

Dr. Bot - A Doctor for Your Bots and Automation Environment

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1.

Real-world Challenges in Managing RPA Bots in Production

As Robotic Process Automation technology advances to include Artificial Intelligence through Machine Learning algorithms powered by the vast amounts of data residing within the enterprise, enterprises also need to manage the multitudes of RPA bots that have brought in efficiencies and automated many human activities. Many enterprises have hundreds of bots in their ecosystem. Man and machine work alongside to power the efficiencies. As the RPA bots become the digital workforce in the enterprise, the need arises to manage the digital workforce efficiently and thus the birth of a bot that would manage the bots and extend the savings for the enterprise.

To deploy automation is one thing, and it's another to properly manage the performance and configuration of that automation through its lifecycle. Let's think of RPA bots as a newborn baby whom we bring to life, give birth to, train, teach and keep supporting and helping them as they start their execution journey. We enhance and educate them on the processes as they keep growing.

During the lifecycle of the RPA bot, many factors can change including the environment and the features within the automation. While the automation will still work, it may not be the best one over time, producing the expected results from the business perspective. How do you know that the automation you deployed last year is the best this year? How do you know that your automation is compliant with the latest product version or enhancement? How do you know that your automation or RPA environment can scale for the future? Release and configuration management provide methods to identify potential manufacturer-recommended product enhancements that can be applied in production and deploy those changes in a systematic manner. Enhancements and patches are applied through change control to ensure the most secure, stable and the compliant product is in place, but how do we perform release and configuration management to automation in production? How do we take care of business SLAs that are managed and maintained? Leadership is provided with the required data/details they want. ROIs are met and automation is providing the required value addition to the overall business delivery.

2.

Introducing Dr. Bot - A Doctor for Your RPA Bots and Automation Environment

Introducing Dr. Bot, a bot that manages all the bots on the farm, a bot that learns and develops, nurtures and shepherds the multitude of bots deployed at the enterprise. Dr. Bot essentially automates the automation lifecycle.

It helps to proactively manage the RPA underlying infrastructure, applications in scope and RPA ecosystem as a whole, ensuring reduction in human efforts, reducing human errors, SLA violations and providing real-time insights to both business and technical teams on how the RPA ecosystem is performing. It helps increase both tangible and non-tangible benefits, improving the overall efficiency of RPA.

3.

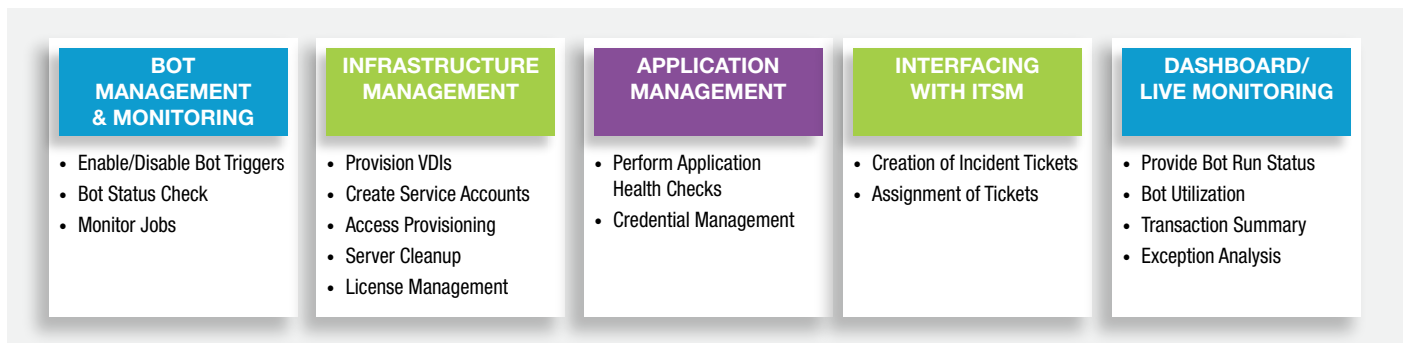
Dr. Bot Applications and Use Cases

While RPA has seen tremendous growth in terms of adoption, scaling and managing the deployed bots in production remains a challenge. There are many factors to it and managing the digital workforce is one of them. As organizations scale their digital workforce, managing becomes very difficult and often leads to SLA violations. Adding dedicated operation teams overall reduces the ROIs. RPA production support teams spend quality time monitoring, maintaining and analyzing failures. Managing and maintaining the underlying applications manually for basic tasks is more time-consuming and increases the required efforts overall. Maintaining basic tasks (repetitive in nature) at times is prone to misses and human errors. Additionally managing, monitoring and taking corrective actions related to underlying infrastructure adds up to the overall efforts.

Managing automation is a challenging task and the manual effort grows with the onboarding of newly-designed automation; however, the solution lies in the problem itself. Automating the various tasks involved in automation management can reduce the hours of manual efforts, improve the overall efficiency of automation and help realize better ROIs.

Dr. Bot is a concept of highly-customizable Super Bot, comprising various traditional and intelligent automation techniques along with a web-based interface to help manage the growing digital workforce and overcome the shortcomings of RPA tools. It empowers the teams to manage their automation better while providing necessary insights to business leaders to understand how RPA is helping the organization.

Below are the key areas where Dr. Bot can help to overcome the mentioned shortcomings -



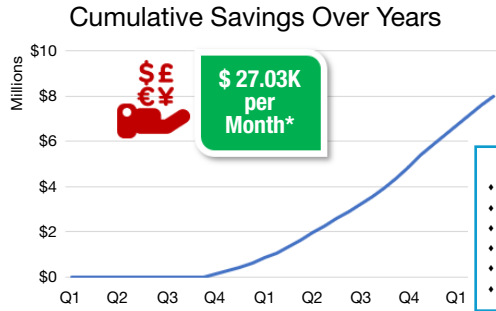
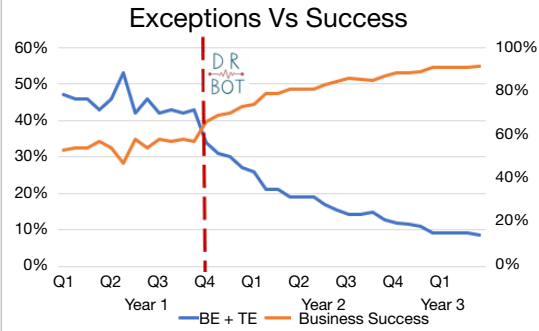
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Value Delivered by Dr. Bot

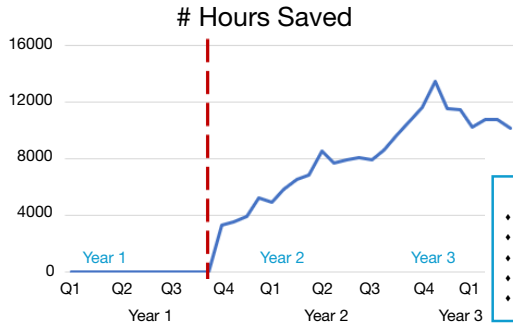
Given below are some statistics and benefits of Dr. Bot. It is evident from this that it is beneficial to have Dr. Bot as part of the RPA ecosystem, post deployment of bots into production.

- Improve bot efficiency: 18-23%
- Reduction on exception: > 12-19%
- Better bot utilization: ~12-23%
- Faster turnaround making bot more efficient and capable to intake larger volumes: 11-21%
- Reduction in human efforts leading to increase in ROIs: ~27K/month

Dr. Bot Benefits



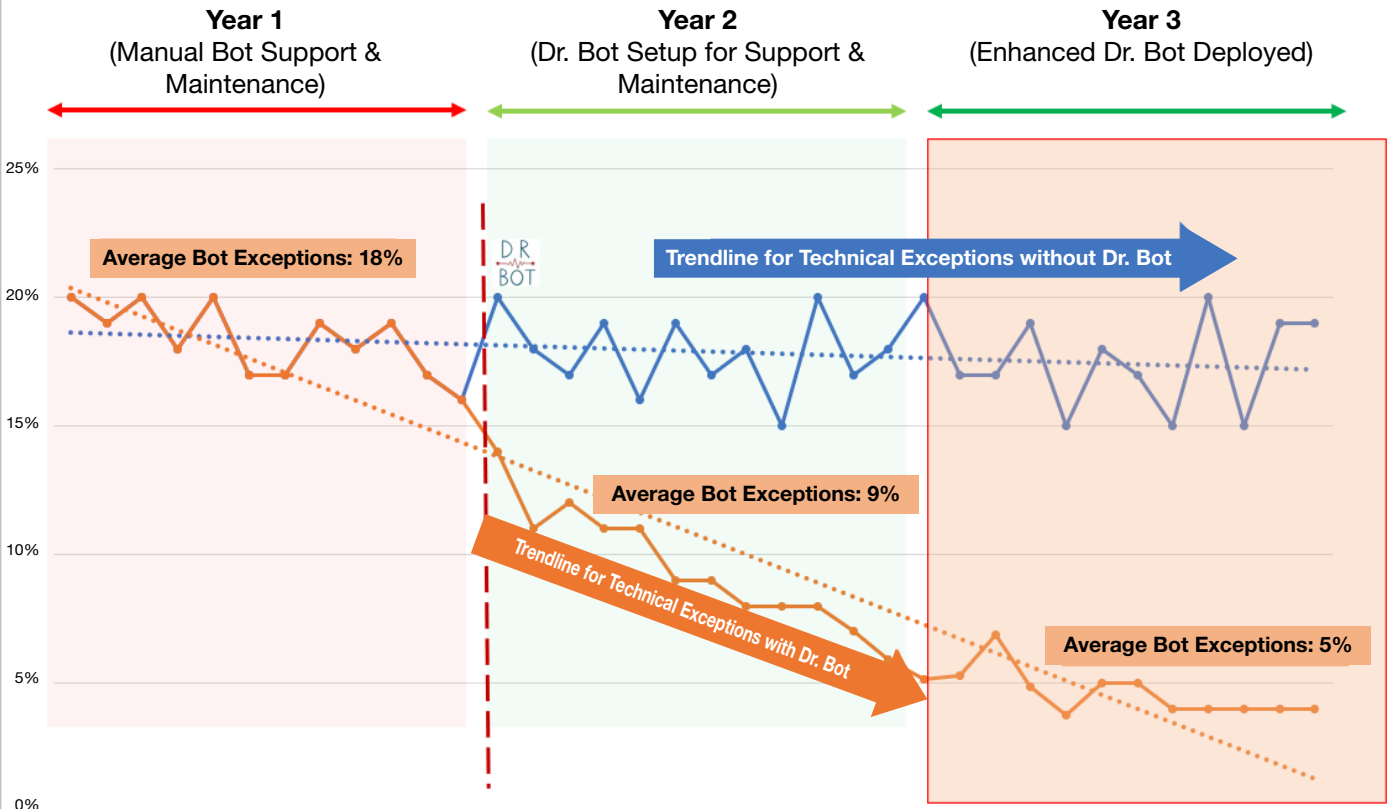
- Statistics**
- Bots: 150+
 - Processes: 100+
 - Applications: 150+
 - Tickets Auto Resolved/Month: ~140
 - Transactions: ~13000/Month
 - Critical SLA Transactions: ~8000



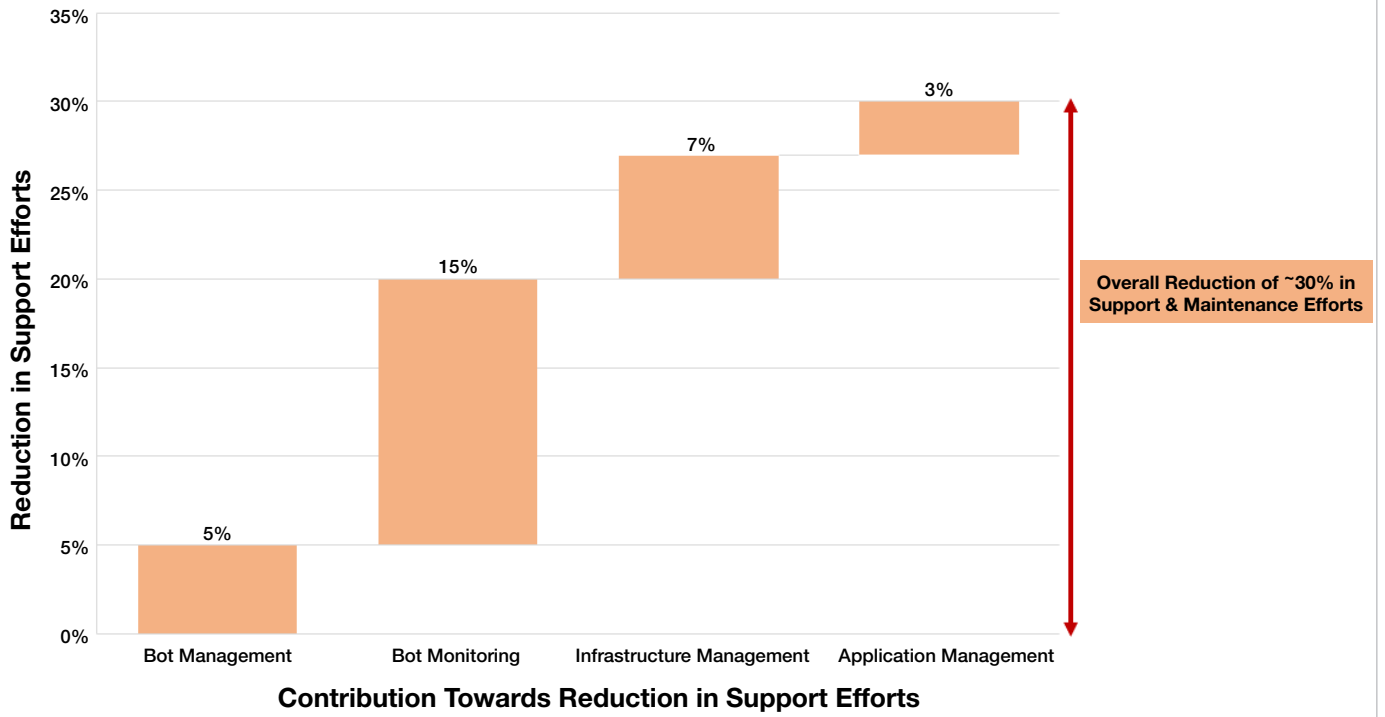
- Benefits**
- Manual Effort Reduction: 15-20%
 - Exception Reduction: by 17-19%
 - ROIs: \$27.03K Per Month*
 - Adherence to Audit and Compliance
 - CSAT Score: >83%

*Average savings measured over FY21

Dr. Bot Trend Analysis



Dr. Bot Trend Analysis



Authors



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About Mphasis

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