

GOODBYE, TIME WASTERS

A guide to making the most of working hours with robotic process automation

THE END OF REPETITIVE AND TIME-CONSUMING TASKS

There are weeks in any office that can remind you of the movie *Groundhog Day*, with one monotonous data entry task after another – and hardly any time for more creative and cognitively demanding tasks that drive employee satisfaction. From data management to administration, too many tedious tasks take up valuable staff time every day.

In a survey conducted by Hyland and YouGov, more than half of all office workers (58 percent) said they spend too much time on rote, repetitive tasks. On top of that, 30 percent believe they are not meeting their potential at work because of these time-wasters.

So how do organizations automate their most repetitive tasks, free up employees' time for more creativity and productivity, and add more value to their bottom line? By strategically implementing robotic process automation (RPA).



DID YOU KNOW?

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said they spend too much time on rote, repetitive tasks.

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of office workers believe they are not meeting their potential at work because of time-wasting tasks.

36%

of office workers said they would rather spend their time on creative work and 28 percent would rather dedicate their time to customers.



Hyland

THE INCREASING IMPORTANCE OF TIME MANAGEMENT

In an era of digital transformation and constantly changing customer expectations, time is now a decisive competitive factor. Customer experience is a crucial competitive differentiator and loyalty is no longer a given.

Today, customers have information about any product or service instantly at their fingertips. They can also switch — almost effortlessly — to another supplier based on even a single bad customer experience.

This means many organizations are focused on providing fast, outstanding and error-free service, often making big changes to their organizational structure and processes with new roles, new implementations and new technologies.

So why are so many workers still spending the bulk of their time stuck in the administrative mire?

36 percent of office workers said they would rather spend their time on creative work and 28 percent would rather dedicate their time to customers — both uses of time that would add significantly more value to both employee satisfaction and customer experience.

RPA technology, as part of a holistic content services implementation, allows employees to spend time on the work they love and organizations to focus on retaining the love of their customers.

Since bots can efficiently handle repetitive, data-driven tasks, including simple dialogues, organizations can reassign staff to perform work where human input and creative thinking can drive business growth rather than spending their time on repetitive, unchallenging work.

This gives your human workforce more time for nuanced and effective conversations with internal and external customers. Employees can provide individualized, personal responses to customer requests, while bots can be used around the clock to complete manual tasks — quickly and error-free, for ultimate utilization and scalability.

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BRING IN THE BOTS: HOW TO IDENTIFY PROCESSES FOR SUCCESSFUL RPA

When choosing a process to be automated with RPA, you should select one that meets these four standards:

1. Follows the same, repetitive, rule-based process pattern every time
2. Takes up an inordinately large amount of staff time
3. Relies on template-based data acquisition
4. Is repeatable and easy to control

COMMON BUSINESS TASKS AUTOMATED BY RPA

While administrative tasks tend to meet these criteria most often, almost any task that follows the same process each time can be a candidate for RPA. In our survey, 52 percent of respondents said standardizing these types of processes could easily save them time every day. Whether in finance, human resources, customer service, purchasing or logistics, software bots can take over tasks perceived as monotonous to significantly accelerate workflows and increase staff productivity.

Practical examples of tasks RPA can automate in the average business environment include:



Customer service

- Responding to incoming frequently asked questions from customers
- Sorting and routing incoming requests to appropriate departments and staff
- Processing malfunction tickets by responding directly to customers or passing on to staff based on need



Accounting

- Processing payment reminders and initiating payments
- Verifying the accuracy of invoices based on predefined rules
- Managing travel expense accounts



Human resources

- Recording and administration of staff hours and absences
- Payroll process steps, like deduction of taxes
- Collecting forms and information for employee files



Procurement

- Collecting incoming payments
- Updating customer contracts



Logistics

- Change requests for transport time windows
- Delivery tracking
- Supply and demand planning

RPA has the potential to make a positive contribution to cost structure, client relationships and risk management — if properly planned and executed

TIME SAVED. NOW WHAT?

For employees, the use of RPA not only translates into clear time savings, but also to an increase in job satisfaction. The human workforce can enjoy more variety in everyday work with more exciting and demanding tasks instead of repetitive processes and dull routines. These creative and unique tasks empower each employee to contribute their own strengths and human experience.

For organizations as a whole, freeing up this time is a way to tackle a common challenge: ensuring skilled workers are aligned to the most high-value tasks.

To make the best possible use of the time saved and ensure RPA success, it is also important to achieve employee buy-in through careful education and explaining how RPA fits into an organization's corporate culture. Bots are not expected to replace a human workforce, they are designed to complement it. Leaders have a responsibility to plan for any apprehension about the introduction of AI and help alleviate it. Every effort towards digital transformation, especially automation, should be guided by a sophisticated change management plan. Because some employees may fear the alleged competition from RPA technology, an effective change management initiative can help support a better working environment.

TIME IS MONEY. WHERE DOES RPA PAY OFF?

There are countless processes that can be automated in nearly any organization. As seen above, customer- and service-focused processes are particularly ripe for efficiency gains, while automation in areas like purchasing and logistics have created savings of up to 80 percent for some of our customers.

But for RPA investments — of both time and money — to really pay off, the right strategy and end-to-end technology needs to be in place. Unrealistic expectations of a single, isolated tool and one-sided project planning are the biggest obstacles to RPA success. RPA has the potential to make a positive contribution to cost structure, client relationships and risk management — if properly planned and executed. Only when RPA is seen as a holistic solution, rather than a pure technology tool, can the magic of RPA really take effect.

Ready to start small, achieve fast results and scale for continued success? Let's ramp up the bots. Contact Hyland for more information on Hyland RPA.

Learn more at [Hyland.com/RPA](https://www.hyland.com/RPA)

