Use Case:
Robotic Process Automation at Lufthansa Group

Are you looking for a solution to improve your business processes and release you from repetitive work?
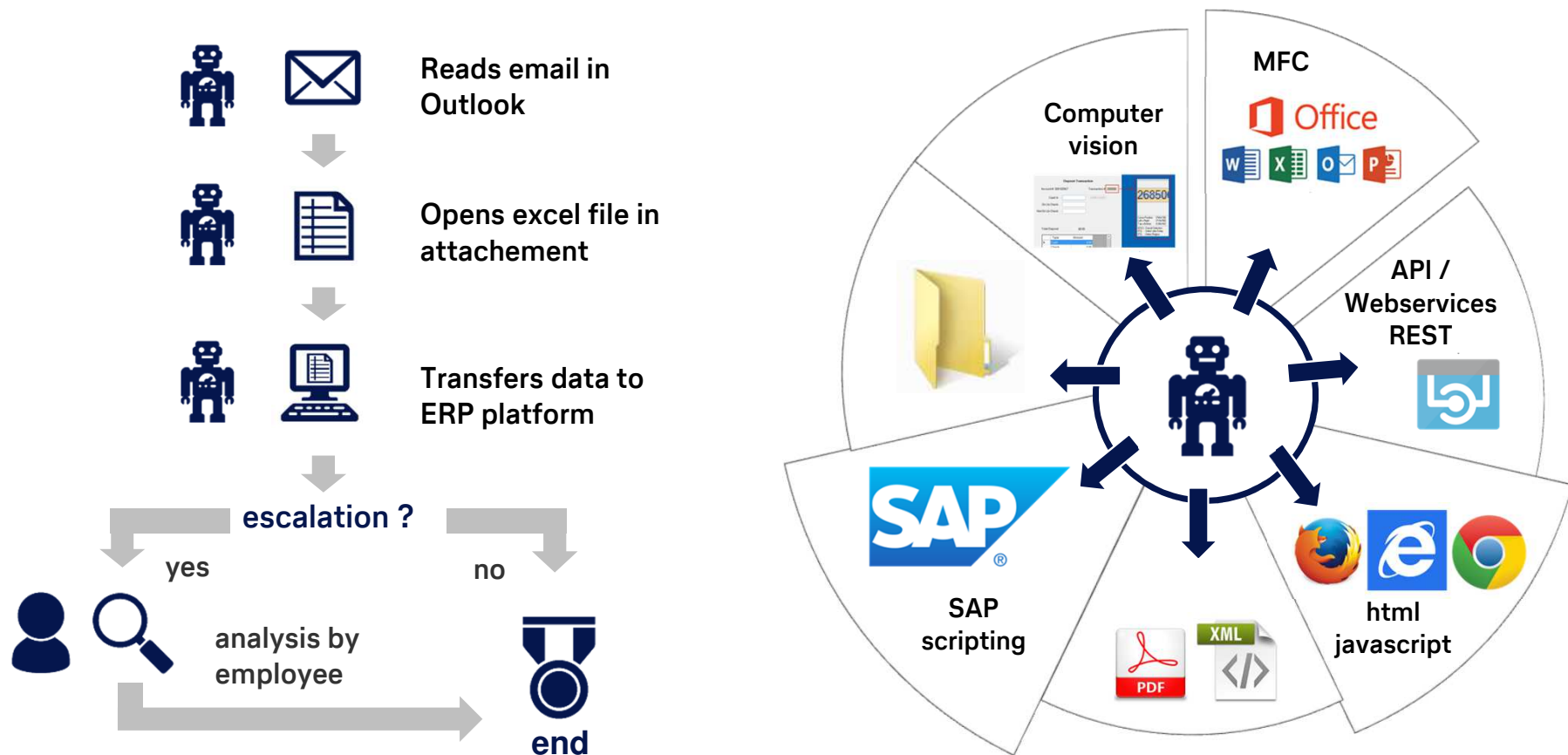
Robotic Process Automation (RPA) might be your answer.

RPA is an innovative approach to business process automation making use of software robots.

Imagine an invisible robot carrying out the same activities as your human employee using the same user interface without having to change the back-end system.

The software robot mimics human user actions on desktop by accessing and connecting different applications

Reads email in Outlook

Opens excel file in attachement

Transfers data to ERP platform

escalation ?

yes

no

analysis by employee

end

Computer vision

MFC

API / Webservices REST

html javascript

SAP scripting

Let's see a robot in action.

RPA can contribute to any business and increase employee satisfaction; it's with you to define the fields of application

What makes a good candidate?

Repetitive tasks to be carried out frequently	Processes with structured, digitized data	Processes involving different applications
Activities with high FTE volumes	Rule-based activities	Processes with a low rate of exceptions

What's the benefit?

Financial quick wins for administrative tasks	Availability of manpower for complex tasks
Better quality	High scalability and workload peak handling
Faster service and 24/7 coverage	Enhanced reporting and greater transparency

RPA can be applied in a vast field of processes: from FI & HR via PROC to any Ops Process

Customer Approval Sheets

- LHT engineers have to provide an overview of planned maintenance and overhaul activities to any of their customers
- **Daily ~60** Customer Approval Sheets
- **>6 IT-systems** are used during the process
- **>140 manual clicks** are required

Generated Benefits

- Increase of end-customer satisfaction due to avoidance of Human Errors / **0 escalations**
- Processing time to be reduced **from 15 Minutes to 5 Minutes**
- **70%** Automation rate
- Immense **back-log** of open items reduced **to 0** by robot within 1 month

**Rethink the processes under your responsibility!
Even LH Group CFO spotted activities as use-case for RPA ;-)**
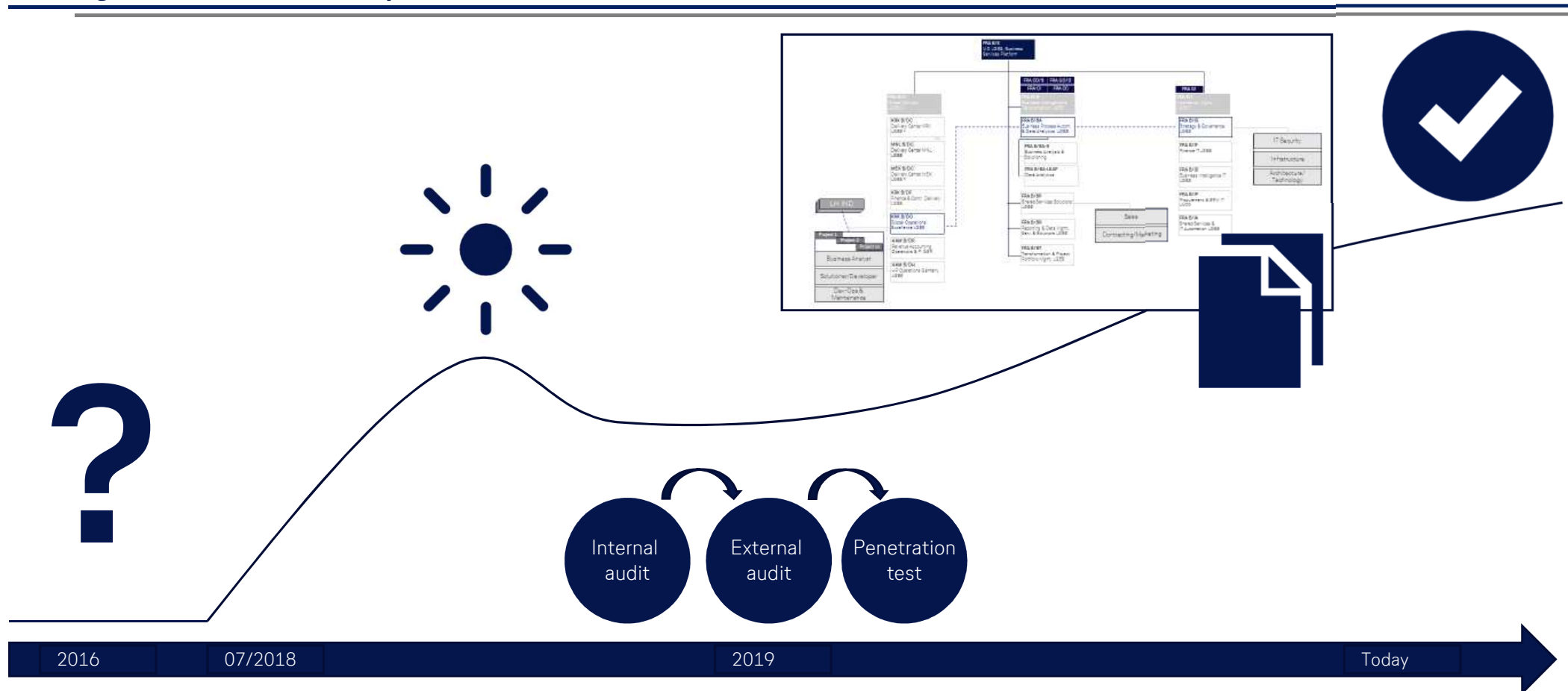
Don't focus on € only! Speed, workload management and quality

are main focus of current success stories

RPA to upgrade work-environment:

You can fully concentrate on customers and products and thus gain freedom for creativity and innovation

Our RPA journey started with some ideas in 2016, accelerated rapidly in 2018 and got mature and professional in 2019.
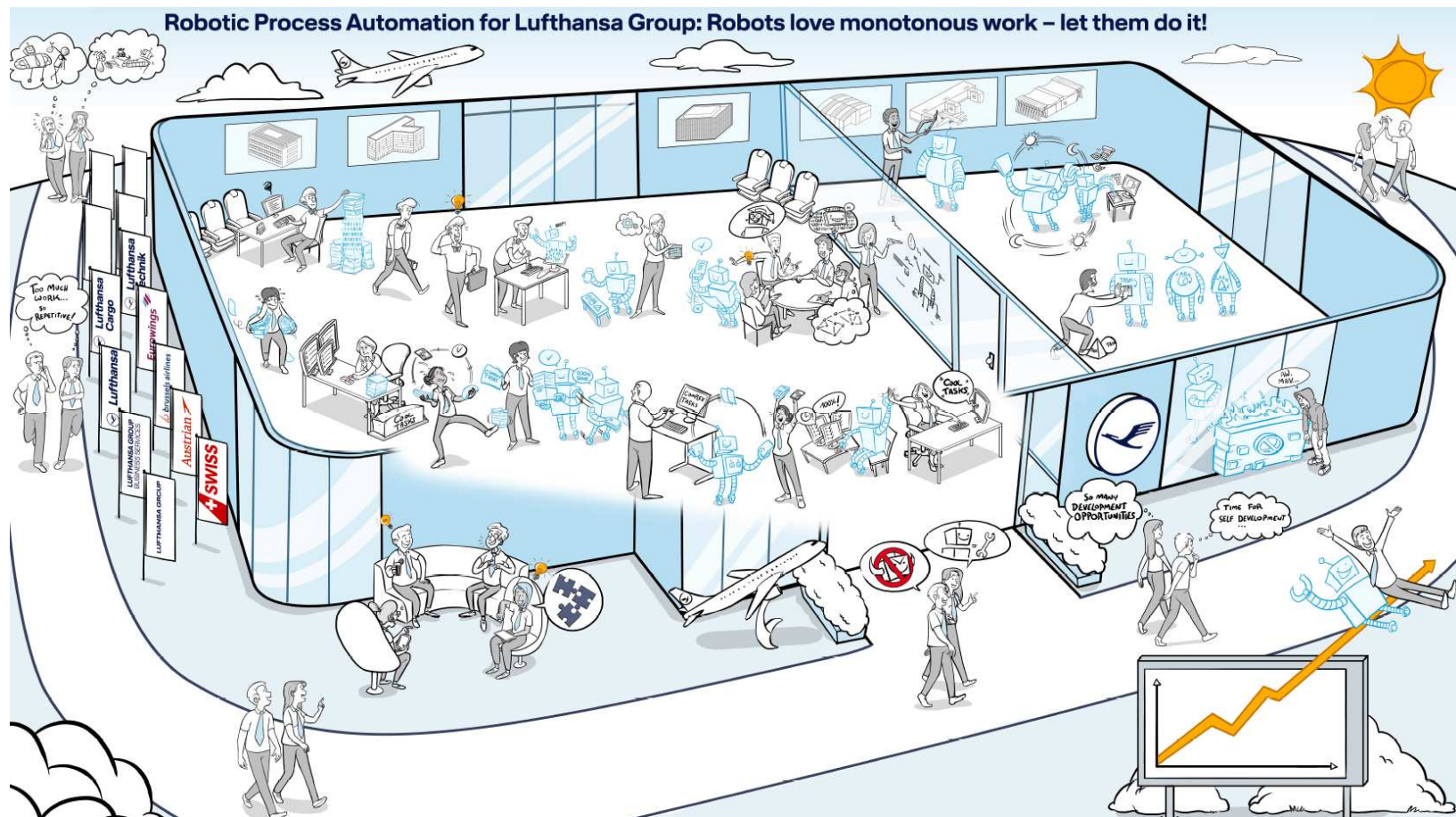

Internal audit

External audit

Penetration test

| 2016 | 07/2018 | 2019 | Today |

MY
LESSON-LEANT

on our RPA journey

Backup

RPA implementation requires proactive change management

Robotic Process Automation for Lufthansa Group: Robots love monotonous work – let them do it!

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THE **6**

LESSON-LEANT

on our RPA journey

1

Employees might have the assumption of a „manufacturing robot".
However, emphasize in your communication that RPA is a software robot which people can't physically touch.
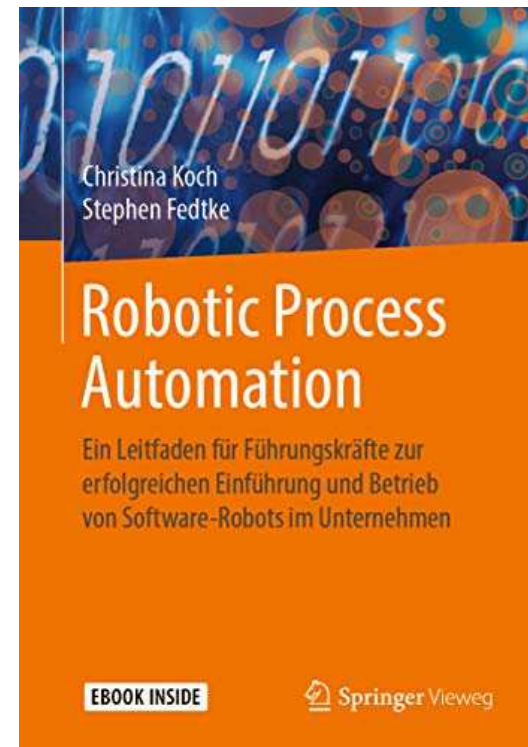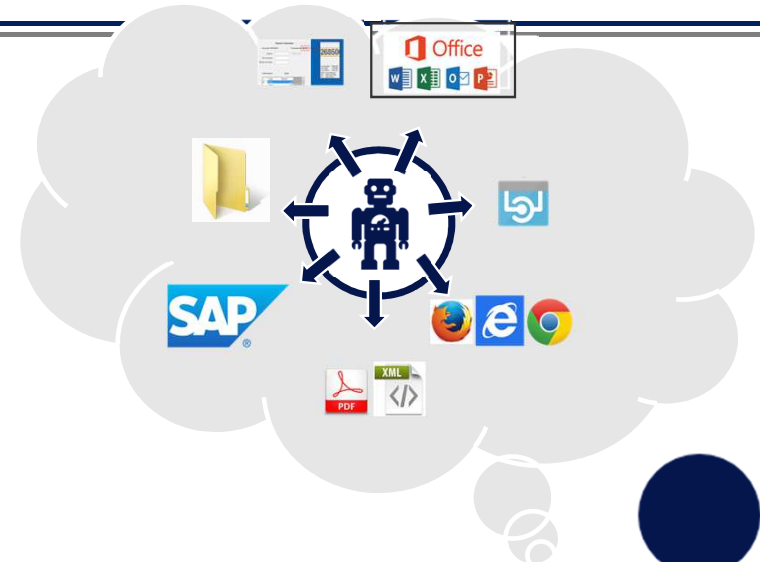
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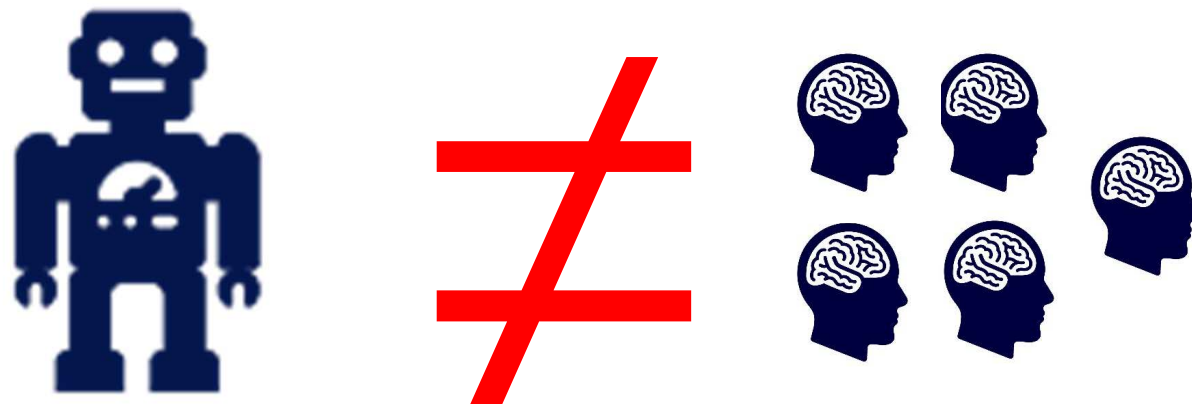
Consultants might claim that with RPA significant amounts of FTEs (Full Time Equivalents) can be released.
However, even with small use-cases RPA can have a substantial impact – also on quality, speed and employee satisfaction.

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During the first use-cases RPA might reveal a lot of unexpected surprises, that have to be solved once. However, efficiency and speed in RPA development can be achieved within 1 year.

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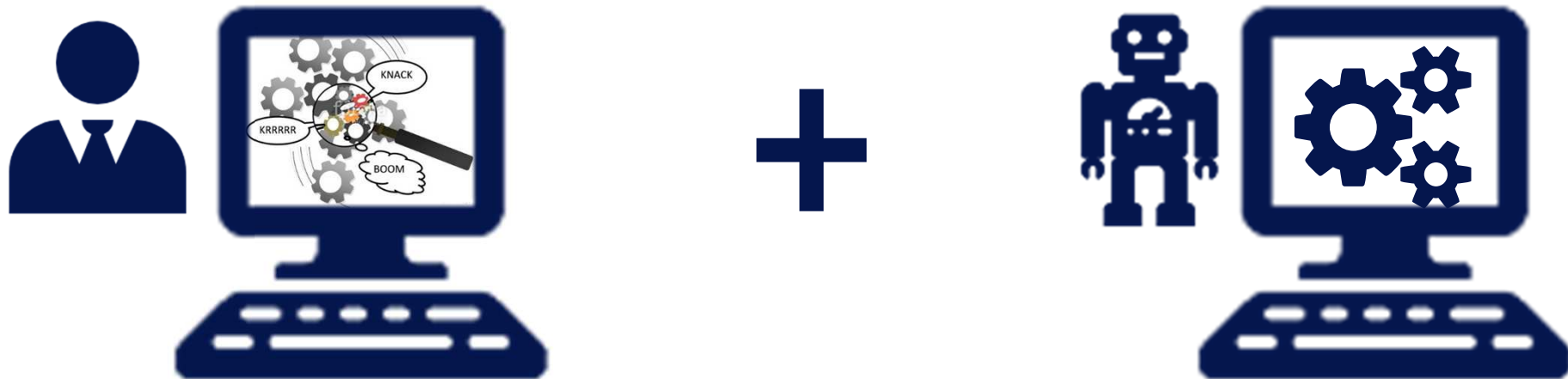
Potential RPA use-case might be full of exceptions, employees might not be aware of at the first glance.
Thus, start with the happy-path to avoid long development times and subsequent efforts in maintenance.

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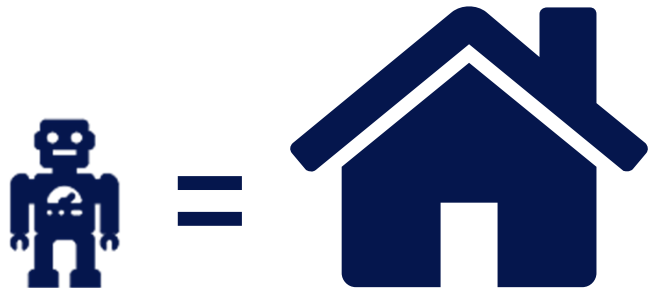
In the pilot-phase single RPA use-case can be developed quite easily.
However, with scaling and growing the adherence to existing governances and policies needs to be ensured.

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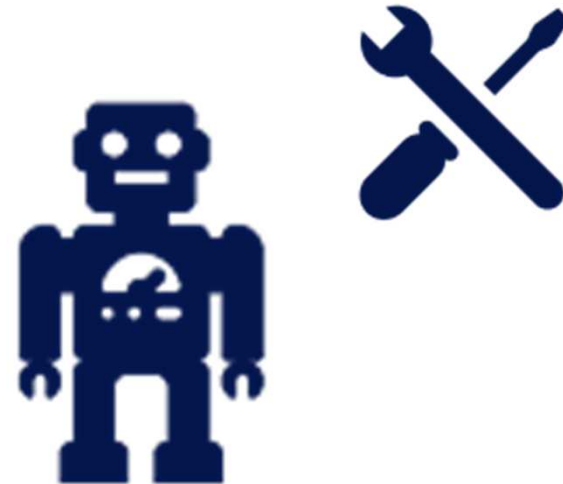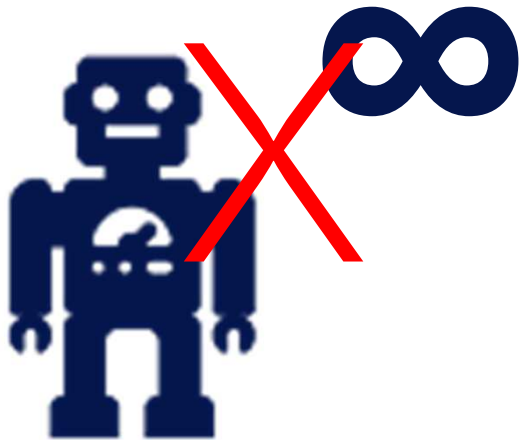
With the development of a RPA solution only half-way is done. Process and IT systems might not remain stable forever. Thus, maintaining the robot creates additional efforts, which need to be considered in the set-up and business case.