



# **AUTOMATION IN OIL AND GAS**

## **EPISODE 2:**

**Why is a business case key before  
implementing RPA?**

## WHY IS A BUSINESS CASE KEY BEFORE IMPLEMENTING RPA?

There is first the part to understand the value that it [RPA] is going to drive for the organization. But then second, the total cost of ownership (TCO) for RPA that needs to be explored and understood.

Let's come back to that first point: What kind of **value does RPA drive** for the organization? When I first started working with oil and gas companies specifically, it was all about: *What's the cost-efficiency that we can gain with RPA?* So, how can we reduce work so we can have people do other things.

However, it has really involved in the past year, especially, to be more about *How do we make sure the right controls are in place? How can we create better value for our customers and improve customer satisfaction? or even How can your organizations generate more value and revenue with RPA?* Understanding what an RPA needs to create in terms of value to the organization is a first part of that business case that needs to be explored.

The second piece is the **total cost of ownership**. RPA is not complex technology to implement. It is fairly straight forward and almost commoditized when you think about building a RPA.

However, what people neglect sometimes is what it cost to manage and support a RPA after it has been implemented. There are varying costs. For example: you still need somebody to manage the 'bot'; you still need someone to apply software patches to the 'bot'. If something changes, for example, in your SAP system, it will also need to change in the coding of the 'bot'. That support for a RPA has to be articulated and understood to be able to get the complete view of a business case.