Task Automator

Overview

As the scope of digital transformation continues to expand, organizations seek ways to optimize user and employee experience when they interact with information. Task Automator, Hyland's robotic processing automation (RPA) product, helps improve user experience and provides other organizational benefits by automating manual, rule–based, high volume and repetitive tasks where human touch does not add business value. It does this without requiring system integration or custom coding.

Features

- **Learns on the job.** Task Automator learns by observing human users perform the process and then leverages a digital user (robot) to perform the process going forward. A human administrator can modify and manage learned processes.

- **Enables automation across third-party applications.** Task Automator natively extends the OnBase suite of integration and process automation tools, like Workflow and Application Enabler, adding process storyboards for automating tasks across third–party applications. Storyboards can be executed manually, using OnBase Workflow timers or through a command line.

- **Always aware.** The Recovery feature ensures that if one of the target applications or websites is not responding, the robot will reset and try again. The Verification feature allows the administrator to select a control within the target user interface (UI) to ensure the webpage or application has loaded completely. Additionally, Mouse Anchors identify controls in the target UI so the bot can direct the cursor or focus, even if the screen resolution or the layout changes.

- **Works well with humans or by itself.** Users can deploy robots in attended or unattended modes, depending on the business need. Deploy attended robots on workstations to assist employees with tasks within the context of their business processes. Deploy unattended bots independently of the employees to run batch processes on virtual machines or physical servers.

Benefits

- **Increased efficiency and accuracy.** A robot dedicated to a task does not get tired, bored, distracted, or have a need to multitask or prioritize activities. The robot does exactly what the storyboard tells it to do, and it does it tirelessly and without errors, over and over again.

- **Improved employee satisfaction and experience.** As the robots take on the repetitive and unexciting tasks, employees can focus on more engaging and higher–value business activities. Higher levels of engagement can result in improved job satisfaction for employees and better human capital utilization and reduced employee turn–over for employers.

- **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. RPA can also improve business continuity and disaster recovery as copies of core processes can be backed up and restored off–site.

- **Improved audit trails and process improvement.** Unlike with a human worker, all robot actions are recorded in a log, even when it leaves the line of business application to go to a web portal or another third–party application. Having every click and data entry logged allows for more complete audit trails and makes processes easier to observe, analyze and optimize.

- **Simplified deployment and reduced reliance on IT.** Because RPA works at the user interface level, there is a significant reduction in coding and development usually required for integration and customization. This allows business groups the agility to easily deploy new robots as business needs evolve, and frees up IT resources for more demanding initiatives.

- **Accelerated ROI.** Because Task Automator is simple to deploy and roll out, your organization can start recovering ROI right away. McKinsey & Company report first–year ROI in RPA implementations to be between 30 and 200 percent.

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