

Contact

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Robotic process automation (RPA)

Automation of routine activities

Services & features

- > Software robots take over the users' tasks and interact with software systems via the user interface just like humans
- > Work is strictly rule-based (supplemented by artificial intelligence & machine learning)
- > Repetitive processes with clear operation procedures are particularly suitable
- > Staff may carry out higher-level activities and focus on creative tasks
- > Random checks and complete logging of process steps secure governance requirements

Facts & figures*

- > **Robotic Process Automation enables the automation of standardized activities** that are carried out by humans.
- > The automation potential of the processes in public administration, across the administrative areas of the departments, is on average 24% in Austria.
- > **Robotic Process Automation can be used around the clock and is scalable.**

Benefits and advantages

- > easy to implement technically
- > high quality at high speed
- > minimizing input data errors
- > improved compliance
- > same output with fewer staff required
- > increased degree of automation

* as of 03/2022