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# A Digital Workforce That Grows Your Business At Scale

How Intelligent Automation helps  
you automate, innovate and scale up



# The Digital Workforce delivers growth – at scale

Running your business with manual processes imposes a glass ceiling on your growth potential – but when you automate and scale up your processes, the sky's the limit!

Without the benefits of software automation, there are limitations on:

- how much work you can deliver
- how many customers you can service and
- how fast you can make your operational activities.

But by combining Robotic Process Automation (RPA) and Artificial Intelligence (AI) to create **Intelligent Automation (IA)**, you bring the power of a **Digital Workforce** to bear on your scalability as an organization.

## People, processes and systems that can scale

### RPA GIVES YOU THE ABILITY TO:

- Automate your processes
- Create efficient connected systems
- Streamline your team's workload



By enhancing your **people, processes, and systems** capabilities, you set the foundations for expanding your operations and achieving growth. That means scaling your business systems, scaling your operations and, critically, scaling the growth of the business.

Blue Prism's enterprise RPA products help you grow your business at pace, by delivering a Digital Workforce that's scalable, available 24/7 and based in your own data center – these aren't desktop products, they're digital workers that are connected across your entire network.

Enterprise RPA from Blue Prism gives you the capabilities you need to scale up and grow, bringing you a Digital Workforce that builds your future, one process at a time.

# What's stopping you scaling your business?

Growth will be a key driver of your business strategy. But there are certain specific challenges that hold back and limit your ability to scale up fast and achieve hyper-growth.

## The main barriers to scaling your business

### PEOPLE

- You don't have enough man hours or people to do all the required work
- Sick days and holidays taken by your team add to time taken away from tasks

### PROCESSES

- Your processes aren't systemized, so there's inconsistency and inefficiency
- You don't have the ability to track, record and measure processes and performance

### SYSTEMS

- Your business systems and software may be old, outmoded and slow
- Your software systems don't talk to each other, so it's hard to connect

### COSTS

- Cost implications of people (payroll, sick pay, benefits)
- Cost implications of processes (errors, slow processes and fix times)
- Cost implications of systems (IT support, software licences, development time)



# How RPA and Intelligent Automation help you scale

What RPA and Intelligent Automation do is remove the barriers to scalability – allowing growth at pace

## The growth benefits of scalable enterprise RPA

### PEOPLE

- Enterprise RPA helps you automate the repetitive, labor-intensive tasks
- Reduces human error and increases the quality and consistency of your data
- Removes the need for your team to use multiple slow legacy systems
- Gives you access to one data center, rather than multiple desktop instances
- Saves you time, reducing a 20-minute task to something that takes seconds
- Provides digital workers that aren't limited to a specific process and can work 24/7

### PROCESSES

- RPA helps your systems connect and talk to each other, improving process effectiveness
- Takes your systemized processes and delivers them at speed, without deviation
- Improves consistency and efficiency, making sure you meet your processing deadlines
- *Case study:* The Co-operative Banking Group achieved an 80% improvement on their process efficiency with RPA from Blue Prism

### COST SAVINGS

- Cost savings regarding people (reductions in headcount, payroll costs and benefits)
- Cost savings regarding processes (efficiency driven cost reductions and no expensive errors)



## SYSTEMS

- Automation helps maximize your legacy systems, without costly investment or upgrading
- Removes the need to spend time and money on replacement software systems
- Connects your Digital Workforce to a range of external software providers
- Gives you enhanced capabilities, completing processes using multiple systems

## COMPLIANCE

- Tighten up your governance, security and compliance reporting
- Save and report on all transactions, creating an irrefutable audit trail of every step, in every process (with reporting that meets the requirements of HIPPA)
- *Case study:* Shop Direct eliminated compliance concerns by automating and improving the efficiency of their financial processes, and gained increased control of their finances

## COST SAVINGS

- Cost savings regarding systems (reduction in IT support costs, no additional costs to scaling up)
- Cost savings regarding compliance (less firmwide costs associated with compliance)

# RPA mythbusting – clearing up the popular misconceptions

Robotic process automation (RPA) is a relatively new technology, but there are already a host of misconceptions at C-suite level around the cost, effectiveness and applicability of RPA – and the merits of bringing a Digital Workforce into your organization’s talent pool.

## Busting the key RPA myths

When you read about automation and digital workers, it’s likely you’ll have some preconceived ideas around what these terms mean – and how RPA and Intelligent Automation (IA) would sit within the wider operations, processes and systems within your organization.

But in our experience, as the leading exponent of IA, many of the ideas people hold about RPA and IA are based on key misconceptions and negative preconceptions around the roles, costs and implications of having a Digital Workforce.

To help you get a clearer idea of the benefits of RPA, we’ve busted 12 of those key myths.



“Blue Prism has a new approach that provides much more capability and is less reliant on securing expensive IT resources.”

— ALAN MAYO, Shop Direct



#### MYTH 1

### RPA is too expensive for my organization!

RPA does not need to be expensive, especially when you choose a scalable enterprise RPA product.

Our centralized Digital Workforce scales up without creating additional overheads, so your RPA costs are easy to control.

#### MYTH 2

### Robots are going to threaten my company culture

Robots and digital workers are **not** here to replace the human face of your brand or organization.

RPA helps your people to do more, by automating the mundane tasks and giving your people more room to excel.

#### MYTH 3

### Desktop RPA will slow down our growth

Desktop RPA systems have a place in some situations, but enterprise RPA easily surpasses the desktop approach.

Our scalable enterprise RPA solution removes the limitations of having multiple instances of robots on multiple desktops.



“The excess queue procedure is now managed entirely by Blue Prism, requires little human intervention and the project is well on its way to achieving all of our objectives.”

— JOANNA MASTERS, The Co-operative Bank



#### MYTH 4

### RPA won't add value for my business

RPA is a new and evolving technology, so some organizations won't fully grasp the potential opportunity.

By automating your key processes, at scale, you set the core foundations for efficiency, growth and digital transformation.

#### MYTH 5

### RPA won't work with my legacy systems

Your organization needs an RPA solution that connects to a range of legacy systems and third-party software providers.

Enterprise RPA removes any constraints on how your digital workforce can connect and interact across your network.

#### MYTH 6

### Our operating procedures aren't ready for RPA

Having standard operating procedures (SOP) in place across the organization is a benefit when scaling up.

But you don't need every procedure pinned down in order to automate specific key tasks – you can automate as you grow.

“We have found Blue Prism to be easy to use and has more than met our expectations in helping us automate previously time-consuming tasks.”

— TORSTON ROLKE, WorldHotels



#### MYTH 7

### We don't have the IT resources to manage RPA

Enterprise RPA is managed centrally from a data center, so the number of supervisory roles needed is minimal.

When using enterprise RPA, you'll be supported by the expertise and hands-on knowledge of certified providers.

#### MYTH 8

### These robot processes aren't secure!

With robots and processes managed from a central data center, you remove many of the potential security worries.

Data isn't held on desktop machines or local drives. Data is secure, encrypted and held centrally in the safest possible way.

#### MYTH 9

### RPA is going to add to my resourcing burden

The aim of RPA is always to lighten your workload and to make the operations in your organization more effective.

So, far from stretching resources, your Digital Workforce helps you to expand and augment your existing resources.



“The implementation time for this project was just three days and the Blue Prism process completed the reconciliation within a matter of weeks.”

— DEAN GRINHAM, UHB IT Services

#### MYTH 10

### We don't need to optimize our internal processes

Every organization is made up of hundreds of low-level processes that are needed to drive your operations.

Most of these front and back-office processes can be carried out more efficiently, and at higher quality, by RPA.

#### MYTH 11

### Automation takes too long to implement

With the right implementation and integration, RPA will revolutionize your operational capabilities across the business.

A Digital Workforce can be quickly designed, implemented and executed without affecting your existing IT infrastructure.

#### MYTH 12

### RPA won't scale to meet our growth strategy

By opting for enterprise RPA, you bring your organization a Digital Workforce that can scale at pace, as demand requires.

Every process can grow as you scale up, providing an automation function that never limits your growth potential.



# Why you need a Digital Workforce – scaling up for the future

To achieve your digital transformation plans at scale – and secure the long-term future of your organization – you need enterprise RPA, Intelligent Automation and the Digital Workforce on your team.

## 1 Cost-effective automation

RPA is an inexpensive automation solution

## 2 Enhances your workforce

The Digital Workforce augments your human workforce

## 3 Outperforms desktop

Enterprise RPA outpaces desktop RPA models

## 4 Drives digital transformation

RPA is your starting point for digital transformation

## 5 Connects legacy systems

Intelligent Automation works alongside your legacy systems

## 6 Scales as you need it

You can automate one process at a time, as needed

## 7 Easy to run at scale

Minimal resources are needed to manage your Digital Workforce

## 8 Secure automation

RPA is secure, encrypted and totally safe to use

## 9 Reduces your workload

Intelligent Automation adds efficiency and lightens your workload

## 10 Improves front and back office

RPA revolutionizes your back and front-office processes

## 11 Fast to set up and run

RPA can be implemented quickly with minimal IT support

## 12 Helps you scale up

Intelligent Automation helps you scale your organization at pace!

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# Blue Prism – Intelligent Automation for a more human enterprise



At Blue Prism, we believe that technology has the ability to unlock potential for your business and the people who operate it.

That's why we pioneered Intelligent Process Automation – software with the capability to learn and perform, allowing people the freedom to focus on more meaningful work.

[Find out how Intelligent Automation transforms your organization](#)

## About Blue Prism

As the pioneer, innovator and market leader in Robotic Process Automation (RPA), Blue Prism delivers the world's most successful Digital Workforce. The company's intelligent digital workers provide business leaders with new operational capacity and intelligent skills to automate mission critical business processes, while meeting the requirements of the most demanding IT environments, where security, compliance and scalability are paramount.

Blue Prism provides a scalable and robust execution platform for best-of-breed AI and cognitive technologies and has emerged as the trusted and secure RPA platform of choice for the Fortune 500.

For more information visit [www.blueprism.com](http://www.blueprism.com).

