

**PERSIDANGAN AKAUNTAN SEKTOR AWAM KEBANGSAAN KE 30 TAHUN 2022**

***NATIONAL PUBLIC SECTOR ACCOUNTANTS CONFERENCE (NAPSAC)***



# **ROBOTIC PROCESS AUTOMATION (RPA)**

**SESSION 1 – 18 MAY 2022**

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# What is RPA?

- The definition

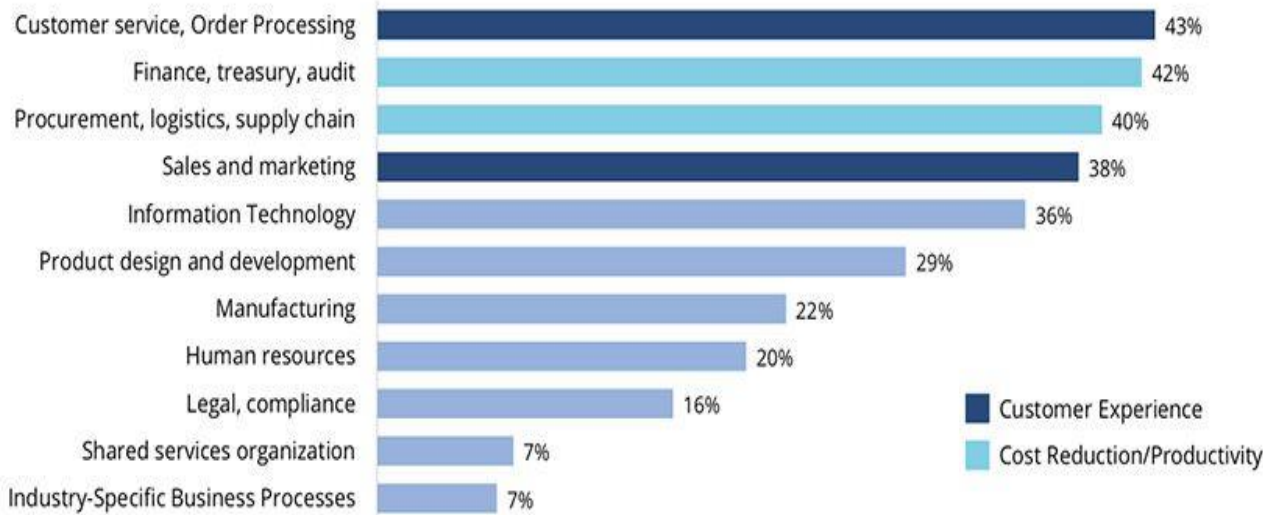
- **RPA** is a type of software that mimics the activity of a human being in carrying out a task within a process.
- **Robots can do repetitive stuff** more quickly, accurately, and tirelessly than humans, freeing them to do other tasks requiring human strengths such as emotional intelligence, reasoning, judgment, and interaction with the customer.

*McKinsey*



# Where does RPA belong?

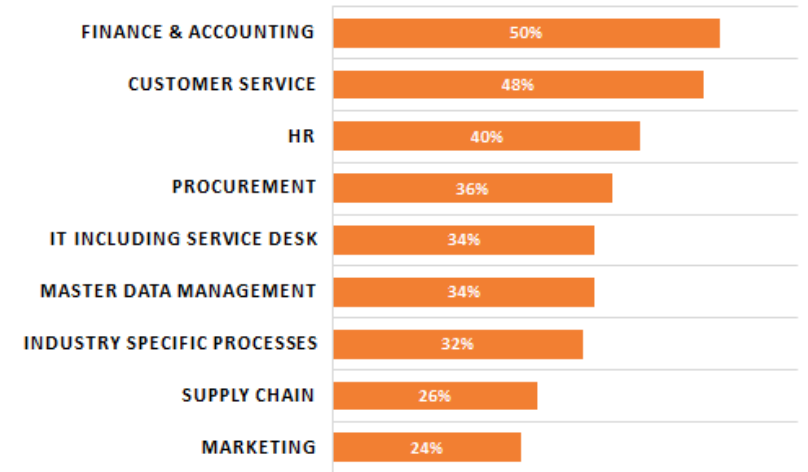
Customer engagement and controlling functions will be most affected by RPA.



- [https://www.ey.com/en\\_gl/workforce/how-do-you-ensure-you-are-automating-intelligently](https://www.ey.com/en_gl/workforce/how-do-you-ensure-you-are-automating-intelligently)
- <https://www.uipath.com/blog/finance-accounting-transformation-rpa>
- <https://www.consultancy.uk/news/17711/advanced-use-of-robotic-process-automation-to-double-by-2020>

## What is RPA Being Used For?

For which processes have you implemented RPA?



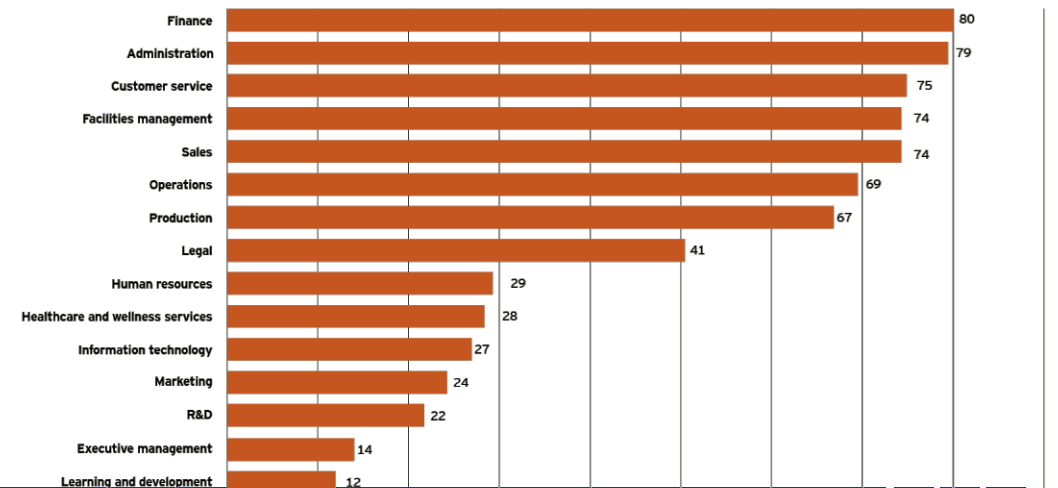
Source: HFS Research, "State of Automation" July 2017  
Sample: n=136 Enterprise Buyers of RPA

WORKFORCE © 2017 HFS Research Ltd.



## Automation will impact business functions differently

Applicability of automation by business function  
Percent, U.S. data





# Robots fit everywhere!

## HR Services

- Payroll
- Time & attendance management
- Onboarding & offboarding
- Benefits administration
- Recruitment (back office)
- Personnel administration
- Education & training

## Supply Chain

- Inventory management
- Demand & supply planning
- Invoice & contract management
- Work order management
- Returns processing
- Freight management

## IT Services

- Server & application monitoring
- Routine maintenance & monitoring
- Batch processing
- E-mail processing & distribution
- Password reset/unlock
- Back up & restoration

## Finance & Accounting

- P2P: Vendor master, Requisitions, PO creation & management, Payment processing, Reporting, Invoicing
- O2C: Quote management, Cash applications, Customer master, credit management
- R2R: General / intercompany accounting, Bank reconciliations, Fixed assets, Close, Consolidations
- Collections

## Customer Services

- Customer inquiries
- Order management
- Customer account set up
- Document processing
- Duplicate system entry



2021

- Organizations that provision an augmented data catalog to data consumers will realize **three times faster ROI** from their data and analytics investments.

2022

- **70%** of organizations will **rigorously track data quality** levels via metrics, increasing data quality by 60% to significantly reduce operational risks and costs.
- **60%** of organizations will utilize **packaged AI** to automate processes in multiple functional areas.
- **65% of CIOs** will **incorporate AI** into their postmodern ERP strategies to gain competitive advantage.

2023

- More than **50%** of large enterprises will adopt more **RPA** platform as a service (rpaPaaS) than on-premises RPA.
- **65%** of EA programs will refocus **on information architecture**, making it central to all **digitalization initiatives**.
- At least **80%** of government services that require **authentication** will support access through multiple digital identity providers.

2024

- **Low-code application** development will be responsible for more than **65% of application development** activity.
- **25% of POs** will be **created via voice or chat**, thus increasing contract compliance and process adoption.
- **50%** of organizations will have **near-real-time procurement analytics**.

2025

- **40%** of business capabilities will be delivered using **aggregator platforms** from multiple providers that automatically integrate functions from core ERP vendors.
- **50%** of all enterprise B2B sales technology implementations will use **customer engagement analytics** to optimize their sales processes.
- **47%** of learning and development budgets will be wasted **as AI** eliminates **67%** of on the job, task-based learning opportunities.

*Reference: Gartner 100 Data and Analytics Predictions through 2024*



# Millions of manual processes result in lost productivity and job satisfaction



**Note:**  
 1. Federal Reserve Bank of St. Louis, in the United States, non-farm real output per hour grew 31% during the decade ended December 31, 2009, but only 13% in the subsequent decade ended December 31, 2019; represent decline in productivity growth relative to the prior decade  
 2. Forrester 2019, New Technologies Create The Need To Design For New Categories Of Information Workers, September 2019, Apply the 2019 average employee hours worked per day (8) as defined per the U.S. Bureau of Labor Statistics to the 1.25Bn knowledge workers globally  
 3. ISG, Employees Are Accessing More and More Business Apps, February 2019



# Bots automate work by emulating human behavior

**See**

AI / Computer Vision  
Reads the screen

**Think**

AI / Machine Learning  
Decides what to do

**Do**

RPA  
Interacts with applications



**Automation Layer**





# What processes should be automated?



Processes with standard readable electronic input type



Highly manual and repetitive processes



Processes with low exception rate



Rule-based processes



High volume, low complexity



Stable processes and underlying applications



Processes performed by large teams



Mature, swivel chair processes

Rectangular Snip





# Bank Reconciliation Process

## Challenges

- Duplicate entries
- Date/time discrepancies
- Discrepancies in date formats
- Human-generated data errors
- Multiple transactions

## Advantages of RPA

- Assures higher accuracy and robustness
- Better matching of records with fewer exceptions
- Easy to use and maintain set up
- Saved time and resources



# RAAS – Recon-As-A-Service

