Agenda

- Introduction
- What is Robotic Process Automation?
- RPA in Practice
- RPA & Artificial Intelligence
- Ready for More?
About Me

- Operational Excellence & UiPath Partnership Lead
- 3x UiPath MVP
- Automation Strategist & Practitioner
- Advanced UiPath Certified
- Microsoft Office Master Certified
- Project Management and Agile Certified

- Mother of four children: 15, 14, 14, 12
- Wife to a Jax Fire Rescue Special Ops Lieutenant
- Board member, National Alliance on Mental Illness Jacksonville
- Leadership Jacksonville alumni
- Enjoyed practicing Jiu Jitsu pre-pandemic and doing anything on the water
What is Robotic Process Automation?
What is Robotic Process Automation?

Robotic Process Automation

Like Human Action

Sequence of Steps

Minimal Human Intervention
In 2020, the RPA market grew at the fastest rate of all software subsegments tracked by Gartner in the enterprise software market.

- Gartner

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue ($M)</td>
<td>1,358.5</td>
<td>1,887.2</td>
<td>?</td>
</tr>
<tr>
<td>Growth (%)</td>
<td>62.93</td>
<td>38.9</td>
<td>Predicted 19.53</td>
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Robotic Process Automation Technology Leaders

Figure 1: Magic Quadrant for Robotic Process Automation

Source: Gartner (July 2021)
About half the activities people are paid to do globally could theoretically be automated using currently demonstrated technologies …
— McKinsey

To support RPA, we need within a decade:

- 91% growth in roles requiring advanced IT skills*
- 70% growth in roles requiring basic digital skills*

Robotic Process Automation in Practice
Robotic Process Automation Candidate Processes

1. ROUTINE
2. REPEATABLE
3. RULES-BASED
BONUS. HIGH VOLUME
Common Process to Automate

- Payroll
- Demographics
- Time & Expenses
- Benefits
- Recruiting

Human Resources

IT Services
- Identity Mgmt
- Monitoring
- Software Deployment
- Backup Retrieval

Office Processes

Finance & Accounting
- Invoicing
- Accts Payable
- Vendor Mgmt
- Collections
- Reporting

Supply Chain
- Inventory Mgmt
- Supply & Demand
- Contract Mgmt
- Work Orders
- Returns
Security Orchestration RPA

Network Security Groups

VM

Public IP
NSG

VM

Public IP
NSG

VM

Public IP
NSG

Block Attacker IP

Create NSGs

Resolve Ticket

Service Desk

Detection

Security Center

Alerts List

Robot

Add Alerts to Queue
Get Queue Items
Get Assets (auth)
Logging

Brute Force Attacks
Suspicous Auth Activity
Failed SSH brute force attack
Web Fingerprint Detected

Orchestrator

Queues
Triggers
Assets
Why RPA?

**Better Processes**
Use the power of RPA to optimize your team’s processes
- Low barrier to entry
- Reduced setup time
- Higher IT team productivity

**Seamless Integration**
Integrates with your existing Systems & Applications
- No additional implementation costs
- Blends into your existing partner ecosystem

**High Quality High Value**
IT infrastructure & services provisioning, mgmt, config capabilities
- Increased agility: fast response to changes, requests
- Rapid ROI
- Cost savings
RPA & Artificial Intelligence
Timeline for Artificial Intelligence

2010s
- AI first reached us through consumers products

2020s
- RPA Growth: By 2023, 90% of large organizations will have deployed some form of RPA.

RPA Expands to AI
- “By 2022, 80% of organizations that deployed RPA will introduce AI...”
  - Gartner

Cost Savings
- Intelligent automation proven to cut business process costs on average 25 – 40%.
  - Deloitte

Productivity Increase
- AI contribution to global economy will be up to $15.7T by 2030.
  - PwC Research
AI Enables Process Automation With …

- **Uncertainty**
  - Cannot determine an outcome with 100% certainty

- **High Variability**
  - Too much variability to be rules-based

- **Unstructured Data**
  - Information like articles, documents, images, videos and emails

- **Examples**
  - Property Valuation
  - Loan Defaults
  - Inventory Forecasts
  - Resume Matching
  - Purchase Decisions
  - Language Translation
  - Invoice Extraction
  - Email Routing
  - Speech to Text
Combine RPA and Artificial Intelligence

- Assist humans and focus on "thinking"
- Increasingly cognitive and complex tasks
- Pattern recognition
- Semi-structured and unstructured data
- High variability
Demonstration Scenario

Scenario

- Photo snapshot on Tripwire
- RPA extracts & formats Data
- AI Center determines vehicle type
- OCR detects vehicle markings
- Logic rules/scheduled deliveries/alerts
- RPA automates response actions based on rules
- Completed automation with audit, response and confidence
- Control 3rd party applications
RPA Demonstration

AI Center

1. Understand need
2. Define KPIs and a desired ROI
3. Determine the project's ROI and cost

...
A Few AI Use Cases …

Healthcare
- Help Desk Responses
- Auditing – Anomaly Detection

Professional Svc
- Fraud Detection
- Social Media Image Review

Financial Svc
- Entity Identification

General
- Onboarding & Offboarding
Ready for More?
Want to Learn More?

1. Join the UiPath community for help
2. Start learning [UiPath Academy](https://academy.uipath.com)
3. Consider building automations as a Citizen Developer
4. Pick a pilot project and automate!

Join the Community
- [UiPath Forum](https://forum.uipath.com)
- [UiPath Community Slack](https://uipathcommunity.slack.com)

Learning Paths
- Citizen Developer
- Business Analyst
- Implementation Manager
Questions?

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Chat on LinkedIn or UiPath Community