

Automate the Micro Workflows for a Quick Rol

01 November 2019 10:20

Industrialization over the years, led to manufacturers automating most of their shop-floor work resulting in rapid scalability and more opportunity.

This process of automating was adopted in other industries in different ways.

In the world of Business Operations & Management, this has been initially in the forms of ERP Systems which in turn gave rise to BI Reporting and similar trends. Supporting technologies such as RFID, IoT fed into this large data mart for further processing.

The next wave of automation in **Large Enterprises** is now focusing on two new areas viz. **Data Handling (an entry level job) & Data Reporting (a specialist job)**.

Since both involve the work patterns of personnel doing exactly one kind of work, we address this as Micro-Workflows.

Taking a cue from the Theory of Constraints introduced by Eli Goldratt, a major bottle-neck or constraint often, is where the data is being collated or where the data is being analysed to decide next action. This is where much waste exists in the system & these can be addressed with modern tools.

Data Handling

The last-mile data handling bottle-necks are seen in many industries such as Financial Services (where forms are filled, validated) or even in Insurance, Logistics where a whole lot of paper work is involved.

In other cases, a simple activity such as generation or uploading of forms such as Invoice, E-Way Bill, New Customer Details is a time-consuming, error-prone activity. The costing simply disallows more people to be put on the job.

More complex cases involve where the collated data needs to be validated with basic check such as Name/DoB matches across all submitted documents or with external sources such as Govt. Records.

With modern OCR, Machine Learning techniques combined with Robotic Process Automation, data entry tasks can be handled by machines.

Data Reporting

In a typical business decision scenario, data is gathered from multiple sources (e.g. excel sheets, web portals) and there are multiple personnel that organize this data to be submitted to management.

Similar to the Data Entry examples, here too, much of the work is repetitive in nature & exceptions are few.

An example would be the automated pulling in of sales / purchase data from an ERP, performing the GST Reconciliation & preparing the final report to the in-house Accountant / Auditor to validate & submit.

There may be also be advanced cases, where the person will be required to compare trends, run some analytical tools etc. before the final submission of the report. Again, these too can be automated to a large extent. Wide availability of algorithms makes much of the analytics more accessible.

Much of the Back-office operations can be automated using Robotic Process Automation, BI Reporting & Statistical Tools

Get a Quick Rol

Micro-Workflows essentially recognises that after the initial cycles where human expertise is needed to complete the job, nearly 90% of the work can be offloaded to a machine that requires only supervisors. This helps the worker to be re-deployed to other work areas or perform at higher scale in an easier manner. From the business point, the costs of hiring, training, dependency are all minimized.