



# launch

## THE PROMISE OF RPA

**How an investment in Robotic Process Automation can  
relieve drudgery, save money, and create better outcomes—  
for companies and employees alike**

## TABLE OF CONTENTS

Table of Contents	2
What is RPA?	3
Is RPA Right for your Business?	4
Employee Benefits	4
RPA + AI/ML = IPA	5
RPA Uses in Data Science	6
RPA Uses in Insurance	7
RPA Uses in Healthcare	8
Ui Path	10
Automation Anywhere	11
Blue Prism	12
Work Fusion	13
Microsoft Power Automate	14
About the Authors	15
References	16



## WHAT IS RPA?

Robotic Process Automation, or RPA, may not involve actual robot butlers...but it's about as close as most of us can get. RPA bots are virtual assistants that take on the mundane, repetitive tasks your team finds tedious and low-value. By relegating those tasks to RPA, your human workers can focus on the high-value, complex, and engaging work that truly drives progress.

There are two basic types of RPA: attended and unattended. There are multiple types of bots within each category, but broadly, these are the differences:

**Attended RPA**, like a city-defending superhero, is ready to jump into action whenever called upon. When triggered by an employee, RPA bots carry out specific front-end activities quickly and accurately. The purpose of attended RPA is to increase productivity, since bots and people can complete their work concurrently. As a bonus, you can improve compliance by taking human eyes off confidential information and personal data.<sup>1</sup>

**Unattended RPA** is more of a "set it and forget it" situation. These bots work independently on the backend, according to a set schedule. They can be activated by logic triggers during a bigger automated process. This type of automation naturally reduces errors, and unattended RPA also reduces costs and increases productivity by completing tasks during off hours.<sup>2</sup>

*Human work shouldn't be robotic.*

RPA can be applied to a variety of tasks, but there are some parameters:

1. The task must be **rules-based**. That is: it can't require a unique, customized response, but is rather a set process with one of multiple possible outcomes.
2. The task must have a **trigger** and not run constantly. The trigger can be scheduled, or it can be an action such as sending the bot a set of files to process.
3. There must also be a **set of inputs and outputs**. RPA is designed to take an input, perform a task based on that input, and return an output.
4. The final requirement is that the task, or set of tasks, is **voluminous** enough to justify investing in an RPA system.<sup>3</sup>

## IS RPA RIGHT FOR YOUR BUSINESS?

### Company benefits

- Low-risk way to save money and time
- Easier to manage regulations
- More output with consistent quality

### Employee Benefits

- More time to focus on high-value, core work
- Greater job satisfaction

### Cons of RPA<sup>5</sup>

- RPA processes can be frail, and small changes can require manual maintenance
- Can be a band-aid when a bigger solution is required

### COMPANY BENEFITS

#### Speed

RPA processes work quickly, and they can work 24/7.<sup>4</sup>

#### Error reduction

RPA processes are hard coded, eliminating human error.<sup>1</sup>

#### Compliance

Limiting human interaction with confidential data increases compliance.<sup>1</sup>

#### Savings

Instead of paying an employee to do a robotic task, you can have a bot do it for the cost of electricity and maintenance.<sup>1</sup>

#### Quick ROI

The amount of time and money RPA can save means a quick return on investment.<sup>1</sup>

#### Scalability

RPA processes can be scaled up with relative ease to meet the needs of a dispersed corporation.<sup>1</sup>

#### Resilience

RPA processes are simple in design, and so are easily adaptable to changes in the working environment.<sup>1</sup>

### EMPLOYEE BENEFITS

#### Increased productivity

When tedious side tasks are removed from an employee's workday, there's less chance of time-wasting errors—but more importantly, they can focus on the central role they excel at and want to do. That means not only more production in the same amount of time, but also higher-value work.

#### Increased job satisfaction

A less monotonous day is a happier day. With less busywork and more time for tasks that require critical thinking and engage and challenge them, employees feel more fulfilled in their jobs.<sup>1</sup>

## Artificial Intelligence

- Optical Character Recognition
- Natural Language Processing
- Task and Process Mining
- Processing Unstructured Data

## Machine Learning

- Sentiment Analysis
- Retraining ML Models
- Predictive Analysis

## Common Features of Advanced Intelligent Automation Platforms

- Knowledge and Insight
- Learning
- Visual Perception
- Problem Solving
- Collaboration
- Planning and Sequencing

## RPA + AI/ML = IPA

The terms artificial intelligence (AI) and machine learning (ML) are ubiquitous these days. Because it's automated, RPA often gets conflated with AI and ML. **RPA is many things, but intelligent is not one of them.** It's a process that's been instructed how and when to do something, and it does that and no more.<sup>6</sup>

RPA doesn't learn or adapt on its own. But it can be combined with AI and ML to do so.

When a company combines AI, ML, and RPA, the result is called **Intelligent Process Automation (IPA)**. With IPA, bots can complete time-consuming tasks that require some form of intelligence—those that are more complex and dynamic or involve outliers.<sup>7</sup>

Common AI features integrated into RPA include natural language processing (NLP), optical character recognition (OCR),<sup>8</sup> and task and process mining.<sup>9</sup> For example, an RPA process can gather words and pass it to an NLP system to process the words. Then the NLP can pass the information back to that same RPA, which can finish its task and deliver the results.<sup>10</sup>

RPA can also be integrated into more complex AI tasks, such as understanding documents and interacting with customers via chatbots.<sup>9</sup> AI is also key for processing unstructured data within an RPA process.<sup>8</sup>

ML models, meanwhile, can be trained by RPA. Using RPA to create bots that test and retrain ML models saves time and allows for quicker revisions and turnaround.<sup>11</sup> Another ML function, sentiment analysis, can also be used within an RPA process to analyze documents, reviews, and any other opinionated piece of content.<sup>10</sup>

Finally, predictive analysis can be integrated into an RPA process to give the user information they need to make a decision, as well as what the machine thinks is the best outcome.<sup>12</sup>

There are several platforms out there that combine all these acronyms machines to specialize in advanced intelligent automation. These platforms,<sup>13</sup> among other things, offer capabilities like:

- Automatic translation, extraction, and classification of words
- Machine learning, neural networks, and modeling
- OCR, NLP, and image recognition equipment
- Ability to prioritize tasks, select actions to achieve a goal, and scale independently
- Ability to make complex decisions, extract data, and work with both bots and people



## RPA USES IN DATA SCIENCE

Data science can massively benefit from RPA. Much of a data scientist's time is spent cleaning data, as opposed to doing meaningful analysis. With RPA, the data cleansing process can be automated. A data scientist can write rules to normalize the data, and use AI to help normalize bigger, more complex data sets as well as sets with unstructured data. While data cleaning can't be fully automated yet, it can be automated enough to save a meaningful amount of time.<sup>14</sup>

In addition to cleaning existing data, RPA bots can find new data. Bots can be trained to find and gather data and deliver it to one place. This ability can enhance not only internal datasets, but also external public datasets. It also allows for quicker access to more meaningful data, which all adds up to producing better results and more insightful analysis.<sup>11</sup>

*RPA can free data scientists to  
do what really matters: analysis.*

When data scientists and RPA developers work together from the outset, magic happens. Data scientists need access to sensitive data. Going through an RPA team that already has legal clearance to access that information gives data scientists a smooth and secure path to accessing that data. This is one of the advantages of a data scientist being familiar with RPA—it allows for effective communication and, ultimately, better data.<sup>10</sup>

Data science already has well-established integrations with AI/ML, so the discipline is well positioned to take advantage of the benefits mentioned in the last section. Imagine the opportunities of data scientists being able to quickly, automatically use AI and ML tools to help expediate their daily processes.

Instead of spending hours in the slog of finding, collecting, and combing through data, data scientists can reclaim their time to looking at the results of the data. There's amazing opportunity in the widespread adoption of RPA.

## **BENEFITS**

### **Claims processing**

Automation of the claims process

### **Claims auditing**

Checking claims for error and fraud

### **Claims appeals**

Automation of the appeals process, including sending the right information to the right people

### **Insurance renewal**

Automatic gathering of all useful information in one place

### **Underwriting and pricing**

Gathering of all data and info in one place

## **RPA USES IN INSURANCE**

### **CLAIMS PROCESSING**

When the claims process is automated, gathering information, fact checking, and resolving the claim becomes faster and less prone to error. Human operators are thus freed up to handle outlier cases that require more attention and diligence.<sup>15</sup>

### **CLAIMS AUDITING**

Having an automated process examine files, as opposed to people doing so, ensures that every contract and form is thoroughly analyzed. A system like this can make certain that every claim is filed accurately and paid out fairly and in accordance with the contract.<sup>16</sup>

### **CLAIMS APPEALS**

A system in place to auto-send appeals claims to the right person—along with all the relevant information—can produce noticeable improvements. According to Work Fusion's report on RPA in claims appeals, an RPA process results in accuracy increasing to 99%, the time being cut by 80%, and a reduction in the amount of manual work by 85%<sup>17</sup>.

### **INSURANCE RENEWAL**

Renewing insurance is monotonous and time-consuming for insurance companies. But with an RPA process that pulls all needed information and delivers it in a useful format, it becomes smooth, efficient, cheaper—and, even, more enjoyable.<sup>18</sup>

### **UNDERWRITING AND PRICING**

Underwriting is time-consuming and prone to errors. With RPA, it can be completed faster, with all necessary information presented to give a clear picture of the risk associated with a given policy. It can even provide fair price guidance.<sup>18</sup>

## RPA USES IN HEALTHCARE

### BENEFITS

#### Patient processing

- Better use of medical professionals' time
- Better handling of cancellations

#### Patient onboarding

- An easier process for patient onboarding
- Better scheduling of appointments

#### Digitizing patient records

- Easier access to medical information by medical professionals

### PATIENT PROCESSING

Because medical professionals are so busy, cancellations and no-shows can cause a cascade of disruptions. An RPA system that confirms (via text or call, in advance of an appointment) that a patient is going to show up makes for a better experience for patients and care providers alike. Such a process can also be used to inform other patients of newly available time slots.<sup>19</sup>

### PATIENT ONBOARDING

Getting new patients into a system is time-consuming. Many new-patient documents need to be added, and some information has to be repeated multiple times. With RPA, documents can be filled out automatically, with no need to repeatedly enter the same information. This increases accuracy and efficiency.<sup>15</sup>

RPA can also find available time slots in a medical professional's schedule and schedule new patients. It will also set aside times for follow-up and recurring appointments, making it easier for all involved to manage their time. This, in turn, results in more efficient service and shorter patient wait times.

### DIGITIZING PATIENT RECORDS

Patient records often sit in filing cabinets, making it a chore to dig them out. With RPA, they can be easily moved to a digital environment. New information can be uploaded by scanning in handwritten notes and automatically matching them to the correct patient. All this helps medical professionals get a more complete view of a patient, and helps them better meet the patient's needs. It can also aid in better communication between medical professionals who have treated the same patient, and that fulfills the ultimate dream: creating a more cohesive, connected experience for each person.<sup>20</sup>



The background of the slide is an abstract composition of numerous vertical, slightly blurred lines. These lines vary in width and color, ranging from deep blue on the left to bright magenta and pink on the right, creating a sense of depth and movement.

# RPA Product Comparison



### Reviews<sup>24</sup>

- Best Reviewed platform
- Pro: Easy to learn and use
- Con: Has some issues with integrating some extensions and third-party products

### Free Trial?<sup>25</sup>

Free option called Ui Path Automation Cloud for Community

### Market Place

- Ui Path Marketplace
- Claims Processing
- Claims Audit

### Certifications

- RPA Associate
- Advanced RPA Developer

## UI PATH

### PLATFORM

Ui path has three different studios that can work independently or with each other to accommodate anyone developing an RPA process. The first studio is StudioX which is designed for average business users. This purpose-built studio features drag-and-drop program building that has many templates for easy start up. It is also comes integrated with Microsoft Office, Gmail, and file manager to make it easier for task automation. Finally, its UI automation allows almost anything to be automated and includes error handling in case of issues<sup>21</sup>.

Ui Path also has Studio, their most popular automation tool for more advanced RPA developers. It includes the ability to automate any desktop or web application as well as utilize pre-built templates, RPA components, and AI components. It supports code integration in Python, JavaScript, Java, PowerShell, VB.NET, and AutoHotkey as well as source control integrations with Git, TFS, FSTS, VSTS, and SVN. Overall, it is a development platform for those who know what they are doing with a variety of tools at their disposal. Studio Pro is everything that Studio has with the addition of more testing options and a few more specialized features<sup>21</sup>.

### PRODUCTS

Ui Path has a marketplace where customers can view products available for download. These products cover a wide range of uses and industries. Two of significance to the healthcare and insurance field would be Healthcare claims audit and claims processing products. These could work hand in hand with the claims process organizing the needed documents for claim processing and the claims audit being an end-to-end service that can validate if the claims were filed in error. There are many other options on the Ui Path marketplace covering a broad range of topics, but it has some useful and relevant products for specifically healthcare and insurance<sup>22</sup>.

### CERTIFICATIONS

#### Ui Path RPA Associate

The Ui Path RPA Associate is for knowledge workers who have started their RPA journey and can make an RPA product. Having the certification demonstrates problem-solving, process-identifying, and automation skills<sup>23</sup>.

#### Ui Path Advanced RPA Developer

The Ui Path RPA Associate is for technical RPA roles who have had at least 6 months experience working with RPA. The certification signifies that the individual can create complex and efficient RPA solutions<sup>23</sup>.

## AUTOMATION ANYWHERE

### PLATFORM

Automation Anywhere is a web-based RPA platform that offers no-code, low-code, and codable RPA bot development. Automation Anywhere also has enterprise-grade security to protect the data that the bots handle. There are many pre-built features integrated into the platform, which allows for quick and easy startup. The platform allows for full visibility of the process and allows for the them to be scaled, modified, and extended as needed<sup>26</sup>.

Automation Anywhere also comes with many additional features, like a bot that will automatically discover the processes for automation<sup>27</sup>, AI and ML enhanced document processing<sup>28</sup>, and insights built into the RPA process<sup>29</sup>. With these tools, RPA becomes much easier and creates a result with much more value.

### PRODUCTS

Automation Anywhere has a platform to buy pre-made RPA products called Bot store with over a thousand packages to choose from. One of the products it offers is using RPA to create a dashboard to ease the claims processing process. Another example more related to the insurance industry is that it has fraudulent claims detection that works as a basic scan of fraud. While these are two small examples, their library is massive with bots ranging from full solutions to basic RPA bots like changing a file type<sup>30</sup>.

### CERTIFICATIONS

Automation Anywhere Certified Advanced RPA Professional

This certification is for people who know the automation anywhere interface and can identify where RPA can be implemented in business. The certification indicates that the person can use advanced control room features including monitoring and reviewing<sup>31</sup>.

### AUTOMATION ANYWHERE CERTIFIED MASTER RPA PROFESSIONAL

The Master RPA Professional certification is for those who understand the Automation Anywhere platform, architecture, and bot building components and can use its tools to make bots. The certification indicates that the person can make an end-to-end process for medium complexity use cases<sup>31</sup>.

### ESSENTIALS RPA CERTIFICATION FOR STUDENTS

This certification is only for students and faculty. It indicates that the person knows how the automation anywhere platform can be used to make bots and can explain how RPA solves business challenges<sup>31</sup>.

#### Platform<sup>32</sup>

- Pro: Easy to use and quick to see improvement
- Con: AI and ML integration is limited

#### Free Trial?<sup>33</sup>

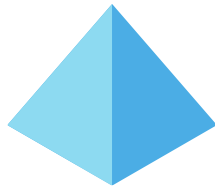
Demo available

#### Market Place

- Bot Store
- Healthcare Claims Processing Dashboard
- Fraudulent Claim Detection

#### Certifications

- Advanced RPA Professional
- Master RPA Professional
- Essentials RPA Certification for Students



### **Platform<sup>37</sup>**

- Pro: Easy to monitor and control
- Con: The workspace can get disorganized quickly

### **Free Trial?<sup>38</sup>**

30-day free trial

### **Market Place**

- Blue Prism Digital Exchange
- John Hopkins COVID-19 data connector
- Claims Management

### **Certifications**

- Capability Provider
- Delivery Provider
- Service Provider

## **BLUE PRISM**

### **PLATFORM**

Blue Prism is a no code platform enhanced with AI that was developed for business purposes. Their RPA AI has 6 key skills: knowledge & insight, visual perception, learning, problem solving, collaboration, and planning & sequencing. This includes actions like Text to speech, blockchain, understanding emotion and language, machine learning, and text analytics. The platform is also scalable and extensible with great usability. They pride themselves on being smart, secure, scalable, and successful<sup>34</sup>.

### **PRODUCTS**

Blue Prism offers a marketplace called the Blue Prism Digital Exchange. Here, a consumer can search for the industry they need and view a multitude of products within that field. In the healthcare industry, the marketplace has a few options of use. On item they offer is a connector for industries to use the John Hopkins COVID-19 data. Blue Prism also offers a claims automation manager to assist in managing the claims process to make it faster. Blue Prism has an extensive library that covers many other topics, such as governmental work and the finance industry. The Digital Exchange platform also partners with companies to put that companies RPA product onto the Digital Exchange<sup>35</sup>.

### **CERTIFICATIONS**

#### **Blue Prism Capability Provider**

The Capability Provider Certification is for people looking to advise on RPA projects. These individuals can help build scalable and resilient Blue Prism RPA projects<sup>36</sup>.

#### **Blue Prism Delivery Provider**

The Delivery Provider Certification is for those who can create Blue Prism RPA and deliver these products to customers<sup>36</sup>.

#### **Blue Prism Service Provider**

The Service Provider Certification is for those who can provide a managed RPA service using Blue Prism that is proven scalable and resilient<sup>36</sup>.





### Platform<sup>42</sup>

- Focus on healthcare, insurance, and finance industries
- Pro: Ability to handle unstructured data
- Con: Difficult to use; need to be skilled to use

### Free Trial?<sup>43</sup>

Demo Available

### Market Place

- Work Fusion Use Case Manager
- Healthcare Appeals
- Claims Management

### Certifications

- No real certifications
- Automation Academy to learn skills

## WORK FUSION

### PLATFORM

Work Fusion has a production platform where you can build your RPA and run it in the cloud or on-site. It has many applications already integrated in and has high security standards. The studio contains many pre-made components and the option of not coding. The platform includes the ability to see the whole process easily laid out. Analytics can be embedded into your process to gain key insights. Work Fusion's customers have had great success using their platform<sup>39</sup>.

### PRODUCTS

Work Fusion also has a marketplace called the Work Fusion Use Case Manager. Here, you can explore multiple products that Work Fusion has available. Work Fusion has two products of particular interest: Healthcare Appeals and Claims Management. The appeals system gathers necessary information, organizes it, and sends it to the appropriate team for processing, and the managements system takes in claims then validates, investigates, evaluates, adjudicates, screens, checks for fraud, and finally pays out. Work Fusion flexes a heavy library of use cases for all fields<sup>40</sup>.

### CERTIFICATIONS

#### Automation Academy

While Automation Academy does not have any certifications available, it houses many courses to take on RPA. They have free business courses on different areas of automation designed to be an introduction to automation. They also have basic automation courses on analytics in automation, which is designed to teach how to integrate automation into your day-to-day life. Their final tier of courses is advanced automation which focuses on more technical concepts such as Machine Learning in automation, the automation platform, and many other useful automation skills. Automation Academy is a great tool for anyone trying to learn automation and have proof of what they have learned. While you do not get a certification for completing the courses, it does include certificates of completion for the courses<sup>41</sup>.



### **Platform<sup>48</sup>**

- Quickly becoming a leader in the Automation Industry
- Best Priced in the Industry

### **Free Trial?<sup>48</sup>**

- Free version offered

### **Market Place**

- Power Automate Templates
- Few templates specific to healthcare and insurance
- Large library of useful tasks to be automated

### **Certifications**

- Power Platform Fundamentals
- Power Platform Functional Consultant Associate

## **MICROSOFT POWER AUTOMATE**

### **PLATFORM**

The Power Automate platform is a low code, drag and drop programming environment to build RPA processes. It includes the ability to record your process so their process advisor can guide you in automating your process. There is also AI you can build into your process which makes smart automation easier. The Power Automation Platform can be accessed through a desktop app, a mobile app, a web browser, and even through Microsoft teams. It also includes a library of templates to help the automation process. Since Power Automate is a Microsoft product, it contains many connectors that helps connect the RPA process to the Microsoft Dataverse which includes common Microsoft Office Suite Products<sup>44</sup>.

### **PRODUCTS**

Microsoft Power Automate has a large template library for users to pick what they need to configure to their business. Their products do not completely align with the healthcare or insurance industry. Most templates offered are for generic business processes to be automated such as saving all incoming files from emails to a certain location. They do have a handful of healthcare related templates, but those are generally for medical offices instead of the broader healthcare industry<sup>45</sup>.

### **CERTIFICATIONS**

There is no specific Certifications solely for Power Automate; However, there are many certifications that include Power Automate but include many other Power Apps.

#### **Microsoft Certified: Power Platform Fundamentals**

This certification demonstrates an ability to create solutions utilizing the Microsoft Power Platform. This includes using Power Automate for automating processes, as well as utilize Power BI, Power Apps, and Power Virtual Agents<sup>46</sup>.

#### **Microsoft Certified: Power Platform Functional Consultant Associate**

This certification is a step up from the Power Platform Fundamentals. It still requires utilizing Power Automate but includes more advanced Microsoft features into the Certification<sup>47</sup>.

## ABOUT THE AUTHORS

Launch Consulting guides world-class organizations through digital transformation. Specifically, we empower *people*—helping them harness data, implement modern technology, and enhance the human experience so they can thrive in a digital-first world. From developing modern platforms to crafting connected, personalized apex experiences, Launch is ready to navigate leaders through any stage of transformation.



**Kyle Katt** is Launch Consulting's Chief Experience Officer. Formerly our CTO, he provides a strong focus on driving technology strategy and end-to-end solution architecture to all projects across the business, layering on his extensive experience in the data and analytics space.

[kkatt@launchcg.com](mailto:kkatt@launchcg.com)



**Chad Holmes** is a Managing Partner with Launch Consulting and leads Launch's Healthcare & Insurance Practice. His focus areas include Human Experience design, data transformation and monetization, and transformational change leadership.

[cholmes@launchcg.com](mailto:cholmes@launchcg.com)



**Austin Willis** is a Senior Data Scientist in Launch's Healthcare & Insurance Practice. His focus areas include Applied AI, ML-enabled Automation, Data Transformation, Interoperability, and Data Mastering.

[awillis@launchcg.com](mailto:awillis@launchcg.com)

## REFERENCES

- 1 Robotic Process Automation (RPA). UiPath. [www.uipath.com/rpa/robotic-process-automation](http://www.uipath.com/rpa/robotic-process-automation)
- 2 Attended vs Unattended RPA. Automation Anywhere. [www.automationanywhere.com/rpa/attended-vs-unattended-rpa](http://www.automationanywhere.com/rpa/attended-vs-unattended-rpa)
- 3 Casey, Kevin. (July 30, 2020). How to Explain Robotic Process Automation (RPA) in plain English. Enterprisers Project. [enterprisersproject.com/article/2019/5/rpa-robotic-process-automation-how-explain](http://enterprisersproject.com/article/2019/5/rpa-robotic-process-automation-how-explain)
- 4 What are the Benefits of Robotic Process Automation? Nice. [www.nice.com/rpa/rpa-guide/the-benefits-of-rpa/](http://www.nice.com/rpa/rpa-guide/the-benefits-of-rpa/)
- 5 Holmlund, Per. (May 6, 2020). The Pros and Cons of RPA: Is it the Best Choice for your Business? Qvalia. [qvalia.com/blog/the-pros-and-cons-of-rpa-is-it-the-best-choice-for-your-business/](http://qvalia.com/blog/the-pros-and-cons-of-rpa-is-it-the-best-choice-for-your-business/)
- 6 Karczewski, Dawid. (Feb. 25, 2021). AI vs ML vs RPA: Similarities, Differences, and Business Applications. Ideamotive. [www.ideamotive.co/blog/ai-vs-ml-vs-rpa-similarities-differences-and-business-applications](http://www.ideamotive.co/blog/ai-vs-ml-vs-rpa-similarities-differences-and-business-applications)
- 7 Berruti, Federico, et al. (Mar. 14, 2017). Intelligent Process Automation: The Engine at the Core of the Next-Generation Operating Model. McKinsey Digital. [www.mckinsey.com/business-functions/mckinsey-digital/our-insights/intelligent-process-automation-the-engine-at-the-core-of-the-next-generation-operating-model](http://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/intelligent-process-automation-the-engine-at-the-core-of-the-next-generation-operating-model)
- 8 Ai and RPA. UiPath. [www.uipath.com/automation/ai-and-rpa](http://www.uipath.com/automation/ai-and-rpa)
- 9 Artificial Intelligence and RPA. UiPath. [www.uipath.com/product/ai-rpa-capabilities](http://www.uipath.com/product/ai-rpa-capabilities)
- 10 Nguyen, Trung. (Apr. 6, 2020). Intelligent Automation – A symbiotic Relationship between RPA and Data Science. Towards Data Science. [towardsdatascience.com/intelligent-automation-a-symbiotic-relationship-between-rpa-and-data-science-632af34555e3](https://towardsdatascience.com/intelligent-automation-a-symbiotic-relationship-between-rpa-and-data-science-632af34555e3)
- 11 Tahlilramani, Sunil. (Feb. 16, 2021). Your Automation Dream Team Needs RPA Developers and Data Scientists. UiPath. [www.uipath.com/blog/ai/rpa-developers-data-scientists](http://www.uipath.com/blog/ai/rpa-developers-data-scientists)
- 12 (Apr. 17, 2020). The Next Level of Robotic Process automation: Automating Data Science. Inside Big Data. [insidebigdata.com/2020/04/17/the-next-level-of-robotic-process-automation-automating-data-science/](https://insidebigdata.com/2020/04/17/the-next-level-of-robotic-process-automation-automating-data-science/)
- 13 6 Intelligent Automation Skills. Blue Prism DX. [digitalexchange.blueprism.com/site/global/about-digital-exchange/six-skills/index.gsp](https://digitalexchange.blueprism.com/site/global/about-digital-exchange/six-skills/index.gsp)
- 14 Shacklett, Mary. (Nov. 11, 2020). You Can Use RPA to Help with Data Cleansing for Analytics. Tech Republic. [www.techrepublic.com/article/you-can-use-rpa-to-help-with-data-cleansing-for-analytics/](http://www.techrepublic.com/article/you-can-use-rpa-to-help-with-data-cleansing-for-analytics/)
- 15 Steger, Andrew. (Jan. 31, 2020). What Does Robotic Process Automation Look Like in Healthcare? HealthTech. [healthtechmagazine.net/article/2020/01/what-does-robotic-process-automation-look-healthcare-perfcon](https://healthtechmagazine.net/article/2020/01/what-does-robotic-process-automation-look-healthcare-perfcon)
- 16 (Jun. 4, 2020). ActiveOps – Healthcare – Claims Audit. UiPath Marketplace. [marketplace.uipath.com/listings/healthcare-claims-audit](https://marketplace.uipath.com/listings/healthcare-claims-audit)
- 17 Claims Appeal Handling. Work Fusion. [start.workfusion.com/use-case/i-cm-app/](https://start.workfusion.com/use-case/i-cm-app/)
- 18 RPA for Insurance & Automated Claims Processing. Blue Prism. [www.blueprism.com/solutions/industry/insurance-automation/](https://www.blueprism.com/solutions/industry/insurance-automation/)
- 19 Healthcare Automation – RPA in Healthcare. Blue Prism. [www.blueprism.com/solutions/industry/healthcare-automation/](https://www.blueprism.com/solutions/industry/healthcare-automation/)
- 20 RPA for the Healthcare Industry – Healthcare Automation. UiPath. [www.uipath.com/solutions/industry/healthcare-automation](https://www.uipath.com/solutions/industry/healthcare-automation)
- 21 Advanced Automation Software, RPA Tools – Studio. UiPath. [www.uipath.com/product/studio](https://www.uipath.com/product/studio)
- 22 RPA Components – Bundles, Integration Packs. UiPath. [marketplace.uipath.com/](https://marketplace.uipath.com/)
- 23 RPA Certification – Advanced RPA Developer. UiPath. [www.uipath.com/learning/certification](https://www.uipath.com/learning/certification)
- 24 Automation Cloud Services - Governance of RPA Projects. UiPath. [www.uipath.com/product/automation-cloud](https://www.uipath.com/product/automation-cloud)
- 25 Pros and Cons of UiPath Enterprise RPA Platform 2021. Trust Radius. [www.trustradius.com/products/uipath-enterprise-rpa-platform/reviews?qs=pros-and-cons](https://www.trustradius.com/products/uipath-enterprise-rpa-platform/reviews?qs=pros-and-cons)
- 26 RPA Workspace. Automation Anywhere. [www.automationanywhere.com/products/rpa-workspace](https://www.automationanywhere.com/products/rpa-workspace)
- 27 Discovery Bot for Process Discovery. Automation Anywhere. [www.automationanywhere.com/products/discovery-bot](https://www.automationanywhere.com/products/discovery-bot)
- 28 IQ Bot. Automation Anywhere. [www.automationanywhere.com/products/iq-bot](https://www.automationanywhere.com/products/iq-bot)



- 29 RPA Analytics. Automation Anywhere. [www.automationanywhere.com/products/bot-insight](http://www.automationanywhere.com/products/bot-insight)
- 30 Bot Store. Automation Anywhere. [botstore.automationanywhere.com](http://botstore.automationanywhere.com)
- 31 RPA Certification – Get RPA Certified Online. Automation Anywhere. [university.automationanywhere.com/certification/rpa-certification/](http://university.automationanywhere.com/certification/rpa-certification/)
- 32 Pros and Cons of Automation Anywhere 2021. Trust Radius. [www.trustradius.com/products/automation-anywhere/reviews?qs=pros-and-cons](http://www.trustradius.com/products/automation-anywhere/reviews?qs=pros-and-cons)
- 33 RPA Free Trial. Automation Anywhere. [www.automationanywhere.com/start-free-trial](http://www.automationanywhere.com/start-free-trial)
- 34 RPA and Intelligent Automation Platform. Blue Prism. [www.blueprism.com/products/intelligent-rpa-automation/](http://www.blueprism.com/products/intelligent-rpa-automation/)
- 35 Blue Prism Digital Exchange. Blue Prism. [digitalexchange.blueprism.com/site/global/home/index.gsp?\\_ga=2.127841229.1554283709.1628084760-1874826683.1626206974](http://digitalexchange.blueprism.com/site/global/home/index.gsp?_ga=2.127841229.1554283709.1628084760-1874826683.1626206974)
- 36 Certification and Accreditation. Blue Prism. [www.blueprism.com/partners-and-services/certification/](http://www.blueprism.com/partners-and-services/certification/)
- 37 Pros and Cons of Blue Prism Intelligent RPA 2021. Trust Radius. [www.trustradius.com/products/blue-prism-intelligent-rpa/reviews?qs=pros-and-cons](http://www.trustradius.com/products/blue-prism-intelligent-rpa/reviews?qs=pros-and-cons)
- 38 Blue Prism Free Trial. Blue Prism. [www.blueprism.com/free-trial/](http://www.blueprism.com/free-trial/)
- 39 Intelligent Automation Cloud Platform. Work Fusion. [www.workfusion.com/platform/](http://www.workfusion.com/platform/)
- 40 Find Your Best Automation Use Case. Work Fusion. [start.workfusion.com/](http://start.workfusion.com/)
- 41 Robotic Process Automation Training. Work Fusion. [automationacademy.com/en](http://automationacademy.com/en)
- 42 Work Fusion Intelligent Automation Cloud Reviews and Ratings 2021. Trust Radius. [www.trustradius.com/products/workfusion-intelligent-automation-cloud/reviews?qs=pros-and-cons](http://www.trustradius.com/products/workfusion-intelligent-automation-cloud/reviews?qs=pros-and-cons)
- 43 Request Demo. Work Fusion. [www.workfusion.com/request-demo/](http://www.workfusion.com/request-demo/)
- 44 Power Automate. Microsoft. [flow.microsoft.com/en-us/](http://flow.microsoft.com/en-us/)
- 45 Browse Templates. Microsoft. [flow.microsoft.com/en-us/templates/](http://flow.microsoft.com/en-us/templates/)
- 46 Microsoft Certified: Power Platform Fundamentals. Microsoft. [docs.microsoft.com/en-us/learn/certifications/power-platform-fundamentals/](https://docs.microsoft.com/en-us/learn/certifications/power-platform-fundamentals/)
- 47 Microsoft Certified: Power Platform Functional Consultant Associate. Microsoft. [docs.microsoft.com/en-us/learn/certifications/power-platform-functional-consultant-associate/](https://docs.microsoft.com/en-us/learn/certifications/power-platform-functional-consultant-associate/)
- 48 (Jul. 31, 2021). Microsoft Closing the Gap with UiPath. Seeking Alpha. [seekingalpha.com/article/4443416-microsoft-closing-gap-with-uipath](https://seekingalpha.com/article/4443416-microsoft-closing-gap-with-uipath)