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Top 10 benefits of business process automation

Marcus Law

We look at 10 of the most significant benefits of utilising business process automation

By utilising automation, businesses can unlock a plethora of benefits that directly impact productivity, cost savings, customer satisfaction, and growth

According to Red Hat, Business Process Automation (BPA) is the use of software to automate repeatable, multistep business transactions. In contrast to other types of automation, BPA solutions tend to be complex, connected to multiple enterprise information technology (IT) systems, and tailored specifically to the needs of an organization.

In this article, we explore 10 of the top advantages of implementing business process automation.

10: Scalability and adaptability

As businesses grow, the demand for efficient and scalable processes becomes paramount. BPA offers the flexibility to adapt to changing business needs and scale operations seamlessly. Automated systems can accommodate increased transaction volumes, new product lines, or market expansions without significant disruptions, ensuring that businesses can handle growth efficiently.

9: Better CX

BPA plays a crucial role in improving the customer experience by enabling faster response times and reducing service delivery errors. Automation facilitates real-time data access, allowing businesses to provide accurate and up-to-date information to customers promptly. Additionally, BPA enables personalised interactions, smoother order processing, and faster query resolution, resulting in higher customer satisfaction and loyalty.

8: Improved employee satisfaction

By automating repetitive and mundane tasks, BPA liberates employees from time-consuming manual work, enabling them to focus on more strategic and creative endeavours. This empowers employees, boosts job satisfaction, and fosters a culture of innovation within the organisation. Moreover, automation reduces the likelihood of burnout and enables employees to leverage their skills and expertise to drive meaningful business outcomes.

7: Reducing errors

Human errors are inevitable, but they can be costly and detrimental to business operations. BPA ensures consistency and accuracy in executing tasks, eliminating the risk of human error. Moreover, automation enables adherence to regulatory requirements and internal policies, minimising the potential for compliance violations and associated penalties.

6: Better visibility

As Microsoft describes, BPA also provides organisations with better visibility into their processes and teams. "You won't have to provide additional support to your team since automation solutions help ensure that best practices are followed and governance is enforced. Through data gathering, reporting, and analytics capabilities, you can view data dashboards that provide visibility and transparency into what everyone is currently working on, enabling more informed decisions."

5: Data-driven decision making

BPA generates valuable insights by capturing, organising, and analysing vast amounts of data. By automating data collection and analysis processes, businesses can make informed decisions based on real-time information. This data-driven approach empowers organisations to identify trends, discover opportunities, optimise processes, and develop effective strategies for sustainable growth.

4: Compliance

By leveraging BPA, businesses can streamline compliance processes, minimize risks, and ensure adherence to regulations and policies. Automation not only enhances compliance effectiveness but also reduces the burden of manual compliance management, freeing up resources to focus on strategic initiatives and core business objectives.

3: Providing a competitive advantage

Implementing BPA provides a distinct competitive advantage by transforming business operations, enhancing customer experiences, and optimising resource allocation. By automating processes, organisations can respond more effectively to market dynamics, seize new opportunities, and stay ahead of the competition. BPA enables businesses to build a lean and agile operational framework, empowering them to innovate, adapt, and thrive in a rapidly evolving business landscape.

2: Reducing costs

BPA eliminates the need for excessive human intervention, which can result in significant cost savings for businesses. By automating tasks that were previously performed manually, organisations can reduce labour costs, minimise errors, and optimise resource allocation. Additionally, BPA reduces the likelihood of costly delays, rework, and compliance violations, leading to substantial financial savings.
EY's Financial Services team worked with Zurich to implement robotic process automation as a key element of their goal to enhance service and achieve their commitment to achieve more than US$1bn of cost improvements.

1: Improved efficiency

Implementing BPA reduces the time and effort required to complete repetitive and manual tasks, allowing employees to focus on high-value activities. Automating routine processes such as data entry, invoice processing, and report generation not only reduces errors but also accelerates turnaround times, leading to enhanced efficiency and improved productivity across the organisation.

Video of The Week

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News of The Week

Musk says Twitter will limit how many tweets users can read

Musk had said that hundreds of organizations or more were scraping Twitter data "extremely aggressively", impacting user experience.

Twitter is limiting how many tweets per day various accounts can read, to discourage "extreme levels" of data scraping and system manipulation, Executive Chair Elon Musk said in a post on the social media platform on Saturday.

Verified accounts were initially limited to reading 6,000 posts a day, Musk said, adding that unverified accounts will be limited to 600 posts a day with new unverified accounts limited to 300.

The temporary reading limitation was later increased to 10,000 posts per day for verified users, 1,000 posts per day for unverified and 500 posts per day for new unverified users, Musk said in a separate post without providing further details.

Previously, Twitter had announced it will require users to have an account on the social media platform to view tweets, a move that Musk on Friday called a "temporary emergency measure."

Musk had said that hundreds of organizations or more were scraping Twitter data "extremely aggressively", impacting user experience.

Musk had earlier expressed displeasure with artificial intelligence firms like OpenAI, the owner of ChatGPT, for using Twitter's data to train their large language models.

Twitter was down for thousands of users on Saturday morning, according to outage tracking website Downdetector.com.

Nearly 7,500 users across the social media platform reported issues with accessing the app during the peak of the outage at around 11:17 AM ET.

The social media platform had previously taken a number of steps to win back advertisers who left Twitter under Musk's ownership and to boost subscription revenue by making verification check marks a part of the Twitter Blue program.

E Toon

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