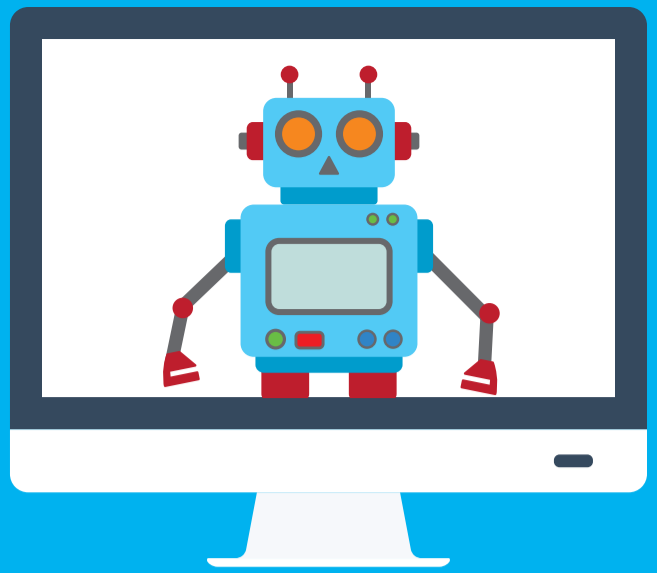


Meet your new virtual workforce

Help reduce costs, minimize errors and free employees from repetitive back-office tasks with robotic process automation (RPA)

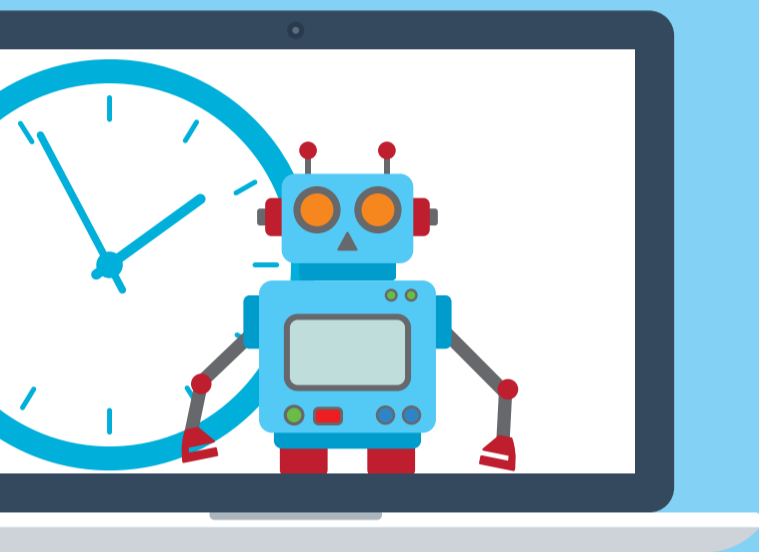


WHAT IS RPA?

RPA is software that emulates human execution of repetitive work. It's built on technologies designed to orchestrate, execute and enhance business workflows. Business users program the RPA software and set it in motion through a GUI.

HOW CAN YOU USE RPA?

You can use RPA to automate a variety of clearly defined, repeatable processes used in insurance, financial services, healthcare, government and other industries.



- Replace data entry for enterprise resource planning (ERP) and other systems
- Perform multiscreen lookups for billing tasks
- Handle address changes and similar tasks that require multiple system updates
- Validate professional credentials and member eligibility
- Confirm financial trades
- Process claims and underwriting tasks
- Verify financial eligibility for benefits

WHAT CAN RPA DO FOR YOU?

RPA has the potential to help you:



Reduce costs by 50–70% for high-frequency repeated tasks¹



Enable continuous, round-the-clock productivity



Decrease the manual task error rate by 10%²



Speed up processes: Organizations using RPA solutions report they can complete tasks up to 5 times faster than human employees⁴



Increase accuracy: Organizations report achieving 100% processing accuracy when eliminating manual intervention³



Reassign staff to higher-priority, innovative work by automating up to 45% of work activities⁵

According to Forrester, the RPA market will reach **\$2.9 billion** by 2021.⁶

MOVE FORWARD WITH IBM

Drive digital transformation with IBM Robotic Process Automation with Automation Anywhere to accelerate time to value, increase throughput, and reduce human error.

- Digitize paper documents and extract data with cognitive capture
- Feed the RPA system with data from digital channels such as fax, email, mobile devices and business applications
- Identify unstructured data sequestered in complex documents
- Reduce exceptions by identifying errors before they reach RPA systems

READY TO TAKE ADVANTAGE OF RPA?

Learn more about IBM solutions at:
ibm.com/cloud/automation-software/rpa

¹ EY, "Robotic process automation in the Finance function of the future," 2016, [www.ey.com/Publication/vwLUAssets/EY-robotic-process-automation-in-the-finance-function-of-the-future/\\$FILE/EY-robotic-process-automation-in-the-finance-function-of-the-future.pdf](http://www.ey.com/Publication/vwLUAssets/EY-robotic-process-automation-in-the-finance-function-of-the-future/$FILE/EY-robotic-process-automation-in-the-finance-function-of-the-future.pdf)

² A.T. Kearney, "Robotic Process Automation," 2016, www.atkearney.com/documents/10192/8979235/Robotic+Process+Automation.pdf/9ab411b9-d77c-4d28-9109-61842aa7057f

³ Metric from internal IBM analysis of client engagements.

⁴ Metric from internal IBM analysis of client engagements.

⁵ Michael Chui, James Manyika and Mehdi Miremadi, "Four fundamentals of workplace automation," McKinsey Quarterly, November 2015, www.mckinsey.com/business-functions/digital-mckinsey/our-insights/four-fundamentals-of-workplace-automation

⁶ "The RPA Market Will Reach \$2.9 Billion By 2021," Forrester, February 13, 2017, <https://www.forrester.com/report/The+RPA+Market+Will+Reach+29+Billion+By+2021/-/E-RES137229?objectid=RES137229>

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