Robotics – How to Approach RPA

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AGENDA

- The RPA Journey
- Matchmaking: The process and the Robot
- What do our Robots do?
- Challenges and lessons learned on the RPA road
- What does our future look like?
How did it all begin?
Where did we start?
Deciding to make the investment
  ◦ Getting Upper Management on board
  ◦ Getting the team on board
Proof of Concepts – Yes or No
Team of Implementers – Consultants, Onshore, Offshore, COE development
What tool is best for you?
Matchmaking: The Process and the Robot

- Is the process mature enough for RPA?
  - Maturity
  - Manual vs. Automated
  - Risk
  - Stakeholders
  - Experts
- Complexity of the Process
- Final selection of the process
- Getting started
What do our Robots do?

- Duke Energy Robots
  - Billing automation
  - Automated report refreshes
  - Tax filings
  - Data capturing

- Pacific Gas and Electric Company
  - Unbilled Accrual Journal Entry
  - Revenue allocation Entry
  - Account reconciliations
  - Journal Entries
Challenges and Lessons Learned

- Proof of Concepts vs. Vendor purchase
- Implementation of Robots
- Determining other options besides RPA
- Center of Excellence Development
- Where does RPA survive, IT or Finance?
- Workforce Change Management
- Maintenance and governance of RPA going forward
  - Updates to accessed applications
  - SOX controls
The Future of RPA

- **Duke Energy**
  - Transaction matching and reconciliations
  - Master data setup
  - Report creation
  - Claims processing
  - Journal entries

- **Pacific Gas and Electric Company**
  - Journal Entries
  - Financial Transaction Matching
  - Business Close validations
  - Automating the close process
  - Tax, Accounts Payable, Payroll areas of opportunity
QUESTIONS