Robotic Process Automation

How can RPA help financial services firms to improve productivity and boost innovation?

Digital labor may offer real help to financial services firms as they look to adapt their operating models to the current market climate. Advances in *Robotic Process Automation* (RPA) enable automation of a wide range of activities without the need for complex programming. There are whole categories of work that had not been seen as cost effective to automate. However, with lightweight RPA software 'bots', workers can now be freed up to focus on higher value activities.

regulatory implementations work more efficiently. We see the most interest from shared services, finance, and operations teams. We expect a quick shift from education about RPA toward implementation as the investment cases become clear. This

Financial services firms are now turning to RPA to reduce costs, provide better service, and even make complex

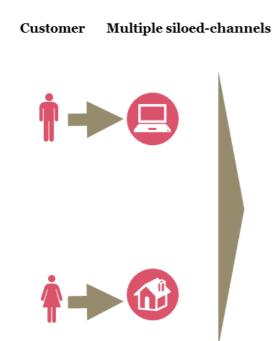
should start in shared service operations then move rapidly across the enterprise. That's why there's so much interest in the technology: business and operations leaders see this is as a chance to "upskill" their teams without a huge reengineering effort.

The growth of RPA is not a matter of 'if'; it is a matter of 'when'. We recommend to look for opportunities to selectively pilot the advances that are being made in RPA technology. By learning now about the technical and cultural issues, you will be able to gradually increase adoption across the enterprise, rather than doing it under duress.

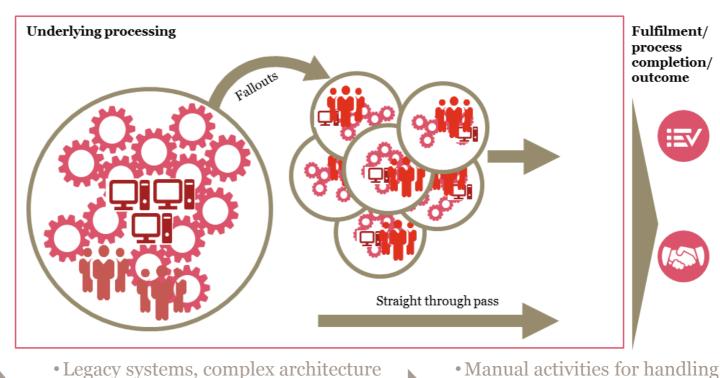
Drivers for adoption

What is driving financial services firms to adopt RPA?

An overhaul of business processes is needed for moving towards digital straight through processing to meet high customer expectations and to drastically lower costs and risks.



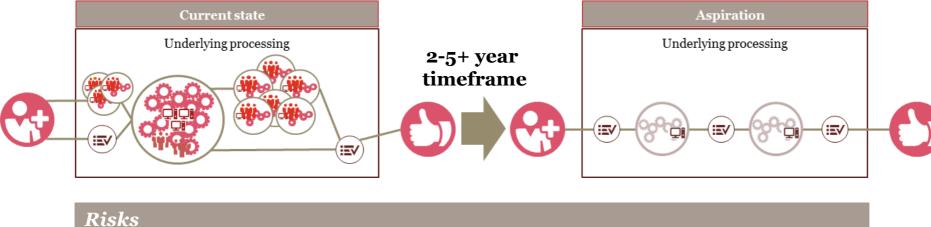
 Individual channels with varying customer experience



 Inconsistent data sharing Complex integration

fallouts/complex processing Fragmented processing

Large scale transformation projects have long timeframes and significant risks and cannot be considered as a solution to transform into a simplified and digitized business.

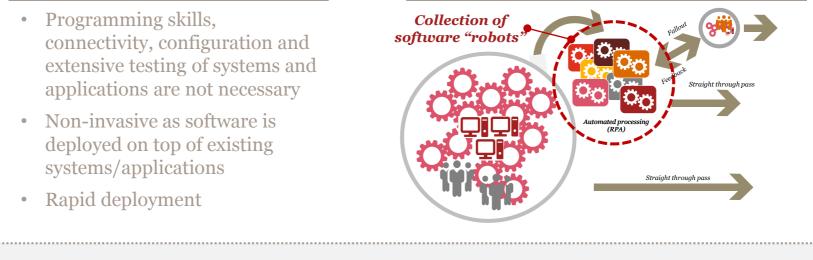


Long lead times, often 3-5 years for developing and delivering a transformation

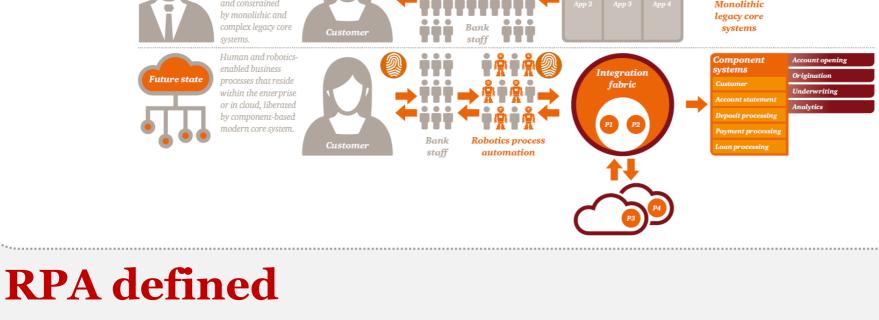
- 75% of change projects fail High investment requirements and shareholder scrutiny
- Heavy management involvement

They need a user ID and replicate the exact actions a human user would take. Use RPA to decrease fallouts Features of RPA

RPA robots act like and replace human employees in operational and financial processes.



To stay competitive, firms need to selectively decommission legacy systems, integration infrastructure, adopt a cloud model, deploy RPA and upgrade their identity management



RPA captures and interprets existing applications for transaction processing, data

manipulation, etc., to enable rapid automation of business activities and processes.

Computer coded software

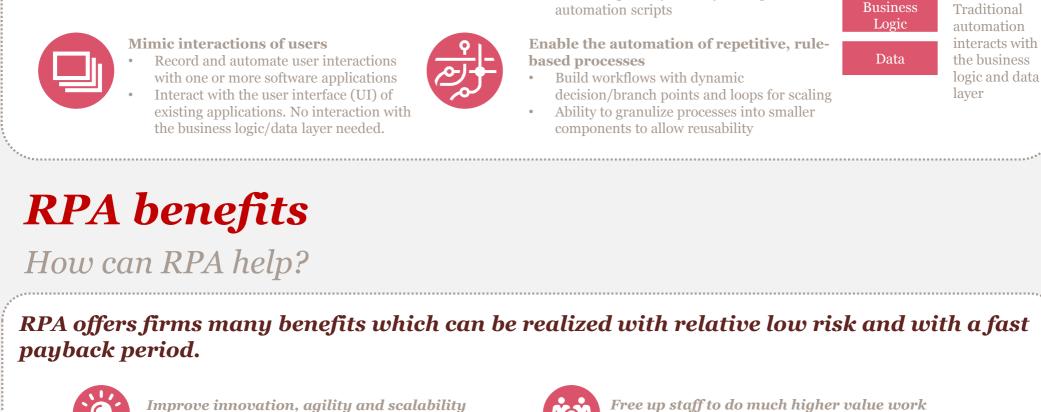
What is it and how can it help?

RPA can be used by teams or individuals who:



Non-invasive to target systems applications **RPA** interacts Technology agnostic Operates on the application interface layer with the user Application | Can be used with any application interface layer Central repository for easy management of

Work cross-functional and cross-



More budget will become available new technologies Decrease IT operating costs and increase revenue Through automation and a shorter cycle time to for services

Easy implementation The software don't need IT developers to the configuration

Repetitive in Nature

Fast payback and a high speed to value

Implementation is much faster than traditional approaches

repetitive, triggered by an electronic input and well defined.

Through shorter cycle time to service customers RPA can offer end-to-end or partial automation for processes that are rules driven,

Increase quality and compliance

Through programmable controls

Increase revenue

Well defined and/or well documented

By automating standard computer-based operational tasks

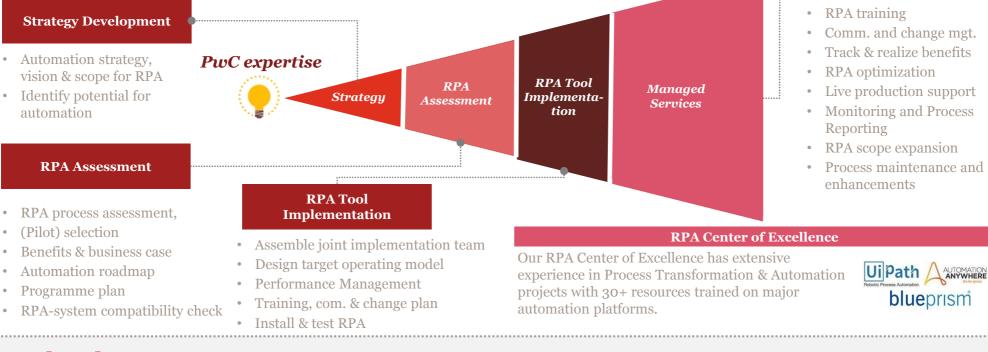
Robots operate autonomously 24x7, driving real-time transactions

Managed Services

Characteristics of suitable processes Triggered by an electronic input Rules Driven



How can PwC help?



Programme plan RPA-system compatibility check

Contacts If you have any questions, please contact us







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