



CASE STUDY [FINANCIAL SERVICES]

promapp[™]

Australian bank: BPM and RPA

Killer combo for leading Australian bank: BPM and RPA.

A leading Australian bank has had great success using Promapp to manage their business processes, while automating manual, repetitive tasks with bots.

The organization first captured core processes on Promapp's BPM platform, and then identified opportunities to introduce robotics to automate manual tasks.

They started with five bots, and the ROI was so rapid (in some cases as short as a couple of months) that it validated the RPA program and resulted in further opportunities being explored.

The organization opted for a business-led model for developing the RPA activities - 90% of the effort and build time comes from their teams, not from external consultants or their IT department.



How the use of BPM software has helped.

Using Promapp gives them the ability to own and manage RPA activities within core processes.

1. Both bots and humans play a role in managing core banking processes. It's important to have clarity of handshake between these activities.
2. Processes clearly identify the interaction points between bot and human activities, including points of human verification – the bots report what was and wasn't performed, and why.
3. Promapp processes capture the happy path and notes are used to record bot exceptions. It didn't make sense to build an infinite set of scenarios for all exceptions, as that amount of complexity would outweigh the benefits. Instead the business uses Promapp notes to describe error codes, why they occurred, and what needs to be done next in response.
4. Promapp is also used to document what the bots are designed to do, significantly improving the visibility of RPA activities. This ensures there is no 'black box' scenario and allows for easier maintenance and issue resolution when required.
5. Teams and external consultants involved in the project appreciate the governance that Promapp enables, along with clearly outlined responsibilities. Although many organizations successfully implement the RPA steps, some struggle with managing the bots and processes.



About Promapp

At Promapp, we believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With Promapp's intuitive cloud-based BPM software, used by hundreds of organizations worldwide, anyone can create, navigate and change business processes.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Promapp in action.

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