

Robotics Process Automation (RPA)



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Robotics Process Automation

Our strong experience in the FS sector has allowed us to develop a deep understanding of the current trends as well as the challenges faced by organisations in their RPA Journey. Keeping these in mind, we have classified our service offerings into four broad categories with dedicated teams specialising in each category.

At PwC, we believe in providing a complete solution. From Strategy through Execution, PwC methodology has been designed to serve as the foundation for RPA deployments, with the appreciation that it can be executed to accommodate specific business needs.

1. RPA Strategy & Feasibility Assessment

- Align automation program with enterprise goals & objectives, cost & compliance, to delivering better service to your customers
- Gaining firsthand knowledge via automation feasibility analysis & suggest right fit automation tool
- Identify opportunities for automation & build the automation book of work with a plan for early successes & maximum value.

2. RPA Governance & CoE setup

- Build an exhaustive Governance structure that takes into account the organisations existing risk and compliance frameworks, reporting and performance measures. Work with the organisation to design a robust governance framework that will outline the operating procedure / implementation guidelines to follow while deploying an RPA solution
- Create a tailored approach to create an RPA Centre of Excellence that will enable business-led management, training, governance, execution and sustain increased value.

3. RPA Implementation (BOT Creation & Deployment)

- PwC implementation methodology adopts a transformational, process redesign approach to achieve maximum benefits from RPA, including project management, setting up support infrastructure, knowledge transition & managed services for BOT maintenance.
- Include use of indigenous RPA toolkit to fast-track implementation, ensure minimum handoffs, function independent templates and real-time analytics for project health, success measures & benefits reporting.

4. RPA Risk Control Assessment

- Early consideration of governance, risk and assurance is important to making RPA your friend. Given RPA is an emerging technology in the service industries, there are no standards or formally agreed upon industry controls specific to RPA. PwC can help bridge the gap to ensure a compliant & risk free RPA implementation.

The PwC advantage



Our digital innovation lab in Bengaluru works on both RPA, emerging automation technologies, & other automation enabling technologies like OCR, ICR, Chat BOTs, amongst others



Leveraging global knowledge on RPA implementation best practices & key considerations from Global PwC network firms



We have a standard PwC RPA toolkit, IPs that can be leveraged for fast-track implementation & follow a standardised and scalable implementation methodology



Strategic partnerships with the top 4 RPA service providers (Automation Anywhere, BluePrism, UiPath and OpenSpan). Cognitive capability is being built with Work Fusion in foray



Proven RPA Governance setup & setting up implementation guidelines



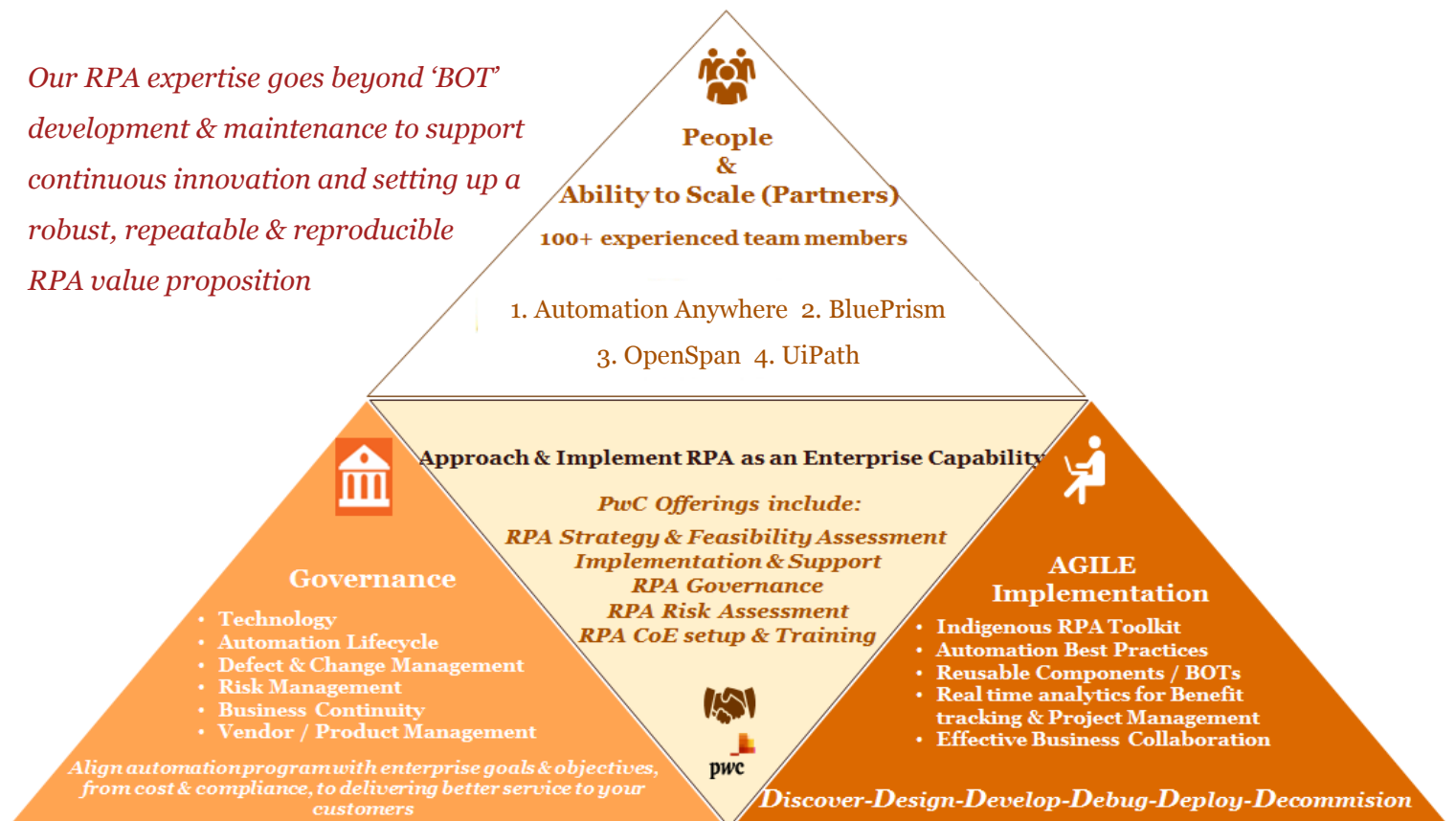
Our ability to bring in techno functional resources with expert domain knowledge & RPA skills



We bring proven Business Process Re-engineering solutions & frameworks to further maximise the benefits of a product agnostic automation solution

PwC – RPA Centre of Excellence capability

Our RPA expertise goes beyond 'BOT' development & maintenance to support continuous innovation and setting up a robust, repeatable & reproducible RPA value proposition



From **Strategy** through **Execution**, PwC methodology is designed to serve as the **foundation for RPA deployments**, with the appreciation that it can be executed to accommodate specific business needs.

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