

RPA at Scale

The Evolution of Process Automation and the Shift from Edge to Core

The major focus of automation over the past few years has been the back-office workflows weighing down the enterprise due to an over-reliance on human labor and an inability to optimize business process. RPA can be a quick and easy way to automate the manual, repetitive tasks making up these processes, but it does so "at the edge", that is, automation that is built to execute workloads using the same interactive systems of engagement humans use to change core systems of record. By shifting RPA from this human edge to the business core, new back-end approaches to automation become possible, enabling more scalable deployments, freeing digital labor from the fragility of human tools, and unlocking the business value of machine speed end-to-end processes.



Front-End Automation

Refers to GUI-based automation which represents most RPA today, where scripts following business rules interact with **Systems of Engagement**, or front-end portals and platforms used by humans to access core data.



Back-End Automation

Refers to automation facilitated by seamless machine-to-machine communication and exchange within **Systems of Record**, or core data systems, typically through back-end scripts, API's or within specific application suites.



The Edge Bridge Between Humans and Software

The Edge refers to the UI, protocols, and workflows that enable humans to interact with core systems. The majority of current RPA deployments focus on automating these "as-is" processes, and are subject to the fragility of portals designed for human use.

The Core Software Interacting with Software

The core refers to the applications, systems, platforms, key data sets, and transactions that make up the foundation of a firm's critical information and core records. Automation at the core level is almost always ideal, as the elimination of edge inefficiencies enables machine speeds of operation, easier support, and greater scalability.





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Racing to a Red Light vs. Working at Machine Speed



Evolution from Edge to Core

Though we have highlighted the advantages of back end or Core-based automation when compared to traditional RPA, this is not an either/or decision with respect to your firm's digital journey. A joint solution that leverages the benefits of RPA/ Edge automation regarding discovery, speed to deploy, and process codification are ripe for a secondary evolution towards the back end, digital workflow needed for straight-through processing at scale, as well as the foundation for a scalable platform to monitor and govern.



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