Digital Process Automation (DPA) & Robotic Process Automation (RPA)

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What is Digital Process Automation?

Digital process automation (DPA) is a technique that uses digital technology to automate one or several tasks within a business process. DPA doesn't automatically automate all processes of the organization. However, they often use software to automate processes partially which means that human interaction is still necessary.

Many people confuse digital process automation with business process automation. The main difference lies in the scope and timing of each process. Business process automation can be used to automate, build, and execute a company's business processes. DPA usually occurs after a process is digitalized to some degree.

What can be automated?

Any process that involves a trigger, data collection, information routing, and activity tracking can be digitally automated.

Triggers

Triggers may be either human-initiated or machine-initiated. A request can be made by humans or events in the system.

Data collection

While data collection is often done by completing a form, it can also include data being automatically extracted from or received from a computer system.

Information routing

Data movement between systems or people requires business logic and business rules backed up by business rule engines that determine where the data should travel next.

Activity tracking

Monitoring what happens at each stage of a process can be used to audit it and measure its performance.

What is Robotic Process Automation?

Robotic process automation (RPA) is a technique that allows you to create, deploy and manage software bots that mimic human actions when interacting with digital systems. Software robots (or bots) are able to understand and complete keystrokes. They can navigate systems and identify and extract data.

What can RPA do for you?

Robotic Process Automation bots possess the same digital skillsets as humans. RPA bots can be thought of like a digital workforce that can interact with any web solution or system. Bots can copy-paste web data, do calculations, open and move files and emails, as well as connect to APIs and extract unstructured information. Bots are able to adapt to any workflow or interface, so there is no need to modify business systems or processes to automate.

RPA bots can be set up quickly, used, and shared. On our Transformify platform, RPA bots can be set up by anyone who knows how to record video from a smartphone. It's as intuitive as hitting record, play, and stop buttons and using drag-and-drop to move objects around. RPA bots are able to be scheduled, cloned, and customized. They can also be shared to execute business processes across the organization.

Is RPA the same as Artificial Intelligence (AI)?

RPA is not AI. AI is not RPA. Combining RPA with AI opens up new opportunities for businesses everywhere. RPA technology allows for advanced AI skills such as machine learning models, natural language processing (NLP), character and image recognition, and many more to be incorporated into RPA bots. These AI skills allow bots to be more adept at handling cognitive processes such as:

- Understanding documents including semi-structured or unstructured data

- Visualizing screens (including virtual desktops)

- Comprehending speech and carrying on conversations and chats

AI is also making it possible to scientifically discover a wide range of automation opportunities and build a robust automation pipeline through

RPA techniques like Process Mining. RPA is being used by many companies to integrate AI into their front-line decisions and activities. Bots can be programmed to use machine learning models to automate decision-making and analysis, which brings machine intelligence deeper into daily operations.

DPA vs RPA

Digital process automation and robotic process automation are frequently confused. Although the terms may mean different things, they are often used together to enhance customer experiences. Robotic process automation (RPA) utilizes intelligent automation technology like artificial intelligence (AI) and machine learning (ML) to automate repetitive tasks. RPA is designed to replace human intervention in business processes.

DPA, on the other hand, is not meant to replace human tasks. It focuses on improving processes through automation. In this sense, RPA and DPA serve distinct but complementary functions within an organization. They are often used together in the context of an organization's overall BPM strategies and initiatives.

Do RPA and DPA compete or complement each other?

RPA is about eliminating the need to engage humans to do repetitive, low-skilled, or unskilled tasks. DPA, on the other hand, is focused on automating customer service processes. In the end, both are complementary in enabling organizations to deliver better customer experiences and outcomes.

DPA solutions, unlike RPA bots, are not intended to replace human labor. DPA is designed to automate customer-journey processes and provide greater flexibility, but it still relies on human workers, such as customer service representatives, to complete the task.

RPA bots are able to fill in the gaps created by DPA. This allows organizations to achieve higher efficiency and frees up human workers for customer-centric work, which requires creativity and intuition.

RPA bots can perform repetitive, time-consuming tasks once DPA has identified the need for human intervention. DPA will take over once a bot has completed a task. It will push follow-up actions to customers or other employees to review or complete.

While Robotic Process Automation and Digital Process Automation can be deployed independently, they work best when combined. RPA and DPA work together to help organizations reach their process automation goals. RPA will become an integral part of DPA systems in the future and be integrated into organizations' digital transformation toolkits.

RPA and DPA are combined to create a comprehensive end-to-end digital transformation strategy. This allows for dynamic and continuous improvement at run-time, which can enhance customer experience. RPA-DPA convergence does not mean that is the "end game". Combining Robotic Process Automation (DPA) and Digital Process Automation (RPA) allows for a sustainable digital transformation journey in which organizations are constantly changing the technology landscape and meeting customer expectations. A low-code and future-proofing DPA can yield hyper-agile DPA solutions capable of functioning in whatever combination of conditions the landscape brings and deliver a personalized customer experience.

RPA has grown in popularity because it offers all of these benefits:

- No-Code and Low-code ability to create solutions

- Strong BPM/DPA foundation

- Integration within aPaaS platforms

- Empower business experts while allowing strong governance by IT

Today, RPA mainly is used in:

- Banking and Finance Process Automation

- Mortgage and Lending Process

- Customer Care Automation

- eCommerce Merchandising Operation

- OCR Application

- Data Extraction Process

- Fixed automation process

RPA is a great tool, especially when it integrates DPA solutions with legacy systems that don't support APIs. Organizations could get even more value by integrating RPA and a general-purpose platform that is No-Code/Low-Code. This will allow them to create future-proof, dynamic, and hyper agile business solutions.

Benefits of Digital Process Automation

DPA enables many benefits for organizations. These benefits include:

Employee satisfaction is higher

DPA clarifies the roles and responsibilities of employees. All employees are aware of the points where human interaction and intervention are necessary. The industry-leading process automation platforms allows employees and managers to communicate with each other and seek help. Employees can be easily updated by organizations about process changes.

Customer service is improved

Automation allows employees to spend less time on tedious and time-consuming tasks and more time helping customers. DPA solutions can also enhance the customer experience by allowing them to have more enjoyable and efficient interactions with an organization. For example, banks can automate the process of opening new accounts (as self-service desk) to improve customer service.

Increased compliance and security.

Manual and paper-based processes are not only inefficient, but they also lead to lost documents, security breaches, and low levels of compliance. DPA tools make is easy to store, secure, and access important information and documentation.

Lower operational costs

By automating tasks, employees can complete tasks quicker and focus their time on less repetitive and higher-value functions.

The organization becomes more flexible

2020's outbreak of COVID-19 is a reminder of how critical it is for organizations that they can quickly shift their goals. The ability to allow employees to work remotely if necessary. For example, higher education institutions should be able to switch to virtual learning and then return to traditional classrooms, when needed. Even if things are back to normal, organizations will still need to respond to changing consumer preferences and needs in real-time.

Benefits of Robotic Process Automation

Robotic Process Automation can have a positive impact on business operations as well as outcomes. RPA immediately delivers tangible business benefits - think cost reductions, greater accuracy, and delivery speed - and then continues to add value as the momentum builds across the organization. RPA enhances customer satisfaction and competitive advantages. It frees humans to do the things they love best, such as solving problems, improving processes, and conducting analysis. This results in different employee engagement and new revenue opportunities.

Increased Productivity

RPA bots make it possible to improve employee productivity and speed up processes. They also allow employees to do more work by autonomously executing processes. RPA bots are able to handle all aspects of processing claims and filling forms in document-intensive sectors like insurance, financial services, and the public sector.

Greater accuracy

There is virtually no rework, and 100% accuracy ensures perfect compliance. Automation with RPA allows industries like finance, healthcare, life sciences, and other sectors to take advantage of the reliability of bots in order to meet strict compliance standards. Robotic Process Automation in Accounting is enabling new levels in speed and precision in order-to-cash or procure-to pay processes.

Cost Savings and Fast Return on Investment

It is easy to use the intuitive interface without any code and quickly learn how to create bots that will drive ROI. This means that employees can reclaim most of the time they used to spend on digital administrative tasks. Healthcare is an example of how automating can be a huge benefit. It's critical that the process execution is compliant and error-free in order to ensure patient outcomes.

Integrate Across Platforms

RPA is application-agnostic, so you'll never need to upgrade or replace existing systems for RPA to work. Bots allow enterprises to achieve the goal of eliminating technology silos by connecting seamlessly across all software tools, regardless of their function or department, in both the front and back offices. What is the result? Achieve never before seen enterprise-wide efficiencies and collaboration that taps into the true value of your human capital investment.
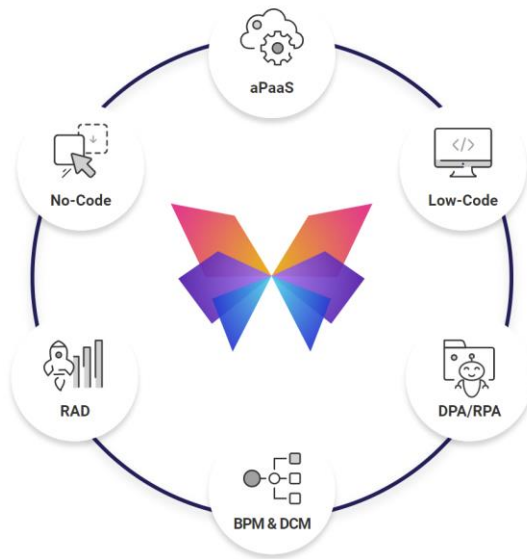
Harness Artificial Intelligence

Intelligent Automation is created when artificial intelligence and RPA are combined. This automating is able to draw upon 80% of unstructured enterprise data. Automate the processing of vendor invoices that are not standard in procure-to-pay. Automate the extraction of claims data and detection of fraud in insurance. Automate the intake of requests by understanding employees' intent.

Scalability

RPA allows high-volume business processes to become more flexible and adaptable in changing times and environments. Expand your digital workforce whenever you need it to be able to handle any type of workload, planned or not. Imagine it being so easy and intuitive that everyone can do it.

DPA/RPA the Transformify way

Using our all-in-one Platform for digital transformation, you can automate one or more tasks within a process, with intelligence and automation that make real difference.

Use all the digital help you can get. It's all about your work... Just you and your Bots

Bots are your best peers with no hard feelings about any kind of dummy or intelligent work in your digital transformation quest.

With DPA/RPA approach in our Transformify platform your business can:

- Automate all repetitive tasks within your process that require any kind of human intervention.

- Make microflows and bots with basic or advanced logic that meets complexity of any kind and can respond to various events.

- Get extra in-built AI-driven help or any third-party provider to give cognitive and business intelligence to your microflows or bots.

- Connect all internal or externals systems with smooth integration.

- Eliminate errors and accidents because of manual routine work that is "killing" your employees.

- Boost employee productivity and customer satisfaction with minimal effort and budget.

Request an invite for Transformify private preview (limited availability) to try out our amazing all-in-one platform.