

## PRODUCT SUMMARY

# HYLAND RPA



For organizations embarking on their digital transformation journey, robotic process automation (RPA) technology should be one of the first steps they consider taking. RPA empowers organizations to implement automation in various business workflows, leading to increased resource efficiency, resource utilization, quality, accuracy, customer satisfaction, employee morale, security and compliance.

Hyland RPA smartly extends an organization's business process management (BPM) capabilities and accelerates application integration, expediting benefits created by digital transformation efforts.

## BENEFITS

- **Complete digital transformation experience:** Hyland RPA, along with Hyland content services and intelligent capture solutions, provides a holistic digital transformation experience. Moving from the world of paperwork to digital experience makes each process implementation simpler and more efficient and cost-effective.

- **Increased accuracy and efficiency:** Each bot runs the next available task ceaselessly with no human intervention required and achieves more accurate results. Hyland RPA provides reusable, plug-and-play activity blocks, such as login to a CRM system, thereby accelerating time to ROI from implementation.
- **Improved employee and customer satisfaction:** As the bots work on mundane and repetitive processes in the background, employees can focus on more engaging and strategic work, boosting morale. With the digital and manual workforces completing tasks simultaneously, higher quality results are achieved — leading to higher customer satisfaction.
- **Budget-friendly workforce:** An admin prioritizes tasks in the queue while the bot automatically chooses the next available, highest-priority task, eliminating the effort required to design a bot schedule. This feature not only maximizes bot utilization but also curtails extra investment in bot licenses to address seasonal work spikes.
- **Improved information security, compliance and disaster recovery:** The ability to access and process sensitive data without human involvement reduces the risk of exposure and enables defensible audit trails and chain of custody. Hyland RPA can also improve business continuity and disaster recovery as copies of core processes can be backed up and restored off-site.
- **Improved process visibility:** Hyland RPA records the actions of every bot from the beginning to the end of a task. These audit trails can be used for debugging any error and to optimize process execution in the future.
- **Cost-effective technology:** As Hyland RPA can be easily integrated into other Hyland content services solutions, no extra installation, integration or support costs are incurred. Industry-specific automation solutions also reduce the cost of development.



Hyland™

## KEY FEATURES

Hyland RPA is a comprehensive RPA offering designed to empower enterprises in their digital transformation journeys by automating tasks and streamlining overall business process implementations. This end-to-end automation suite is made up of the following tools:

### ■ Hyland RPA Analyst

- Captures business process steps automatically and compiles them into comprehensive documentation
- Recognizes application elements for process tracking
- Creates documentation through automatic sequencing of the process steps
- Records technical data for automation with RPA
- Documents all user-to-machine interactions: clicking, writing, reading and cognitive decisions
- Usable by anyone — even without prior RPA knowledge — to create instructions, process diagrams, pre-built automation workflows and other items

### ■ Hyland RPA Designer:

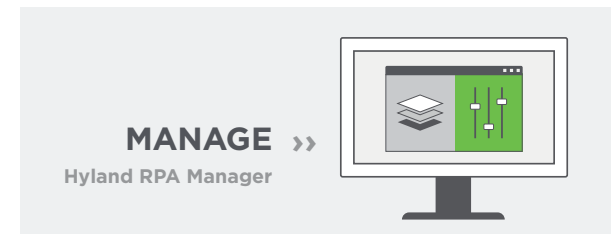
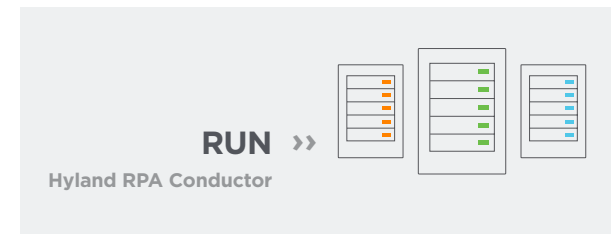
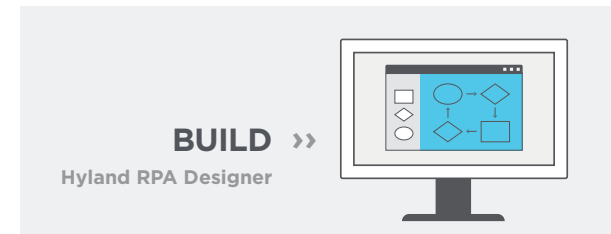
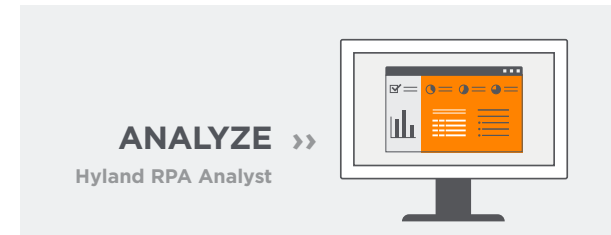
- Offers low-code, drag-and-drop tools to build new automations
- Provides robust system integration with availability of the newly created REST-API
- Includes process parameters for fine-tuning automations
- Outputs a process script for execution by software bots

### ■ Hyland RPA Conductor:

- Ensures optimal environment performance and resource utilization
- Unique task “pulling” capability ensures reutilization of idle bots to increase the efficiency of the entire bot farm
- Multi-functionality of bots enables them all to process any task type

### ■ Hyland RPA Manager:

- Provides a web-based central administrative interface for managing and customizing bots
- Dashboard interface enables real-time monitoring, controlling and reporting
- Provides intuitive controls for starting, stopping, prioritizing, adding tasks and fixing failures
- Provides central administration of global variables



Learn more at [Hyland.com/RPA](https://www.hyland.com/rpa)

