



# MANCHESTER METROPOLITAN UNIVERSITY WHAT IS ROBOTICS PROCESS AUTOMATION?

## VIDEO TRANSCRIPT

Laura Webb – Client Account Lead, Accenture  
Its where we apply automation to help clients either augment or fully automate processes which are repetitive

Col Campbell – Higher Education UK & Europe Practice Lead  
When we first introduced it to one of our other clients, the first question was – that sounds awesome but where is the Robot. It is not actually a robot

Laura Webb – Client Account Lead, Accenture  
it is effectively a rules engine which takes a list of commands that you pre-prescribe and it will automate that for you in effectively removing the need for a human to perform those tasks

Col Campbell – Higher Education UK & Europe Practice Lead  
So what it does is it allows human beings to do human things like make decisions, decide what to do and not to do the standard admin stuff that doesn't use the human being for what the human being is good at

Laura Webb – Client Account Lead, Accenture  
Or you might be freeing up staff so that they can then go and connect more on a human basis with the people they are providing a service for

Col Campbell – Higher Education UK & Europe Practice Lead  
But the other brilliant thing about implementing RPA is that it forces you to look at the processes that you are currently undertaking. It is only when you are given the opportunity when you step back to say why do I do that? why do I sign that form? is there a need for that? That is the key, so the automation is brilliant but really optimising the processes as part of the automation journey is the thing

Laura Webb – Client Account Lead, Accenture  
We are seeing RPA becoming far more prevalent now within the public service sector and within higher education itself a lot of organisations are using RPA and are looking to see how RPA can be employed

Col Campbell – Higher Education UK & Europe



Practice Lead

and it allows you to believe in the art of the possible at speed which is the other great benefit of RPA because it's super fast, to go from inception to delivery

Laura Webb – Client Account Lead, Accenture  
RPA is a safe first step – it is pretty well proven now

Amina Vora, Project Lead, Accenture  
and we have done that fundamentally here at this client by bringing Robotics Process Technology as a first step in new IT

Laura Webb – Client Account Lead, Accenture  
we have an eco-system of experts within Accenture that can come and talk about all the different aspects of RPA, whether that be around optimisation to the technical application of it, with all the different vendors that are in the landscape at the moment

Amina Vora, Project Lead, Accenture  
and hopefully building on that and looking at other new kinds of IT such as AI and Machine Learning but RPA has really been the fundamental driving force here

Laura Webb – Client Account Lead, Accenture  
I would say the role RPA has to play is enabling our clients take the first step on the journey to what could be a fully scaled machine enable enterprise.

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