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Modernizing RPA with Agentic Process Automation

A practical guide to AI-powered workflow automation, enterprise integration, governance, and scalable adoption

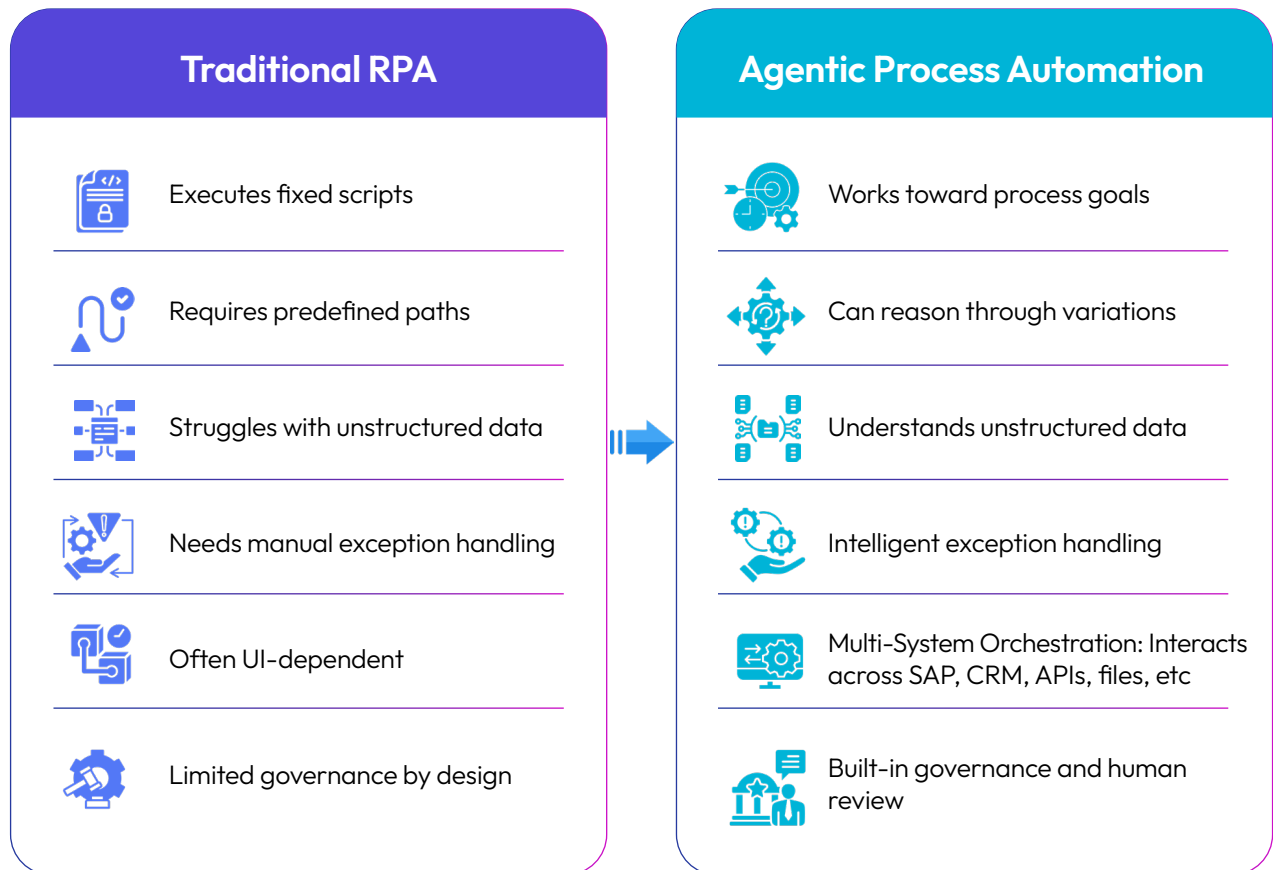
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The Evolution of Automation

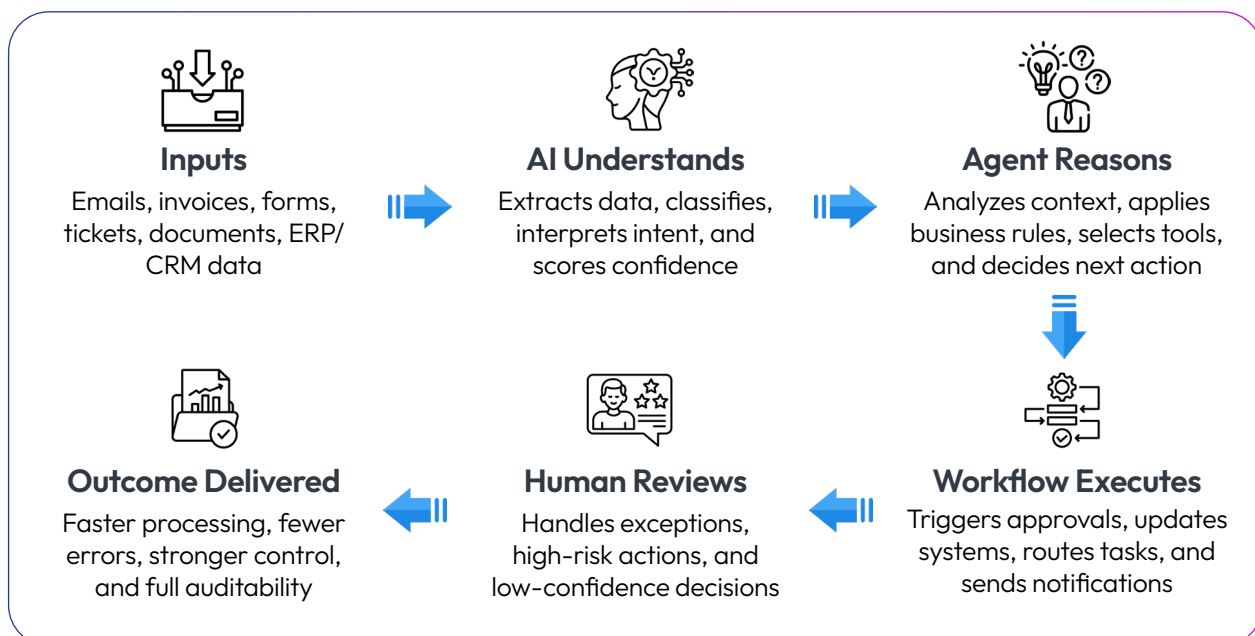
From task automation to intelligent process automation



 **Combines AI reasoning + workflow automation + human oversight to deliver end-to-end business outcomes.**

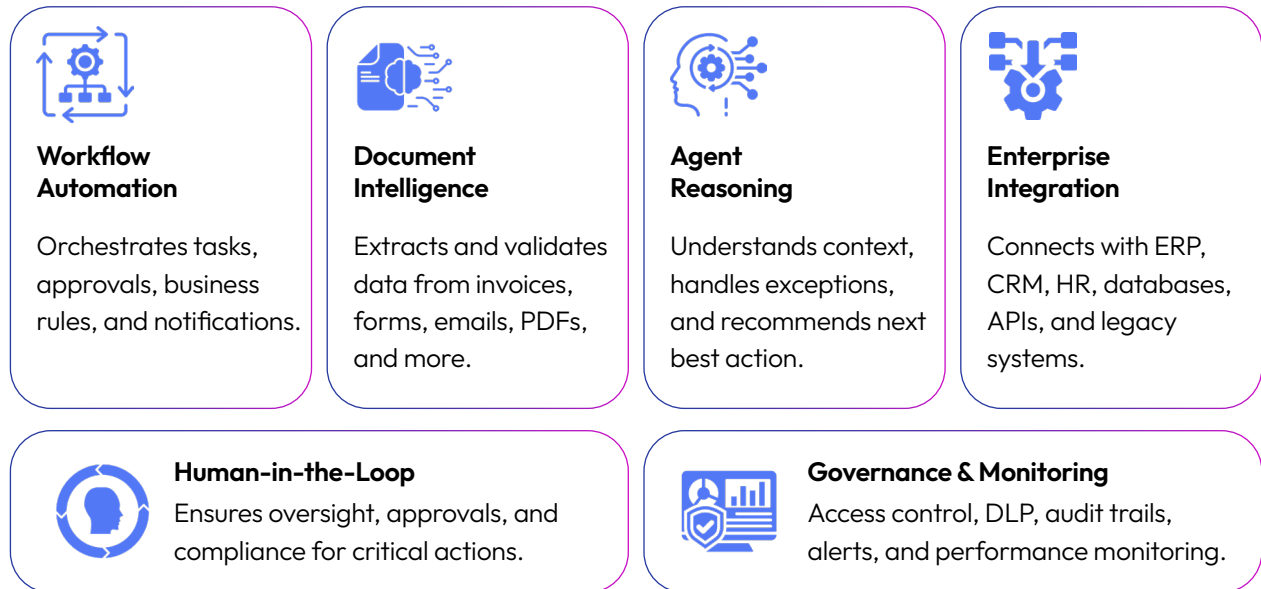
Process Dimension	Traditional Robotic Automation (RPA)	Agentic Process Automation (APA)
Execution Logic	Rigid, deterministic, rule-based scripts	Cognitive, goal-directed, chain-of-thought reasoning
Exception Handling	Brittle; fails on unexpected data variations, halting workflows	Dynamic and adaptive; resolves complex variations autonomously
Process Coverage	Limited to twenty to thirty percent of structured scenarios	Achieves eighty to ninety-five percent coverage, including exceptions
Operational Focus	Task-level execution and isolated repetitions	Dynamic, end-to-end business outcome orchestration
System Interaction	Rigid UI mimicking or static API configurations	Standardized protocols, dynamic tool discovery, and cross-agent collaboration

How Agentic Automation Works



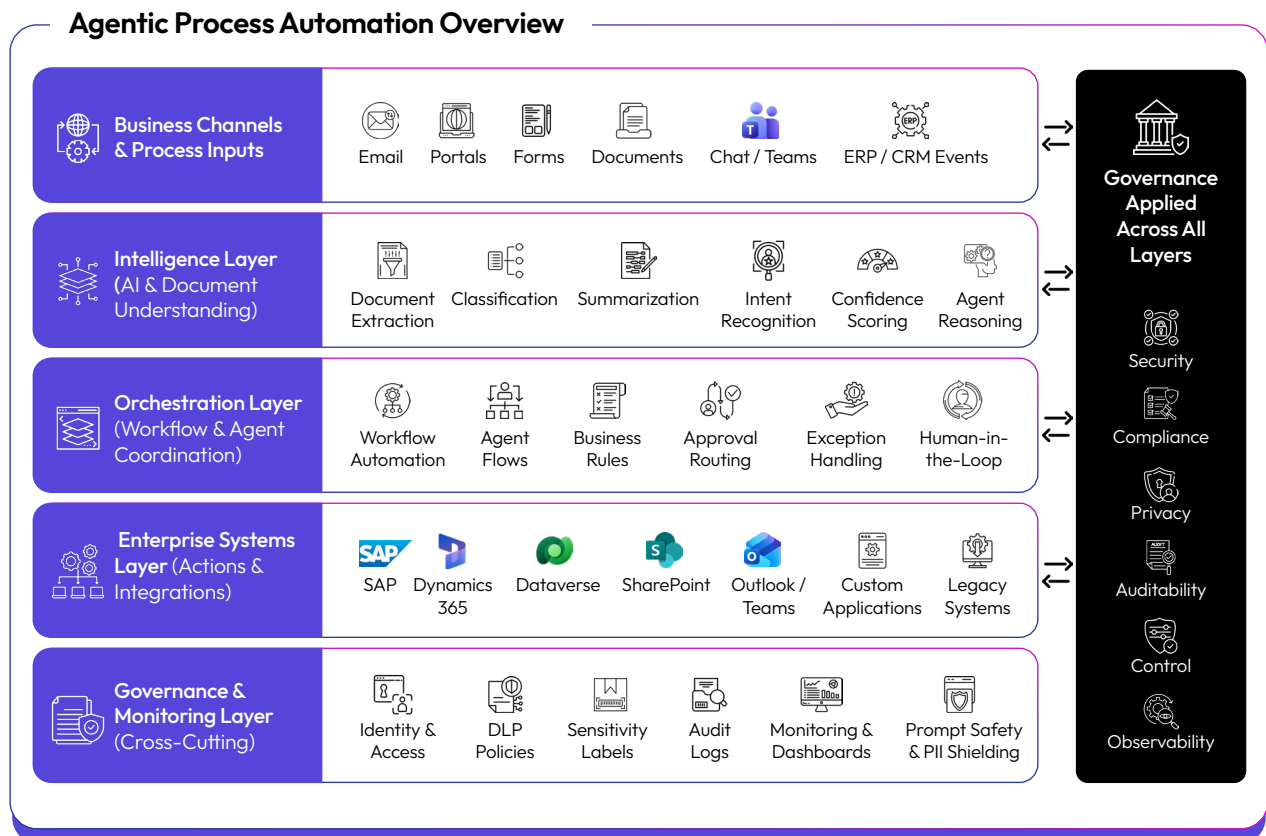
Right decision. Right action. Right control.

Core Building Blocks



A complete ecosystem that enables intelligent, secure, and scalable automation.

Enterprise Architecture for Agentic Automation



Adoption Paths

Brownfield: Modernize & Evolve



- Leverage existing RPA investments
- Add AI for document understanding and classification
- Use agents for exception handling and complex decisions
- Modernize brittle and expensive bots
- Migrate gradually with clear ROI

Greenfield: Build AI-First



- API-first, cloud-native workflows
- AI-enabled processes from day one
- Minimal UI automation
- Reusable components and accelerators
- Governance embedded from the start
- Scale with agility and controls

RPA Modernization & Migration

Legacy RPA Challenges



High licensing costs



High maintenance effort



Limited AI capabilities



Brittle automations



Siloed automation estates



Legacy RPA

UiPath, Automation Anywhere, Blue Prism, others



Modernized Automation with AI + Governance

Lower cost, higher value

Modernization Benefits



Reduce licensing costs



Add AI and document intelligence



Improve reliability and scalability











Stronger governance and security



Faster time to value

Assess. Prioritize. Migrate. Modernize. Scale.





High-Impact Use Cases

 <p>Finance & Accounting – AP Automation</p> <p>Invoice intake, extraction, three-way matching, GL coding, approvals, and ERP updates.</p>	 <p>Supply Chain</p> <p>Inventory checks, supplier delay alerts, backorders, replenishment, and PO creation.</p>	 <p>Procurement</p> <p>PO validation, vendor onboarding, contract routing, and approval workflows.</p>	 <p>Customer Support</p> <p>Ticket classification, refund validations, response drafting, and escalation.</p>
 <p>HR & Onboarding</p> <p>Document collection, classification, access provisioning, and onboarding tasks.</p>	 <p>Sales & CRM</p> <p>Account summaries, follow-ups, proposal workflows, and CRM updates.</p>	 <p>Inventory Management</p> <p>Stock monitoring, exception handling, and automated replenishment workflows.</p>	 <p>And Many More</p> <p>Reports, compliance, data updates, email management, and administrative tasks.</p>

Automation Adoption & Scale Blueprint

A phased roadmap to move from initial automation pilots to mature, enterprise-wide intelligent automation.

Implementation Roadmap

			
<p>Envision</p> <ul style="list-style-type: none"> Assess maturity Identify use cases Prioritize by value and feasibility Build business case and roadmap 	<p>Experiment</p> <ul style="list-style-type: none"> Build prototypes Add human review gates Validate accuracy and trust Measure ROI 	<p>Launch</p> <ul style="list-style-type: none"> Deploy to production Implement security, DLP, and governance Monitoring and alerts Train users 	<p>Scale</p> <ul style="list-style-type: none"> Optimize performance Reuse components Expand across teams and processes Drive continuous improvement

Maturity Journey

1	2	3	4	5
<p>Initial</p> <p>Ad hoc AI use, no strategy, weak governance, fragmented tools.</p>	<p>Repeatable</p> <p>Localized pilots, basic controls, early logging, limited reuse.</p>	<p>Defined</p> <p>Formal strategy, executive support, KPIs, reference architecture, CoE.</p>	<p>Capable</p> <p>Automation part of planning, automated monitoring, data access controls.</p>	<p>Efficient</p> <p>Agent-first organization, adaptive, predictive, and self-improving.</p>

Role-Based Automation Opportunities

We help business teams discover high-value automation use cases across key functions.



Customer Service & Support

Improve response times and customer satisfaction by automating high-volume, repetitive support tasks.



Automation use cases

- Ticket classification & prioritization
- Automated response drafting
- Customer data lookup & validation
- Refund & claim validation
- SLA monitoring & escalation alerts
- Case status updates across systems
- Complaint categorization & routing
- Knowledge article recommendations



Business impact

- ✓ Faster response times
- ✓ Lower support backlog
- ✓ Improved customer experience
- ✓ Better agent productivity
- ✓ Consistent service quality



Administration & Data Entry

Eliminate repetitive data tasks and streamline administrative processes across systems.



Automation use cases

- Form processing & data extraction
- Record creation & updates
- Document routing & approval tracking
- Email inbox monitoring & categorization
- Report generation & distribution
- Master data validation
- Data entry across multiple systems
- Document naming, filing & archiving



Business impact

- ✓ Reduced manual effort
- ✓ Fewer data entry errors
- ✓ Faster turnaround times
- ✓ Improved operational consistency
- ✓ More time for value-added work



Finance & Accounting

Automate finance workflows to improve accuracy, reduce cycle times, and strengthen compliance.



Automation use cases

- Invoice intake & data extraction
- Three-way matching
- GL coding recommendations
- Payment status tracking
- Vendor statement reconciliation
- Expense report validation
- Month-end close support
- Approval routing & reminders
- Exception handling for mismatches
- Finance report preparation



Business impact

- ✓ Faster invoice processing
- ✓ Improved accuracy
- ✓ Reduced processing cost
- ✓ Better compliance & audit readiness
- ✓ Improved finance team productivity



Human Resources

Streamline employee lifecycle workflows while keeping human review for sensitive decisions.



Automation use cases

- Employee onboarding workflows
- Document collection & verification
- Access request routing
- Offer letter and HR document processing
- Employee query classification
- Leave request validation
- Policy response assistance
- Offboarding checklist automation



Business impact

- ✓ Faster onboarding
- ✓ Improved employee experience
- ✓ Reduced HR administrative workload
- ✓ Better compliance tracking
- ✓ Consistent process execution



Procurement

Simplify vendor, purchasing, and contract workflows with better speed and control.



Automation use cases

- Vendor onboarding
- Purchase requisition validation
- PO creation & approval routing
- Contract intake & routing
- Supplier document validation
- Price & quote comparison
- Compliance checklist tracking
- Procurement status updates



Business impact

- ✓ Faster procurement cycles
- ✓ Better vendor experience
- ✓ Improved compliance
- ✓ Reduced approval delays
- ✓ Greater visibility into purchasing workflows



Sales & CRM

Reduce administrative work and keep sales teams focused on revenue-generating activities.



Automation use cases

- Lead enrichment & routing
- CRM data updates
- Meeting summary capture
- Follow-up email drafting
- Proposal workflow support
- Quote request routing
- Account research summaries
- Opportunity status updates



Business impact

- ✓ Improved sales productivity
- ✓ Faster follow-ups
- ✓ Better CRM data quality
- ✓ Reduced administrative burden
- ✓ Stronger customer engagement



Automation Use Case Discovery: Turning Automation Potential into Business Value

We partner with business and IT teams to identify, evaluate, and prioritize automation opportunities that drive measurable business impact.

What We Look For

- High manual effort
- Repetitive tasks
- Document-heavy processes
- Approval-based workflows
- High-volume transactions
- Data entry & validation tasks
- Exception-prone processes
- Frequent delays or rework



We Prioritize By



Value

Business impact, time & cost saved



Volume

How often the process occurs



Complexity

Rules, systems, data & exceptions



Feasibility

Readiness for automation



Risk

Governance, compliance & controls



ROI

Speed to value & payback



Why Korcomptenz?



Business Process Expertise

Deep understanding of industry processes.



AI + Automation Expertise

Combining AI, workflows, and enterprise systems.



Reusable Accelerators

Prebuilt components for faster implementations.



End-to-End Delivery

From assessment to support and scale.



Governance First Approach

Built for security, compliance, and auditability.



Proven Success Model

Deliver measurable results and long-term value.



Ready to start your automation journey?

Book an Automation Readiness Assessment today.

[Book Now](#)



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Thank you for reading

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