Computing Innovation for Technology Entrepreneurship

Information and Communications Technology based Innovation

Innovative Trends: Robotic Process Automation

Alexandru BRATOSIN

Definitions

- Robotic process automation (RPA) is a productivity tool that allows a user to configure one or more scripts (which some vendors refer to as "bots") to activate specific keystrokes in an automated fashion. The result is that the bots can be used to mimic or emulate selected tasks (transaction steps) within an overall business or IT process. These may include manipulating data, passing data to and from different applications, triggering responses, or executing transactions. RPA uses a combination of user interface interaction and descriptor technologies. The scripts can overlay on one or more software applications.

https://www.gartner.com/en/information-technology/glossary/robotic-process-automation-rpa

2021 Gartner® Magic Quadrant™ for Robotic Process Automation

Figure 1: Magic Quadrant for Robotic Process Automation
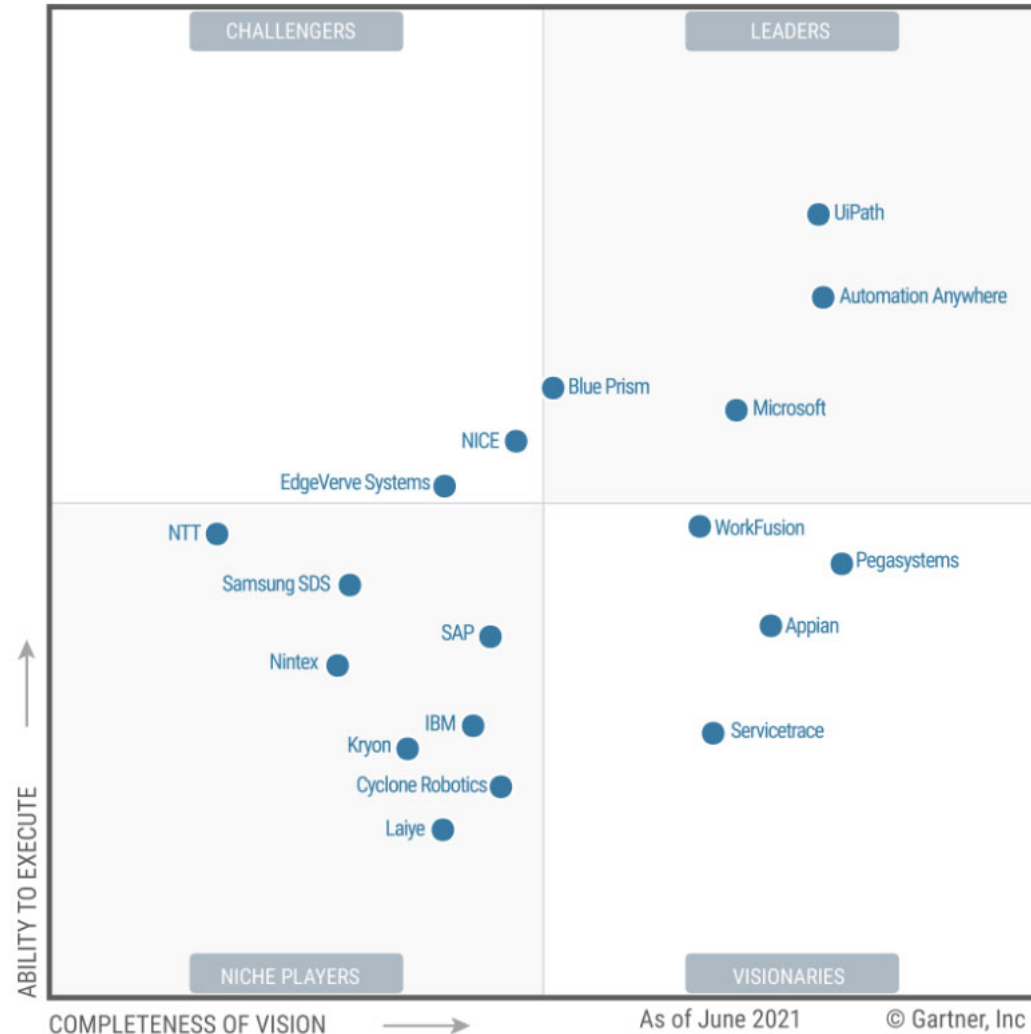
For the third consecutive year, Gartner has recognized UiPath as a Magic Quadrant Leader in the Robotic Process Automation (RPA) space.

Source: Gartner (July 2021)

- Gartner estimates that ·by the end of 2022, 85 percent of large and very large organizations wi1III have deployed some form of RPA software.*

Examples of Robotic Process Automation

- Call centre operations
- Data migration/entry and forms processing
- Claims administration
- Onboarding employees
- Help desk
- Support the sales process
- Scheduling systems
- Credit card applications
- Expense management
- Crawling websites to extract information

References

- https://www.i-scoop.eu/robotic-process-automation-rpa/
- https://bernardmarr.com/10-amazing-examples-of-robotic-process-automation-in-practice/