

ROBOTIC PROCESS AUTOMATION

for Fleet Management

WORDS BY YML GROUP

What is Robotic Process Automation?

Robotic Process Automation (RPA) is the use of software bots to automate manual repetitive processes that traditionally required humans to perform.

RPA software bots are generally categorized in two main categories:

1. Back office bot – runs in the background with no human interface, Back office bots are used for processes that require no human interaction such as the ordering of toll tags or fuel cards.
2. Front office bot – runs by user command or user input. A front office bot enacts a process or part of a process based on a human input such as the selection of a keyboard key. Front office bots are used for processes such as consolidation of reports, reimbursement claims and management of process exceptions.

From the time that the vehicle is purchased, the life cycle of a vehicle is managed by communicating data with third party providers, whether it be a bank for fleet financing or an insurer for claims processing. An effective fleet management system provides the data

required to manage this life cycle, however the task of processing this information can be time consuming and expensive.

Robotic Process Automation seeks to alleviate this challenge by automating manually repetitive tasks, allowing processors to focus on value adding tasks such as reporting, exception management and customer or driver service.

What are the practical applications for fleet management?

Within the fleet management industry, RPA has been used for the process of purchasing and financing vehicles, fines and infringements management, toll road management, fuel card ordering and management, vehicle registrations, driver reimbursements, insurance claims and others.

What are the benefits?

The benefit of a successful robotic process automation implementation is not only a reduction in time and a cost saving for processing. The benefits extend to the ability to scale a process, improved accuracy, improvement in compliance - being that the robot retains logs of processes complete - and

a faster implementation than implementing a new system or customized software development.

How do I determine which processes are conducive to robotic process automation?

Prior to commencing an RPA implementation, a determination is required whether the process is applicable for a robotic automation. This determination is based on several factors. Primarily, a benefit analysis is required to evaluate the cost of the current process as opposed to the automated process considering the development, software licensing costs and development costs that may be incurred in the implementation. Other determinations are also required to ensure that the process cannot be automated through existing software and that the robotic process is compliant with your organisations IT and data management guidelines.

What is involved in an RPA implementation?

Once these factors have been considered and a benefit analysis has been conducted, a successful robotic process automation implementation begins with a process design. The process details the process solution

ensuring that an inefficient process is not replicated by the robot.

Once the development and testing has concluded the users are trained on the new process and the process is monitored for exception and efficiency.

Where do I start my RPA journey?

1. Determine the processes that are conducive to being automated robotically.
2. Implement a proof of concept with one process. Start by estimating the benefit and conclude by calculating the realised benefit post implementation.
3. Define your RPA framework including your team, compliance guidelines and software.
4. Scale

Which organisations can benefit from RPA?

While Robotic Process Automation would be an asset for all organizations, it would be particularly valuable for organisations with fleets in excess of 50 vehicles.

YML Co Sourcing is an RPA practice specialising in the implementation of RPA in the Fleet Management Industry.