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Meet our Digital Workforce

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RPA in Laya – The Approach

- First tried RPA in 2016 with a POC on 3 tasks 
- In 2018, identified the right product for our organisation 
- Started small. Trained 2 in-house developers who knew our front end applications (and our business)
- Got an early 'quick win' in a key area saving a core Customer Service team 4 weeks of manual work for all the team – implemented in 3 days
- Went on an evangelising 'road trip' around the business for ideation and to raise awareness of the tool
- Simplified the submission process for ideas and the documentation required
- Did not charge for this work – treated as BAU
- When the technology was established, scaled up the team

Getting Started

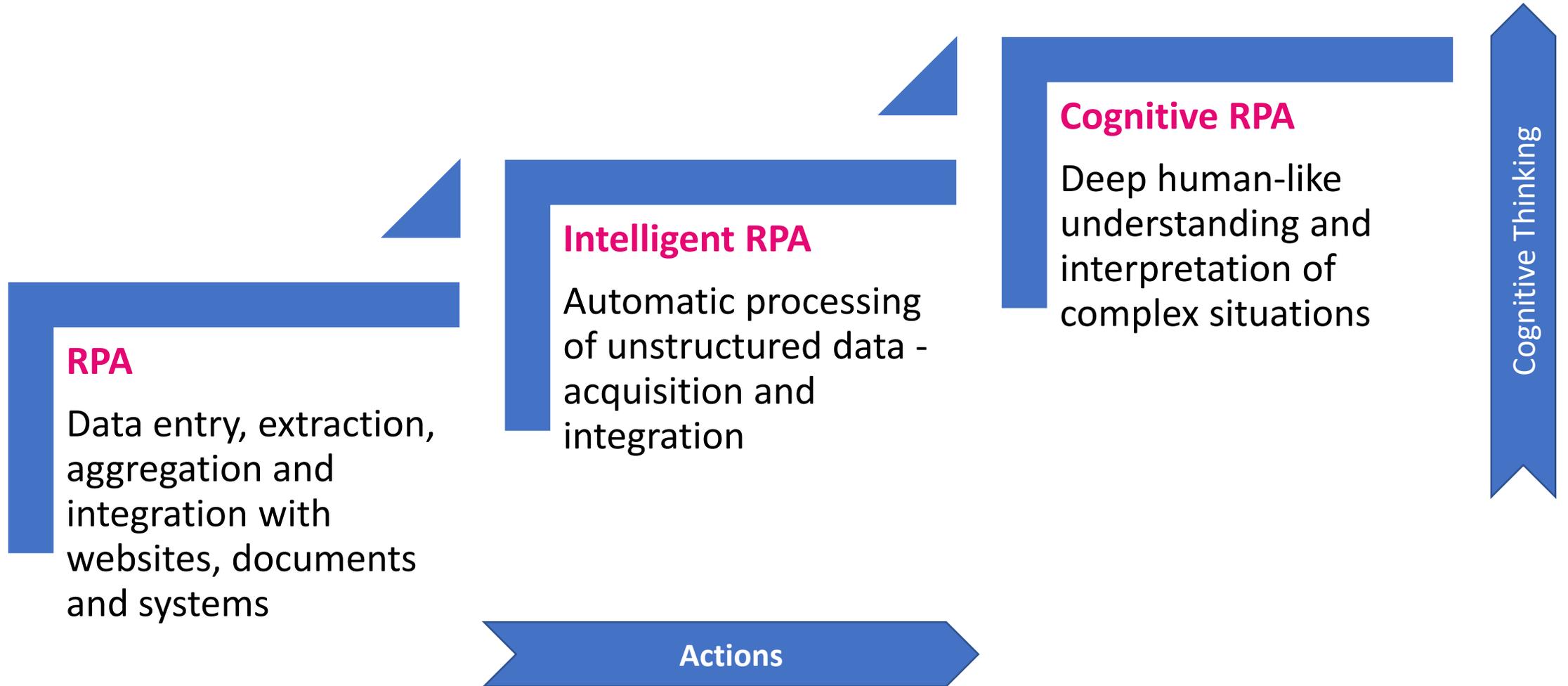
- Find high volume transactions with a structured workflow
- Manual, rule-based repetitive tasks are ideal and can help your business scale
- Don't ignore "human in the loop" activities - these can work too with some engineering effort
- Tackling high volume activities gives teams the bandwidth to examine other RPA opportunities in their area



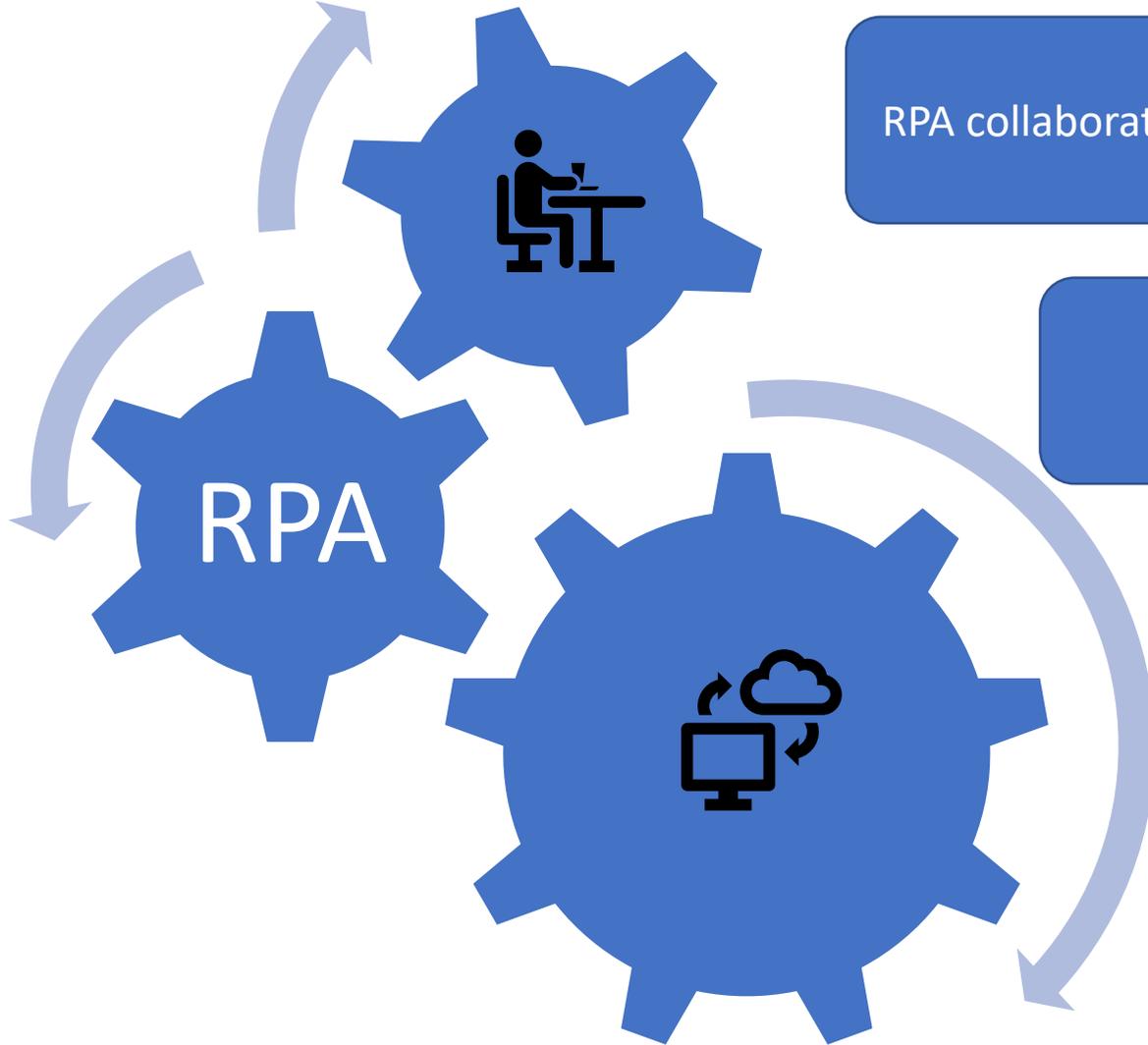
Key Benefits to get business buy-in

- Properly engineered, Bots can complete tasks faster than humans, depending on the speed of front end systems used, and scales well for high volumes at peak periods
- Low development costs compared to traditional software development. Automating processes using RPA are generally quick to implement and lead to a return on investment in months.
- Bots run 24 x 7. Very useful for bulk/batch transactions you want to process overnight.
- Can easily plug in to other technologies – e.g. AI skills via the Digital Exchange with Blue Prism
- Data quality improves - RPA can reduce business and compliance risk as it eliminates human error
- RPA allows your human workforce to concentrate on more interesting, complex work involving human cognitive and reasoning skills thereby aiding team retention

Direction of Travel for RPA



Creating the Future



RPA collaborates with AI to solve complex problems

RPA contributes to the growth of the IOT

RPA collaborates with cyber security systems for enhanced CX

Bots read emails, send text to NLP and executes instructions

Key Learnings – What Worked Well

Choose your pilot project carefully.. Make sure it's impactful and that the word will 'get out'.

Measure time savings as 'hours back to the business' and make these public

In house close-knit and diverse team -
Try to make the overall process more efficient

Promote the technology among operational teams and uncover their pain points

Don't claw back the hours (initially)!

What Didn't Work So Well? ...

You will meet resistance. Your culture must reward automation ideas.



Advocate for cultural change & alleviate concerns early (the bot wants my job!)

What Didn't Work So Well? ...

- Never underestimate people's inability to describe their own process. Ever.
- Avoid too much documentation to get an idea off the ground – KISS approach needed
- Avoid a culture of 'busyness' – if you're too busy to automate, something's broken!
- Automating a poor process won't make it better – collaboration needed across process ownership and RPA teams to improve underlying issues.

THANKS FOR LISTENING, ANY QUESTIONS?