

Harnessing the power of bots at ReNew

INTRODUCTION

RPA or Robotic Process Automation is a form of business process automation that allows a robot (bot) to be programmed to perform some of the most mundane and repetitive computer-based tasks and processes.

RPA bots are capable of mimicking most human-computer interactions to carry out a ton of error-free tasks, at a high volume and speed with limited intelligence.

IMPLEMENTATION AT RENEW

Last year, our Wind Resource Assessment team successfully implemented an RPA bot to automate their daily tasks of fetching daily mast data, converting it into the required format and appending it into their data analysis and visualization tool called WindoGrapher (WG).

PROBLEM

- Every day the WRA team receives mast data from various mast locations across different states. These files are received over email in multiple formats and are then processed to be in a WG readable format. Once the data is appended in WG, it is manually reviewed for correctness. The WRA team then begins to carry out their core activity of monitoring mast operations and ensuring they are functioning as per specification.
- Currently, there are 95 - 100 sites - expected to grow by approximately 25 sites per year. In the present scenario, team was processing ~ 6000 items per month.
- They had 2 FTEs supporting this manual activity. It would typically take 3-4 days to process the daily mast data manually, thereby causing a significant lag in observing the real time changes/deterioration in mast operations and preventing timely action.

SOLUTION

- Due to the repetitive nature of the tasks, the WRA team decided to implement an RPA and free up time for more strategic work.

- Basic instructions were programmed on the bot - when to trigger activity, for which sites, where to get the input data, where to save the output data and which data to append in the WG tool.
- The bot was programmed to interact with multiple software and carry out the activities automatically without the need for any human intervention. Conditions for exception/error handling were also defined so that the bot knew the actions to be taken in such cases. It was observed that the bot was capable of generating log reports which could be used to monitor success and failure of automation in each run.
- With minimal effort required from WRA team in the initial set up, the RPA implementation was completed in 2 months - from getting the RPA experts, understanding the As-Is process and solutioning the To-be process and its final deployment.

IMPACT

- Ability to automate [with RPA] has allowed workers to switch their focus to more thoughtful and meaningful work while also eliminating data-entry errors that can damage processing times and compliance.
- The WRA RPA has been running since May-Jun 2020 and has delivered the following benefits -
 - Increase in efficiency of data monitoring - previous day's data can be viewed as compared to 3-4 day old data prior to implementation
 - Faster decision making
 - 2 FTEs effort saved
 - 82% reduction in Turn Around Time
 - Multiple new sites can be added with nominal increase in processing time and minimal manual intervention

OTHER EXAMPLES OF RPA APPLICATION

According to Gartner, 89% of overall general accounting operations and 72% of financial reporting tasks have a significant RPA potential. According to Grand View Research, the global robotic process automation market size was valued at \$1.40 billion in 2019 and is expected to reach \$11 billion by 2027, expanding at a CAGR of 34% from 2020 to 2027. Firms can achieve annual savings of up to 40 percent of the respective costs and reductions in process time of 40-70 percent thanks to the automation of repetitive tasks.

- In the field of finance, data management and extraction for accounting close, invoice processing, financial planning, analysis and reporting have traditionally required tons of manual, repetitive effort by skilled workers.
- Other traditional business units like enterprise services, insurance and human resources, have their own examples of data-intensive, rules-based, and repetitive processes.

RPAs are most useful for any processes that require people to do a high volume of repetitive data work.

If you think such tasks are eating up a lot of your team's valuable time, then an RPA could potentially be your answer.