5 Metrics You're Already Tracking | 5 Metrics You Should be Tracking
TO DRIVE RPA SUCCESS

Measuring the performance of your RPA program is crucial to determining its success. In this infographic, we look at the essential KPIs we believe you should be tracking to fully unlock your RPA implementation benefits.

1 Total Automated Processes

This is the sum of all the automated processes you have in production that make up your bot portfolio. This metric acts as an indication of how RPA programs evolve and grow, how adept teams are at identifying RPA opportunities and prioritizing them through to development.

1 Break-Fix Cycles

Break-Fix Cycles represents how many times an automated process breaks and requires maintenance. Bots breaking down directly impact RPA ROI; because the bot is out of production and not running, it's not reducing costs or contributing to increased operational efficiency.

2 Velocity

Velocity refers to the average time it takes for an automated process to execute. This RPA metric is commonly tracked because it quantifies the time and cost savings of having a bot do the work quicker than an employee.

2 Break-Fix Person Hours

Break-Fix Person Hours enables automation teams to understand how long it takes to correct a bot that's broken and how much manual effort in FTE hours is invested in fixing the bot.

3 Utilization

Utilization is how often an automated process is executed and when.

Utilization indicates if you are leveraging 24/7 bot availability, which is one of RPA's key benefits.

3 Break Root Causes

This metric is understanding and tracking why bots are breaking in the first place.

It gives you the ability to identify gaps in your automation practice that prevent you from scaling and maximizing your RPA uptime for maximum returns.

4 Accuracy

Accuracy refers to how often the automated process is executed with errors.

This metric indicates if your automations deliver another key RPA selling point: improved process output quality that yields less errors than manual execution.

4 Average Automation Uptime

Average Automation Uptime, gives you an indication of how often your bots are available to do what they were designed to do. This differs from utilization because it's a measurement of a bot's ability to contribute to the expected business value at all times.

5 Expected Business Value

Expected Business Value is an RPA metric that essentially consolidates all the other KPIs. At its most basic, Expected Business Value is the sum of all the cost savings accrued from increased velocity, utilization, and improved accuracy multiplied by the cost of an FTE over a given period.

5 Business Value Lost in Downtime

Business Value Lost in Downtime indicates how damaging your Break-Fix Cycles are to your RPA program.

This metric requires subtracting the quantified downtime from the annual expected business value.

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