



# PROCESS AUTOMATION FOR OPERATIONS MANAGEMENT

Operations has the unique opportunity to be reshaped by robotic process automation. Every organization has operations process, but not every organization may have an individual (or team) responsible for this function depending on size. Operations focuses strictly on finding ways to drive efficiency that will in turn generate new revenue.

Traditionally, operations is seen as our owl – wise and can see up top in the trees everything that is occurring which makes them great at identifying new opportunities for efficiency. However, you'll find that most Operations teams are driven by typical applications like Excel spreadsheets, heavy meetings, Microsoft tools like email and Microsoft Teams. In order to scale, handling large volumes of business activities simply isn't possibly using the traditional ways of working.

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## WHAT TASKS CAN PROCESS AUTOMATION SOLVE FOR OPERATIONS MANAGEMENT?

**Transforming the way Operations tackles and managers activities.**

- Document/file creation
- Handoff between teams with notifications
- Project management notifications and follows up
- Project approvals and requests
- Management of the backlog of work
- Management of data in many different sources to get the full picture
- Reporting

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## EXPLORE THE BENEFITS OF AUTOMATING OPERATIONS PROCESSES.

Let's put this into perspective, McKinsey & Company captured in their article '*Accelerating the digitization of business processes*' examples across varying industries related to business processes and found some pretty cool benefits of this digital transformation.

They shared a few awesome insights:

- A bank was able to reduce 70% of their time spent on their new mortgage process
- A telecommunications company developed a self-service automated process that eliminated the bottleneck of back-office teams
- A shoe retailer was able to stay on top of inventory for what was available in store
- And an insurance company was able to use automation to handle simple claims rather than being dependent on already busy individuals because outcomes were identified as similar.

Because operations is all about driving efficiencies, it means there will be a lot of repetitive tasks that are already determined, and these are ripe for automation. Processes that are done on a regular basis throughout the month, processes that have predictable outcomes, and processes that require handoff between teams and system.

Often in a scaling business, when large volumes are added the processes and activities begin to break down because of bottlenecks, high workloads and burned-out staff who can't face any more overtime.

Tackling the end-to-end organizational processes will build capacity, capability and strength as organizations look to tighten up their spend but build momentum to protect the future.

In a world where right now organizations are focused on driving efficiencies, reducing costs, supporting business units to do more with less available at their fingertips, the automation journey should have a focus to close gaps in all of these areas.

Accelerating our automation journey is becoming increasingly important as organizations feel the pressure to perform while retaining the staff they already have.

Can your organization afford to wait on this?

