Robotic Process Automation (RPA)

Robotic Process Automation (RPA) is the use of our software to replicate the repetitive user actions of a human being on a computer system, thus saving time, resource and cost.

**Major benefits**

- Software Robots execute business steps **identical to a human user**.
- **Human like GUI level interaction**, using the normal application front-end. No API instrumentation.
- Ideal for *swivel chair* processes, where employees take data from one application to another.
- Multiple business process work items and transactions, executed in parallel at cost effective times.
- **Automate repetitive processes** freeing up labour resource.
- Platform independence (Java). RPA robots run on, and automate all major systems, such as Windows, Mac, Linux, Unix, Solaris, and mobile platforms.
- Test **ANY** system. As automation runs at the GUI level, the tool can automate all applications. E.g. Java, C++/C#, .NET, HTML (web/browser), command line interfaces; also, applications usually considered impossible to automate like HTML5/Flash/Flex etc.
- **Record & Playback** of business processes.
- Open architecture with extension interface allows easy customisation and integration. E.g. Optical Character Recognition (OCR), or integration with a relational DB via JDBC.
- Powerful group image search allows changing of window layout, button position etc.
- Object search & background detection to detect objects by color, by color range, and on different backgrounds.
- All controlled from the RAP or e:Agent management dashboards.

**T-Plan’s RPA Robot** is the most flexible and universal black box automation tool, on the market. Our virtual workforce solution is used by individuals and organizations of all sizes, to automate business processes of any complexity. Providing a **human-like approach to automation** of the user interface, and uniquely built on Java, our solution performs well in situations where other tools may fail. As a result of its open and carefully designed architecture, it is simple to adopt, integrate and customize.

Our Robots, as they sit at the GUI level, and operate the system as a user would, are bound only by the same security restrictions and work-flows as a human being. This means that there is no middle layer hacking or API coding to bypass user controls, ensuring an audited and secure business transaction is completed.
Financial Automation for the Health Industry

To automate the rostering process, which is a resource hungry time consuming workflow. Data from different formats is entered into the roster system, and orders are created for supplier payment.

Virtual Workforce

Automation scripts created to automate following process at the UI desktop level with NO API or application code development:

- Data extracted from Oracle web front-end into MS Excel.
- Data entered into Roster system from MS Excel.
- Order record created. PO number captured for validation.

Why T-Plan?

- GUI level automation meant no API interaction
- Tool easy to use as limited on-site programming expertise
- Centralised control over the automated process
- Management control of scheduled tasks

Results

- Time reduced automating manual tasks
- Staff resource freed up for other processes

quote... “Our virtual robots have saved time, effort, money & resource.”

(RPA Project Manager)
**telco - Case Study**

**Account Automation for the Telco Industry**

Each time external call center agents are hired to handle sudden peaks in workload, a complete set of accounts in all the systems has to be created.

**Project Scope**

As an external workforce is hired with very little advance warning, it is crucial to set up their accounts quickly, so they can start working right away.

Since these resources are only working for short periods of time, these accounts have to also be disabled quite frequently. This process led to hundreds of account transactions per week needing to be actioned manually.

**Virtual Workforce**

In order to be able to create, update and disable huge numbers of accounts in multiple applications, the client set up a robot automated process to handle all of these changes. The robot picks up the work item in a centralized account management system, and executes all necessary actions over multiple systems, in a timely and quality controlled way.

This allowed the resource reassignment of these error prone and stressful tasks, so that they can work on more gratifying and intellectually challenging activities.

Instead of taking up to 15 minutes of human work time per account, this work is now handled by e:Agent within 30 seconds.

**Results**

- Time reduced automating manual tasks
- Staff resource freed up for other processes

**Why T-Plan?**

- GUI level automation meant no API interaction
- Tool easy to use as limited on-site programming expertise
- Centralised control over the automated processes
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**quote... “ACCOUNT MAINTENANCE ONLY TAKES MINUTES NOW!”**

[RPA Project Manager]
Web - Case Study

Web Portal Automation for the Energy Industry

Every company these day has to offer a compelling user experience to engage the customer and keep them within the portal. This is a challenging task if the back-end infrastructure is not yet consolidated and integrated.

Project Scope
To provide a seamless engaging user experience, the user expects to have a single portal, serving all of their needs. In reality the IT infrastructure consists of many silos, which have been developed over the years. To get them all consolidated and integrated properly, is proving too costly to the business in time and money.

This leads to a situation where you have multiple systems with copies of the same kind of data, e.g. customer records. The challenge is to keep all the data repositories synchronised, if a real system integration is not feasible in the short term.

Virtual Workforce
In order to offer an integrated portal to the customer, our client built a website to give the customers access to all of their service processes. In situations where multiple back-end processes need to be in sync with the same data (i.e. address change), a robot was employed to transfer changes in one system to all the other systems; thus ensuring data synchronisation over all of the fractured legacy silo systems.

Why T-Plan?
Automated transfer of data changes across multi systems, comprising of legacy & current applications.

Results
- GUI level automation meant no API interaction
- Tool easy to use as limited on-site programming expertise
- Centralised control over the automated processes
- Management control of scheduled tasks

Quote... “ROBOTIC SYNCHRONISATION OF DATA OVER MANY DIFFERENT SYSTEMS IS A REALITY.” 
[RPA Project Manager]
Robot Automated PORTAL

- Central management hub for all RPA activities
- Statistical analysis of corporate wide processes
- Management control of resource workload
- Clear visual success/failure indicators
- Simple process playback controls
- Web dashboard for remote WAN/LAN access

Robot Automated DRIVER

- Core engine for automated processes
- Process relationship management
- Process design and authoring (inc. Record & Playback)
- Cross platform delivery
- RAD relationships allow scalable deliveries
- Process correction and low level reporting

Robot Automated SYSTEM

- Use of native end user systems
- Support of both legacy frameworks and latest technology
- No code injection required
- Multi-platform support covering Desktop, Mobile and Tablet
- Physical and virtual hardware supported providing scalability yet controlling project costs
- Reproduce real user actions accurately, consistently, repetitively