repeated tasks[1]

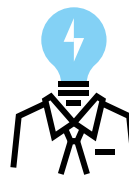**Enable continuous, round-the-clock productivity**

**Decrease the manual task error rate** by 10%[2]

**Speed up processes:** Organizations using RPA solutions report they can complete tasks up to 5 times faster than human employees[4]

**Increase accuracy:** Organizations report achieving 100% processing accuracy when eliminating manual intervention[3]

**Reassign staff** to higher-priority, innovative work by automating up to 45% of work activities[5]

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According to Forrester, the RPA market will reach **$2.9 billion** by 2021.[6]

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# MOVE FORWARD WITH IBM

Capitalize on this disruptive technology with IBM Global Business Services® and IBM® Enterprise Content Management (ECM) solutions that capture, access and analyze transactional business content.

- Digitize paper documents and extract data with cognitive capture
- Feed the RPA system with data from digital channels such as fax, email, mobile devices and business applications
- Identify unstructured data sequestered in complex documents
- Reduce exceptions by identifying errors before they reach RPA systems

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# READY TO TAKE ADVANTAGE OF RPA?

Learn more about IBM solutions at:
**ibm.com**/automation
**ibm.com**/enterprise-content-management/

[1] EY, "Robotic process automation in the Finance function of the future," 2016, www.ey.com/ Publication/vwLUAssets/EY-robotic-process-automation-in-the-finance-function-of-the-future/$FILE/EY-robotic-process-automation-in-the-finance-function-of-the-future.pdf

[2] A.T. Kearney, "Robotic Process Automation," 2016, www.atkearney.com/documents/ 10192/8979235/Robotic+Process+Automation.pdf/9ab411b9-d77c-4d28-9109-61842aa7057f

[3] Metric from internal IBM analysis of client engagements.

[4] Metric from internal IBM analysis of client engagements.

[5] Michael Chui, James Manyika and Mehdi Miremadi, "Four fundamentals of workplace automation," McKinsey Quarterly, November 2015, www.mckinsey.com/business-functions/ digital-mckinsey/our-insights/four-fundamentals-of-workplace-automation

[6] "The RPA Market Will Reach $2.9 Billion By 2021," Forrester, February 13, 2017, https://www.forrester.com/report/The+RPA+Market+Will+Reach+29+Billion+By+2021/-/ E-RES137229?objectid=RES137229

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