

# Is Process Automation Your Next Cost Savings Lever?

## How to quickly obtain significant processing time reduction using automation

Many organizations have exhausted their first round of cost-cutting levers in response to the current pandemic's impact on business, leaving leaders looking to find permanent operational savings options that can have a lasting impact on their cost basis and customer experience.

One option is process automation, which allows businesses to scale while reducing costs. Companies who have implemented automation solutions have seen up to 60% reduction in processing time. These savings are made possible by reducing the human interaction need for semi-repetitive tasks and can be implemented in a relatively short period of time.

Not every process, however, can or should be automated. Use the tools below to identify and prioritize potential areas in your organization that may have processes ready for automation.

### STEP 1: IDENTIFICATION AND PRIORITIZATION MATRIX

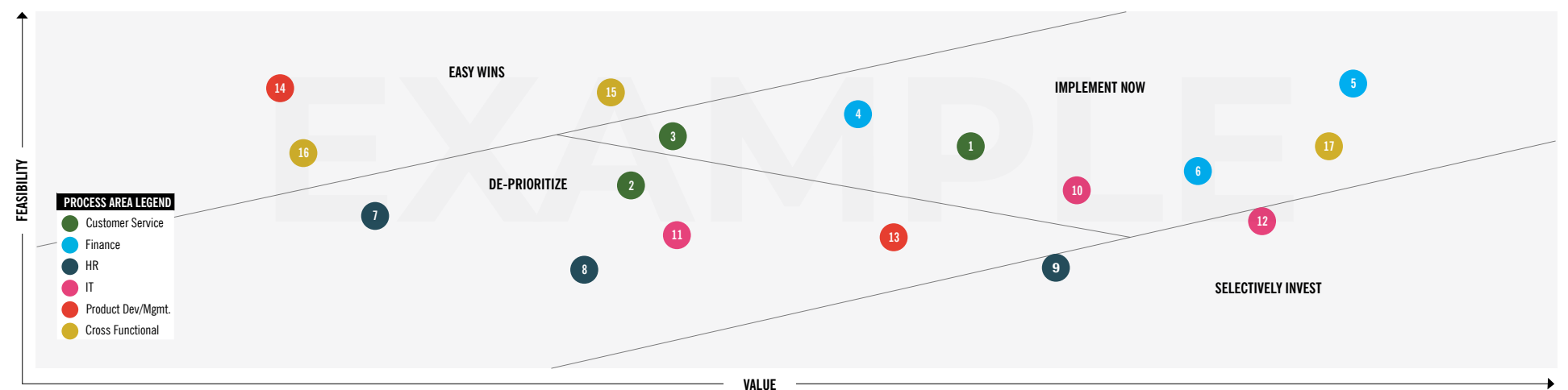
Review the matrix with your extended team and score each Process Area using the 1-5 scoring scale identified.

CATEGORY	1	2	3	4	5
<b>CROSS-SYSTEM INTEGRATION</b> <small>Integration of "swivel chair" processes - the degree to which the process involves moving information between different systems</small>	No data movement – all data is processed in single system		Some data movement between systems at intermittent intervals		High level of data movement involving multiple systems at frequent intervals
<b>PROCESS SIMPLICITY</b> <small>Level of business logic complexity that must be applied during the process and the degree to which process exceptions are required</small>	Highly Complex - human judgment decisions have to be made frequently		Relatively simple process with infrequent judgment required		Completely linear process requiring no judgement
<b>TIME REQUIREMENT</b> <small>The total time in a given period to execute processes</small>	Quick processing time - requiring minutes per week		Semi time intensive – requiring hours per week		Time intensive – requiring many hours per week
<b>CRITICALITY</b> <small>How important the execution of the process is to key business functions</small>	Nice to have, but not critical for ongoing business operations and not time-bound		Useful process for business operations, but not time-bound		Business process must be completed with high degree of quality and is time-bound

PROCESS AREA AND EXAMPLE KEY FUNCTIONS	AUTOMATION FEASIBILITY			AUTOMATION VALUE			TOTAL
	CROSS SYSTEM INTEGRATION	PROCESS SIMPLICITY	M/S	TIME REQUIREMENT	CRITICALITY	M/S	
<b>CUSTOMER SERVICE</b>							
1) CUSTOMER SUPPORT (ex, manage recalls)	2	4	6	3	4	7	13
2) DISPUTE RESOLUTION (ex, solicit feedback)	1	2	3	1	3	4	7
3) KNOW YOUR CUSTOMER (ex, manage KYC data)	3	3	6	2	2	4	10
PROCESS AREA SCORING RATIONALE	Data is centralized in CRM. Manual entry is mainly field for field, with few exceptions.			Relationship managers spend ~5 hours/week entering data in CRM. Reports are generated monthly.		Customer Support stands out as priority within this area.	
<b>FINANCE</b>							
4) FINANCIAL REPORTING (ex, consolidate LE results)							
5) CASH APPLICATIONS (ex, apply bank lockbox transactions to open AR)							
6) RECONCILIATIONS (ex, reconcile GL accounts)							
PROCESS AREA SCORING RATIONALE							
<b>HR</b>							
7) TALENT ACQUISITION (ex, selection process)							
8) EMPLOYEE INQUIRY (ex, inquiry pipeline)							
9) EMPLOYEE BENEFITS/ENROLLMENT (ex, communicate enrollment)							
PROCESS AREA SCORING RATIONALE							
<b>IT</b>							
10) SERVICE DESK (ex, service theme analysis)							
11) PERFORM SYSTEM INTEGRATIONS (ex, legacy integrations)							
12) ASSET MANAGEMENT (ex, CMDB management)							
PROCESS AREA SCORING RATIONALE							
<b>PRODUCT DEV/MGMT</b>							
13) PRODUCT/SERVICE PORTFOLIO MANAGEMENT							
14) NEW/ IP MANAGEMENT (ex, manage product proposals)							
PROCESS AREA SCORING RATIONALE							
<b>CROSS FUNCTIONAL</b>							
15) MASTER DATA MANAGEMENT (ex, data consolidation)							
16) REPORTING (ex, O2C reports)							
17) PROCUREMENT/VENDOR MANAGEMENT (ex, contractual management)							
PROCESS AREA SCORING RATIONALE							

### STEP 2: SAMPLE PRIORITIZATION TABLE AND RESULTING ACTION PLAN

Plot potential Process Areas on a feasibility vs value map to understand areas of return and prioritization.



### HOW JABIAN CAN HELP

Jabian can help you unlock the unique value buried in your processes and take the next step toward driving cost out of your most manual and time-intensive process areas.

- + Validate prioritized process areas and create business case
- + Create a Process Automation Roadmap to address the process areas placed in the 'Implement Now' section of your feasibility vs value map
- + Develop the structure and governance needed to optimally run an automation program

A blank template of the "RPA Identification and Prioritization Matrix" and the "RPA Table and Resulting Action Plan" are linked [here](#) for you to complete the exercise on your own. Reach out to [planahead@jabian.com](mailto:planahead@jabian.com) with any questions.