## SOFTSTONE

## **AUTOMATION CENTER OF EXCELLENCE**





### **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

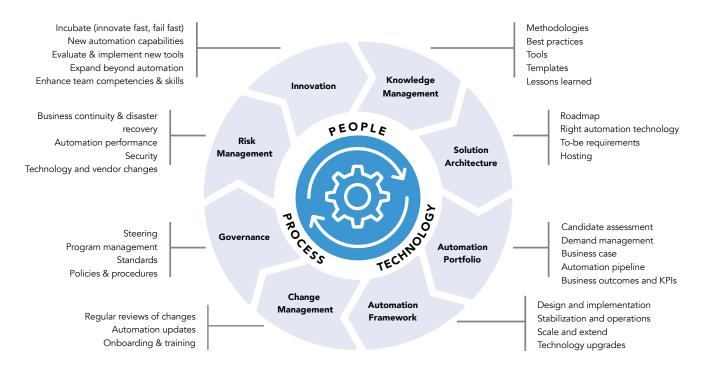
#### Manage investment and risks

- 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 1

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

#### LEVEL 2

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

#### LEVEL 3

- 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

#### LEVEL 4

- 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

#### LEVEL 5

- 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
- Operation
  Operation
- Automation opportunities in pipeline
- Solution responsiveness
- Ontime / on-budget delivery

## Monitor your automation progress

		IO HEALTH		KEY PRIORITIES				
Pipeline	0	Delayed with few assessments On track On track		Priorities & Proposed Actions	Owner	Target Date	Status	
Planning								
molementation								
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Approved Committed								
Actual Spent								
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Let's get you SET up for Automation success!

SOFTSTONE

A STEP ABOVE

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Learn more:

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