



KONICA MINOLTA

# BUILDING AN AUTOMATION CULTURE

## BEST PRACTICES WITH RPA

Each day, as your organization struggles with time-consuming, administrative tasks that take up value employee time or interrupt existing workflows, you face the challenge of automating tedious work and gaining productivity. Supporting a mindset to transform how your employees work and how your organization optimizes its operations is the first step in building an Automation Culture.

Automation brings the benefits of scalability, accelerated work, reliable execution, happier workers and a stronger intellectual workforce that is released from tedious work. It is a corporate commitment because the need to automate by the task or by the workflow is not limited to one department, but improves many departments throughout an organization.

## HOW DO I BUILD AN AUTOMATION CULTURE?

Achieving success relies on six things:

- 1 – Digitization
- 2 – Automation
- 3 – Embracing Digital Transformation for the Company
- 4 – Agility
- 5 – Training
- 6 – Adoption

No one knows better than your employees of all the areas that could be automated to make their jobs more productive. Start in one area and expand as you achieve success.

Konica Minolta has an Intelligent Information Management team to help you identify how RPA can become a part of your existing DX strategy or how it can help you jump start your automation program. We guide you through a process to identify your greatest needs – to get you started.

## RPA & CITIZEN DEVELOPERS

While the state of your data relies on digitization, the state of your organization relies on your success in communicating how automation is going to help everyone do their jobs faster and better. Leadership must support the move to automate tasks, and employees need to understand and embrace the significant magnitude of change in the workplace that task and workflow automation provides. This acceptance is critical to scaling your organization's RPA and exponentially impacting your digital transformation.

## WHAT IS RPA?

Robotic Process Automation is using software robots (bots) to automate tasks that are manual, repetitive and rules-based. Bots mimic and execute processes like people.

## WHY USE IT?

Companies not only benefit from tasks executed accurately, unattended 24x7x365 and accelerated work, but also driving DX exponentially.

# WHAT ARE IMPORTANT POINTS TO CONSIDER?

Our best practices outlines six points to consider for a holistic view as you move toward RPA.

## 1 BUSINESS & IT ALIGNMENT

### Leadership Support

In this digital age, more and more it is the business that brings the need to IT. In all organizations, IT has to be receptive to automation to help the business units to increase productivity. Leadership, the business and IT need to align and understand the impact RPA can have on operations plus the ROI.

## 2 UNDERSTANDING THE SOLUTION

### Application of bot capabilities to processes

While you know that a bot can copy, paste, open emails, fill in forms, read & write to databases, reconcile data & make calculation, and scrape data from the web, among other things, understanding what you want done and what a bot can do helps to envision and prioritize how you plan your bot development and deployment. Konica Minolta consultants will provide examples, explain how different bots work autonomously or as digital assistants to your workers, and help you understand RPA.

## 3 PATH FORWARD

### Goal Identification

Start with a test case, and then expand. Consider both immediate needs and levels of complexity. If your Front Office service people struggle with information access and deploying three to four bots has an immediate effect, consider making them your test case. Or, if you have employees that intake hundreds of forms and need to spend an hour with each form to verify information – consider starting there – where time saved can make a significant difference to your operation, and show a quick ROI. Following the Konica Minolta Experience, our consultants will work with you to prioritization and review your goals – then co-author your specific roadmap.

## 4 PREPARE YOUR BUSINESS FOR RPA

### Subject Matter Experts / Infrastructure Needed / Bot Builders

Once decision-makers move forward with the solution, you will need experts trained for bot development, proof-of-concept and the eventual expansion to ‘citizen developers’ within your organization.

## 5 DEPLOYMENT

### Training / Testing / Adoption

Every organization will plan their internal deployment process in accordance with its own best practices. These are key steps from our experience:

- Enterprise Training
- RPA Technical & Process Deployment
- Use Case Testing
- RPA Process Integration & Adoption
- Use Case Implementation
- ROI Value & Review

## 6 ENTERPRISE EXPANSION

### Build More Bots

It is the expansion into other areas of your organization that will accelerate your DX and provide an even greater benefit to your workers by eliminating the repetitive, manual work.



To learn more about RPA with Konica Minolta's Intelligent Information Management team, contact us at [iiminfo@kmb.konicaminolta.us](mailto:iiminfo@kmb.konicaminolta.us).

For complete information on Konica Minolta products and solutions, please visit: [CountOnKonicaMinolta.com](https://CountOnKonicaMinolta.com)

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