

Why taking a holistic approach to automating your business processes can increase the ROI of your digital transformation efforts.

# A BETTER WAY TO THINK ABOUT BUSINESS AUTOMATION

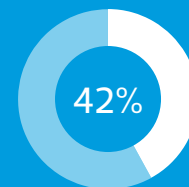
## ➤ The need for business automation is growing

Middle market companies are increasingly taking advantage of [business automation](#) to become more agile and efficient. Some of the drivers are:

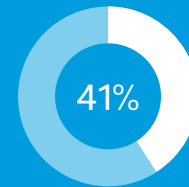
- Talent attrition and/or lack of needed skills that threatens efficiency and effectiveness
- Competitive pressure to meet growing customer expectations
- Regulatory complexity that can increase risk
- Availability of user-friendly and easy to use automation platforms

## RSM REPORT: THE TALENT GAP IS WEARING OUT WORKERS

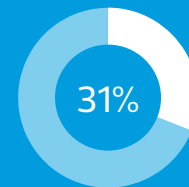
The talent gap is just one driver of automation, but it's growing in significance. Top consequences of the hiring challenge:



Increasing workload on existing staff



Employee burnout/low morale



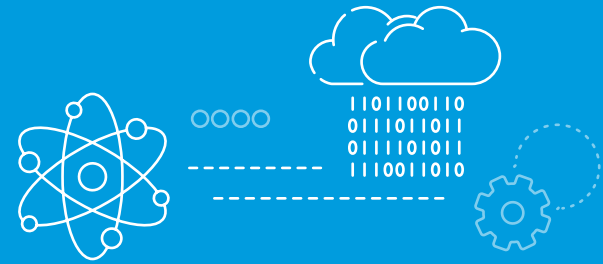
Lost productivity

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## ➤ Take a whole-process approach to automation

When looking to improve a process, it's easy to focus on a business automation solution that addresses a single problem while overlooking systemic issues. Common errors include::

- Making a technology selection based primarily on a demo
- Failing to optimize processes before automating them
- Implementing multiple disconnected and potentially overlapping point solutions
- Automating a workaround versus solving the root cause



### THE TRANSFORMATION IMPERATIVE

*The Transformation Imperative*, a Corporate Board Member report in partnership with RSM, makes these recommendations for automation initiatives:

- Don't automate what's broken
- Recognize there will never be a perfect time for change
- Adopt a risk-based approach
- Engage with business stakeholders early and often

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## ➤ A holistic approach maximizes business value

Start instead by identifying the root cause of the inefficiencies to build an automation solution that takes the full business process into consideration to avoid a limiting the potential impact. Steps can include:

- Leveraging process mining tools to identify opportunities for optimization
- Assessing all aspects of the business process from end-to-end including, people, process and technology
- Establishing a target operating model so you build a solution that enables where the organization is going
- Confirming data availability and quality to ensure consistent outputs across shared processes shared processes

Following are three examples of how [business automation](#) can reduce the time, cost and risk of your business processes with automation.



### RSM VIDEO: HOW AUTOMATION IS TRANSFORMING BUSINESS OPERATIONS

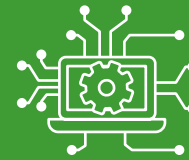
Join three private equity specialists as they share the automation developments they've experienced firsthand and recent examples of how advances enable portfolio companies to cut expenses and improve accuracy.

[WATCH THE VIDEO](#)

## ➤ Use case: Risk management process automation

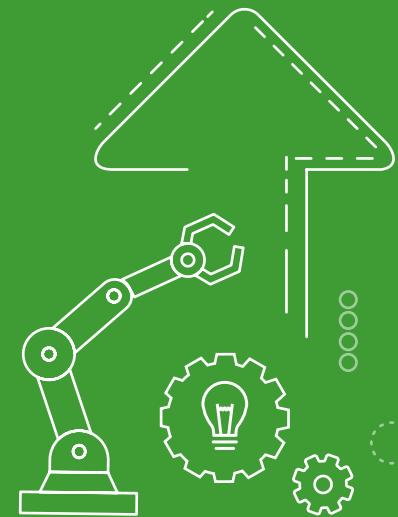
With the smart use of automation, you can [transform your internal audit, compliance and risk management programs](#) to maximize value. Using cutting-edge technology with a focus on innovation, you can develop predictive modeling, [robotic process automation \(RPA\)](#), optimize [enterprise resource planning](#) and implement governance risk compliance products. With an effective approach, you can ultimately:

- Improve assurance of data accuracy and completeness
- Incorporate data analytics into internal audit, risk and compliance processes
- Manage the full spectrum of risks across the entire enterprise



### TECHNOLOGY HIGHLIGHT: AUTOMATION ANYWHERE

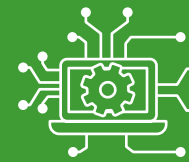
[Automation Anywhere](#) provides an enterprise-grade platform offering RPA solutions to replace cumbersome manual tasks—saving time, increasing efficiency and reducing operational costs.



## ➤ Use case: Workflow automation in HR

Automating multiple related workflows in HR helps your organization take an employee-centric approach to HR service delivery. With automation, you can:

- Simplify access by transforming complex business processes into scalable services
- Engage employees with streamlined self-service
- Support hybrid work with a unified employee experience
- Streamline employee journeys by helping them navigate complex cross-departmental processes.



### TECHNOLOGY HIGHLIGHT: SERVICENOW

ServiceNow is a cloud-based workflow automation software that helps streamline daily tasks. The Now Platform serves as the foundation for a complete portfolio of connected digital workflows, linking people, functions and systems across the organization.



## ➤ Use case: Automating the financial close

The financial close is a complex process which continues to grow in importance as CFOs face increasing pressure to deliver timely information to the market and critical information to the internal organization. Close automation technologies provide:

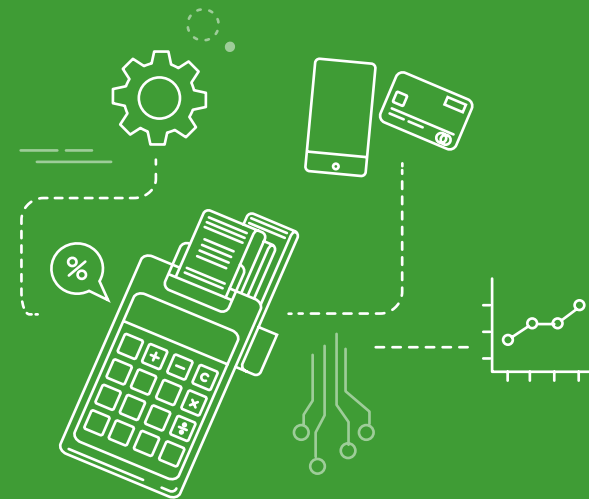
- Integrated governance and control
- Greater efficiency and accuracy
- Built-in return on investment
- Greater analytical insight

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### TECHNOLOGY HIGHLIGHT: BLACKLINE

BlackLine is the premier close management system in the finance automation space, capable of serving as the cornerstone and catalyst for digital and finance transformation. Blackline automates manual accounting processes, unifies systems, data and processes, and enables faster analysis and decision-making.



## ➤ RSM can help you energize your automation strategy

In a highly competitive, resource-constrained world, organizations must get more done, faster, with fewer errors and with insights on where to improve. For many, the answer is business automation. But how do you choose which technology to use? And who can you turn to for sound advice?

RSM has the deep experience within your industry and broad technical knowledge to help you plan, implement and manage a holistic business automation strategy that includes a comprehensive road map, data rationalization, business process optimization, technology selection and more to improve your digital workflow and optimize efficiencies.

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