Orders -Technology 3 – Robotic Process Automation (RPA)

Robotic Process Automation (RPA) is a technology that leverages intelligent automation to perform repetitive tasks typically carried out by human workers. In the DMC use case, RPA is being used to process customer orders from an order form into the DMC ERP system. It might find some exceptions that it can't answer in which case it will flag for someone to take a look at.

Pros	Cons
• Limit data entry to align with ordering system master data. • Low-cost implementation. • Clear requirement from customer.	• Order data will still need to process into ordering system. • Customer needs to complete form to order product. • Reduced personal interaction.

Technology Cost range: $5,000 - $50,000, depending on how extensive and elaborate the business process and inputs are. Additional cost may be incurred in accessing data and designing forms.

DMC Technology Cost: $25,000

DMC Cost Assumptions:
- Limited to single application.
- The customer order information is coming from an existing web order form and emailed to the RPA solution.
- Internal costs for end user staff involvement have not been included.
- Single design and build iteration.

What situation would this technology usually be adopted in? High volume of enquiries / orders. Relatively consistent customer base.
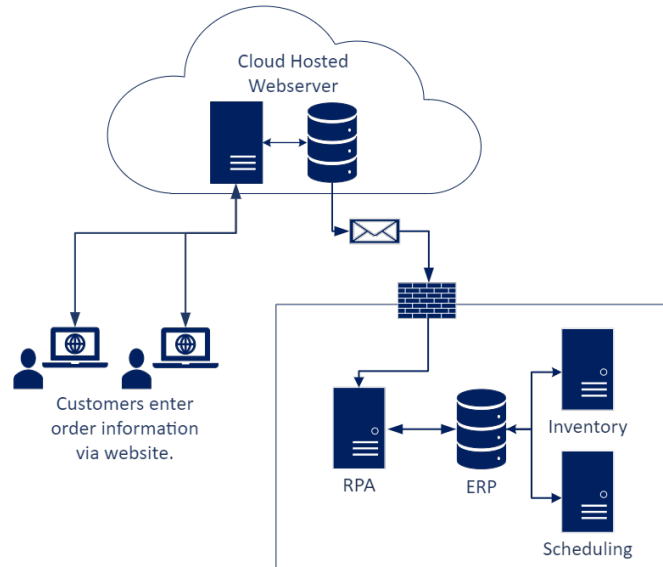
RoI Considerations: Number of orders, time taken to process each order, development costs and hosting costs (or 'per run' cost)

What skills are required to implement & run this tech? RPA development (likely external provider).

Skills to deal with 'exceptions' that aren't successfully processed.

Pre-requisites for successful adoption: Hardware to run the RPA on with internet connection. Stable repeatable processes. License to any software involved.

Typical Tech Stack

Who can help with this technology?

- RPA providers
- System Integrators

What to google when researching this technology?

'what is RPA and what should I use it?'

'Robotic Process Automation'

'Optical Character Recognition'