

## The most common pitfalls in accounting RPA process

Bernard Marr's article in Forbes "The 7 Real Reasons Why Tech Projects Fail?", points out more than half of the technology project failures are in fact due to poor management, and only 3% are caused by technical problems.

Let us examine a few issues that are quite often seen during the deployment of Robotic Process Automation in the accounting department. Accounting firms can easily build a flawless RPA program, if these scenarios are carefully avoided.

Confucius quotes "Plan ahead or find trouble on the doorstep". Planning is essential for any project. Accounting firms need a flexible road map, inclusive RPA scope, skill set required by staff, best practices for implementation and testing for delivering the best results.

### Common issues observed during accounting RPA implementation program

#### 1. Lacking a proper strategy:

When there is no proper strategy in place for RPA implementation, the end result might not be satisfactory. The common mistakes are seen in

Failure - in building a proper team to receive input and suggestions from various members of key divisions.

Not-selecting - an appropriate model can lead to bottlenecks at the later stage, if each division chooses their own platform such as centralized, decentralized or hybrid.

Non-collaboration - with key divisions like IT, HR, operations will disrupt smooth functioning before and after deployment

Resistance - from employees if they are not guided by the benefits of RPA.

#### 2. Not selecting the right processes to automate:

The processes you select for automation should meet the criterion of time savings, ROI etc.

##### How companies select wrong processes for automation

Lack of planning - to evaluate the metrics of automation contribution.

Non-standardization - if no written template is available for the processes to be automated

Priority - not given for tasks where ROI is easily measured.

Convenient and least important tasks - having no meaningful impact to the business are selected

Difficult and expensive tasks - requiring extensive human involvement is selected

#### 3. Thinking RPA is simple and easier to implement:

It is true robotic automation is a simple technique, but the devil is in the details.

**Complexity** – of the process selected

**Consistency** - If the process selected changes frequently, then the result will be inconsistent.

**Cognitive** - requiring lot of logical and problem solving techniques

**Non-optimised** - for the business needs

#### 4. Over-dependency on other departments:

It is necessary to collaborate with other departments (IT, HR, Sales, Operations) but over-dependency leads to

Lack of creativity – in finding solutions for processes in automation

Problem solving – skills in the team gets disrupted

Insufficient testing – of the software bots during the normal and peak times

#### 5. Failure to address issues after implementation:

The success of automation is not realized just only implementation. It must be constantly followed up.

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Scalability - as per the needs of the firm, in a steady and gradual manner

Maintenance- needs to be done with ease, following best practices.

Security - never to compromise on it, as the bots interact with all the business systems and applications

Compliance - to keep in par with the government regulations

Missed requirement – during the development process

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