

OVERVIEW

ROBOTIC PROCESS AUTOMATION

The most competitive businesses today are ones that have decided to digitize and automate many of their processes that were once manual.

Robotic process automation (RPA) has emerged as a valuable solution for businesses looking to perform digital transformations that take those manual repetitive tasks to automated processes. Tasks such as collecting and inputting information to and from websites, spreadsheets, applications, and portals have historically taken employees time and effort they could have put elsewhere. With robotic process automation, businesses can realize greater levels of efficiency and process optimization while gaining a foundation of intelligent automation.

Robotic process automation and intelligent automation will be especially crucial as businesses continue to feel the effects of 2020's COVID-19 pandemic, according to Craig Le Clair, Vice President, Principal Analyst at Forrester. Intelligent automation technologies including RPA will automate processes in ways that have better results for businesses than standalone automation capabilities. Forrester anticipates that remote businesses will increasingly use intelligent automation technologies including RPA because they will look for ways to innovate and scale automation. As the pandemic sparked a surge in digital transformation, these technologies will help businesses adjust to become more agile.

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WHAT IS ROBOTIC PROCESS AUTOMATION?

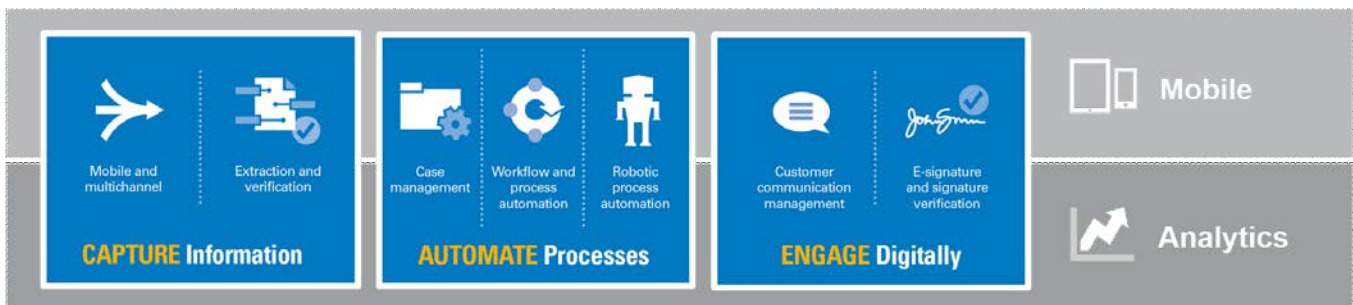
RPA is a technology that enables a business to configure software to execute processes by emulating and incorporating how a human would interact with digital systems. RPA allows businesses to automate repetitive, menial tasks that require employees to move data among systems and/or manually input data into various sources. With RPA, businesses can automatically obtain and integrate data from spreadsheets, applications, portals, and websites to streamline their digital-content processes.

RPA is also an element of a business's digital transformation and is a component of intelligent automation. Intelligent automation amplifies existing human intelligence, and it includes RPA (along with artificial intelligence) to empower business automation and accelerate digital transformation. As part of the wheel of technologies and concepts that are moving businesses toward better productivity, RPA is the next move for many businesses seeking to become more efficient and digitally transform.

RPA'S KEY FEATURES

The right RPA solution will incorporate a number of key features, as defined by Gartner. The global research and advisory firm has created several core capabilities of RPA that provide metrics for evaluating RPA solutions. Businesses should consider the following when shopping for RPA:

- ▶ Automation development focuses on how RPA administrators develop automations.
- ▶ Integration capability incorporates a wide range of features that provide flexibility and easy integration.
- ▶ Control panel and dashboard focus on how the environment is monitored and controlled.
- ▶ Identifying change impacts means RPA should predict which automations are affected by planned changes.
- ▶ Resilience, error recovery, and security includes business continuity, redundancy, and the overall integrity of the environment.
- ▶ Integration with business rules means that the RPA will support more broad Business Process Automation (BPM) and should have integration with a BPM suite.



NO third-party vendor product required
for OCR, document machine learning, BPM or analytics



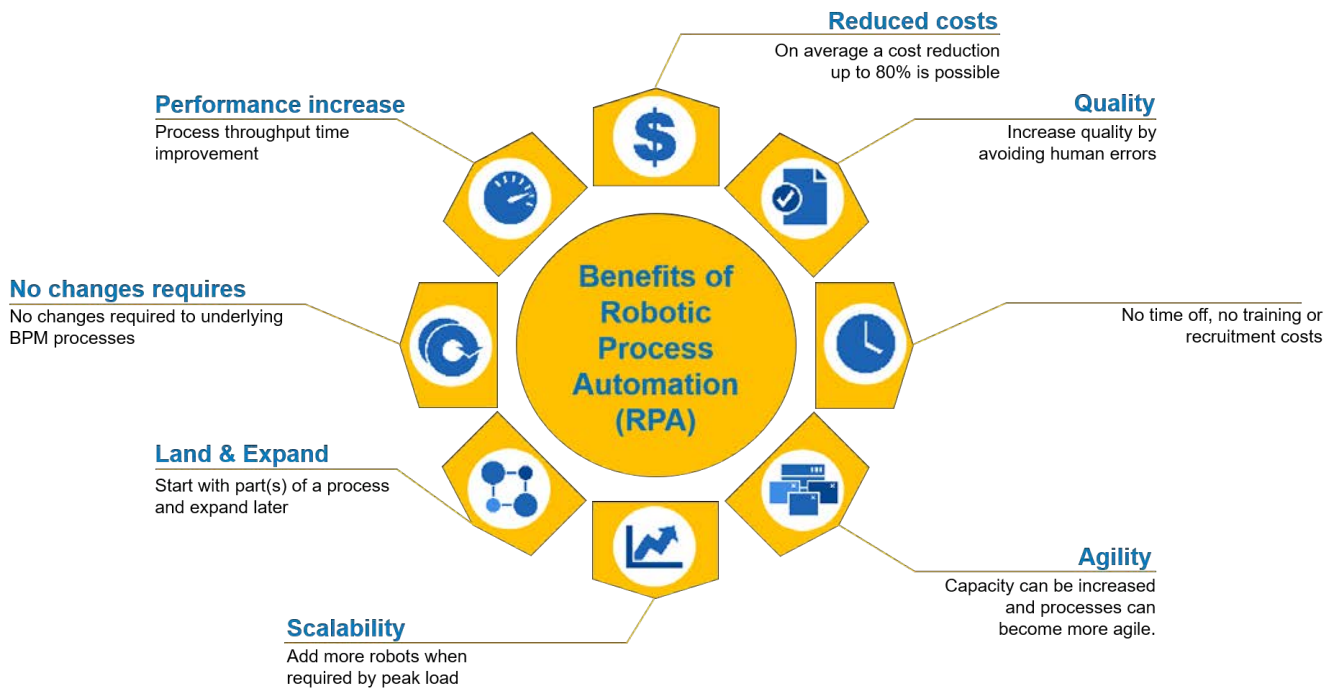
THE BENEFITS OF RPA (AND AN EXAMPLE)

One of the primary benefits businesses see as a result of incorporating RPA is the ability to deploy software robots to new processes as your business needs change. RPA gives you the flexibility to onboard new processes without requiring developers to spend weeks or months coding. Your business will be able to adapt to a new speed as your employees aren't bogged down by manual, repetitive tasks.

You'll also be able to automate key business process activities that don't require "human skills," meaning skills that ask for empathy, intuition, and other non-robotic qualities. Software robots can automate interactions that a user would perform in an application so the user can devote his or her human skill set to more valuable work.

RPA is the fastest and most efficient way for businesses to acquire, enhance, and deliver information from any application or data source. RPA enables businesses to connect disparate applications and systems, improve data integration flows, foster collaboration, access market intelligence, and lower development costs. Companies have realized innovative, speedier ways of processing and integrating data using RPA – allowing them to be more competitive.

Think of the steps users take to go to a vendor portal, log in, navigate to the appropriate page, perform a search, scroll through multiple pages of results, download a document and reply to the portal confirming the document was successfully downloaded. RPA mimics user clicks and by definition is the automation of manual, routine and repetitive tasks like capturing documents from vendor portals. Tasks that would take users three minutes per transaction now take three seconds with no user interaction.



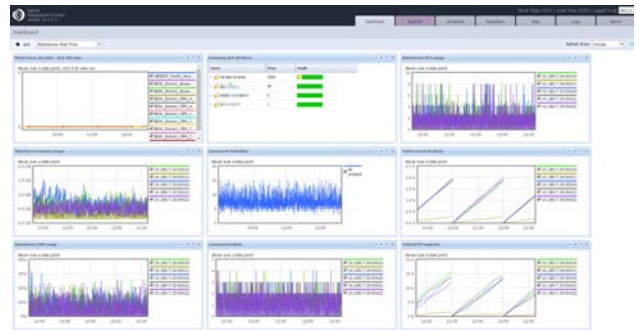
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ALL STAR SOFTWARE SYSTEMS IS THE EXPERT IN RPA

Each business has unique challenges that various RPA solutions can address. Now is the time to explore RPA for your business as its use across the wide swath of intelligent automation technologies grows. (Forrester reports that 44 percent of businesses have implemented RPA and 22 percent plan to implement it in the next year.) As back offices become more resilient and support working from home, RPA will take more of center stage.

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