Optimizing Operations:
A Robotic Process Automation Primer
Table of Contents

A Word from the Founder ........................................................................................................... 3
Introduction ................................................................................................................................. 4
The Automation Revolution ....................................................................................................... 5
Present Solutions for Future Problems .................................................................................... 6
Current Road to Innovation ....................................................................................................... 7
Custom Development Conundrum ........................................................................................... 8
Digital Tranformation: Bringing the Future to the Present ...................................................... 9
The Future of Digital Transformation ......................................................................................... 10
A Rapid Solution ....................................................................................................................... 11
Optimizing Healthcare Operations ......................................................................................... 12
Results-Focused RPA Implementation ..................................................................................... 13
Harnessing the Power of RPA ................................................................................................. 14
About Us .................................................................................................................................. 15
A Word from the Founder

The key to success is doing it right, innovating and investing accordingly, and challenging our organization, operations and especially our culture to adapt.

When you do all those things, you do more than stay abreast of change. You lead it. You invent entirely new capabilities. You translate these innovations into sustainable economic value, and you make yourself a laboratory for the future—of work, of engagement, of the modern enterprise.

We are a growth company. Our mission is to keep expanding by moving our IT Services into new geographies and emerging market opportunities. Wherever the future takes us—the Customer will be at the center of our thinking. We are investing greater resources in Customer insights and building our organizational capabilities so we can continue creating breakthrough IT services that will surprise and thrill our Customers across the country.

One of the key ways we differentiate ourselves is by being “creativity-driven and customer-centric.” This is one of our unique strengths. It means we augment and align our superb creative talents with the business vision of our Customers to provide the industries finest collection of digital transformation solutions and consultants to help our Customers grow their business.

I am deeply proud of the team for bringing us here, and I am grateful to our Customers for their unwavering support. I hope you share our excitement about your company’s path and the shared opportunity we have, together, to build a brighter future.

We are confident in our vision, our strategy and our execution.

Scott F. Upp Jr.
President & Founder
Introduction

For businesses looking to reduce operating costs and increase profitability, Robotic Process Automation offers a sophisticated form of software designed to automate tasks across diverse IT environments. Abstaining from adopting RPA tools and methods is no longer a feasible strategy given today's modern business landscape.

Cognitive and rules-based RPA tools have reached a point where they are feasible solutions to be deployed in automating rudimentary time and labor intensive tasks. Activities as simple as data entry and sign-on authentication all the way up to more complex processes involving legacy systems, multiple scripting languages, and industry-specific applications can benefit from Robotic Process Automation. Unheralded productivity is promised by this technology.

Studies claim that 47% of all jobs in the U.S. are in “high-risk” employment categories, indicating roles that have high potential to be automated in the next decade. While this statistic is striking in its broad all-inclusive claim, the study underestimates the resiliency of U.S. workers to retrain and relocate to employment areas that are unsusceptible to computerization – i.e. tasks requiring creative and social intelligence. This same alarm has been (falsely) raised throughout history. The airplane was supposed to replace trains, computers were going to replace people, and Soylent was going to replace food.

RPA, rather than eliminating positions without replacements, will create a shift in the human workforce and cause employees to become more specialized in their skills. Signs of this shift are occurring right now. Companies throughout various industries have already implemented robots to lower labor costs and increase efficiency. Businesses that encourage humans to work together with robotic tools can create an environment that is more agile, has greater ability to access information and forecast trends, and fosters a competitive advantage over their competitors.

The Automation Revolution

Robotic Process Automation is the fastest growing segment of technology solutions. Enterprises that still rely on traditional forms of Business Process Optimization will be left behind as their competitors implement streamlined and automated process flows.

Implementing RPA best practices not only reduces costs while increasing productivity, but promotes innovation throughout the enterprise. A workforce is able to focus on strategic missions instead of being bogged down with tedious and repetitive process tasks.

On average, one robot is able to complete the same amount of work as three human employees. This revolutionary increased capacity creates the conditions for building a competitive edge in both customer satisfaction and enterprise agility.
Present Solutions for Future Problems
Current Road to Innovation

Many IT organizations have often shelved projects due to the fact that the costs and time prohibit an acceptable payback. With competition and government pressures being so prevalent in many industries, speed to market is crucial. Traditional IT projects are simply unable to keep up with the modern requirements of a business.

Further, outsourcing has fallen victim to rising costs while also dealing with inherent scalability issues, making it an untenable solution to large, complex businesses. The benefit of robotics is that it can do in weeks what, historically, IT has been able to deliver in months.

“Prior to automation, one BPO service provider that handled the application for processing insurance benefits employed a full-time human employee who could complete the process in an average of 12 minutes. RPA software completed the process in one-third the time, tripling the transaction volume for one-tenth of the FTE cost.”

http://www.irpanetwork.com/benefits-of-rpa/

“In 2017, based upon a law passed in 2014, the series codes related to diagnosis are now those of ICD-10. In order to properly prepare a claim, the biller needs to refer to the ICD-9 codes from prior years if this is an on-going ailment. The conversion adds more time to the review, and MORE opportunity for human error. If the records are electronic, the robot can be programmed to insert the associated ICD-10 code into all the patient’s records. This is expected to shorten the time for claims’ preparation, greatly reduce errors, AND reduce the processing time.”
Custom Development Conundrum

When considering options in searching for ways to increase efficiency and lower costs, a business will often consider custom development as a starting point. While developing custom solutions using technology already in an enterprise’s environment can certainly be a step up from simply maintaining the past status quo, it pales in comparison to the abilities of RPA.

<table>
<thead>
<tr>
<th>CUSTOM DEVELOPMENT</th>
<th>VS.</th>
<th>ROBOTIC PROCESSING</th>
</tr>
</thead>
</table>
| **SLOW AND COSTLY**
Gathering Requirements, Developing Solutions, and Implementing new development takes months, and often doesn’t respond to all business needs. | **TIME AND COST EFFICIENT?**
Robots can be implemented within 6-8 weeks, and cost 1/3 the prices of a FTE, while being able to work all three shifts. |
| **LACK OF 3RD PARTY SUPPORT**
Third Party systems will not always help to integrate into your internal systems. | **3RD PARTY INTEGRATION?**
RPA sits on top of the desktop, making it able to integrate with all programs. |
| **DIFFICULT TO SUPPORT LEGACY APPLICATIONS**
Developing for Legacy systems and external data sources are prohibitively complex to develop integrations for. | **LEGACY SYSTEM INTEGRATION?**
RPA is able to record and then automatically perform legacy system processes. |
| **INFLEXIBLE DEVELOPMENT**
Once development begins, changing business needs end up causing delays and complications for the process. | **RESPONSIVE TO CHANGING NEEDS?**
RPA is able to rapidly respond to changing business needs—simply by re-recording the process the way the business wants. |
Digital Transformation: Bringing the Future to the Present
The Future of Digital Transformation

At its core, RPA is a system-agnostic software program used to create and automate process flows. These process flows are based on what human workers do every single day. They include signing on to various applications automatically, working with legacy systems, web portals, and desktop applications.

For example, a worker in an administrative role often needs to pull data from disparate sources (like web portals, legacy systems, and ERP systems) and log in and out of a variety of programs. RPA can do the same steps more quickly and without mistakes, freeing up the worker to focus on more business-critical activities.

When implemented, RPA does not replace any of the systems within an environment. Instead it sits on top of, and links together, programs already installed within the environment. This makes it non-disruptive to day-to-day business allowing for seamless integration into the IT environment.

“RPA reduces process cycle times and provides leadership with rich analytics to spot trends and issues within the business to make interventions quicker than ever before.”

https://www.linkedin.com/pulse/robot-architect-john-slagboom/8k-nmp-reader-card

“It is standard operating procedure to send patient billings once a month due to the challenge of consolidating data. Alternatively, a Robot collecting EOB versus the local providers’ billings and doing a comparison, as opposed to it being done by humans, can now issue statements twice a month so that they can improve cashflow and reduce collections write-offs.”
A Rapid Solution

Enterprises can begin realizing the process efficiencies and cost savings within weeks of deciding to implement a RPA solution. Quick wins such as deploying Robots to read and insert claim forms, and automation of rote data entry tasks can be developed, tested, and implemented within 6-8 weeks. Showing immediate results helps breed confidence, and increases buy-in throughout the enterprise; incentivizing managers to use the technology to reduce turnaround time while increasing cash flow and customer satisfaction.

Efficiencies & Cost Savings

“Automating the provisioning of PC’s for new staff and refreshes for existing staff have shown positive ROI. PC’s did not always show up on time at the training site specific to a new employee. That meant the new hire lost out on hands-on training in the class, and that the PC had to be reshipped to the employee’s permanent location. A Robot now provisions the PC the day the employee is set up in the HR system which is usually two weeks before the training date. Savings on shipments alone were $87,000.”

“A robot was created and deployed to read vendor invoices for a global company. This robot increased productivity to 9:1 (compared to human workers) due to the robot handling 3 shifts with no downtime.”

“With an average savings of 15 minutes per week in an organization of 1,000 individuals who make an average of $50,000.00 per year, organizations can realize operational savings of over $300,000.00 in the first year with just automating a single process.”
Optimizing Healthcare Operations

While insurers are generally hesitant to engage in any behavior that seems to increase risk, by implementing RPA solutions within their environment healthcare organizations can realize bigger benefits and reduce organizational risk.

Besides back-office and administrative automation, health insurers are able to automate much of their claims management process. This eliminates miscoding of claims that delay payment, and cause HIPAA compliance issues.

RPA can be used in conjunction with pharmacy benefit management software to update pricing, codes, and names, leading to increased speed and effectiveness of patient care.

“Billing and claims processing are of particular importance for the healthcare sector. A patient visits the doctor, an insurance claim is filed, a patient is billed for the remaining amount, and accounts receivables are monitored to ensure the patient makes the payment. These processes can be very time consuming and prone to errors. The importance of RPA for both health providers and also health insurance companies is quite clear - reduction in human error, increase in efficiency and time-management, and better control or custody of billings and claims as these tasks progress across the value chain.”


“Robots are able to make the already low-risk enrollment period more efficient. A Robot is able to receive the application forms on behalf of the insurers, check for accuracy, and then input the information directly into the Payor’s system. If the data is incorrect, the Robot can automatically reject the application, and respond to the applicant requesting the correct information.”

Results-Focused RPA Implementation

Unlike alternatives such as custom development or implementing completely new software, Robotic Process Automation can be rapidly implemented into an organization in as little as four weeks. The appropriate execution of an RPA solution should always begin with assessment, followed by pilot processes that can be tested. An organization can then form a more structured plan of action to push automation out into the enterprise. The best mentality to assist in properly executing an RPA strategy is to think of a three-stage Ready, Set, Go plan of action.
Harnessing the Power of RPA

The business world revolves faster than ever. Traditional approaches to optimization have reached the point of diminishing returns. When harnessed correctly, Robotic Process Automation’s increased process efficiency and reduced operational cost can help build the edge in customer satisfaction and organizational agility. 50% of business leaders see automation delivering a positive impact to their processes in the next three to five years5. Those organizations that do not plan for the same future will be left behind the competition.

“Fifty percent of respondents see automation (and 44% see analytics) as delivering a positive impact to processes in three to five years.”


Real Results

“A regional healthcare provider allowed RPA to input and submit claims. As a result, their overall average TAT was reduced to 19 days. That resulted in a 63% cashflow improvement for $3B in revenue. The outcome also yielded an average $23.43/claim of increased revenue. Due to generating revenue faster than the rest of the industry, their credit rating improved.”

“In order to keep costs at a minimum, companies are moving to digital records. Rather than pay temporary resources to convert the data (which invites human error), a robot was programmed to convert paper files to electronic, and in the case of acquisitions, change format to that of the owning entity.
About Us:

As the leading supplier of innovative solutions, CoSourcing Partners continues taking action to harness the power of Robotic Process Automation and transform it into knowledge to deliver innovative, differentiated value. By encouraging exploration, ingenuity and integrity, together with teamwork and employee development, we live our mission every day.

Our strong foundation in digital transformation technology, critical knowledge, and Robotic Process Automation (RPA) expertise help drive improved results so that you can make better decisions and ultimately deliver better outcomes.

Business Value:

To our Customers, to the Market, to emerging Technology, we Listen, Learn and Adapt. Our dedication to staying on the leading-edge coupled with our passion to create easy-to-use solutions; which are aggressive and cutting-edge.

Our partnership drives growth through digital transformation. We leverage a proven framework in Robotic Process Automation to quickly and efficiently embrace change to reduce process, increase efficiency, and reduce overhead; which allows our clients to generate more revenue.

redefining how work gets done®
For more information please reach out to Nick Merican at nmerican@cosourcingpartners.com