

Robotic Process Automation. Trends, Expectations and Adaptation Opportunities in the Organization

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Abstract

Many companies try to introduce innovative solutions in their activities. They mainly concern the products and services offered, which are directly noticeable by customers. Innovative solutions can also be implemented for the internal needs of the enterprise, e.g. to improve internal processes.

The use of RPA (Robotic Process Automation) software allows employees of enterprises to obtain functional and economic benefits. The first area includes, above all, the elimination of human work in repetitive (frequently performed) activities, which translates into a global reduction in labor consumption and elimination of errors. On the other hand, enterprises can use the potential of employees to work in other areas, requiring greater competence and commitment, which can directly translate into economic benefits and in the longer term - to maintain or increase the competitive advantage of the company.

The implementation of RPA tools makes sense when there are processes in the company that can be handled in this way. It also requires the preparation of the necessary tools by people (employees with theoretical knowledge and practical skills) who know both the capabilities of the software and the processes taking place in the company. The necessary flexibility is required in relatively quick adaptation to changes taking place in the enterprise or its dynamic environment. The choice of RPA software should therefore be thought out, giving the possibility of rapid adaptation to changing needs.

The subject of considerations is therefore RPA-type software, its functionality and the possibilities of its adaptation to the needs of the enterprise. Theoretical considerations were supported by a practical example of using Robotic Process Automation software to automate a simple process that can be used in an enterprise. The available data on the RPA-type software market were also analyzed.

Keywords: Robotic Process Automation, RPA, robotization, business process, business process automation, software, human work