



# ROBOTIC PROCESS AUTOMATION MYTHS

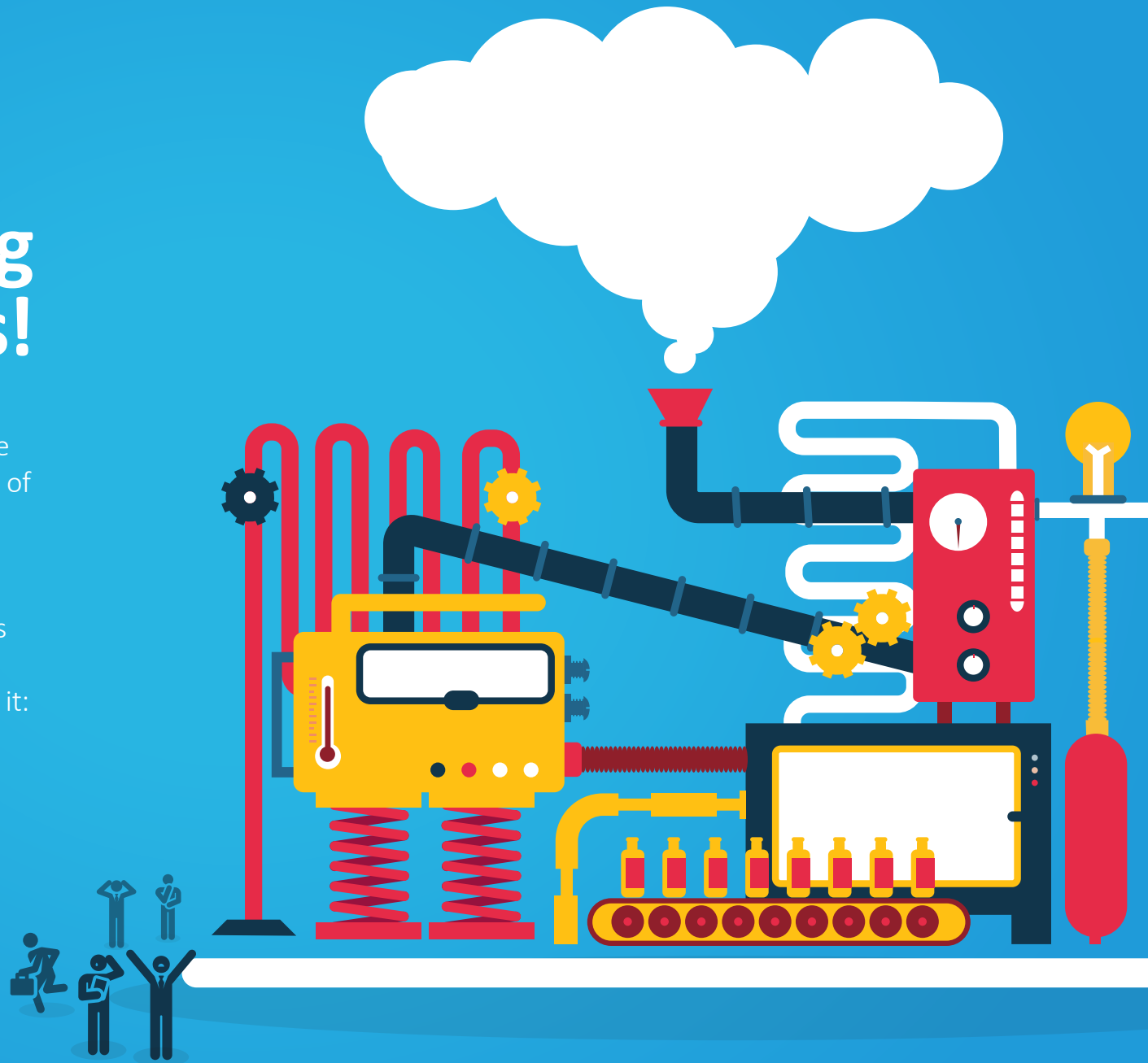
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## MYTH 1

# Robots are going to steal our jobs!

The most popular myth by far is that robots are going to steal our jobs. It's true that the nature of work is shifting, but it's important to keep in mind that historically automation technologies have created new, often better jobs. In fact, a quick search for jobs related to Robotic Process Automation on glassdoor brought up 3021 postings in search results. And just think about it: after waves of automation - the Industrial revolution, mechanization, computerization – we're better off in almost every way.



## MYTH 2

# Robots can't be trusted

To work with various underlying applications, robots require password credentials they can use to log into them. The plague of password theft in recent events, has left those who manage IT security protocols inundated with fear. In the past, the requirement to hard code credentials into the automation scenarios did not go far to alleviate this fear.

To ensure that these credentials are securely stored and managed, more advanced RPA solutions will feature a credential vault. For example, Kryon Systems' credential vault offers two layers of security by a) encrypting the data and b) a unique feature which ensures visually that the password is fed into a password field (not visible) – so everyone can sleep well at night.

Mauhahaha!



## MYTH 3

# RPA must be owned and managed by IT

One of RPA's main testaments that makes it so appealing is that the solutions are designed to be used by business rather than by IT developers to rapidly digitize processes. In fact, as an article by the Harvard Business Review correctly stated, "Business operations people who have process and subject matter expertise but no programming experience can, with only a few weeks of training, start automating processes with RPA tools."

This being said, it is necessary to point out that RPA deployment is never without some reliance on IT resources. To prevent an RPA implementation from going very wrong, steps must be taken to define the nature and complexity of the processes to be automated, and determine if they are in line with the capabilities of the process owners to set the level of IT involvement for successful implementation.

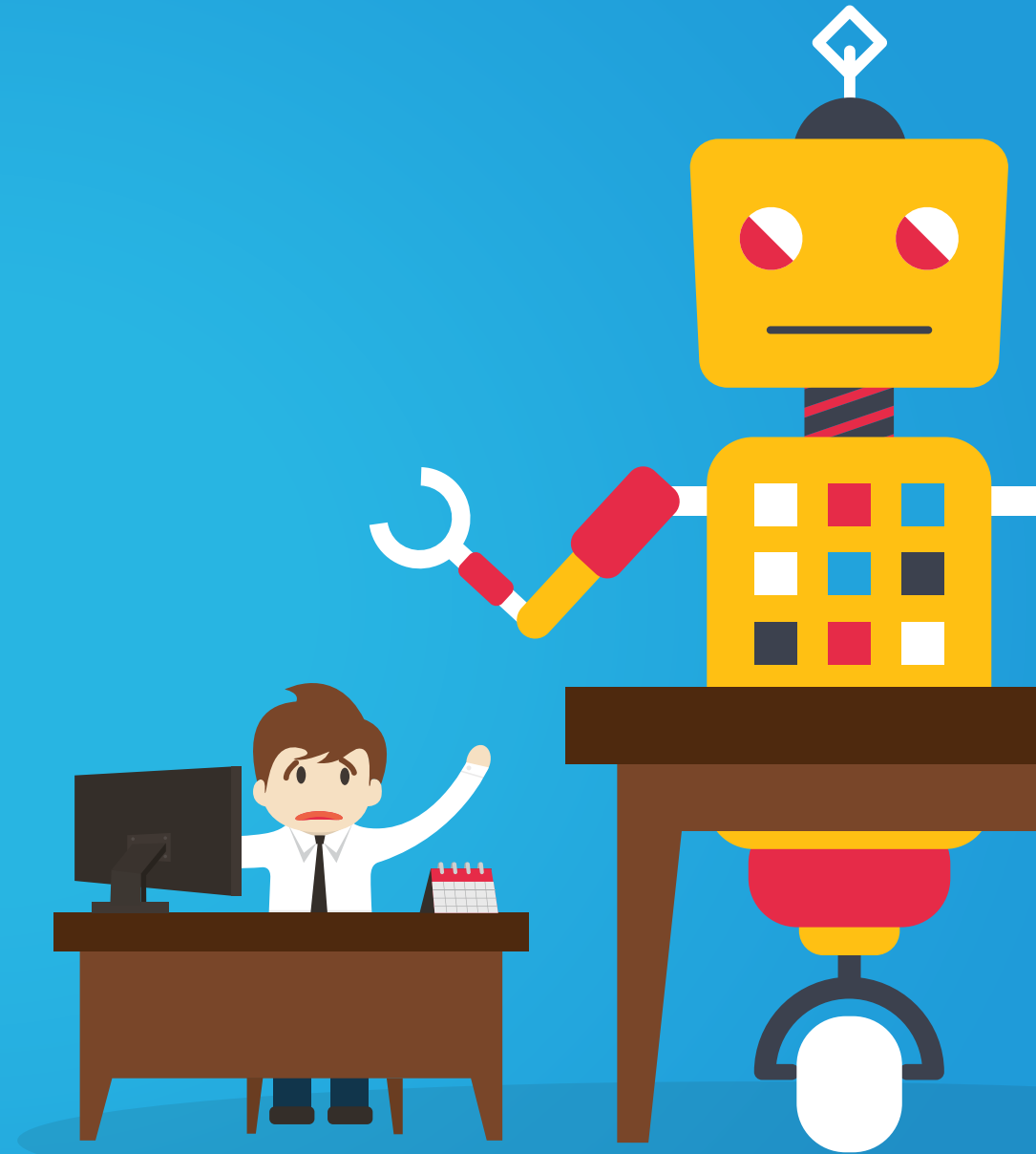


## MYTH 4

# RPA marks the end of the road for BPOs

When RPA first arrived on the scene, it was met with mixed feelings by the outsourcing community – fearing it challenged their value proposition. After all, BPO arbitrage is created by low cost, offshore resources; the RPA arbitrage is created by software robots that emulate and replace the human workforce.

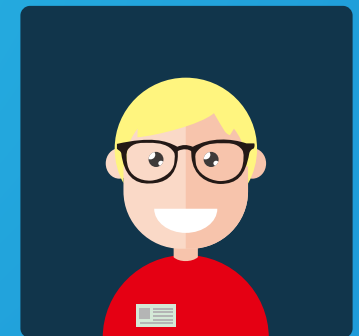
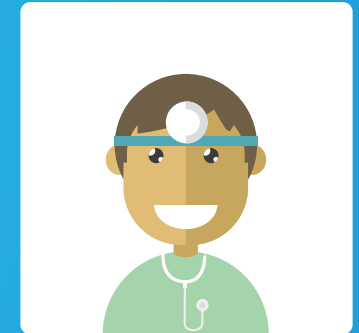
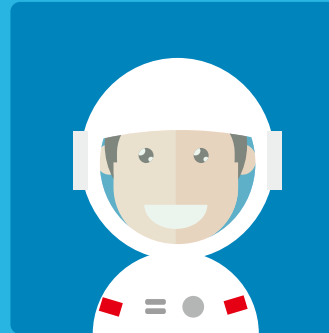
These initial fears were alleviated when early BPO adopters of RPA reported remarkable outcomes, including: dramatic process improvements, cost savings, redeployment of resources to higher value functions, improved productivity, quality and customer service. As the value and business benefits of RPA become increasingly apparent, more and more BPO providers are realizing the significance of adding RPA to provide more timely and effective services to their customers.



## MYTH 5

# RPA will not work in my industry

There is a common misconception that RPA is only productive in certain industries, such as insurance or finance. However, back office tasks exist in every industry, meaning that RPA can be leveraged to automate repetitive, rules-based, high-volume business activity in almost any industry. RPA can be used, for example, for claims processing in the insurance industry, to prevent errors in financial institutions, to increase retailers' Net Promoter Score, and even improve the patient experience in the healthcare industry.

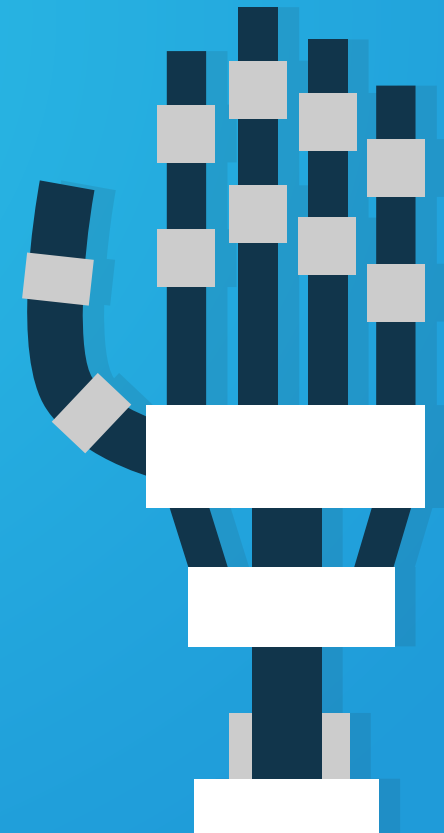


## MYTH 6

# You can't go it alone

At first glance, RPA implementation can appear difficult and daunting. This may leave organizations feeling uncertain of their ability to fend for themselves and running to seek help from consultants, system integrators, business experts, etc. Instead, organizations should consider creating an RPA Center of Excellence (CoE) and embrace their independence.

By establishing a Center of Excellence (CoE) you can put in place the necessary resources to be self-sufficient and the ability to control, manage and scale your RPA efforts as you see fit. A CoE provides a better way of gathering, assessing, and managing the necessary knowledge and capabilities of an RPA solution, and should also provide the guidelines to overcome any challenges that surface along the way – without the added costs associated with utilizing outside resources.





To find out more about  
**Robotic Process Automation,**  
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