

AUTOMATION CENTER OF EXCELLENCE

Understand the landscape and drive your digital transformation initiatives further.



Drivers for an Automation C.O.E.

Establish visibility and focus

- › Automation is a C-level strategic initiative to drive business value
- › Foundational and integral to digital transformation
- › Increasing business stakeholder influence
- › Ensure holistic approach to process and data automation

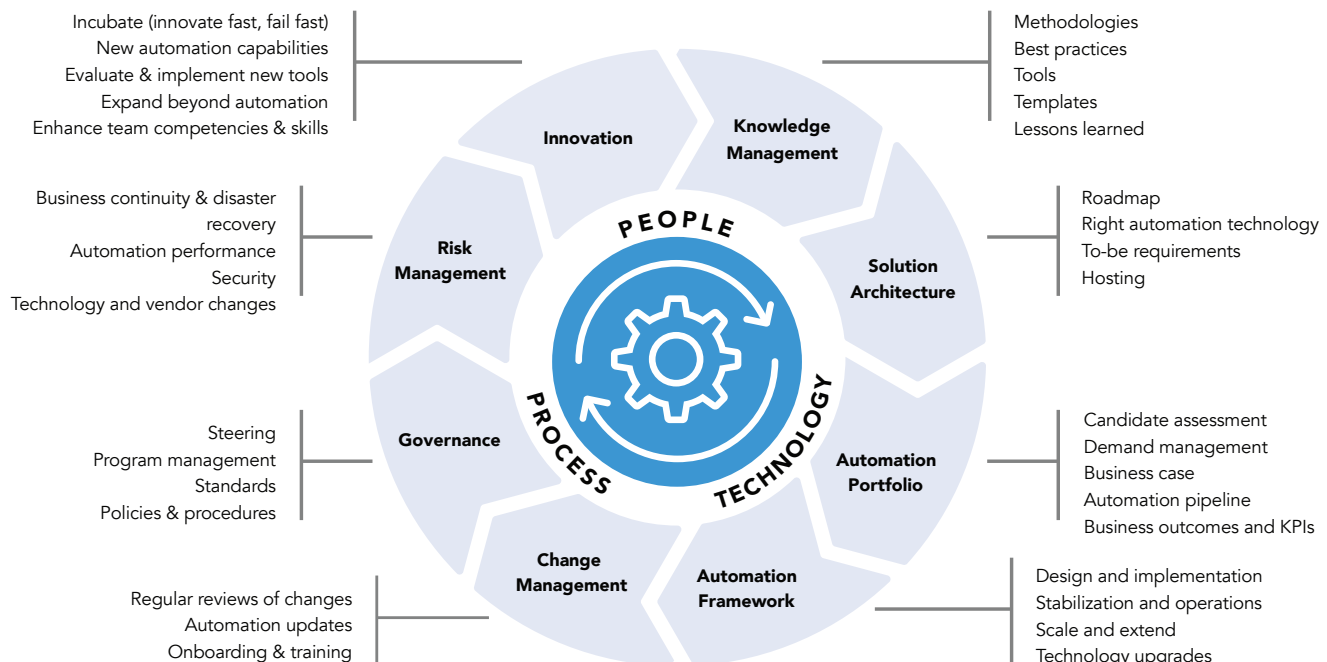
Manage investment and risks

- › Scale across multi-brand, cross-functional, global enterprise to manage increasing demand for automation
- › Resist temptation for quick wins that are implemented in siloes
- › Incubate: innovate fast and fail fast
- › Consolidate demand pipeline and procurement to improve business outcomes and reduce costs
- › Ensure business outcomes are met and automations are funded appropriately

Assess technology and vendor landscape

- › New technologies and suppliers, including both enterprise and niche players
- › Consider third-party risk for business-critical automation solutions
- › Automation is on the journey to machine learning (ML) and artificial intelligence (AI)

Best practices for an Automation C.O.E.



Progressive levels to build an automation C.O.E.

LEVEL 5

LEVEL 4

LEVEL 3

LEVEL 2

LEVEL 1

- › Organizations without a CoE strategy in place start here
- › Haven't defined their charter or goals

- › Identified roles, responsibilities, resources
- › Implementation methodology incorporates CoE touch points and governance steps
- › Projects are loosely coordinated through CoE

- › CoE providing expert services to different project teams
- › Community is fully active, and there is coordination around shared components that allow for a level of reuse
- › CoE monitors projects and evaluates new opportunities for business process management

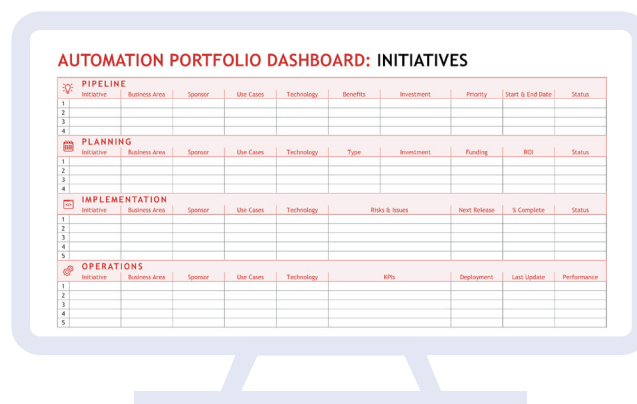
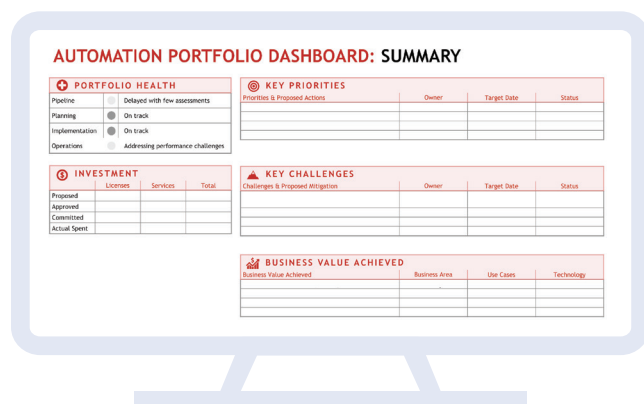
- › Functional areas are organizing themselves into competency centers
- › CoE focused on driving common processes and operating models across the company
- › Individual lines of business are represented and negotiate between specialization and core framework-based processes

- › Fully-federated model of business process-oriented competency centers drive for shared processes across business lines
- › Process improvement programs continually iterating across the enterprise
- › CoE directing implementations across the organization

Measurement areas for automation success

- ✓ Process reuse rate
- ✓ Number of automated use cases deployed
- ✓ Automation costs per process / use case
- ✓ ROI per process / use case
- ✓ Defect rate
- ✓ Automation opportunities in pipeline
- ✓ Solution responsiveness
- ✓ Ontime / on-budget delivery

Monitor your automation progress



Let's get you SET up for Automation success!

iSOFTSTONE

A STEP ABOVE

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Learn more:

www.isoftstoneinc.com/what-we-do/robotic-process-automation