



**Robotic Process Automation:
The key to accelerate
digital transformation**

Prodapt


 **CenturyLink**

Table of contents

- Digital Disruption - Is it time to listen?3
- Automation: The imperative for digital transformation3
- Find your own path - Bridge the legacy stack to digital stack journey4
- No silver bullets - Hybrid ecosystems4
- Benefits of unified automation strategy enabling digital transformation6
- Future forward - Cognitive automation, the tip of the iceberg 7

1. Digital disruption - Is it time to listen?

Digital disruption is real and to stay relevant in the new world order, the legacy CSPs need to simplify their business and transform themselves into digital organizations. The reality of this pace of change is far worse than many of the organizations realize. As per Wall Street journalist Peggy Noonan, five decades ago the life expectancy of a Fortune 500 firm was around 75 years. Now it has come down to 15 years and reducing even further. Researchers from Washington University have arrived at a similar statistic; 40 percent of the current Fortune 500 companies will most likely disappear within 10 years. So, who will replace them? Researchers at Yale University believe almost 3/4th of the companies that will comprise S&P's 500 index in 2020 have not yet been founded and will be replaced by the digital startups.

2. Automation - The imperative for digital transformation

The road towards digital transformation is a business-critical one, and organizations embarking on this journey will need to consider how each aspect of their business can be optimized to fulfill new digital objectives and new growth potential. Automation is set to play a pivotal role in digital transformation, enabling organizations to optimize their existing processes and keep pace with the competition.

Automation is not new and robotic process automation (RPA) with its highly evolved level of sophistication, has made it a lot easier to automate processes across a variety of systems and technologies and reap tangible ROI in a very short time frame.

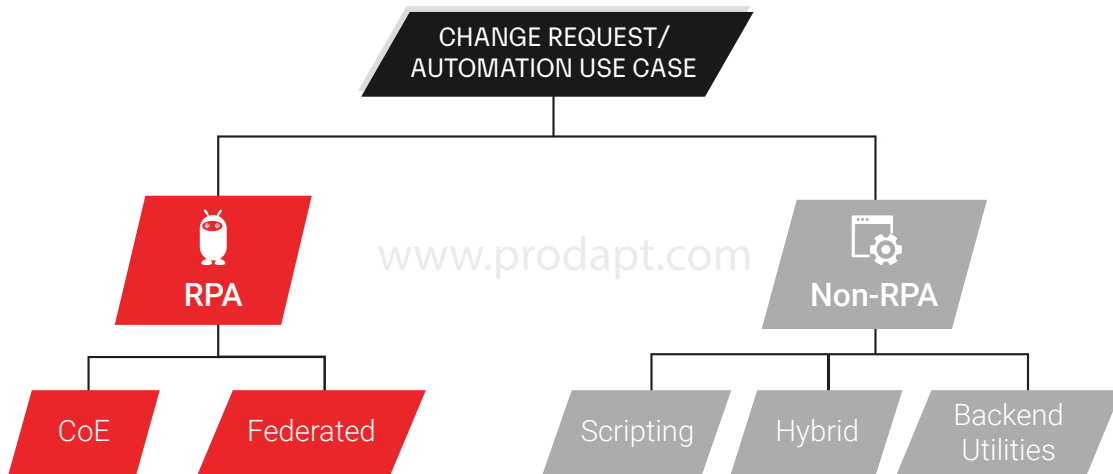
3. Find your own path - Bridge the legacy stack to digital stack journey

Most of the communication service providers still run their business on legacy stacks and can't afford to completely replace them with digital stacks in a short time frame. RPA can expedite the digital transformation journey of the communication providers by increasing operational efficiency and decreasing OPEX. ROI of this improved efficiency and reduced OPEX can be utilized to build the digital stack without impacting the existing business needs.

Automation is a journey and needs a robust implementation strategy and governance framework in place. The automation needs of every organization are different and vary based on the underlying systems and the extent of operational silos within it. This is further complicated by the fact that many operators have gone through a series of mergers and acquisitions and have not completely integrated their systems. Organizations need to find what works best for them and come up with a framework which suits their business needs.

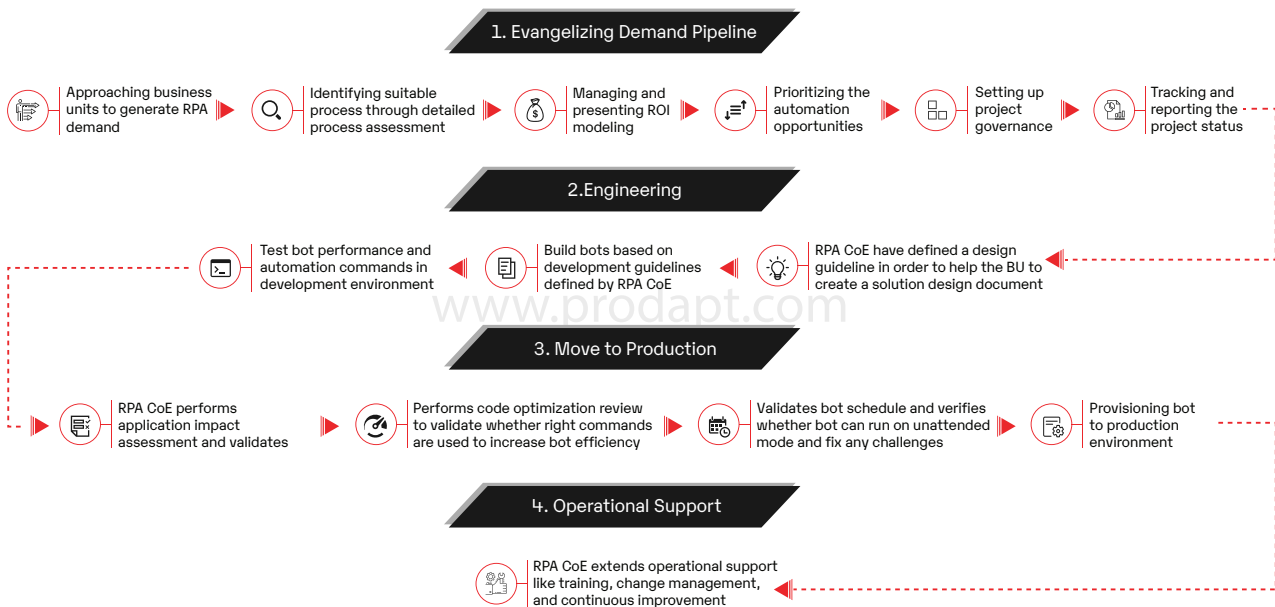
4. No silver bullets - Hybrid ecosystems

There is no silver bullet in automation and hybrid (mix of both RPA and non-RPA) models can work best for most of the service providers. Scripting or backend utilities can be used for simple task or a subprocess whereas RPA can be used to automate end-to-end process flows. "Automation first" approach should be deeply imbedded with the organizational change management process to reap real benefits having a very structured approach to identify the right solution (RPA, non-RPA etc.) and team (centralized COE/ federated etc.) for every change request or automation use case.

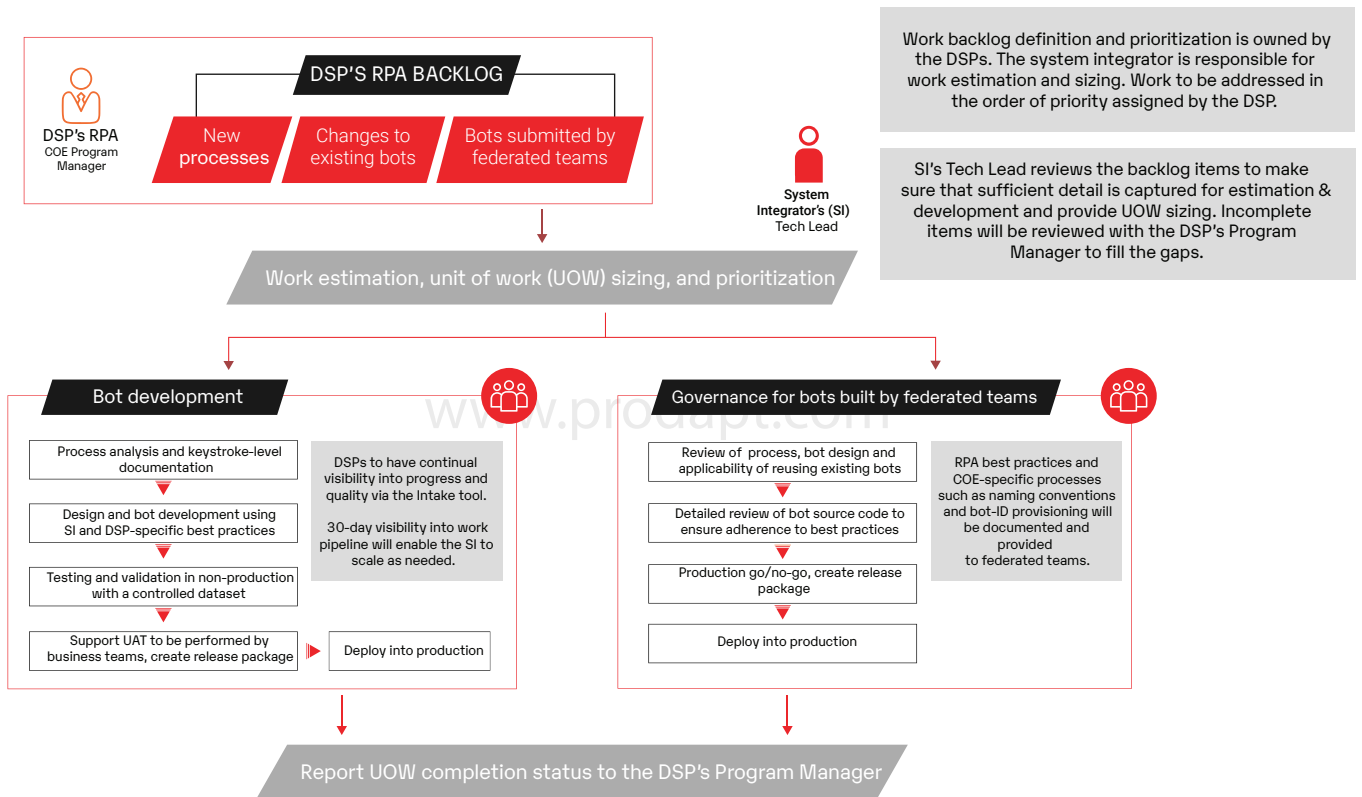


Automation is a journey and the end-to-end lifecycle of automation needs to be planned across the below phases

1. Evangelizing Demand Pipeline
2. Design & Engineering
3. Move to Production
4. Operational Support



The COE & Federated Model with a well-defined governance structure is key to scale the RPA across the Enterprise.



5. Benefits of unified automation strategy enabling digital transformation

Robotic process automation provides the following three primary benefits

a | Minimizing investment in maintaining the legacy stack

- RPA provides quick operational benefits allowing long-term strategic investments
- RPA helps companies to get quick ROI and repurpose the investment in building the digital stack without impacting the current business needs.
- RPA can work on organization's incumbent operational infrastructure, thereby, reducing disruption and cost of implementation.

b | Operational excellence

RPA enhances the operational excellence in the form of

- Average handling time - reduces cycle time by multiple folds
- Improved accuracy - minimum human intervention leading to negligible human error
- Improved scalability - ability to handle minimum 50-60% more orders during peak periods
- Economic value - FTE reduction
- Workforce advantage - allowing 24/7 operations
- Quality & control improvement - policy/rule-based automated processes

c | Reduced time-to-market

RPA enables flow through automation, avoiding tight coupling of legacy & digital stacks. For example, it was possible to successfully launch a new product for SMB business in 3-4 weeks leveraging RPA which otherwise would have taken 3-4 months. These types of benefits are least talked about but the most compelling and revenue impacting ones.

6. Future forward - Cognitive automation, the tip of the iceberg

The current RPA efforts are just the tip of the iceberg. With the application of cognitive capabilities and the integration of emerging technologies like artificial intelligence, machine learning, natural language processing, virtual assistants, chatbots and deep learning with RPA, the possibilities are truly endless. DSPs and their technology partners have started scratching the surface, it is just a new beginning.

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