

*10 ways*

# **MANUAL TASKS** **are costing your business.**

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How to deploy robotic process automation (RPA) for routine, repetitive activities to save time and money.

**KOFAX** 

# Which one would you choose to get to your destination the fastest way?

It's a 24/7 business environment and we have an app for everything.

But, despite all of the technology at our disposal, many organizations still rely on manual, repetitive tasks for vital business processes—which is like using a compass or paper map instead of a GPS.



# Many organizations still rely on manual tasks to collect, review and input data.

Organizations automate just 25%-40% of their workflows<sup>1</sup>

Manual tasks are often used to copy and paste data between internal and external systems - such as websites, portals, enterprise applications, legacy systems, and desktop applications like Excel.

These repetitive, remedial tasks require workers to log in and out of multiple systems. Often referred to as “swivel chair integration,” it is best illustrated with employees reading data in one computer screen and keying it into another.

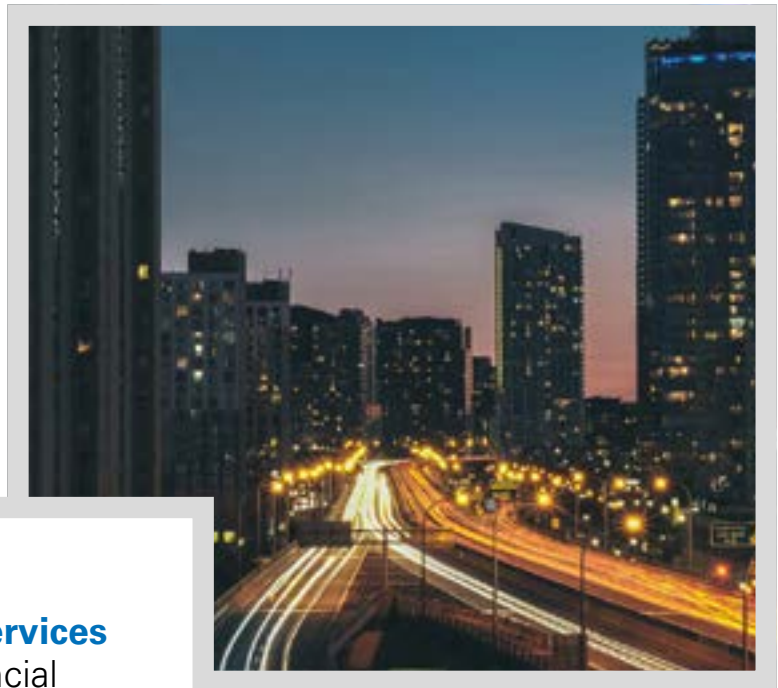


50% of all automation opportunities are being missed.<sup>2</sup>

<sup>1</sup>[Cognizant Center for the Future of Work](#)

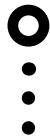
<sup>2</sup>[Wired](#)

# Manual tasks exist in every industry.



## Transportation and Logistics

32% of transportation and logistics companies rely on manual steps in more than 50% of their processes.<sup>3</sup>



## Financial Services

34% of financial organizations rely on manual processes.<sup>5</sup>



## Finance and Accounting

47% of AP professionals consider manual data entry and inefficient processes their biggest challenge.<sup>7</sup>

## Manufacturing

Half of companies still use manual processes for monitoring changes, exceptions, and disruptions to their supply chain and plan activity.<sup>4</sup>

## Insurance

The top or #1 efficiency challenge for CFOs is manual processes.<sup>6</sup>

<sup>3</sup> [EyeforTransport](#)

<sup>4</sup> [Edge Research](#)

<sup>5</sup> [Kofax Software](#)

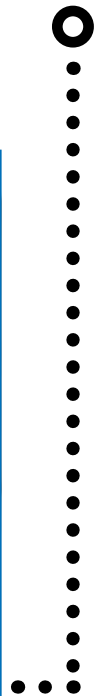
<sup>6</sup> [Clearwater Analytics](#)

<sup>7</sup> [Paystream Advisors](#)



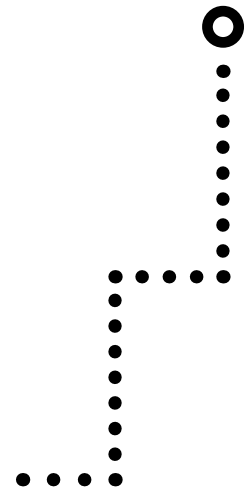
# Why haven't these manual tasks been automated?

- Old legacy systems are difficult to integrate with modern applications
- External data sources like web sites and portals don't always have APIs to connect to
- Core business processes often have numerous exceptions that fall outside of normal automated processes
- And, IT is overburdened by business requirements and simply can't get to all project requests



# Manual tasks hold your business back.

Enterprises that rely on manual tasks for repetitive, mundane activities are behind the times. This impacts productivity, performance, customer satisfaction, employee satisfaction, compliance and revenue.



**Productivity**

**Performance**

**Customer Satisfaction**

**Employee Satisfaction**

**Compliance**

**Revenue**

# Automating manual tasks is vital to delivering results.

Automation of knowledge work will have an **economic impact of \$5-\$7 trillion by 2025**.<sup>26</sup>

By automating routine tasks, you can increase workflow efficiencies – freeing up your staff for higher value work, driving down costs, and boosting your revenue.

Companies that automate their processes are more competitive, responsive, and agile.

You gain quicker insights into your business and market – so you can better meet customer needs and outpace your competitors.



Automation will touch more than **230 million knowledge workers**, 9% of the global workforce by 2025.<sup>26</sup>

**98% of IT professionals view the automation of business processes** as vital to driving business benefits in today's corporate environment.<sup>27</sup>

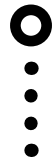
<sup>26</sup> [McKinsey Global Institute, Disruptive Technologies \(Les technologies révolutionnaires\)](#)

<sup>27</sup> [2014 PMG IT Survey](#)

# Leading organizations leverage process automation.

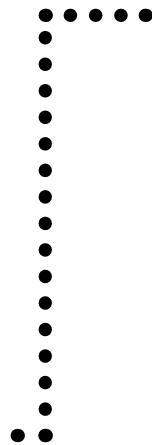
## Transportation and Logistics

Are 1.1 - 2.4x more likely to automate basic daily tasks, such as shipment scheduling and tracking than laggards.<sup>28</sup>



## Manufacturing

Achieve 96% perfect orders across their supply chain, versus 71%-73% perfect orders for laggards.<sup>29</sup>



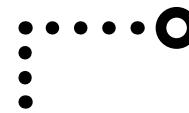
## Financial Services

Realize 15% overall process cost reduction by eliminating manual steps and rework.<sup>30</sup>



## Insurance

Process claims 5x faster and are nearly 3x - 4.5x more cost effective than worse in class. Just 5.6% of claims require rework, versus 29% for worst in class.<sup>31</sup>



## Finance and Accounting

Process invoices on average in 4.1 days, versus 16.3 days for laggards.<sup>32</sup>

<sup>28</sup> Aberdeen

<sup>29</sup> Edge Research

<sup>30</sup> pwc

<sup>31</sup> Council for Affordable Quality Healthcare

<sup>32</sup> Kofax Software





Here are **10 ways**  
that **MANUAL TASKS**  
are **costing your business**  
time and money.

# Reduced productivity.

Your employees may need to copy data from one system and paste it into another system to approve an application or answer a customer question.

Multiply this repetitive activity by the number of times they do this in any given day/week, and it quickly adds up to lots of wasted time.



**A business with 1,000 knowledge workers**

loses \$10 million a year from poor productivity tools in search alone.<sup>9</sup>

**22% of an employee's time** is spent on repetitive tasks.<sup>8</sup>

**40% of a knowledge worker's time**

is spent looking for and organizing information.<sup>9</sup>

<sup>8</sup>Cognizant

<sup>9</sup>IDC: Bridging the Information Worker Productivity Gap (Pallier le manque de productivité des travailleurs de l'information)

## Slow customer responsiveness.

Inefficient, manual tasks cause a ripple effect that impacts customer service and the speed at which you can respond to inquiries.

Customers often need to provide information repetitively, even though customer service representatives (CSRs) should be able to easily find it in their system.

If you rely on manual tasks to input information between systems, it's hard to give customers fast, convenient service and support.



**73% of consumers expect customer service to be easier and more convenient,** while 61% want it to be faster.<sup>10</sup>

In the U.S., the estimated **cost of customers switching due to poor service** was \$1.6 trillion in the past year.<sup>10</sup>

**52% of consumers have switched a provider** the past year due to poor customer service.<sup>10</sup>

# Data entry errors.

The more manual tasks you have, the more you need to reinvent the wheel.

For example, in the logistics sector, using EDI and standardized data exchange formats for shipment scheduling is not always an option.

You may have this scenario:

1. Customer emails a shipment request.
2. Customer service representative (CSR) monitors email, prints and files the shipment request when received.
3. CSR logs into scheduling systems and manually enters the shipment details.
4. CSR logs into shipper's portal and manually re-enters the pickup date, location and time.

All of this manual repetition can cause errors that lead to delays and unhappy customers.

Out of every 100 steps, a human is likely to make 10 errors, even when carrying out somewhat redundant work.<sup>12</sup>

In a UNLV study, students who **manually entered six types of data for 30 data sheets made an average of 10.23 errors.**<sup>11</sup>



<sup>11</sup> [Ungerboeck Software](#)

<sup>12</sup> [Institute for Robotic Process Automation](#)

# Increased labor costs.

When you factor in training, payroll, facilities, equipment and benefits, you're paying a lot for people to copy and paste data.

Rework and data re-entry due to manual errors can slow your operations down, leading you to hire more people just to keep things moving.



Low-level tasks  
eat up 30%  
of IT departments'  
time.<sup>13</sup>

Labor represents a  
median of 60% of the  
total costs of invoice  
processing.<sup>14</sup>

Manual and paper-based processes during a typical onboarding process **can cost up to 20 times more** than computer-assisted, electronic document processing.<sup>15</sup>

<sup>13</sup> [Quocirca](#)

<sup>14</sup> [CFO](#)

<sup>15</sup> [Bank Tech](#)



## Inconsistent workflows.

Every employee has their own workflow. Reconciling these workflow variations across dozens or hundreds of employees can be costly.

Manual variations and errors within critical tasks such as claims processing, mortgage lending, accounts receivables, and shipment tracking can directly impact your profitability.



Most banks see a completion rate of about **30% for new account opening** and **10% for loan applicants**

**The administrative costs of processing insurance claims** add up to as much as \$210 billion a year in the U.S.<sup>16</sup>

<sup>16</sup> [American Medical Association](#)



**5 COSTLY WAYS DOWN**

***+5 more to go***

(not that we're counting.)

# Increased compliance risks.

When you perform critical tasks manually, it's easy to jeopardize compliance.

For example, when banks use manual tasks to onboard a new customer, employees may key in inaccurate information when verifying and authenticating a person's identity for Know Your Customer requirements.

Failure to follow regulations and requirements can result in hefty penalty and fines.



As part of the ongoing pursuit of compliance **les global retail bank IT spending is set to rise 20% over the next four years**, and is predicted to hit \$150 billion in 2018.<sup>18</sup>

Banks have paid **over \$300 billion in fines** since 2010.<sup>17</sup>

Due to the financial crisis and increasing regulations, as well as manual efforts to ensure mortgage investor and regulatory compliance, mortgage origination costs in the U.S. are **three times higher than they were just a decade ago**.<sup>19</sup>

<sup>17</sup> Capco

<sup>18</sup> Ovum

<sup>19</sup> US Consumer Lending Forecast June 2014–Mortgage Bankers Association

# Lack of visibility into processes.

Manual tasks are inconsistent and much harder to track than automated activities. Because you're not starting with 100% accurate data, the insights you gain from manual processes will be inherently flawed.

Lack of visibility also impacts customer service. It's hard to fix process bottlenecks and delays that frustrate customers if you can't pinpoint where the problems exist.



**45% of controllers surveyed** identified lack of visibility into invoices and payables information as their top payables challenge.<sup>21</sup>

**41% of senior finance executives cited** improved visibility into invoices and payables information as the biggest benefit of AP automation.<sup>21</sup>

**Only 24% of logistics/manufacturing executives** had implemented automated processes for visibility of order and shipment status, yet stated their key focus was on reducing risks that affect customer relationships.<sup>20</sup>

<sup>20</sup> [Industry Week](#)

<sup>21</sup> Institute of Financial Management

## Lack of business elasticity.

Manual tasks can slow you down if you're trying to rapidly scale.

When repetitive tasks depend on human workers to complete them, scaling up during seasonal or peak times is extremely difficult to manage from a resource and cost perspective.

You must find, hire, and train new employees – taking time to guide them throughout the learning curve.

You may lose growth opportunities due to a lack of trained staff or the inability to quickly adapt to changing demands.



**In short, it's easier  
to scale software  
than people**



Institute for Robotic  
Process Automation

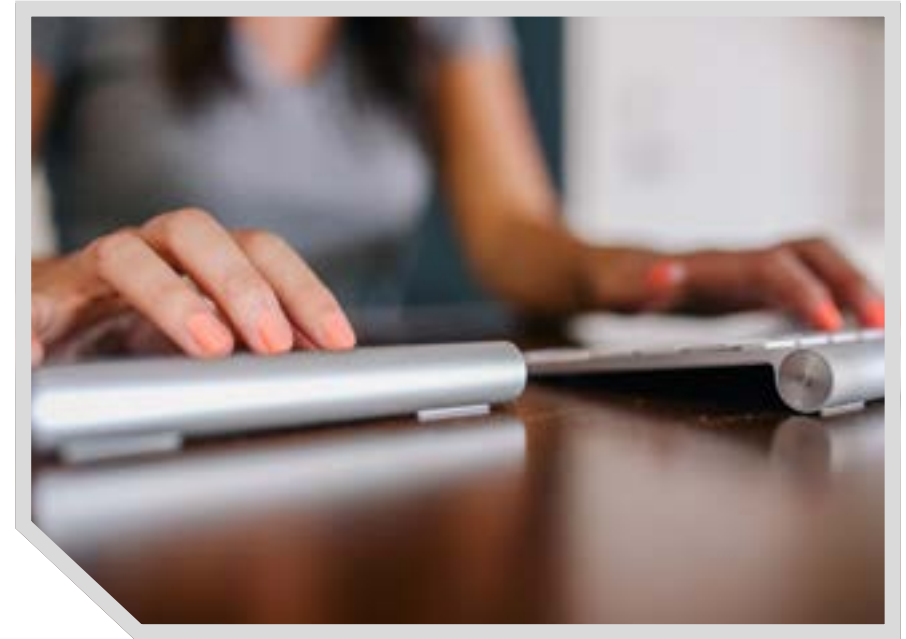


## Heavy reliance on outsourcing to meet labor needs.

You can't afford for your staff to waste time on mundane, repetitive tasks, and may need to outsource many of these routine activities.

But outsourcing has many drawbacks, including delays, errors and loss of control of quality and operations that may hurt your customer service.

Outsourcing also puts your compliance and security at risk when you hand your data to an outside firm.



**Outsourcing may cost 13%-65% more** than expected.<sup>22</sup>



**The cost of wages in India and the Philippines is projected to increase 8% by 2020** driving up outsourcing costs.<sup>23</sup>

<sup>22</sup> The Real Cost of Outsourcing (Le coût réel de la sous-traitance), OFS Global Services 2012

<sup>23</sup> PWC Global Labor Projections, septembre 2015

# Inability to innovate.

Mundane administrative work takes time away from your employees and knowledge workers more valuable business-building, customer oriented and strategic activities.

This is particularly critical in IT, where the department is valued by how much it leverages technology to drive business innovation.

When you devote 70%-75% of your IT time and budget to keeping the lights on, you can't innovate.

85% of executives believe that achieving technological transformation is **critical to driving innovation.**

But, 70% said they **haven't taken advantage of new technology.**<sup>24</sup>

**70% of businesses say a focus on everyday IT tasks** is holding them back.<sup>24</sup>

**73% of activities in an average process** do not add value..<sup>25</sup>

<sup>24</sup> Information Age

<sup>25</sup> Deloitte

A dark, semi-transparent background image showing a business meeting. In the foreground, a person's hands are holding a tablet displaying a green line graph. In the background, two other people are shaking hands. The overall scene is dimly lit, emphasizing the text overlay.

Here's how to fix it  
**QUICKLY** and **EASILY.**

# Create a digital workforce with Robotic Process Automation.

Robotic Process Automation (RPA) is an emerging, cost-effective technology that automates repetitive, manual tasks that waste your time.

RPA uses software robots and intelligent business rules to mimic the actions your employees take while performing tasks within applications.

These tasks can include looking up and verifying information, and copying and pasting between:

- Back office systems
- Public websites
- Web portals
- Legacy mainframe systems
- Microsoft Excel and other desktop applications
- Other data sources

In essence, RPA creates a digital workforce that works side-by-side with your employees.



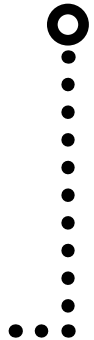
# It's easier than you think.

RPA can be deployed in a matter of weeks, not months, as it does not rely on the use of complex APIs and coding.

RPA integrates with (rather than replaces) your existing technology, so it is both complementary to core systems and non-disruptive to your day-to-day operations.

RPA also augments and complements business process management (BPM) and case management automation platforms. A diversified approach that includes software robots, human workers and BPM or case management solutions is an ideal, forward-thinking option.

In short, robotic process automation solves data integration and automation challenges that never seemed to get solved.





# Remember those manual, repetitive steps on #3?

 **MANUAL STEPS  
TAKEN BY EMPLOYEES**

 **Step 1**  
Customer emails a shipment request



**Step 2**  
Customer Service Representative (CSR) monitors email and prints and files the shipment request when received

**Step 3**  
• CSR logs into scheduling system and enters shipment details



**Step 4**  
CSR logs into shippers portal and enters the pickup date, location and time

•  
•  
**CSR sends customer email confirmation**

•  
•  
END

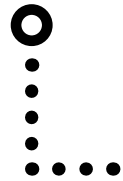
# That's all automated with RPA.



STEPS TAKEN BY ROBOTS

## Robot Step 1

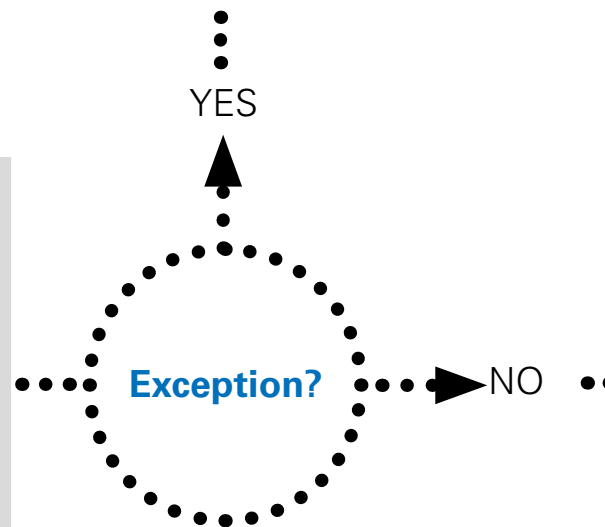
- Monitors email
- Extracts new shipment request data from email



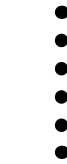
## Robot Step 2

- Logs into transportation management system
- Checks availability
- Schedules pick up day and time

Customer Service Rep (CSR) handles exception



UPDATE SYSTEM



## Étape automatisée 3

- Logs into shippers portal
- Enters pickup date, location, and time

Robot sends customer email confirmation

END

A woman with glasses is sitting at a table in a dimly lit room, working on a laptop. On the table in front of her is a white mug and a small plate with a cookie. The room features a dark sofa with cushions, a framed picture on the wall, and decorative lights hanging from the ceiling. The overall atmosphere is quiet and focused.

This all sounds **GREAT**,  
but can it help me?

# RPA can be deployed for virtually any business activity involving users, data and systems.

For example...

## Transportation and Logistics

- Shipment scheduling and tracking
- Invoicing and credit collections
- Researching and closing out loads

## Insurance

- Claims processing
- Compliance and risk management

## Healthcare

- Member eligibility and management
- Provider credentialing and contract management

## Manufacturing

- Supply chain automation

## Cross-Industry

- Finance and accounting
- Sales operations

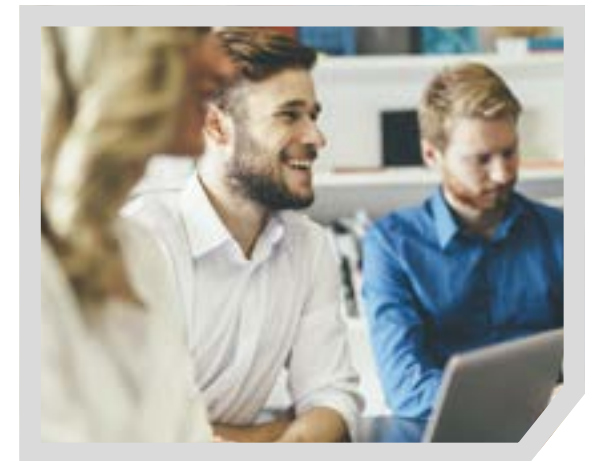
## Financial Services

- Mortgage lending
- Compliance and risk management
- Customer service

A typical rules-based process can be automated by 70-80%.<sup>33</sup>

# What are the quantifiable benefits?

- Creates an immediate **25%-50%** cost savings by automating tasks at a fraction of the human equivalent<sup>34</sup>
- Increases staff productivity, service levels, and capacity by **35%-50%**.
- Consistently delivers **100%** accurate data
- Decreases costly errors for a **0%** error rate
- Slashes processing times by up to **90%** (réduction oscillant entre 30%-50% pour un processus standard)<sup>35</sup>
- Lowers average handling time by **40%**
- Reduces reliance on multiple systems/screens to complete a process by **14%**<sup>36</sup>



<sup>34</sup> Institute for Robotic Process Automation

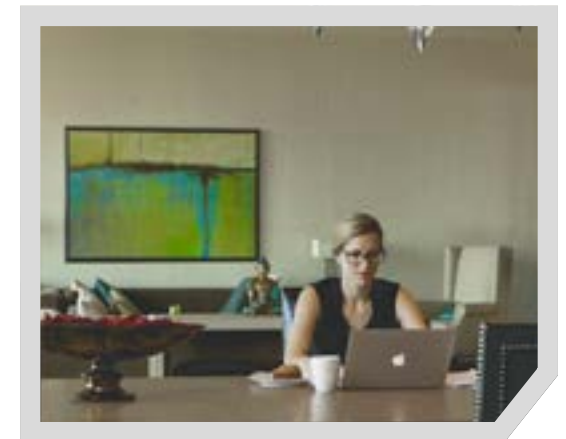
<sup>35</sup> Virttia

<sup>36</sup> Cognizant Center for the Future of Work



# Work smarter, not harder with RPA.

- Drives more value and **profit** for your business
- Allows you to **respond faster** to customer and business needs
- Enables **24/7/365** operations (a robot never sleeps)
- Frees up your skilled staff to work on **high-value projects**, not waste their time on mundane administrative tasks
- Provides audit trails and **improves compliance**
- Enables **greater elasticity** and **scalability**
- Allows you to **gain insight** with analytics,  
**better understand your processes**  
and continue to improve operations



# What do the industry experts say?



**RPA 'robots' are revolutionizing the way we think** about and administer business processes, IT support processes, workflow processes, remote infrastructure and back-office work.

Frank Casale, Founder and CEO of the Institute for Robotic Process Automation (IRPA)

**Consider robotic process automation as a lower-cost, less disruptive way to rapidly automate** processes [sic] that have been previously "out of reach" to more cap

Ovum Group, Robotic Process Automation, Adding to the Process Transformation Toolkit (l'automatisation robotisée des processus : nouvel outil de transformation des processus)

Finally, thinking of RPA as a stand-alone panacea rather than an **important technology lever** among several others also limits unlocking strategic value.

Seizing the Robotic Process Automation (RPA) Market Opportunity (Saisir l'opportunité du marché de l'automatisation robotisée des processus), Everest Group

# Customers tell the best RPA story.



Reclaimed 90% to 95% of a CSR's time for higher value work

Automated the handling of premium service requests within seconds of the initial email

Enabled expansion of the program to drive revenue



Saved 850+ hours per month of manual work required to process quotes and invoices.

Shortened cycle times and assured 100% data accuracy

Product specialists have more time to work closely with customers and suppliers

# Yes, there are more.



Reduced turnaround time for digitalizing loan documents from 15 days to 5 days.

Accelerated speed to revenue, improved cash flow and reduced cost per fund.



Gained ability to gather all required loan documentation for quality control or audits with files within seconds



Streamlined workflow allows two people to do the work without the need for temporary employees

Saved time while ensuring applications and renewals are processed quickly and efficiently.



Removed bottlenecks and improved efficiencies with a deeper understanding of how processes performed

# So, what's **NEXT?**

Download our ePaper, Digitally Transform the Way You Work: How to Deliver Big Results in Six Small Steps with Process Transformation

Get informed with The Ultimate Guide to Choosing the Right Robotic Process Automation Solution

See the power of Kofax Kapow for yourself: Request a personalized demo.

Power Your Processes.  
Empower Your Business.

Also, go to [Kofax.com](http://Kofax.com) for more RPA success stories.



**KOFAX** 

The Kofax logo, with the word 'KOFAX' in a bold, white, sans-serif font. To the right of the text is a circular graphic composed of a grid of small white squares, some of which are missing, creating a textured, globe-like effect.