BROCHURE

Achieve new heights of productivity with Infor Robotic Process Automation

Do more with less

Today's business environment is changing. Many experienced workers are headed for retirement. Labor shortages have distressed multiple industries. This rapid transformation has forced many organizations to ask their team to achieve more with fewer resources.

But what if there was a way to keep things running smoothly and improve productivity without overloading your team? This is where Infor Robotic Process Automation (RPA) comes into play.

Make your business easier to run

Repetitive tasks like data entry, document management, and critical information gathering can quickly slow down your workforce. These tasks are also prone to human error, resulting in additional operations costs, wasted time, and decreased productivity.

Robotic Process Automation (RPA) allows you to hand these tasks off to software application programs without compromising the privacy and priorities of your business. With RPA, you can cut costs, save time, reduce mistakes, and free your team to focus on more meaningful, creative, high-value work.

Optimize workflows & reduce operating costs

Infor RPA can perform work faster and more accurately than humans. But RPA isn't about replacing humans. It's a tool designed to increase the productivity of your team exponentially.

The best part? RPA can help you achieve a fast ROI. The time and money you spend fixing human errors or paying someone to do repetitive tasks gets greatly reduced with RPA. These cost savings allow you to reinvest in other business areas to stimulate growth, develop new products, and improve customer service.

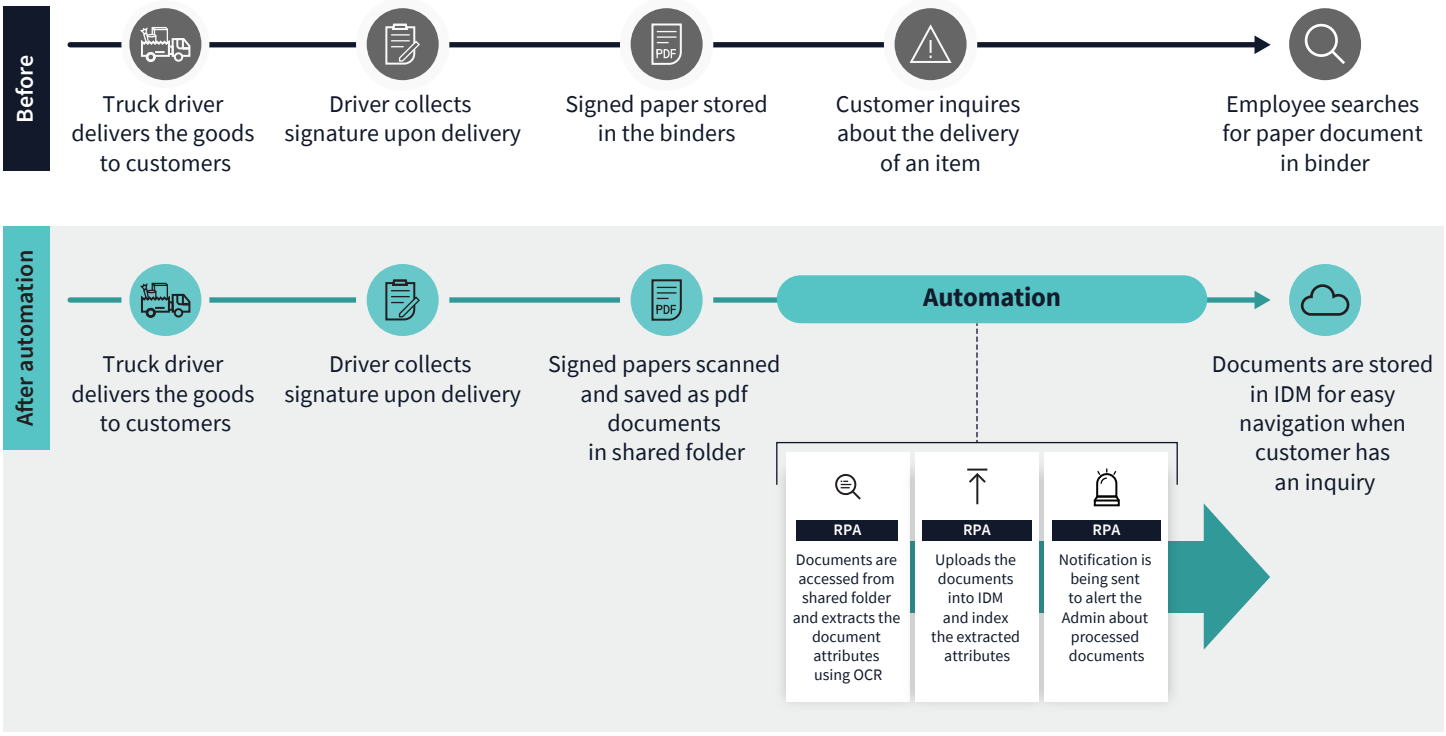
What Is Robotic Process Automation?

Robotic Process Automation (RPA) uses software robots or "bots" to automate repetitive tasks and processes in your organization to save time and reduce errors. You can apply RPA to rule-based processes to help reduce low-value workloads that include:

- **Web interactions**: replicate user actions on websites
- **Email management**: accessing mailboxes, filtering emails, downloading attachments, and other operations
- **Bulk document processing**: automate OCR document capture, extraction, indexing, and storage
- **Data entry**: data extraction from various sources to fill in forms
- **Compliance**: replicate steps to complete a process that adheres to regulatory standards

Here's an example of an RPA workflow for bulk document processing:

Pick ticket proof of delivery processing



Key Benefits of Infor RPA

Significant cost savings

Fewer errors and increased efficiency help you save money in the long run

Speed & accuracy

Execute business processes faster and with better accuracy

Engaged employees

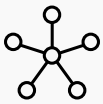
Free from tedious tasks, your employees can focus on more engaging work

Cost-effective digitalization

Save additional resources by converting paper-based docs and processes to digital formats

Compliance & reliability

RPA executes tasks reliably on a schedule to maintain smooth operations while adhering to regulations



Modernize legacy systems

RPA software can interact with legacy systems to enable a seamless digital transformation

Understanding the challenges of RPA

Many organizations believe it's best not to tamper with a functioning system. They see introducing something new, like RPA, as a potential risk. Some leaders may worry about the following:

- Whether automated solutions are reliable
- How hard it might be to set them up
- Not getting the expected benefits after investing in them

During the implementation of RPA, some organizations run into other challenges. This primarily occurs for the reasons below:

- Roles and responsibilities aren't clearly defined
- New management practices needed for this technology aren't introduced
- IT is not aligned with other departments

Developing a comprehensive RPA strategy helps position your teams for success and ensures this transformative technology helps your business thrive.

Infor offers a path for continuous automation success

Infor RPA is a new and integrated service of Infor Operating Service (Infor OS®), making it easier and faster to deploy bots within your enterprise. Infor CloudSuite® customers can deploy prebuilt automation workflows immediately and expand to other use cases for the future.

You can even expand the scope for end-to-end automation of a business process with Infor Enterprise Automation.

Infor Enterprise Automation embraces the concept of hyper-automation and brings multiple automation methods together as integrated services that include iPaaS (backend), AI/ML (decision), and RPA (frontend), which are all Infor OS services:

- **Front-end automation**: Infor RPA & Infor Document Processor (IDP) handles the repetitive, rule-based, OCR text extraction, labor-centric tasks on the front end that are needed to complete a business process.
- **Backend automation**: iPaaS manages backend automation by linking various apps, whether they're on-site or in the cloud, within or across organizations.
- **Decision-making automation**: Infor AI uses Natural Language Processing (NLP) understanding and machine learning to simplify tasks, suggest next steps, and foresee and adapt to problems.

Getting started with Infor Innovation Support Service

To get the most value from Infor RPA, clients are encouraged to subscribe to Infor's Innovation Support Service for on-demand access. After subscribing, you'll be assigned a dedicated Infor team to help you get started with an idea or activate prebuilt automation flows. With specific customizations tailored to your business goals, you can begin to see the return on your investments quickly without large upfront costs or prerequisites.

Automating a business process is not a one-time activity. It's a step-by-step improvement framework that enables you to reassess and evaluate continuously.

The Infor Innovation Support Service completely manages your automation processes. Over time, it will help define a definitive path to automating as much as possible to deliver value continuously.

Customer snapshot

Infor RPA prebuilt workflows achieve rapid value realization for Midwest Wheel

Infor CloudSuite customers greatly benefit from prebuilt RPA workflows to get started. With flexible pricing, additional workflows can be deployed to gain the most ROI. Infor customer Midwest Wheel demonstrated a rapid time to value when they deployed Infor RPA for picklist processing needs in under seven days.

500
documents processed in 5 min

95%
faster customer resolution

Cost-effective digitization

- 500 signed paper pick list documents processed in 5 min without human intervention

Better customer experience

- 95% faster customer resolution

More efficient and happier employees

- 95% productivity improvement save 20 min per customer inquiry

Lower risk of sending refunds/replacements orders

Less than 7 days to value realization

Infor RPA vs. competition: What makes us different?

Finding an RPA solution that aligns with your unique business needs and growth plans is essential. When selecting an RPA solution, consider these key strengths Infor offers compared to other vendor solutions.

TIME TO VALUE		
Streamline operations and implementation with prebuilt workflows for select Infor CloudSuites	Save time and resources by utilizing adaptable templates suitable for various niches and minimize additional development	Prebuilt integrations and connectivity with CloudSuite ensure seamless data transfer and unified operations
TOTAL COST OF OWNERSHIP		
Infor's single platform offers a end-to-end automation using any combination of RPA, AI, and iPaaS	RPA includes Infor Document Processor with OCR and seamlessly integrates with Infor OS—no additional components to purchase	With our transparent pricing model, you're free to use unlimited bots and developers; You pay only for the actual work time, maximizing your value
RELIABILITY & TRUST		
By optimizing RPA on AWS, Infor ensures reliable bots performance that can quickly scale to meet your growing needs	Infor RPA uses top-tier encryption, ensuring your data is safe and correctly handled, giving you peace of mind	Our system offers single sign-on with integrated security, simplifying user access while maintaining robust protection
EASE OF USE		
Having a single place to create workflows streamlines your processes and makes tasks more efficient	With our 100% SaaS solution, you benefit from a native multi-tenant cloud, swift development, and hassle-free upgrades	Our platform allows for quick RPA processes development and deployment through low code, saving you valuable time
FLEXIBILITY		
RPA integrates with the Infor ecosystem and third-party systems, offering greater flexibility for your business	Easily manage your virtual bot workforce by scheduling, sharing, and monitoring them in the RPA Management	Our RPA solution is versatile and compatible with both cloud-based and on-premises applications

Infor RPA Key Features for Simplified Development

Infor RPA offers a range of features specifically designed to simplify the creation and management of your virtual bot workforce. These key features of Infor RPA enable your business to streamline development efforts, drive operational efficiency, and obtain tangible business benefits.

Core components work seamlessly

The cloud, local, and native components collaborate in harmony to ensure smooth operations. This includes Infor RPA Studio, Recorder & Inspector a web browser plug-in, RPA Assistant, RPA Mastermind, Robot, Configuration Manager, Audit, and Logs.

Intelligent document processing

Leveraging optical character recognition (OCR), Infor Document Processor (IDP) enables sophisticated document analysis, text processing, and AI/ML extraction activities.

Support for various applications

Infor RPA provides many automation tasks for many applications, including Infor CloudSuite Applications in the Infor OS portal, Windows, and MS Office applications.

Flexible content extraction

Infor RPA allows you to extract content from supported applications using full-text extraction, native position-based extraction, and image extraction.

Replication of user events & conversion to flows

Using the 'Recorder & Inspector' plugin for Google Chrome, you can replicate and convert regular user actions like accessing a website, clicks, and key presses into automated flows to enhance the efficiency of your RPA processes development.

Streamlined email management

Infor RPA enables specific email-related tasks, including accessing mailboxes, filtering emails, downloading attachments, and performing necessary operations.

Robust integrated security

Infor RPA features high-level security measures to ensure bots only perform tasks authorized for employees, safeguarding data and system integrity.

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INFDTP2950829-en-US-1023-3