Robotic process automation in retail sector: Unleash potential benefits
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RPA involves the use of technology to interpret existing application software to automatically process a transaction or complete a process.

RPA can considerably reduce the requirement for people to perform high-volume IT support, workflow, remote infrastructure, and back-office processes.

When aided with machine learning, RPA can mirror human capabilities of perception and reasoning.

Robotic process automation (RPA) is fast becoming one of the most disruptive technology development that is improving service delivery.

RPA is receiving wide acceptance in many industries as it can be applied in many structured, repetitive and rule based tasks. For instance, the Retail companies can adopt RPA into their existing processes such as:

- Order processing and payments
- Procurement and inventory management processes: monitor inventory, generate notifications
- Regular communication between manufacturers, suppliers, transportation service providers, and customers.
- Gather information about business patterns to reveal potential supply chain disruptions.
Value proposition of RPA

RPA adds value to the firm through aiding the optimization and cost effectiveness of business processes. With businesses focusing on improving efficiency, cost reduction, compliance and deploying employees on high-value tasks RPA becomes highly valuable.

- **Productivity and efficiency**
  Robotic automation tools are faster than human FTEs and can function 24/7

- **Accuracy**
  Automation phases out human intervention, thus reducing possibility of human errors

- **Scalability and flexibility**
  The ability to replicate robotic tools across geographies/business units increases scalability and flexibility

- **Cost savings**
  Robotic automation tools are up to 65% less expensive than offshore based FTEs

- **Compliance**
  Robotics allows data and processes to be retained onsite
Possible areas of RPA applicability in retail sector

Few of the top challenges which the supply chain function faces today includes, determining which supply chain improvements to focus on, lagging performance metrics and dealing with wide sweeping complexities between warehouse, manufacturing facilities, transporters and customers.
Automation in IT needs to be focused on initiatives that requires innovative thinking and capability to handle critical organizational tasks currently consuming time.

- Installation
- FTP download, upload and backup
- Server application and monitoring
- Synchronizing, deleting and emptying folders
- File management
- Email processing and distribution
- Email related tasks
- Batch processing
RPA possibilities for implementation in HR services and finance & accounting services

With the amount of form filling, data gathering, updating, disseminating and request process, HR may find it difficult to focus on anything other than administrative work.

HR SERVICES

Payroll
Time and attendance management
Stock administration
Compliance reporting
Personnel administration
Payslip management
Benefits administration
Recruiting process
Education and training
Onboarding
It is an analytical and efficiency critical age where the F&A time is much better spent on talking with customers and vendors and streamlining process end to end.
Critical areas of retail organizational readiness

Deployment of RPA in a smooth manner so as to achieve success and overcome challenges need to focus on specific areas of criticality. During the introduction, implementation and management of RP, the firm needs to be well prepared in the below four critical areas.

01 Concept Acceptance
- Achieve the confidence and support of C level executives
- Convince them of the business value added

02 Close collaboration with IT
- Have the buy-in from IT unit successfully implement RPA
- Support from IT needed during technical challenges that can arise during RPA implementation

03 Business case prepared
- A fine-grained understanding of the actual current costs of the business process to be automated
- Quantify savings to be achieved with a robot
- Include change management plan

04 Competency development
- Gain necessary skills to handle possible bottlenecks that can arise when robots execute the process
- Set up RPA center of excellence
Business benefits in Retail from RPA implementation

RPA strengthens effectiveness and efficiency of operational and technical activities.

Enable enterprises to track every step and systematically document them. This helps them to be more compliant with industry and audit regulations. RPA is creating a shift beyond labor arbitrage in helping to decrease the operational costs. Employees can devote their time to complex tasks, adding value to the existing processes. They can be involved in activities that call for greater human intervention.

Automating a highly optimized process provides risk free and zero-error delivery. The software requires testing, training and governance to get desired outputs. Automation results in more efficient and error-free processes, giving employees more time for direct interaction with customers, enhancing their experience, improving customer satisfaction and building their relationship with the company. Execute more work in less time, thereby gaining control of resource requirements during peak processing periods.
How UST Global can help you

With our RPA capabilities we offer to our customer end-to-end services taking care of both functional and technical aspects and result in high business value impact. A core team will be assigned to your business to provide and utilize our accrued knowledge and experience of RPA in your organization.

UST Global can carry out these functions for our customers

We combine in-depth technological expertise and significant business and sector focused experience. With these attributes we quickly recognize what you require and deliver with precision to fulfil your requirements.
ABOUT UST GLOBAL

UST Global is a digital technology services company that provides next generation digital solutions for Global 1000 companies. Our mission is to ‘Transform Lives’ using the power of digital technologies and the focus is on digital services and solutions. With a business model of ‘fewer CLIENTS, more ATTENTION’, UST Global strives for excellence in providing our clients with the best service and commitment to long-term client success. Headquartered in Aliso Viejo, California, UST Global has over 17,000 associates operating in 25 countries across four continents. For more information please visit www.ust-global.com