Insights & Automation

Robotic Process Automation 101

October 30, 2024

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U.S. Presence

Top 10
U.S. Public Accounting Firm*

$2bn+
Revenue (2023)

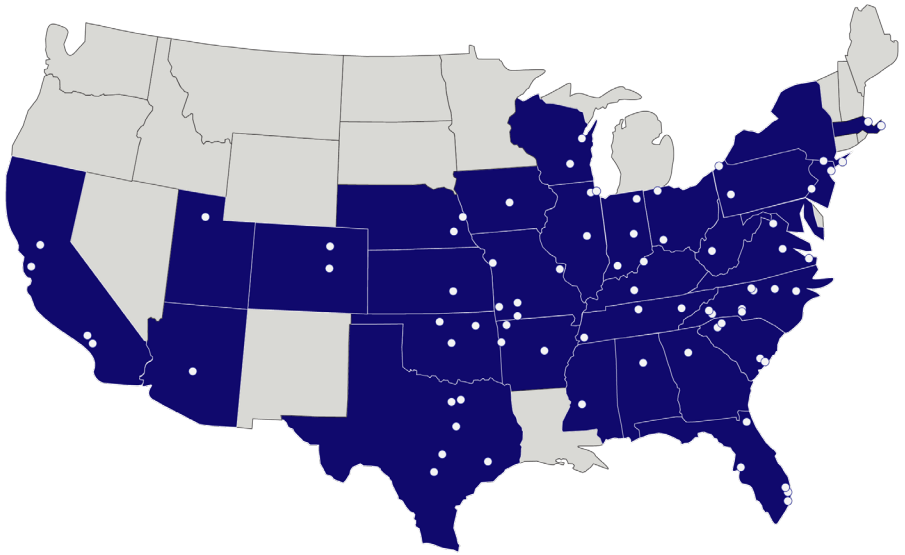
76
Markets

29
States

600+
Partners & Principals

7,000+
Employees

*Source: Inside Public Accounting, based on most recent rankings
2023 combined revenues: FORVIS $1.7bn, Mazars USA (expected) $305m



As of August 2024

○ Forvis Mazars markets

Alabama
Birmingham

Arizona
Phoenix

Arkansas
Fort Smith
Little Rock
Rogers

California
Irvine
Los Angeles
Sacramento
San Jose

Colorado
Colorado Springs
Denver

Florida
Boca Raton
Jacksonville
Miami
Tampa Bay
West Palm Beach

Georgia
Atlanta

Illinois
Chicago Downtown
Chicago Oakbrook Terrace
Decatur

Indiana
Evansville
Fort Wayne
Indianapolis

Iowa
Des Moines

Kansas
Wichita

Kentucky
Bowling Green
Louisville

Massachusetts
Boston Brewster
Boston State Street

Mississippi
Jackson

Missouri
Branson
Joplin
Kansas City
Springfield
St. Louis

Nebraska
Lincoln
Omaha

New Jersey
Iselin

New York
Long Island
New York City

North Carolina
Asheville
Charlotte SouthPark
Charlotte Uptown
Greensboro

North Carolina (cont)
Greenville
Hendersonville
Raleigh
Winston-Salem

Ohio
Cincinnati
Toledo

Oklahoma
Enid
Oklahoma City
Tulsa

Pennsylvania
Erie
Fort Washington
Pittsburgh

South Carolina
Charleston
Greenville
Spartanburg
Summerville

Tennessee
Knoxville
Memphis
Nashville

Texas
Austin
Dallas
Fort Worth
Houston
San Antonio
Waco

Utah
Salt Lake City

Virginia
Norfolk
Richmond
Tysons, VA

West Virginia
Charleston

Wisconsin
Appleton, WI
Madison, WI

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Business Technology Services

Forvis Mazars provides enterprise resource planning (ERP) & customer relationship management (CRM) platform analysis, design, implementation, upgrade, training, & support services.

Our end-to-end solutions help clients achieve their digital transformation goals by:

- Creating effective processes & strategies for future operations
- Designing & implementing modern operational systems
- Reviewing new business-facing technologies
- Leveraging existing investments in legacy technologies
- Integrating data solutions

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Business Technology Services

ERP

- Microsoft Dynamics 365
  - Finance
  - Supply Chain
  - Commerce
  - Project Operations
  - Business Central
  - Dynamics GP
- NetSuite
- Sage & Sage Intacct
- Trimble Viewpoint Spectrum & Vista

CRM

- Microsoft Dynamics 365
  - Sales
  - Customer Service
  - Customer Insights
  - Field Service
- Salesforce
- Marketing Automation

Advanced Technology

- Insights
  - Microsoft Power BI
  - Solver Planning & Analysis
- Automation
  - Microsoft Power Platform
  - Robotic Process Automation (RPA)
- App Development

Managed Services for business applications, IT, & cybersecurity support.

Microsoft Partner

ORACLE NETSUITE Solution Provider

Sage Partner

salesforce PARTNER

solver

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Insights & Automation

Robotic Process Automation 101

October 30, 2024

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Agenda

1. Define the fundamentals of RPA, including its definition, capabilities, & limitations
2. Identify potential RPA use cases within your organization
3. Explain the initial steps for implementing RPA
    i. Demo
4. Questions & Answers

01

Let’s Begin

- Defining the fundamentals of RPA
  - What it is
  - What it can do
  - Where its limits exist

Robotic Process Automation
What is it?

It’s software that follows your rules.

Effectively speaking, if a process has clearly defined rules where a human can perform the actions with a computer, it’s very likely RPA can as well (at greater scale).

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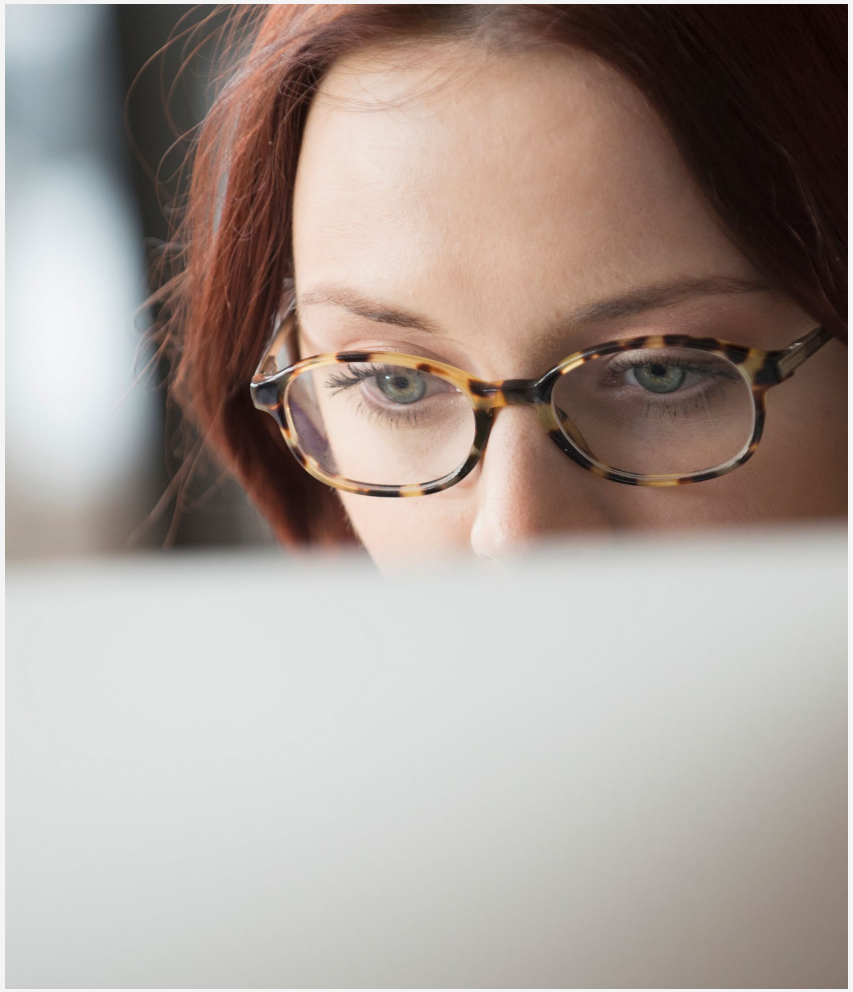
Robotic Process Automation
Well, what is it?

It’s software that follows your rules.

- RPA is the act of configuring software on a computer to closely mimic actions that would typically be done by a human
- This ranges from repetitive activities like data entry in Excel to more complex tasks like bank reconciliation or uploading data to multiple systems, applications, & websites



Robotic Process Automation
Where should I start?

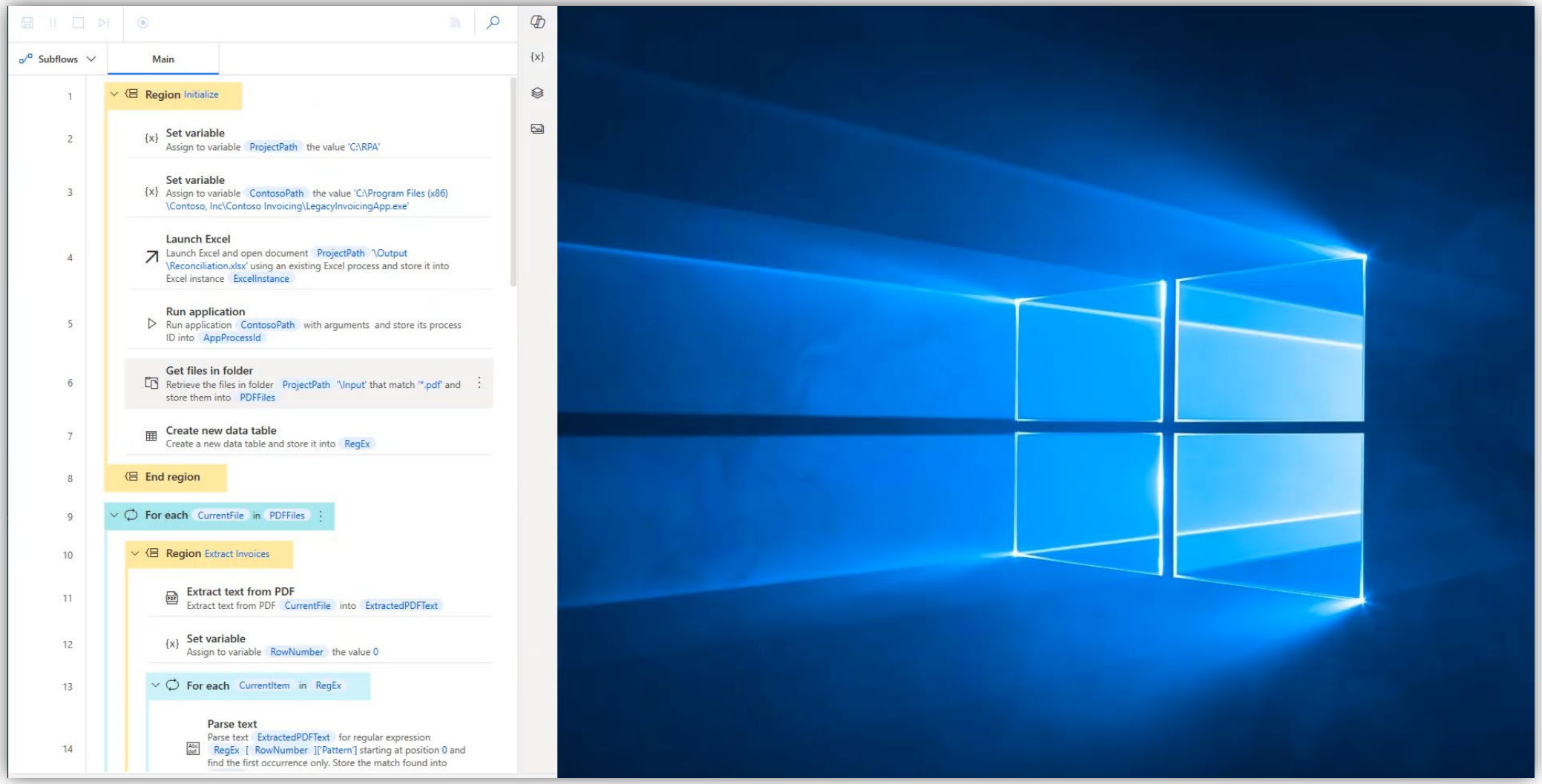
Power Platform
Instructor-Led Training

We like Power Automate Desktop.

- Power Automate Desktop is part of the Microsoft Power Platform with tight integration with many other Microsoft Cloud services
- Almost all of which has beginner-friendly, instructor-led training provided by Microsoft, free of charge
  - It will require a free Microsoft Learn Account

Write Invoice Data to System

Let’s see it in action with a short demo.



Robotic Process Automation

Key Benefits

Efficiency

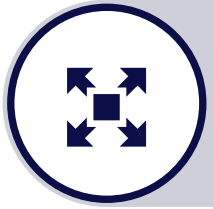
RPA can automate & handle large volumes of data entry into disparate systems that otherwise would be performed by a human

Accuracy

RPA can systematically gather data from multiple systems, reducing the risk of human errors & aid in the reconciliation, leading to enhanced accuracy in a financial process

Reallocate

RPA can automate repetitive tasks like data entry or basic customer inquires. This automation allows workers to focus on activities that require critical thinking to enhance overall business productivity



Scalability

RPA can automate growing workloads without increasing the number of human resources while providing consistent & rapid processing of tasks

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Robotic Process Automation
Case Study Examples

Project	Size	Description	Value Realized	ROI %
Order Entry	Large	Automation of manual order entry process into a legacy system	Time Savings	96%
File Moving	Small	Customer related files needed unzipping & moved into a SharePoint folder structure	Increased Sales Time Savings	119%
Query Data & Email Results	Small	Run queries to identify data needed by team & email the results out on a monthly schedule	Time Savings Timely Data	8%

Robotic Process Automation
Sample Use Cases

Challenge	Use Case	Benefit
Data Entry & Data Migration	RPA can automate data entry tasks by extracting data from various sources, validating & processing it, & entering it into target systems	This is particularly useful for migrating data between systems or updating databases with information from multiple sources
Invoice Processing & Accounts Payable/Receivable	RPA bots can streamline invoice processing by extracting data from invoices, validating it against predefined rules, & updating accounting systems	This can reduce errors, speed up processing times, & improve accuracy in accounts payable & receivable processes
Customer Onboarding & KYC Compliance	RPA can automate the customer onboarding process by collecting customer information, verifying identities, performing Know Your Customer (KYC) checks, & updating customer records in compliance with regulatory requirements	This can help financial institutions & other regulated industries streamline onboarding while following compliance regulations
IT Operations & Infrastructure Management	RPA can automate routine IT tasks such as user provisioning, password resets, system monitoring, & software updates	This can free up IT staff to focus on more strategic initiatives & reduce the time & effort required to manage IT infrastructure
Supply Chain & Inventory Management	RPA can optimize supply chain & inventory management processes by automating tasks such as order processing, inventory tracking, supplier management, & demand forecasting	This can improve inventory accuracy, reduce stockouts & overstock situations, & enhance overall supply chain efficiency

Robotic Process Automation
What about limitations?

Automations can be fragile.

- Automations can be surprisingly fragile & require a **highly predictable environment** to be effective
- Any variations in the environment in which an automation runs can drastically impact accuracy & successful automation
- As the adage about data goes: “**Garbage in, garbage out.**”

Robotic Process Automation
What about limitations?

Infrastructure can get complicated.

- Running RPA requires a system to run on!
- This means there are considerations for where RPA workstations may reside
- Not all IT departments move as fast as automation can & sometimes hardware procurement is a roadblock

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Robotic Process Automation
What about limitations?

Time: Time to test & time to testify!

- The efficiency & ease of some automation tasks can lead to a false sense of simplicity, which can bring about unrealistic expectations
- Automations should be given the time to test thoroughly in a development environment with sample data/tasks that are representative of what the automation will be handling
- Most importantly, conduct enough testing & validation that any questions over accuracy or stability can be met with a resoundingly confident answer

Robotic Process Automation
What about limitations?

Building trust & reliability in RPA.

- RPA can only do what it's built to do (whether it's supposed to or not)
- An automation that outputs bad results or incorrect data will continue to do so until the offending issue is found & resolved
- It's similar to a human making mistakes that need to be corrected, but these mistakes can happen at a much greater volume
- Unlike humans, though, the sheer volume of mistakes that can occur can drastically reduce trust in not only RPA but also the design team

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02

Where To Start

1. Identify
2. Discover
3. Implement

Hyper Automation
The Process

Successful automation goes through a defined process.

Identify
Ask Questions –
Listen to Understand

STEP 1

Outcome
Possible Processes

Discover
Engage End Users –
Understand Timelines

STEP 2

Outcome
Viability

Implement
Solution, Iterate, Deliver

STEP 3

Outcome
Working Solution

Be Curious

Who

Benefits From RPA

What

Are the Requirements

When

Timeline

Where

Does RPA Fit Within Current Processes

Why

Is RPA Needed

Discovery
Determine Automation Viability

Automating process should provide a positive return on investment (ROI). Here are key items to consider.

01 Calculating Value
Have you identified how this automation provides value to the business?

02 Project Champion
Have you identified a champion of this automation to see it through completion?

03 Reoccurring
Are additional reoccurring costs associated with the automation?

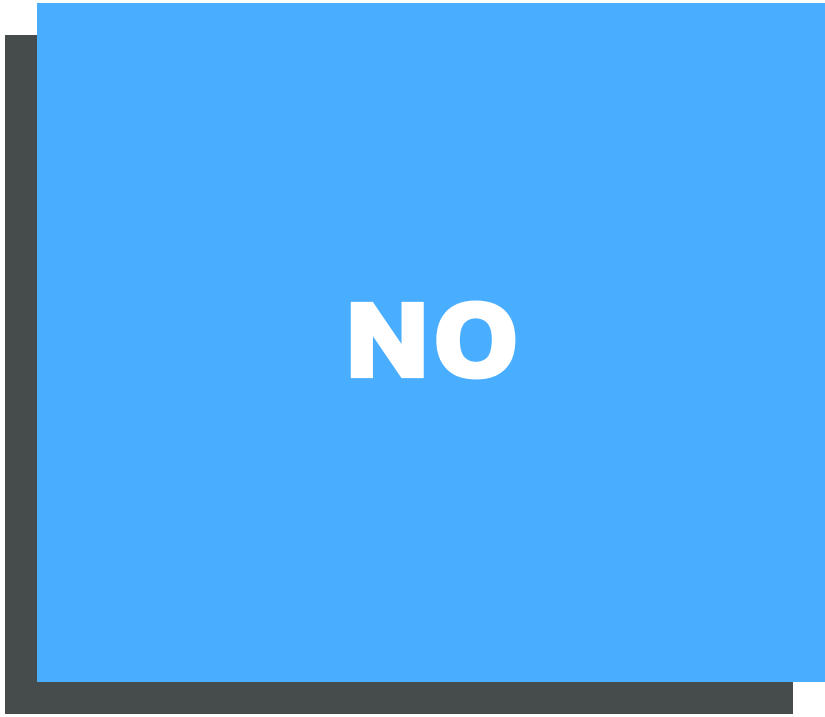
04 Level of Effort
What's the estimated LoE to take from concept to deployment?

05 Timeline
Is the timeline realistic to achieve the goals of the automation?

06 Reuse
Will this automation be for a one-time use or repeatable?

When Is the Right Time for “No”?

- Cost > Benefit
- No defined rules
- No champion or sponsor for the project
- Process is one then done
- Unrealistic timeframe
- Part of a larger process that’s being reimagined



Be a good automation steward.

03

Implementing RPA

Robotic Process Automation
Prerequisites

Account

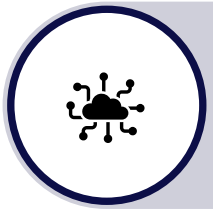
- Entra ID user or service account

Licensing

- Power Automate Premium
- Office E3/E5 or M365 E3/E5
- Power Automate Process

Hardware

- Workstation or Virtual Machines



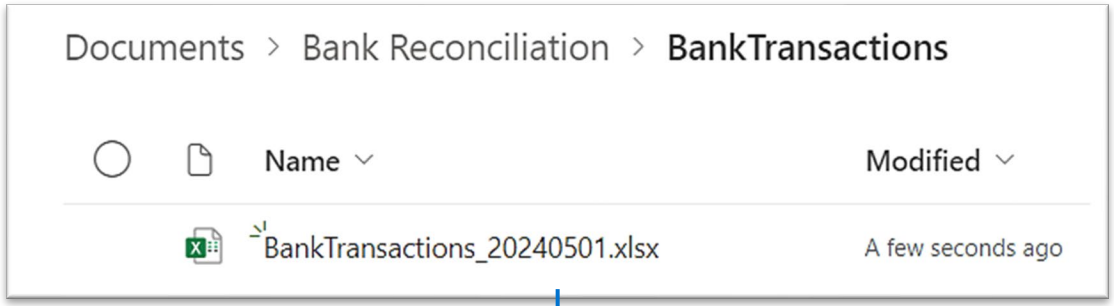
Software

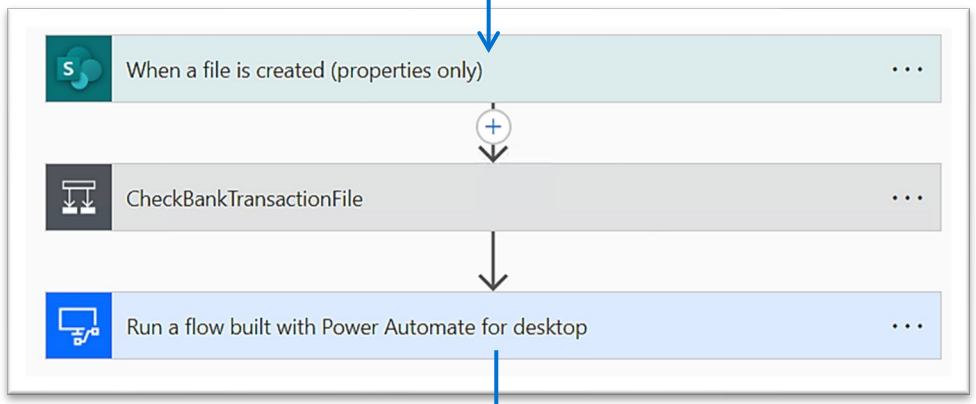
- Power Automate Desktop app
- Software required for automation
- Power Platform environments

Sample Use Case
Bank Reconciliation

Process/Workflow Using Power Automate

- **Assumptions**
  - Bank transaction file will be uploaded to SharePoint
  - Get Current Months transaction reconciliation file
  - Get ERP transaction details (GL Details 1002/1004) from Munis
  - Data will be reconciled in Excel using Power Automate Desktop
- **Setup**
  - Utilize Microsoft Power Automate as the trigger
  - Use Power Automate Desktop to reconcile
- **Output**
  - For each bank & ERP transaction
    - Mark if reconciled or still pending





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2	5/1/2024	-40266.65	[redacted]	5/1/2024 12:00:00 AM
3	5/1/2024	5580.85	[redacted]	5/1/2024 12:00:00 AM
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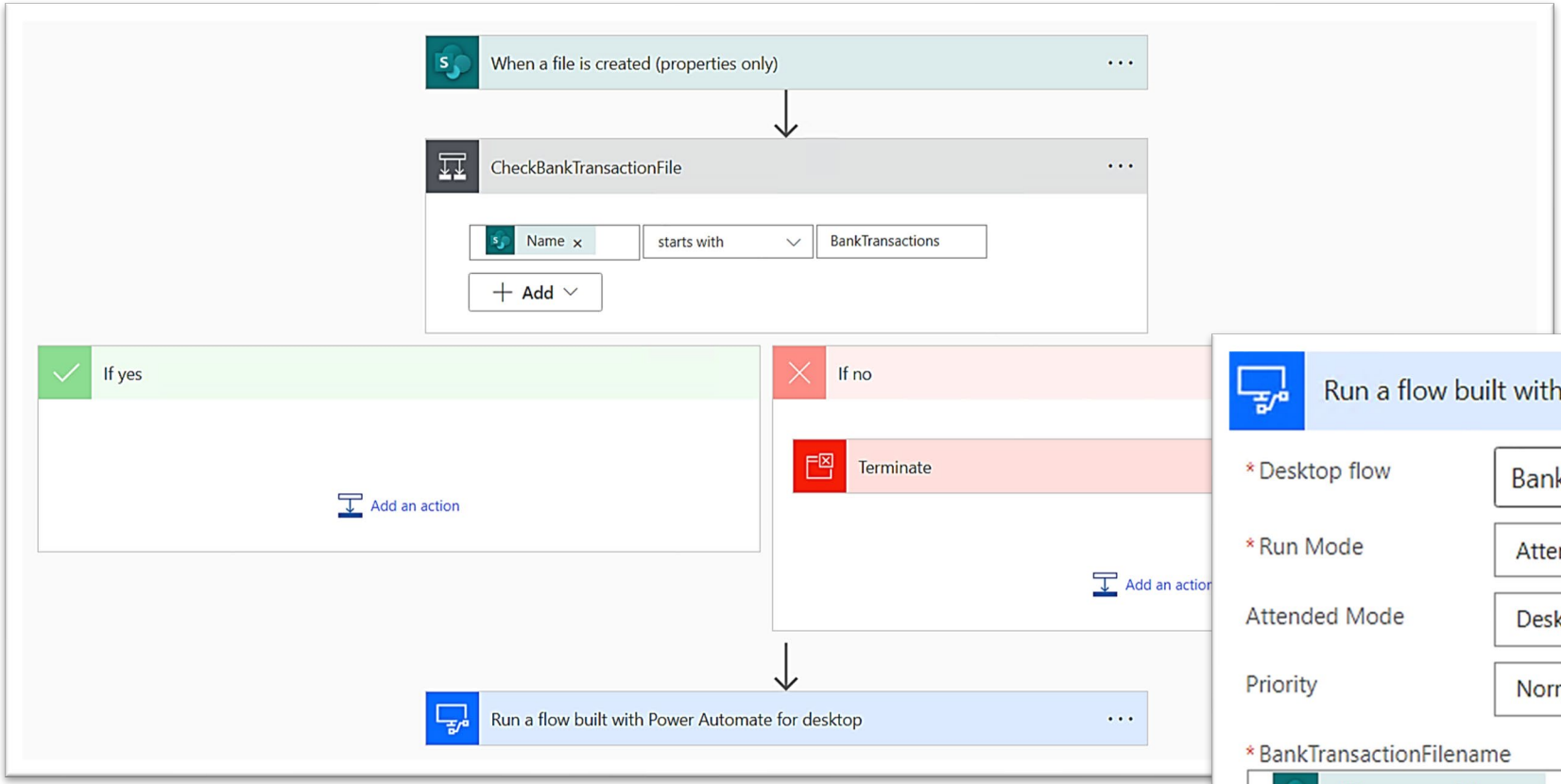
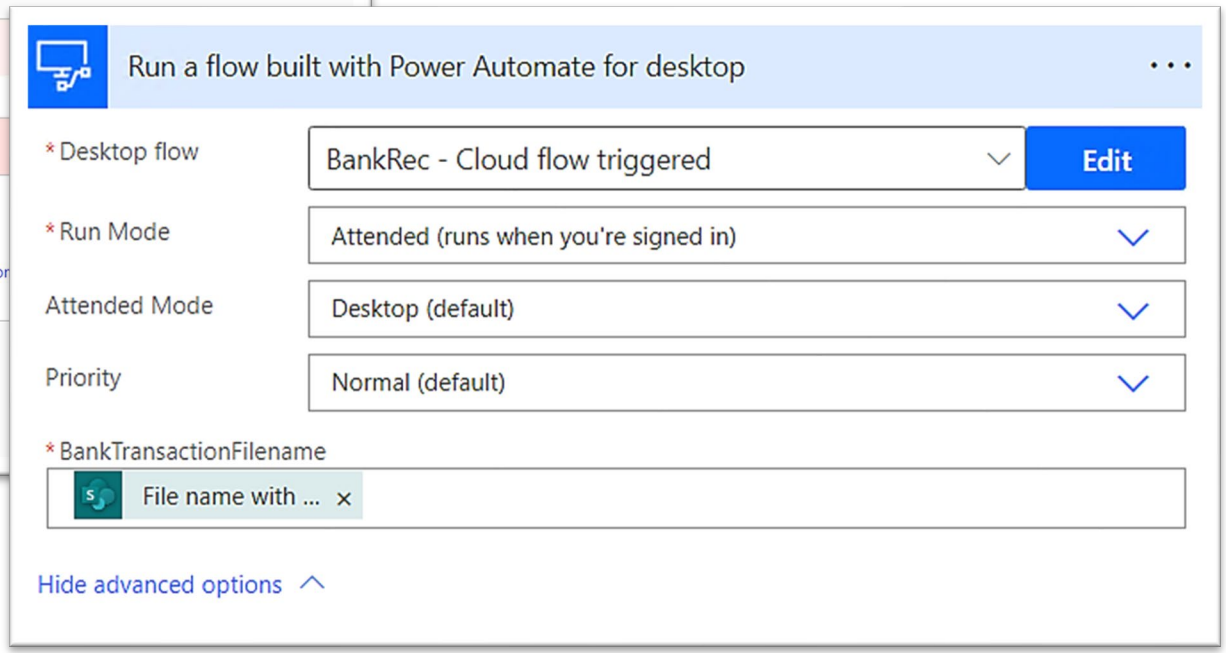
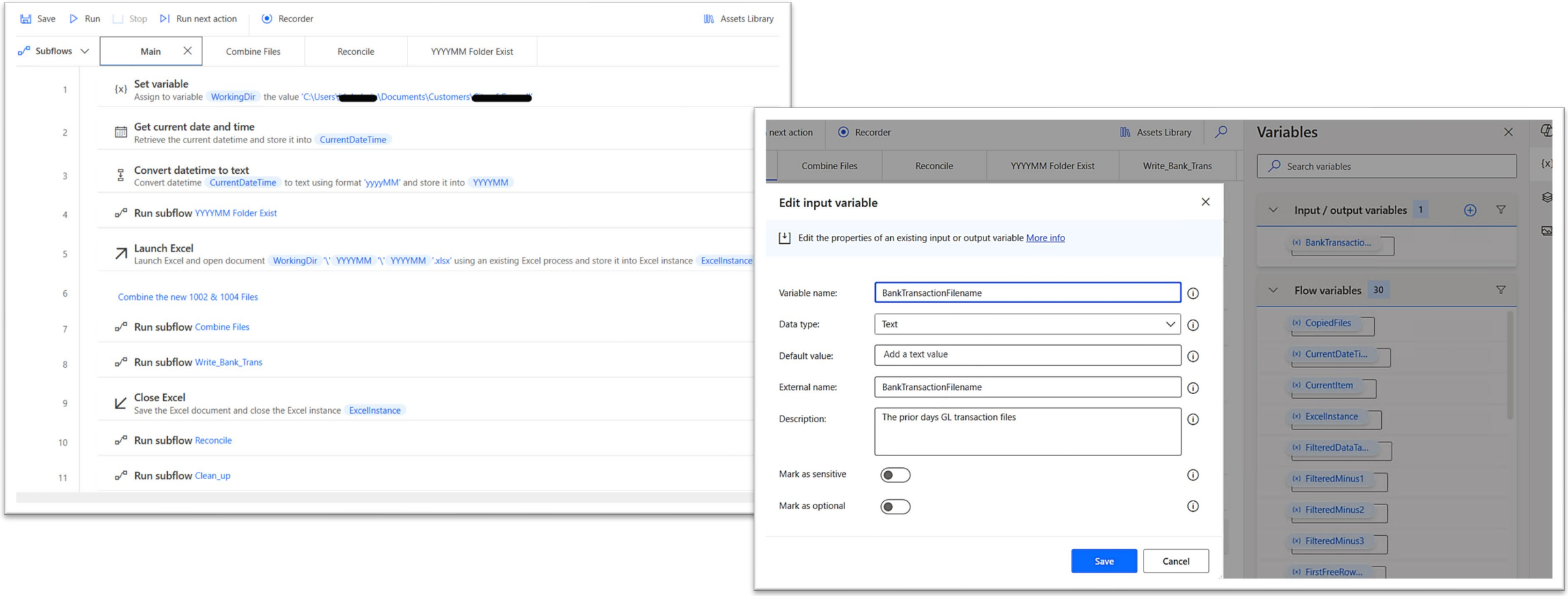
5	5/1/2024	3430.24	Research Required	

Implementation
Cloud Flow

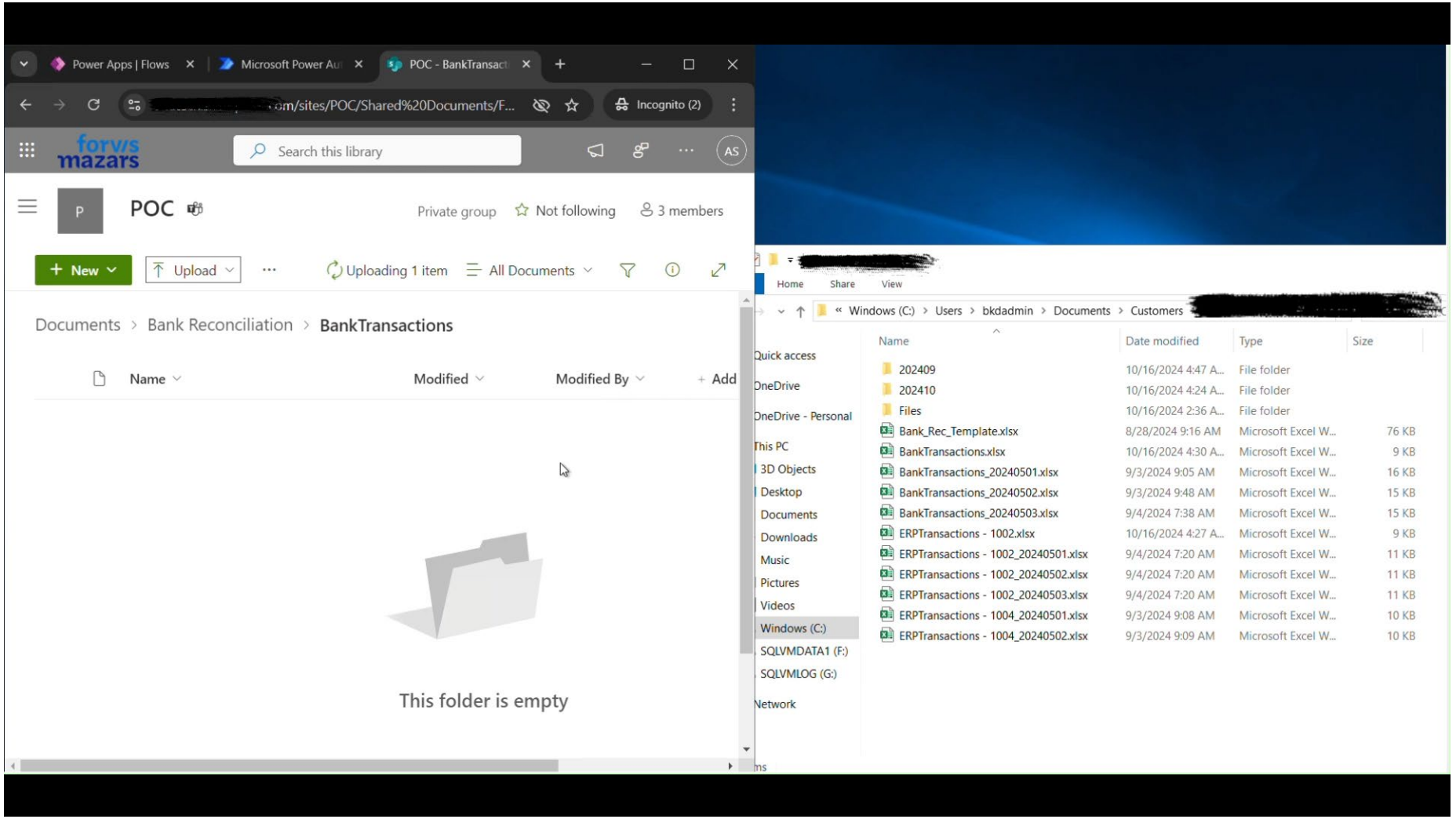




Implementation
Desktop Flow



Sample Use Case Demonstration
Bank Reconciliation



Power Automate Desktop
What's next?

[Automation in a Day]

[Microsoft Learn – Power Automate Desktop Flow]

[Power Automate Community]

Q&A

Business Technology Services

Questions?

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Contact

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