# CONTENT SERVICES: FUELING THE RPA ENGINE

Hyland

# Before automation, you need structure

Intelligent automation (IA) is one of the most common goals within the digital transformation movement. Pulling staff away from slow, manual, repetitive tasks and freeing them to focus on higher-value work increases efficiency and can have a profound effect on customer relationships.

That's why it is expected that organizations will continue to increase investments in tools that drive IA efforts. Forrester Research predicts that spending on robotic process automation (RPA) technology will exceed $2.9 billion in 2021[i]. The challenge is that even with these IA tools, the information that kicks off automated processes needs to be in a structured, easily understood format. Unfortunately, for a large portion of the information coming into your organization every day, that just isn't the reality.

But you can change that with Hyland's content services.

i. Forrester Research, *The RPA market has reached a defining moment: Seven innovations that will determine the true value of this diverse market*, August 2020

## PROVIDING JET FUEL FOR THE RPA ENGINE

To successfully kick off bot-controlled automation created with RPA tools, the information your processes rely on needs to be previously vetted and presented in a structured format. For many organizations, this means a lot of front-end content review and manual data entry. That challenge is only compounded by the year-over-year increase of incoming information quantity and format variety.

By deploying Hyland's content services platform at the point of entry for your organization's information, you can remove the manual work that creates a roadblock to true end-to-end automation. This platform provides intelligent capture tools that automatically extract incoming data the instant it arrives at your organization. Unlike RPA tools — which are built around clear, templated process steps — Hyland intelligent capture works like the human mind, using pattern recognition to recognize and interpret information on a document.

Hyland content services also include powerful integration tools that easily connect the platform to your other line-of-business applications. That means it can automatically verify incoming information and upload it into your other systems — ensuring they are all up-to-date.

For downstream automation efforts, this is monumental. With unstructured information captured and translated into a machine-readable format, you create a direct, clean line of information that feeds directly into our end-to-end process automation suite: Hyland RPA.

# Hyland RPA

Hyland RPA is a comprehensive robotic process automation suite with everything a modern enterprise needs to reach the full potential of intelligent automation technology. Through a series of tools, Hyland RPA simplifies the four key steps of robotic process automation:

- **Analyze:** Quickly, accurately and intuitively analyze processes down to the click level, automatically documenting process steps

- **Design:** Leverage low-code, drag-and-drop tools to quickly and easily build bots and create brand-new automations

- **Run:** Efficiently run unattended or attended automations, ensuring maximum bot utilization and scalability

- **Manage:** Orchestrate your bots with ease using a real-time dashboard for live monitoring and intuitive management

# Analyze: Hyland RPA Analyst

The first thing to do when building any automation is to take the target process and break it down, step-by-step. Hyland RPA Analyst does this for you by automatically capturing business process steps and compiling them into comprehensive documentation. This documentation covers all user-to-machine interactions — actions like clicking, writing, reading and cognitive decisions — and their related applications.

With this tool, users without prior knowledge can quickly create instructional manuals, process diagrams and — most importantly— pre-built automation workflows for Hyland RPA.

## BENEFITS

- Documents every step of your targeted process quickly and efficiently, creating a step-by-step guide for automation mapping

- Simplifies deployment of new bots and automation

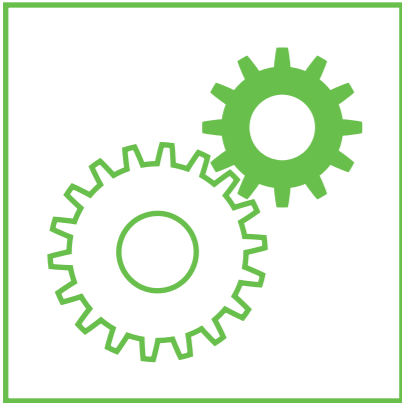- Accelerates ROI by removing manual process mapping

# Build: Hyland RPA Designer

With your process mapped out, Hyland RPA Designer provides you with low-code, drag-and-drop tools to configure your bots and build out the automations your organization desires. With the inclusion of process parameters to help you fine tune those automations, you can be sure they'll be as efficient as possible.

If you prefer to keep the "build" step as simple as possible, you can import the pre-built workflows from Hyland RPA Analyst so the system knows exactly what is needed — removing the need for manual process mapping.

## BENEFITS

- Speeds deployments of new automations by removing the need for custom coding and expensive, time-intensive training for staff

- Imports process documentation directly from Hyland RPA Analyst to speed workflow creation

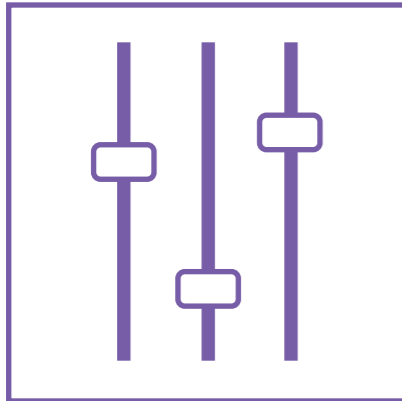- Reduces reliance and strain on IT staff with easy-to-use tools for business users

# Run: Hyland RPA Conductor

Once you have your bots configured and your automations built, it is finally time to put them into action. Hyland RPA Conductor gives your organization the ability to easily orchestrate unattended, attended or hybrid bots to meet your individual process needs. Built with scalability and optimal resource utilization in mind, Hyland RPA Conductor makes use of a unique task "pulling" capability that ensures the system automatically identifies any bots that have completed their tasks and immediately reassigns. Doing so ensures you get the most out of every bot.

## BENEFITS

- Improves employee satisfaction and engagement by removing staff from repetitive and unexciting tasks and freeing up time for high-value business activities

- Increased information security and compliance by processing sensitive data without human intervention, reducing the risk of exposure and creating defensible audit trails

- Increases task accuracy by removing the human element from tedious, manual processing

# Manage: Hyland RPA Manager

You have your bots and automations in flight! But sometimes plans and priorities at your organization change. With the Hyland RPA Manager, you get a tool to help you easily and effectively manage your bots through a real-time dashboard. That way, as needs change, you have one central location to intuitively start, stop, change and add automations on the fly. And, with the ability to run reports on any process, your decisions will be well-informed with up-to-date information.

As your business world continues to change, Hyland RPA Manager makes sure your ability to automate processes remains agile and efficient.

## BENEFITS

- Creates a central administrative interface for managing, controlling and customizing bots

- Provides more complete audit trails with tracking of every click and data entry step

- Enables up-to-the minute information access for quick, accurate decision making

# Planning for automation success

Deploying robotic process automation technology is a great step towards your intelligent automation goals. But without structured, easily-understood information, you just won't get the most out of your investment.

Hyland solutions combine the intelligent capture and content services systems you need on the front end with a full RPA suite on the back end for true end-to-end automation. Providing all of these tools on one platform lessens the burden placed on IT and removes the most common challenges associated with intelligent automation. For true digital transformation at your organization, you want Hyland content services and Hyland RPA.

i.      Forrester Research, The RPA market has reached a defining moment: Seven innovations that will determine the true value of this diverse market, August 2020

Learn more at **Hyland.com/RPA**