



Selecting the **Right Digital Partner** for Your RPA Journey

8 Considerations to Help You Choose the Ideal RPA Solution

The automation capabilities of robotic process automation (RPA) can be transformational for an organization, provided you choose the right vendor for your specific requirements. RPA is the newest “must-have” in the business world and if you haven't already, it's time to start looking for a best-fit RPA solution.

This eBook will help you choose a vendor that is well-suited to your organization's current and future goals.

“The key driver for RPA projects is their ability to improve process quality, speed, and productivity, each of which is increasingly important as organizations try to meet the demands of cost reduction during COVID-19” – Gartner*

*Source - <https://www.gartner.com/en/newsroom/press-releases/2020-09-21-gartner-says-worldwide-robotic-process-automation-software-revenue-to-reach-nearly-2-billion-in-2021>



Investing in RPA is No Longer a Matter of Choice!

It's time to explore the right technology partner

Your business objectives could be anything from cost savings, higher employee productivity, and faster average processing times to having a better reputation among potential clients. But, to achieve any of these goals, selecting an appropriate RPA vendor is a necessary precondition. The process of identifying a vendor raises certain questions: How can your company evaluate RPA vendors? Will the solution fit your current and future business requirements?

Although the selection process may be different for every company, there are some generally applicable principles that should guide your choice of vendor. Let's have a look at the eight considerations that will help you make a smart decision:





Understanding Process Requirements

Start by assessing the health of your processes, identifying the processes you want to automate, performing due diligence, and documenting the findings. This will help you to gain a better understanding of how your processes may function once they are completely automated.

Also, you must have an in-depth conversation with your team to answer the following questions:

- **What is the next step in the plan once the process is successfully automated?**
- **Will this project be scaled across other related processes in your organization?**
- **Do you plan to scale the automation across the entire enterprise?**
- **Does your digital transformation strategy include new-age technologies, such as machine learning and natural language processing?**
- **Will you manage the bots in-house, with external assistance by setting up a center of excellence team, or do you prefer to have the bots handled externally?**

It is crucial that you align your technology requirements with your organization's business goals. Any misalignment can significantly affect the outcome of the implementation, which otherwise should be extremely efficient and effective. Once an appropriate strategy is created, it is time to look for the perfect solution.

2.

Creating a List of Vendors

Choosing an RPA vendor is not an easy task, made even more difficult by the sheer amount of information provided by vendors about their products and services. Once you have clearly defined your requirements, create a list of possible vendors that fit your requirements well.

To further narrow down the list, create evaluation criteria and a problem statement by considering:

- What are your objectives?
- What are your specific constraints, expectations, and goals?

3.

Pricing and Licensing Terms

At this point, you should have a budget laid out, along with details of the product licenses attached to each vendor.

You must have answers to the following questions:

- What price points fit within your budget?
- Does the product license include support maintenance?
- Which implementation method do you want to go for—on-premise, cloud-based, or hybrid?

Exploring Vendor Characteristics

The most suitable vendor understands your organization's needs and objectives. Additionally, a vendor that has worked with similar companies will be in a better position to meet your specific requirements.

Some other critical factors that you must consider include:

- Vendor's experience in process automation
- References the vendor can provide
- Vendor's approach towards RPA automation
- Size of the vendor's workforce
- Whether the vendor offers an in-house or outsourced training and support team



5.

Understanding IT Architecture Requirements

Look for a vendor that offers the widest choice of options. The RPA solution that you opt for must be flexible enough to seamlessly integrate with a range of platforms and technologies.

Consider the following questions before making a decision:

- How open, flexible, and configurable is the architecture?
- Can additional open source software products be added through the IT architecture?
- How well does the solution suit your existing IT landscape?

6.

Checking the Functionality

Assess the solution's operational capabilities and pose the following questions before selecting the RPA tool that is right for you:

- Will it provide end-to-end process orchestration for bots and human tasks?
- Will it provide a vendor-agnostic platform that supports multi-vendor RPA bots?
- What kind of reporting features does the solution offer?
- How are business exceptions managed?

Assessing the User Interface

Explore solutions that can allow business users to customize processes effortlessly with a comprehensive set of intuitive tools and features.

Consider the following:

- How quick and simple is the development process?
- What is the required development skill set? In other words, understand the programming skills required to customize processes within the tool
- What is the speed of development? Assess how quickly a process can go-live after customizations

Conducting Due Diligence

Once you have established your evaluation criteria, conduct due diligence on all your potential vendors and determine how well they are aligned with your objectives. To make a fully informed decision, collect information on each vendor, listing their advantages and disadvantages, to develop a scoring system based on your criteria. Then, select the vendor that is the best fit for your business needs.

There's more!

Evaluate the following capabilities of the RPA solution carefully before making the decision:



Exception Management and Human Intervention

There must be a mechanism in place to handle business exceptions, ensure speed and agility, and enable business continuity, especially in case of a bot malfunction



Scalability

Flexibility and rapid scalability is a big advantage, especially in the context of setting up and deploying additional software bots



Auditing and Logging Activity

The solution must be able to capture extensive audit trails, while maintaining transparency and efficiently monitoring the end-to-end process

Partner with Newgen to Accelerate Your Automation Journey!

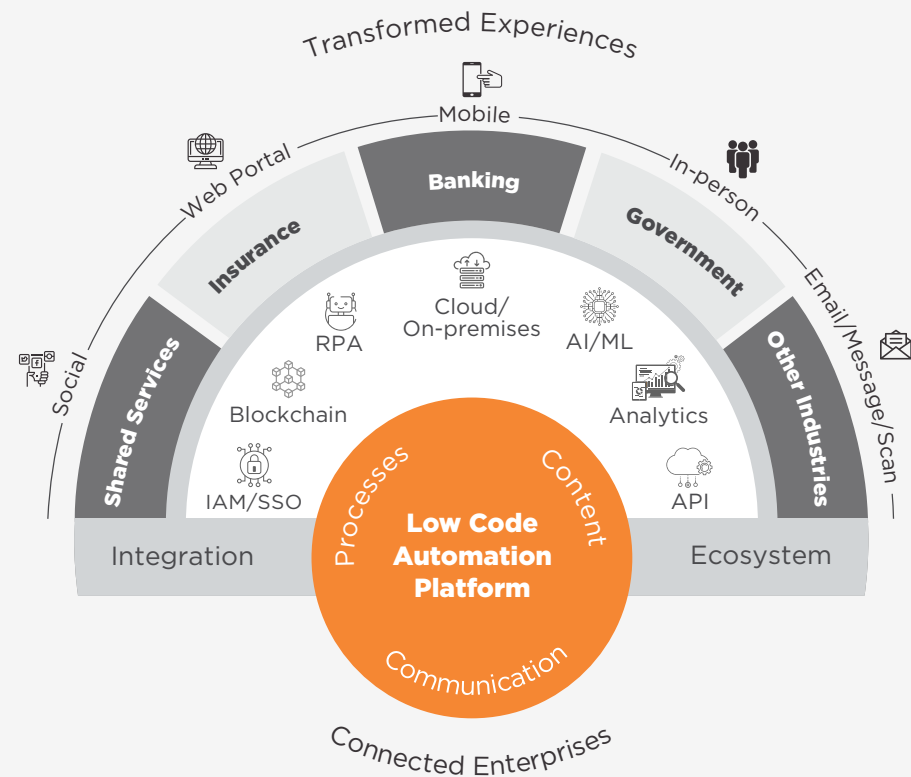
We offer the combined power of **RPA and BPM built on a low code digital automation platform**. The platform helps improve overall business performance, with better visibility and exception management. RPA comprises of a **process simulator, robotic agents, robotic control center, and business activity monitor** to identify, automate, test, and measure key activities across processes.

Additionally, given our expertise in process automation and successful implementations across verticals, we ensure that any and all compliance requirements are met, even in an ever-changing business environment.



Newgen's RPA is Your Best Bet. Here's Why

- Integrated repository for reporting of human and digital orchestration
- Deployment of multi-vendor commercial and open-source bots
- Automation of end-to-end business processes with web and desktop process designer
- Process automation with the extra AI capabilities of cognitive bots
- Instant access to business information
- Improved turnaround times
- Audit trail management
- High operational efficiency and reduced errors



To learn more, please visit <https://newgensoft.com/request-demo/> to request a demo or contact us at the numbers given below.



info@newgensoft.com

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AMERICAS: +1 (202) 800 7783
INDIA: +91 11 40773769
CANADA: +1 905 361 2824

MEA: +27-11-461-6497
APAC: +65 3157 6189

AUSTRALIA: +61 290537174
EUROPE: +44 (0) 2036 514805