Mastering Robotic Process Automation for Oracle E-Business Suite: How to Avoid the Pitfalls

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AURAPLAYER
BE AGILE, GET CONNECTED, GO MOBILE

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VISCOSITY
NORTH AMERICA

MIA URMAN, CEO

AuraPlayer Inc.

Resident Oracle Expert

AuraPlayer Quick Facts

- Founded by Oracle Alumni
- Privately owned
- 2011 Patented solution
- Oracle must use AP for Forms mobility
- Only Certified Plug-in Oracle Forms to Mobile
- Sole Source in Canada, USA, Israel and SA
- Enterprise accounts in 5 continents.

Awards

- Patented Solution
- Winner of several industry awards
- Member of Oracle Customer Advisory Board
- Only Certified Plug-in For Oracle Forms to Oracle
- Mobile Cloud

Who are you?

Poll time!

Which EBS Version Are You Running?

Enter # in comments to vote

1. Cloud Only
2. 12.1
3. 12.2 – 12.2.9
4. 12.2.10 and above
5. 11 and below

What Is Your Job Role?
Enter # in comments to vote

1. RPA developer
2. Citizen developer/Mobile
3. Business Analyst
4. IT Manager
5. Project Manager
6. DBA
7. Other (write in the comments)

Have You Begun Using Automation?
Enter # in comments to vote

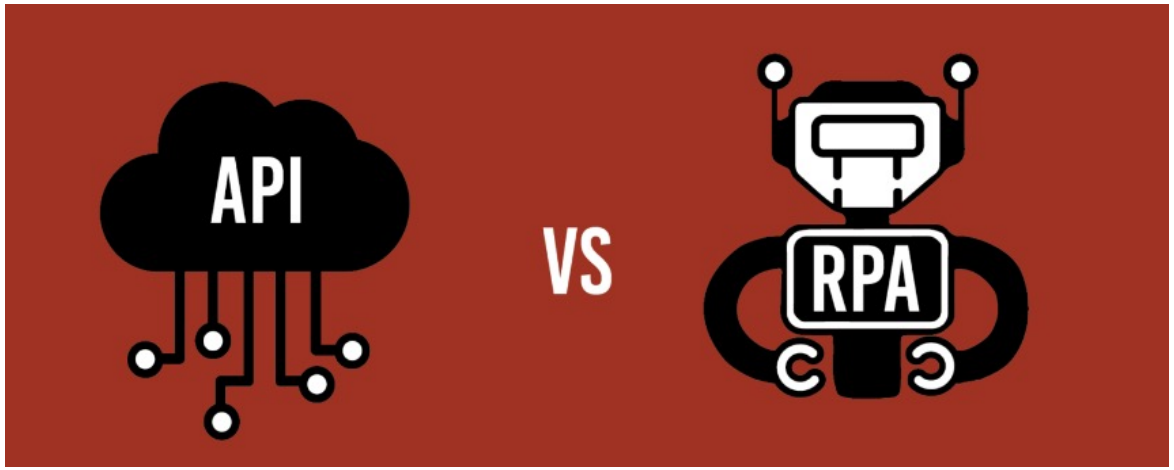
1. Not yet
2. Starting out
3. Yes, with tools such as UiPath, Blue Prism or Automation Anywhere

Today's Agenda

1. Difference between API and RPA – When and how to use them
2. RPA best practices
3. Avoiding the pitfalls of automation
4. The challenges of Oracle RPA
5. How to get started
6. Questions

RPA vs. API

Both technologies can be used to streamline processes, though they work in different ways and address different business needs



What Is An API?

Application Programming Interface (**API**) refers to a software intermediary, allowing for communication between two programs.

- Allows multiple applications to interact, transfer data, and share functionality with each other
- Bypass the user interface of any given program and work ONLY in the back-end

What is RPA?

Robotic process automation (**RPA**) refers to software bots that can be easily programmed to do basic tasks across applications in place of staff doing them

- RPA software is designed to reduce the burden of repetitive, simple tasks on employees
- Usually works on the front end
- Utilizes APIs within the automations

Best Practices
Of RPA Automation

Select a use case to automate

Define the workflow

Automate the process

Monitor the outcomes

Calibrate using data analysis

Can I Benefit From RPA Automation?

- ❑Do you want to reduce manual data entry?
- ❑Do your workflows include processes that require maximum uptime?
- ❑Are you eager to eliminate human errors? .
- ❑Do you need rapid automated QA testing and data validation?
- ❑Are you interested in reducing costs?

How can I identify the best workflows to automate?

- ❑ Choose the most valuable workflow.
- ❑ Choose a process that has clear rules or a fixed decision point.
- ❑ Choose a flow that has a consistent, repeatable pattern.
- ❑ Choose flows with a clear and accurate input and response.
- ❑ Choose flows that involve several systems or applications.

When Not To Automate

- **One-off tasks**. A task or process that only needs to run once
- **Unpredictable tasks**. Tasks involving ad hoc or context-sensitive input
- **Decision-laden processes.** Processes that require human decision making
- **KISS tasks**. Keep it simple, silly: if it's something a human can do quickly, and easily, it doesn't make sense to automate it

Avoid The Pitfalls Of RPA Automation

Assess the value and costs

- Choose a high value use case
- Determine the long-term costs to deploy and maintain the automation
- Most frequent is not always best ROI use case

Plan the journey, draw a map

- Map out the workflow step-by-step
- Design the BOT flow including all inputs/results
- Account for outliers – plan for errors

Identify the players and decision points

- Consider all the actors and triggers
- Ensure the integrity of the data
- What systems and people need to be involved

Build on stable ground

- RPA works best with a stable system
- Ensure certified and supported back-end systems
- Ensure stable and consistent BOTs

Get end users to buy in

- Get everyone on board for your RPA strategy
- Delegate a C-suite level sponsor
- Employee Citizen Development tools
- Explain to end users “What’s in it for them”

Plan long term endgame

- Create milestones and measurable goals
- Monitor success
- Analyze Results and recalibrate

The Challenges of Oracle RPA

The Challenges of Oracle RPA

The most common challenges appear in 5 main areas:

- Lengthy process capture
- Lack of Oracle error handling/missing error descriptions
- Time-consuming script bot maintenance/need for constant re-recording
- Dynamic pop-ups/hidden fields that disrupt automations
- Complicated process to move between environments/deployment

What These Challenges Mean For Your Oracle Automations

- Bot fails if UI changes have been made in the form.
- Bot fails if the Oracle application is upgraded, or patches installed.
- Bot gets stuck if they encounter pop up windows, error messages, or dynamic components.
- Bot requires dedicated machine per run and cannot run more than one bot in parallel.
- Rendering and execution time is slow. Since the bot is working with the UI.
- RPA tools do not support complex forms components such as tabbed canvases.

What Questions Should I Be Asking In Order To Find The Right Tool?

- How does the RPA tool capture Oracle workflows?
- Can the automations handle dynamic pop-up windows and hidden fields based on personalization's?
- Is the RPA solution able to return Oracle error messages in real-time?
- Can the automations withstand UI changes, patch installs/versions, and other environmental changes?
- Can the RPA tool move easily and quickly between environments – from development to staging to production?

Getting Started

- **Assess Your Requirements**
  - –What systems are ripe for automation?
  - –What platforms do we need to integrate with ?
- **Understand Your Existing System**
  - –Where does the business logic sit today?
  - –Do we have documentation? Developer resources?
- **Conduct POC with Top Choices**
- **Define Timeline and Budget**
- **Decide on RPA Implementation Method**
  - –Integrate, Migrate, 3rd party solution
- **Define Security and Arch and Get Started**

Questions?

Thank You for Joining!

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