

# THE NEW PATH TO BUSINESS PROFIT

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## USING SOFTWARE ROBOTS TO INCREASE PRODUCTIVITY

BY DAVID BARLOW AND MATT SKINNER



# THE NEW BUSINESS REALITY

2020 has changed the way we do business forever. What has worked in the past isn't going to work in the future.

Many businesses are just looking to survive but also understand that COVID-19 is not going to simply disappear anytime soon.

But anyone who is waiting for trading conditions to improve before making the necessary changes to their business is going to be left behind.

The reality is that any manual work in your business can often act a handbrake on the business. Unfortunately, processing work is very time consuming, inefficient and unnecessarily expensive.

This usually means that your team doesn't have the time or the capacity to address more important issues that could add value to the business, and you don't have the necessary money to invest into growth related activities.

## Why does it happen?

You might have tried to address this by sending some work offshore to reduce the cost of doing business.

Or you may have tried to automate as much a possible with traditional automation.

But, in the end, there are still countless things that should be improved in your business, and the time and cost involved is too high.

# THE NEW BUSINESS REALITY

**It doesn't have to be this way.**

You could improve your business with robotic automation.

It actually is possible to continue to improve your business and reduce costs without disrupting your business and replacing existing business systems.

Imagine being in the position where you have been able to further reduce your cost of doing business and return your business to profitability faster.

Imagine seeing much greater productivity and engagement from your staff who are spending less time on mundane and repetitive tasks and more time adding value back to your business.

Imagine having a business that is more efficient, more productive and happier.

**It is all possible using Robotic Process Automation (RPA).**

**RPA basically means using “software robots” to get work completed faster and done right the first time.**

# ABOUT SHERPA WORKS

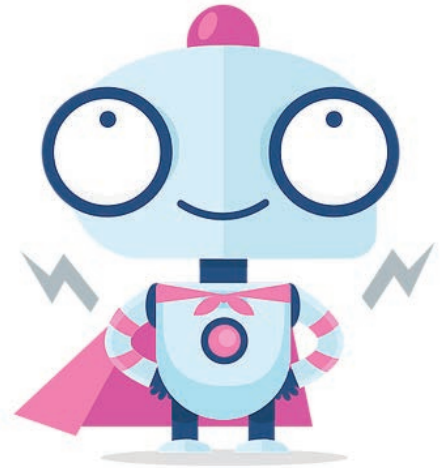
We are an Australian-owned and operated Robotic Process Automation (RPA) consultancy specialising in the SME and Mid-Market, and our mission is for our clients to experience outrageous success with their bot workforce.

RPA, also known as Software Robots, unleashes you from boring, low-value, routine and repetitive tasks, so that you can focus on taking your business to the next level of growth and beyond.

We are all about setting your staff free to do the jobs you hired them for, not the repetitive tasks you pay them for.

Robotic Process Automation helps your employees to act less like robots and be more creative, solving problems and delivering growth.

Robotic Process Automation (RPA) came to David's attention whilst he was in the outsourcing offshore industry back in 2015. When UiPath launched a cloud offering into the market pre-Christmas 2019 this changed everything. Now organisations of all sizes, including Small to Medium sized Enterprises, can leverage RPA to transform their business, reduce the cost of doing business, whilst improving customer experience and compliance. From a personal point of view David is passionate about developing trusted and lasting working relationships with his clients, based on values of transparency and ethical conduct. David is immensely proud to have led the commercial development of two separate start-up organisations awarded BRW Fast Awards - BRW Fast Starter 2009, BRW Fast Starter 2014, BRW Fast 100 2015 and BRW Fast 100 2016.



David Barlow

# ABOUT SHERPA WORKS

Helping customers identify automation opportunities within their business and bringing their bot workforce to life is Matt's passion. With broad management experience and a deep understanding of the transformative capabilities of data and technologies, including Robotic Process Automation (RPA), A.I. and CRM for operational improvements, Matt is ideally placed to guide our customers along their automation journey and deliver rapid ROI.



Matt Skinner



Sherpa Works has partnered with the world's leading RPA technology provider, UiPath. UiPath is now one of the world's fastest growing software companies and is positioned as a **Leader in the 2019 and 2020 Gartner Magic Quadrant for Robotic Process Automation.**

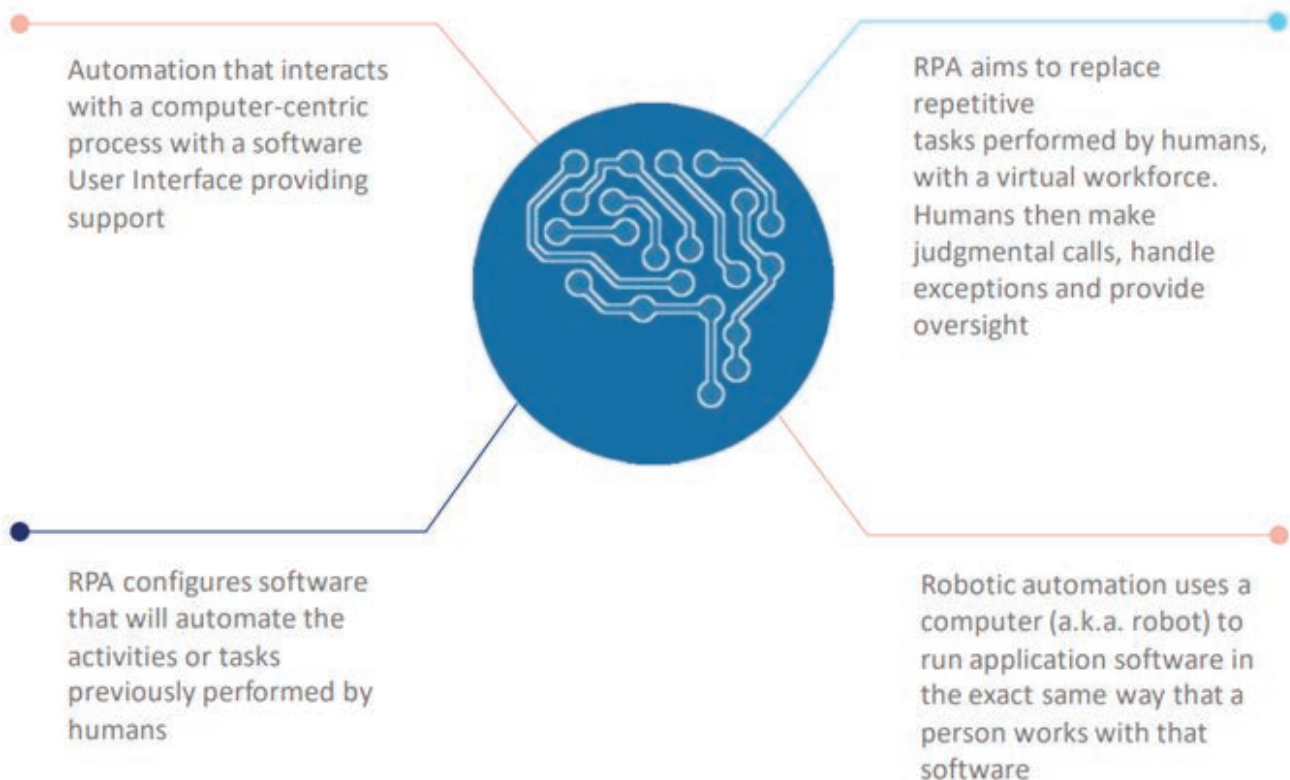
# AN INTRODUCTION TO RPA

With rapid technological advancement, automation software, once only available to large corporations, can now be accessed by businesses of all sizes including Small to Medium sized Enterprises. Whereas many businesses have traditionally offshored or outsourced work, Robotic Process Automation (RPA) now allows you to keep work onshore, with it done right and faster the first time.

Robotic Process Automation is the technology that allows anyone today to configure business software, or a “software robot” to mimic what an employee would do, when completing repetitive rules-based work.

RPA robots utilise the user interface to capture data and manipulate applications just like an employee would do.

They interpret, trigger responses and communicate with other systems in order to perform a vast variety of repetitive tasks. Only substantially better: an RPA software robot never sleeps, works 24/7, makes no mistakes and is highly cost-effective.





# HOW IS RPA DIFFERENT FROM OTHER ENTERPRISE AUTOMATION TOOLS?

Many businesses have adopted best of breed software solutions. Often these systems don't talk to each other causing unnecessary complexity, duplication of work and errors. So, in one sense Robotic Process Automation can help your existing business applications talk to each other but with a difference. When you think of Robotic Process Automation think of speed. You can automate a business process, subject to the complexity of the process, within a couple of days to a couple of weeks. Whereas, if you were going to upgrade or replace existing systems this can take many months or even years. The processes can be automated so quickly because our technology partner, UiPath, provides a low-code solution which accelerates the build and implementation time.

As Robotic Process Automation doesn't require any back-end integration, the software robot simply opens the existing business application like an employee would, and completes the process - only faster, cheaper and right the first time.

Because of the speed at which you can automate processes when compared to traditional automation you can see a payback within months. We have helped client's see a payback period of 3.5 months, however, we typically aim for at least 6 to 9 months.

There is minimal upfront investment because you are automating at a process level, not replacing or upgrading an existing application.

One thing that's really exciting is that the RPA program is led by the business, because there is very little help required from your IT department to start automating processes. Naturally, you want to keep IT involved in the program from the beginning and IT will want to make sure RPA meets your security requirements. Once, you address these questions, you don't need to compete for internal IT resources to get the project done, accelerating your automation ambitions.



**Fast benefit  
realisation**



**Minimal  
Upfront  
Investment**



**No disruption  
to underlying  
systems**



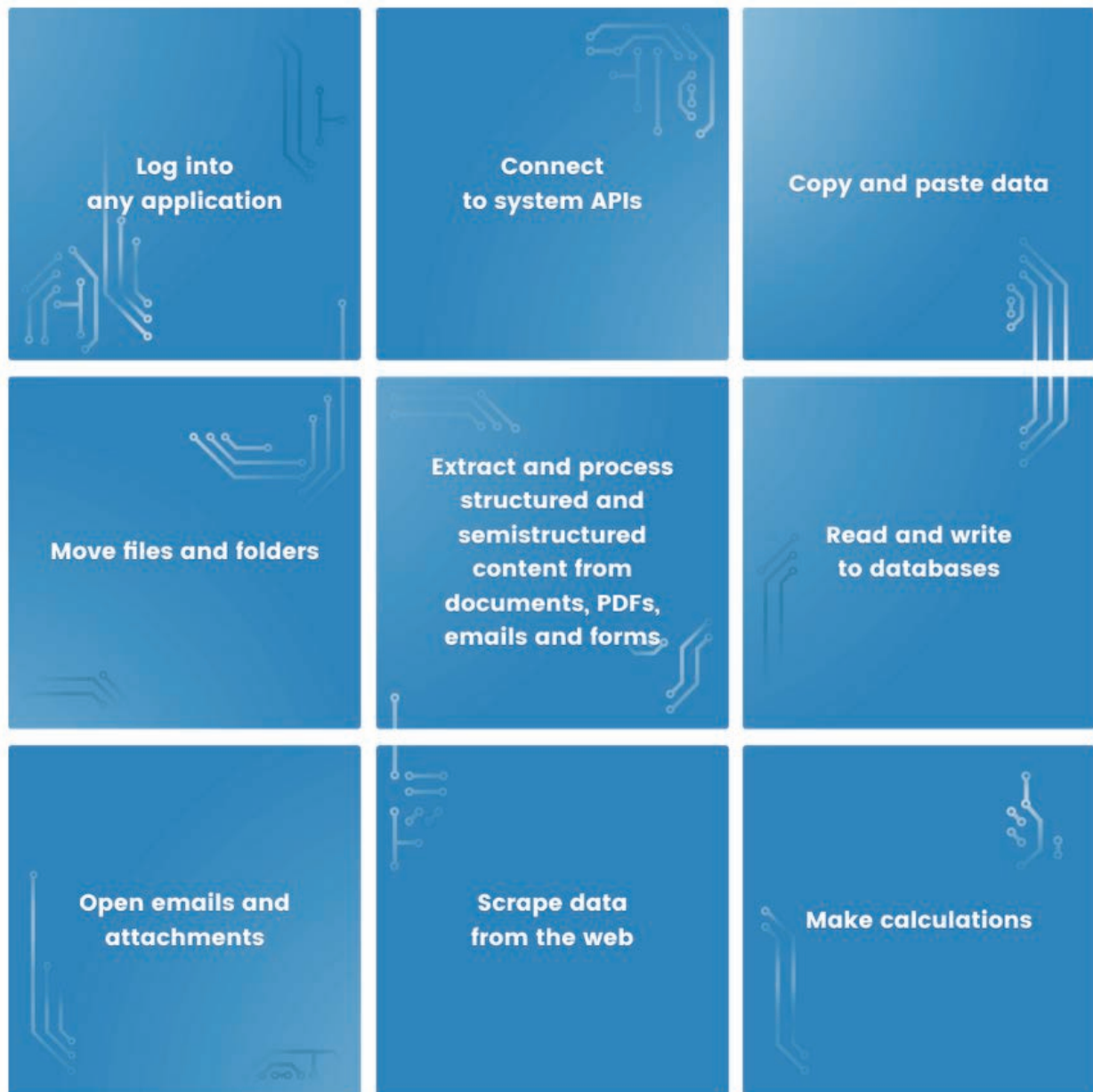
**Led by the  
business, with  
support from IT**



**Highly scalable,  
adapts to  
changing  
business  
environment**

# HOW DOES RPA WORK?

RPA robots are capable of mimicking many—if not most—employee actions. They log into applications, move files and folders, copy and paste data, fill in forms, extract structured and semi-structured data from documents, scrape browsers, and more.





# WHAT PROCESSES ARE RELEVANT TO RPA?

“Essentially, any high volume, business rules driven, repeatable process qualifies for robotic automation”

## Implement fast, achieve ROI fast.

An Australian owned award-winning recruitment firm, people2people, started their automation journey with Sherpa Works by automating three processes. Within the first 3.5 months the automation had already paid for itself and the client was forecast to see a productivity improvement of \$175,000 AUD in the first 12 months. Now the client is automating another 6 processes with Sherpa Works and software robots.

## Reduce effort in the back office.

A local NSW based retailer Harris Farm Markets (HFM) was experiencing solid growth and needed to find additional capacity in its Finance department to better support the broader business. After reviewing over twenty finance processes Sherpa Works identified twelve processes which were suitable candidates for automation with RPA. HFM started with eight process and now is up to process 13 and counting.

## Improve customer experience.

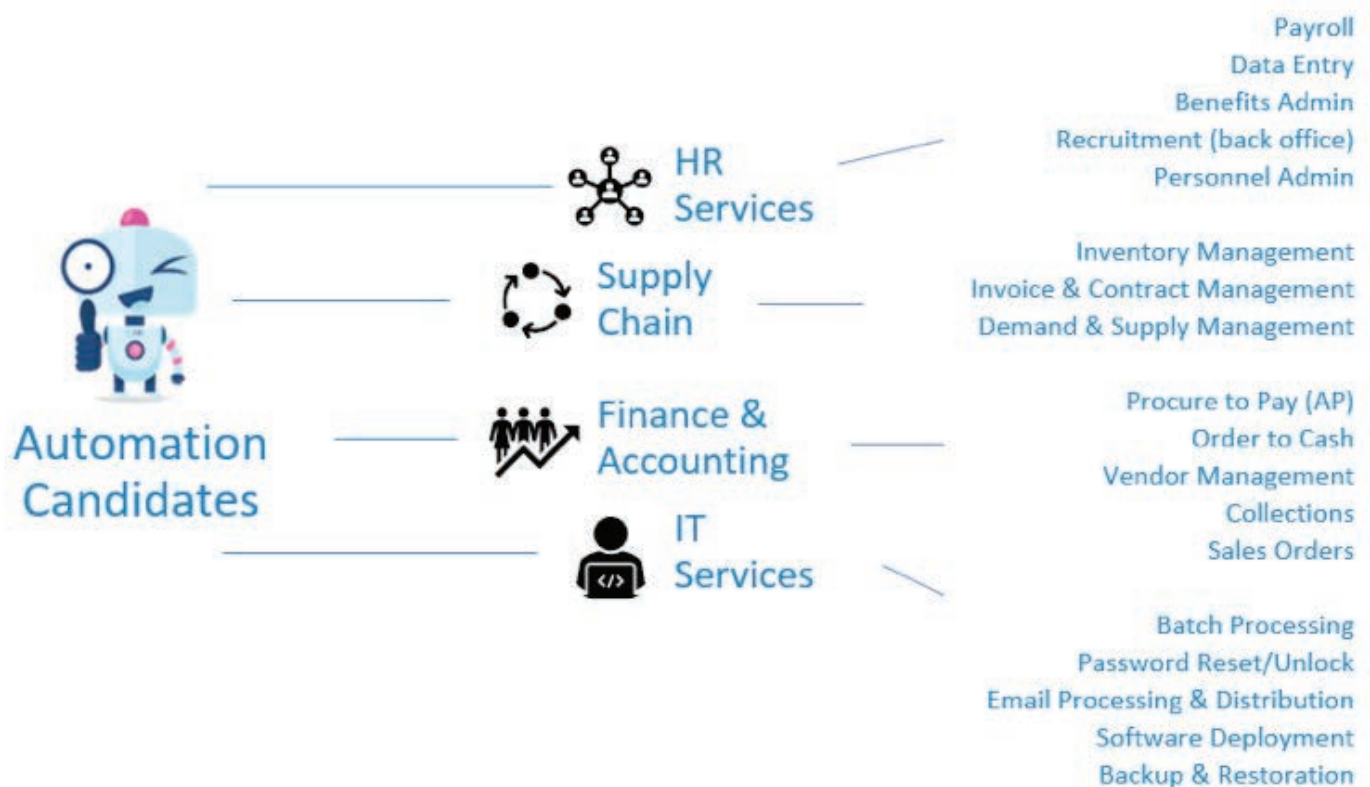
A local manufacturing business had an ageing business system and it was making the process of providing excellent after sales service difficult. The cost and disruption to business was too high to warrant investing in a new claims business application. After Sherpa Works reviewed over twelve processes it recommended to modernise the claims systems with Robotic Process Automation, which was much more digestible, and forecast to see a positive return on investment with the first 10 months.

# WHAT PROCESSES ARE RELEVANT TO RPA?

A process that is fit for automation with RPA has the below characteristics.

- Highly manual and repetitive processes
- Processes with readable standard input types, for example, Excel, Word, readable PDFs, etc.
- Rules-Based Processes
- High Volumes
- Low Exception Rate
- Mature and Stable Processes

Sherpa Works has identified countless business processes that are ideal for automation. It is only limited by your imagination!



# RPA BENEFITS



## Better Accuracy

Robotic Process Automation software robots are programmed to follow rules. They never get tired and never make mistakes. They are compliant and consistent.



## Improved Compliance

Once instructed, RPA robots execute reliably, reducing risk. Everything they do is monitored. You have the full control to operate in accordance with existing regulations and standards.



## Fast Cost Savings

RPA can reduce processing costs by up to 80%. In less than 12 months, most enterprises already have a positive return on investment, and potential further cost reductions as your RPA journey accelerates.



## Super scalable

Across business units and geographies, RPA performs a massive amount of operations in parallel, from desktop to cloud environments. Additional robots can be deployed quickly with minimal costs, according to work fluctuations and seasonality.



## Increased speed and productivity

Employees are the first to appreciate the benefits of RPA as it removes non-value-add activities and relieves them from the rising pressure of work. This allows employees to be less of a robot by focusing on more interesting and value adding work.

# HOW TO GET STARTED: AUTOMATION OPPORTUNITY REPORT

Find out how much of your current workload could be automated by our bot(s) via an **Automation Opportunity Report**.

Discover the areas where we can help you by deploying bots to “carry the load”, so you can get on with scaling and growing your business. It is designed specifically for SME and Mid-Market organisations.

This process involves us working with your team members to help identify those processes that are ready for Robotic Process Automation, prioritise these, and how best to structure your investment into RPA. We will also document the payback period and other meaningful business outcomes.

We **GUARANTEE** if we can't find a minimum of \$100,000 p.a. worth of work the software robots can process, we will return the Opportunity Report Fee, no questions asked.

**Plus...**to reduce the risk of your investment, we will provide you with an option to see a **Proof of Concept** free of charge.

Like to know more? **Book a Suitability Call with us today.**

On this 30 minute call we can discuss your current level of automation, your automation aspirations and potential suitability for benefiting from Robotic Process Automation. The session is free....there's absolutely no obligation.

**BOOK YOUR CALL HERE**