

**mndwrk** **mortoff<sup>3</sup>**

# Real-world examples of RPA

*Learn about the best automation practices!  
Everyday business use cases.*



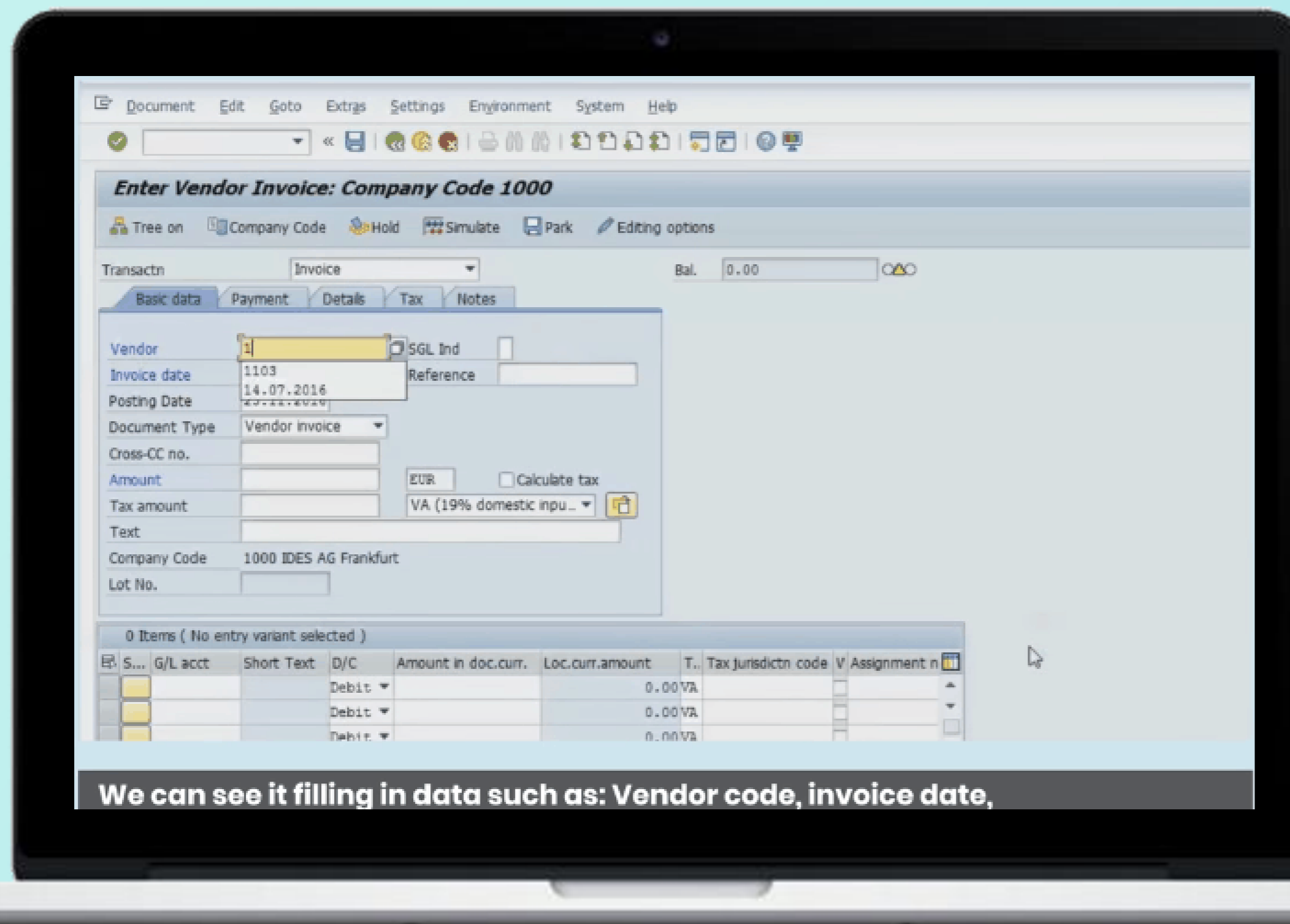
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*Head of Business  
Development*

*Mortoff*



# RPA – Robot Process Automation



We can see it filling in data such as: Vendor code, invoice date,

## RPA

an innovative technology that enables the automation of repetitive, previously manually executed business processes by software robots, using existing systems as virtual colleagues.



# What can we use RPA for?



Executing monotonous,  
repetative tasks



Connecting non-  
integrated IT systems



As a “quick patch”  
IT solution



Help to solve labour  
shortages

# Benefits of RPA

## OPERATING:

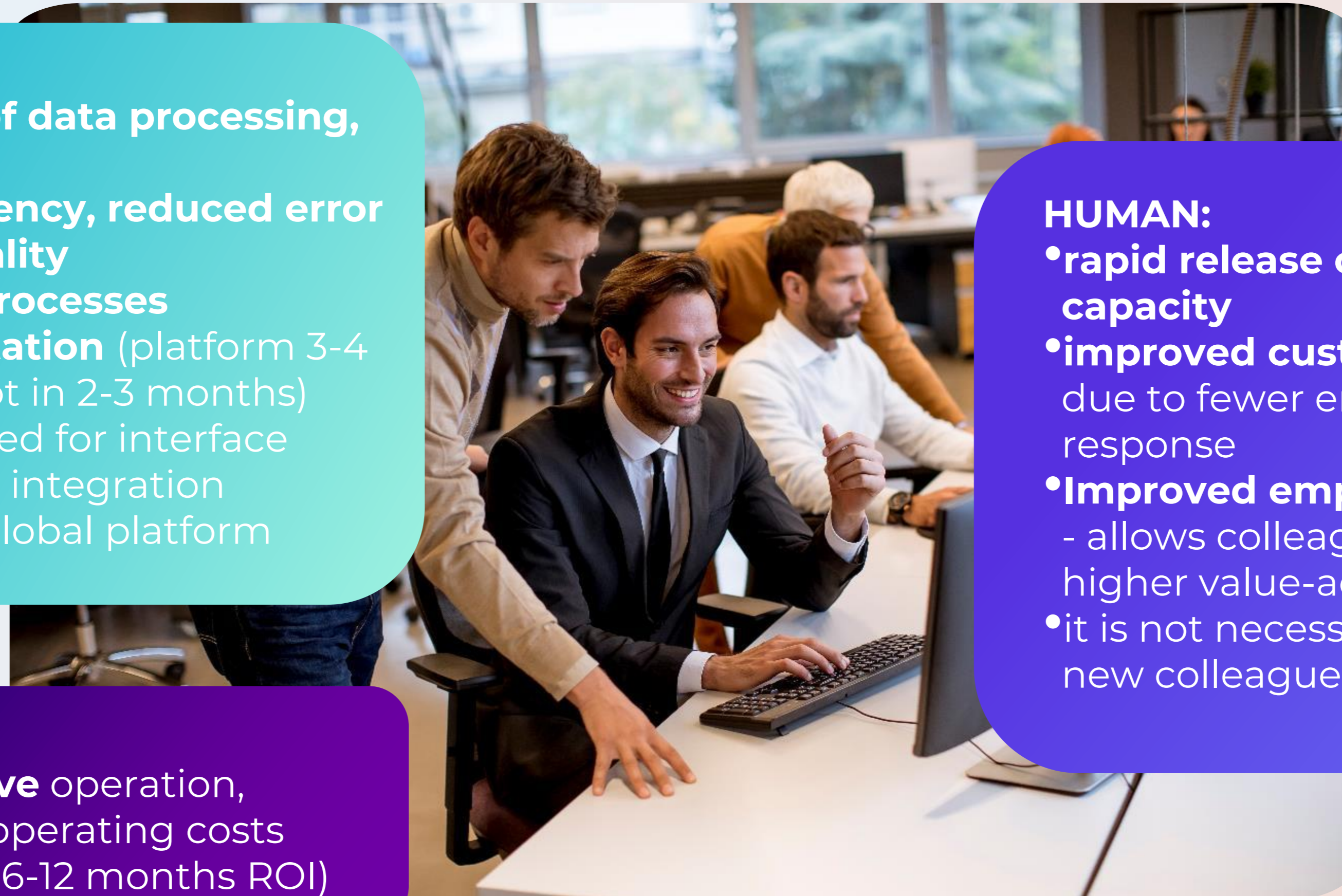
- **large amount of data processing**, 24/7 operation
- improved **efficiency, reduced error rate, better quality**
- **standardized processes**
- **fast implementation** (platform 3-4 weeks, first robot in 2-3 months)
- **low risk** - no need for interface development or integration
- easily scalable global platform

## FINANCIAL:

- **cost-effective** operation, decreasing operating costs
- **fast return** (6-12 months ROI)

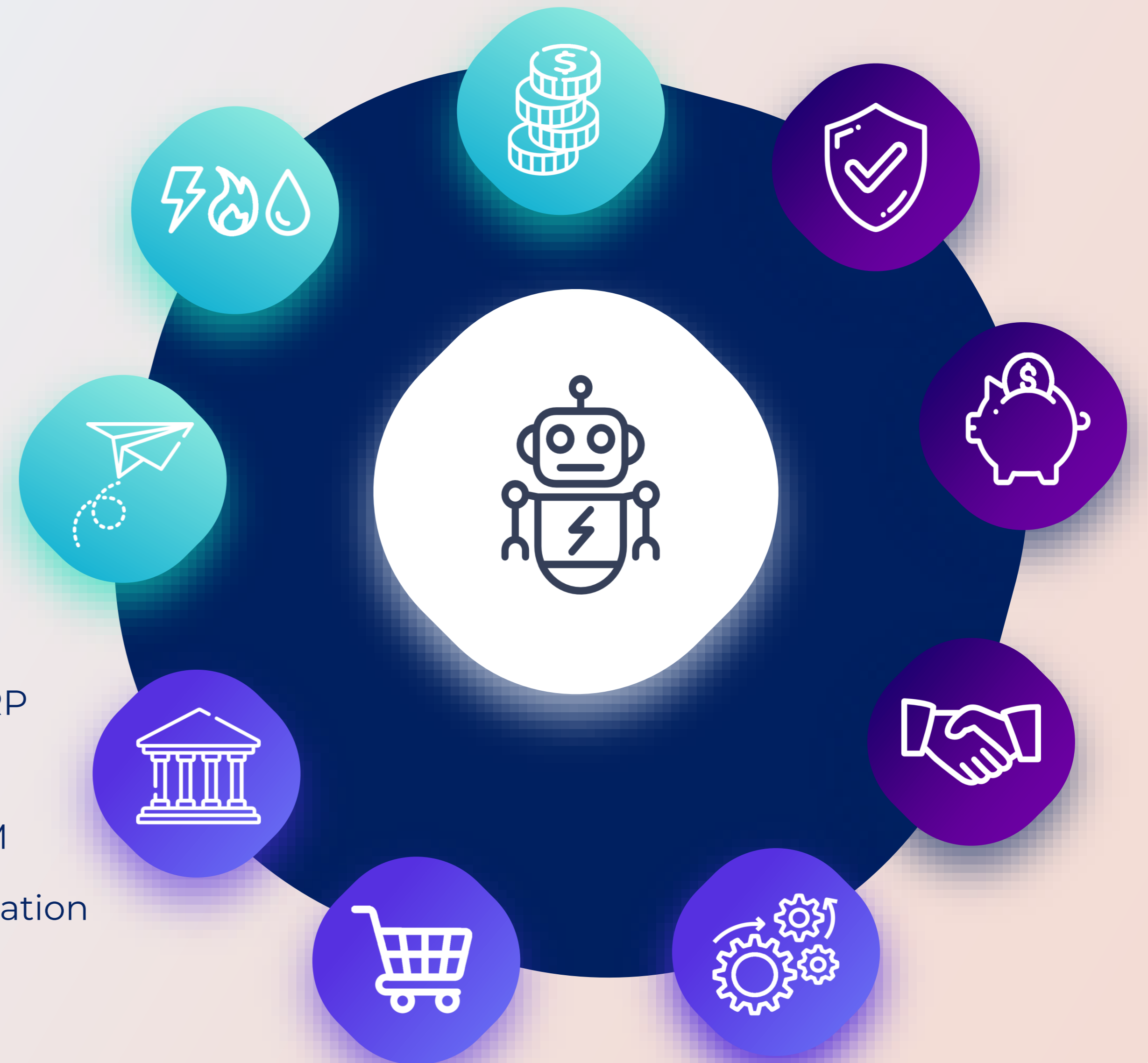
## HUMAN:

- **rapid release of large labour capacity**
- **improved customer satisfaction** due to fewer errors and faster response
- **Improved employee satisfaction** - allows colleagues to carry out higher value-added activities
- it is not necessary to **hire or train** new colleagues



# Typical RPA use cases

- registration of new users in different systems
- form and document filling, performing necessary regulatory and legal checks
- collecting and loading accounting data
- customer service support
- ensuring data synchronization between CRM and ERP systems
- recording user data collected from the web into CRM
- customer reports, invoice processing, contract generation
- entry and exit of employees, authority notifications



# What is worth automating?



## Optimal process

- repetitive, monotonous, low value-added
- connects several IT systems / platforms
- has digital / structured input
- low to medium complexity, with few exceptions
- mature - not expected to change within 6-12 months



## Main objectives

- efficiency / performance increase
- error reduction
- client satisfaction
- cost / FTE savings
- innovation

# MORTOFF robots



## BACKOFFICE

- Telco invoice accounting
- Outgoing invoice creation



## HUMAN RESOURCES

- CV generation
- CC-Workbuzz connection
- GDPR statement monitoring
- HR onboarding



## SALES

- LinkedIn data collection
- CRM-ERP synchronization
- Collecting company information
- Tender monitoring

# Online retailer

**BUSINESS NEEDS:** create and keep a webshop up-to-date from minimal Excel source data

**RESULTS:**

- collecting information on the Internet based on product name
- structure of a webshop based on the collected information (name, type, description, image, number of pieces, etc.)
- mass modification and manipulation of recorded data (based on competition pricing)





ProductList.xlsx - Excel

Fájl Kezdőlap Beszúrás Lapelrendezés Képletek Adatok Véleményezés Nézet Mondja el, mit szeretne tenni... Megosztás

Beillesztés Kivágás Másolás Formátummásoló

Calibri 11

Sortoressel több sorba

Általános

Feltételes formázás Formázás Cellastilusok Beszúrás Törleszt Formátum

AutoSzum Kitöltés Törleszt

Rendezés Keresés és szűrés Kijelölés

C3

A	B	C	D	E	F	G	H	I
Name	Description	ImagePath	Price	SKU	Barcode	Quantity	Offers	MaxPrice
Xiaomi Mi Band 3	Xiaomi Mi Band 3 description			Xiaomi Mi Band 3 / 2 / 101		1		101
Apple Watch Series 4	Apple Watch Series 4 description			Apple Watch Series 4 / 3 /		2		102
Sony Playstation	Sony Playstation description			sony playstation / 4 / 103		3		103
Microsoft Xbox	Microsoft Xbox description			microsoft xbox / 5 / 104		4		104
Item6	Item6 description			Item6 / 5 / 105		5		105
Item7	Item7 description			Item7 / 6 / 106		6		106
Item8	Item8 description			Item8 / 7 / 107		7		107
Item9	Item9 description			Item9 / 8 / 108		8		108

Items

Kész

Írjon ide a kereséshez

11:27  
2019. 09. 17.

# Agricultural company

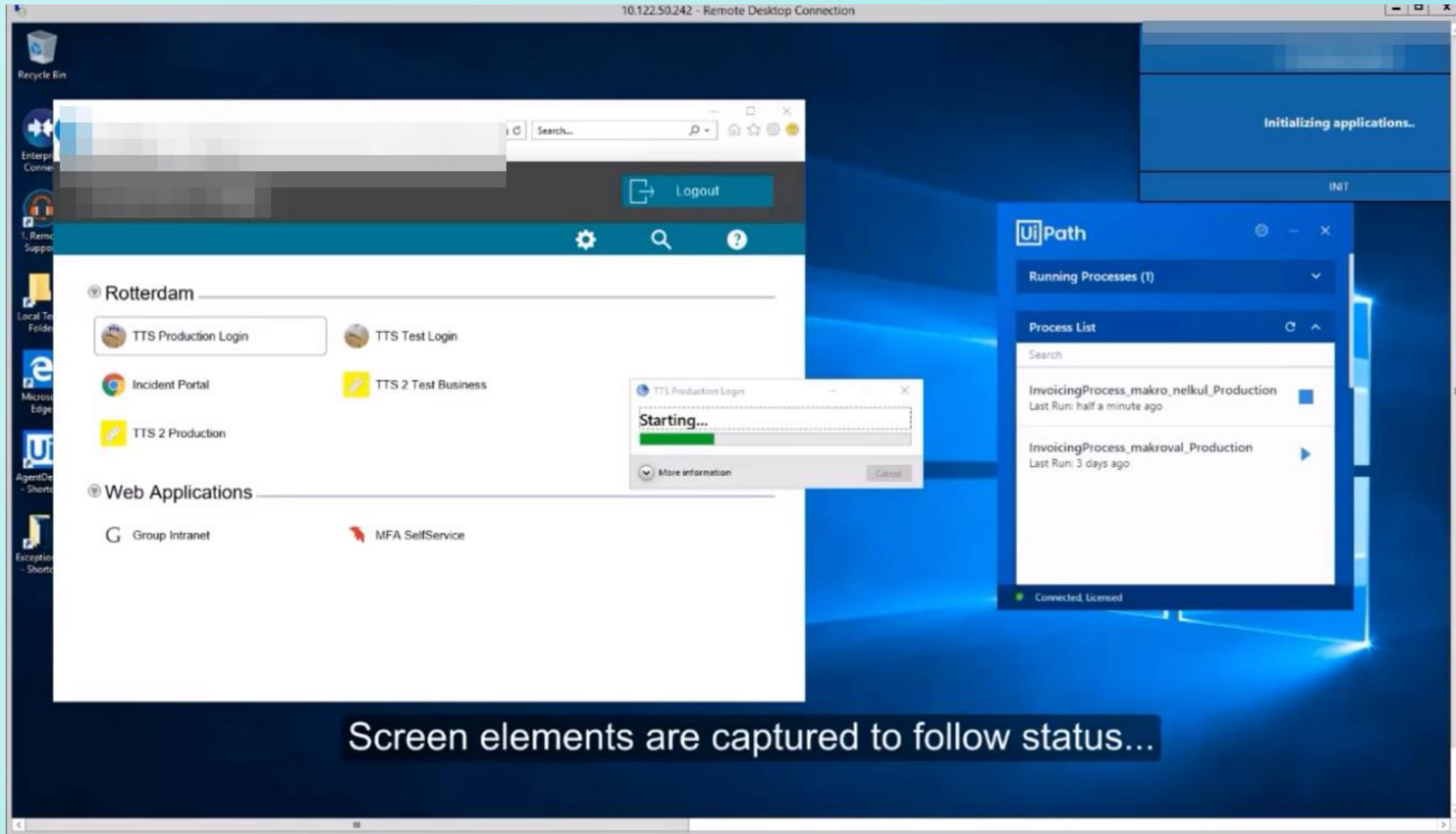
## PROCESS:

- Outgoing invoice creation
- Automatic contract generation

**BUSINESS AREA:**  
Finance

## RESULTS:

- setting up a global RPA infrastructure
- 3 live processes
- daily and weekly running, 89% coverage
- improving internal communication
- transparent, reportable processes



Screen elements are captured to follow status...

# Automotive company



## **BUSINESS AREA:**

finance

## **PROCESS:**

bookable list creation

## **RESULTS:**

- finance is informed about the 'good' items that can be booked
- procurement is aware of the problematic/incomplete items
- reduced AHT per item by 7 minutes
- reduced exception rate by 50%
- number of payment reminders reduced
- increased internal satisfaction and more effective work

The screenshot displays the UiPath Studio environment. The top menu bar includes options like HOME, DESIGN, and DEBUG. The left sidebar shows a project explorer for 'lear-coupa-qad-lekerdeszes-pilot' with various dependencies and entities. The central canvas shows a workflow diagram titled 'main-flow' with the following sequence of activities:

- Start
- Multiple Assign (Double-click to view)
- Invoke GetCoupaExcel wor... (Double-click to view)
- Invoke GetQADExcel worl... (Double-click to view)
- Invoke GetCoupaExcel Fron... (Double-click to view)
- Invoke ProcessExcels worl... (Double-click to view)

The right sidebar shows the Properties panel for 'System.Activities.ActivityBuilder' with a 'Misc' section containing 'DisplayName: Main'. The bottom status bar shows the current project and workflow name, along with system information like the time (1:17 PM) and date (6/25/2021).

# MORTOFF RPA methodology



'RPA implementation is a **journey, not a project** '

**1. vision definition** - automation / place of RPA in corporate strategy, maturity test

**2. governance** - involvement of senior management, coherence between business and IT

**3. mapping and managing organizational changes** - informing colleagues, transforming the organization in order to be prepared for a more challenging and complete job

**4. identification** of efficient but easily automated processes

**5. RPA competency building:**

a. dedication of resources, clarification of roles and responsibilities (CoE)

b. pilot run and evaluation

c. project planning, budget allocation, KPI definition

d. implementation of the complete solution (IT and HR tasks)

e. sharpening and stabilization / fine-tuning

**mindwrk mortoff<sup>3</sup>**

**Thank you for  
your attention!**