

Required competencies for achieving RPA success at scale

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There is no doubt that the Automation landscape changed significantly in 2019. The rate of adoption of RPA technologies accelerated with Deloitte reporting that 58% of organisations had already begun an RPA journey yet only 8% had succeeded in scaling their deployments to 50 or more Digital Workers.

The key challenges reported by automation leaders expose just how common it is to struggle to achieve success as RPA program investments increase. What is a very compelling business case for investing in RPA soon turns into a difficult to manage, expensive and high visibility responsibility that has senior executives paying very close attention. The rewards for succeeding with RPA are significant, in many cases transformational but so too is the cost of failure.

In a follow up to the original whitepaper written in October 2018 our Shibumi experts share their experience, gathered by working across billions of dollars of RPA Programs, as to what it takes to 'cross the chasm' from pilot to Hyperautomation and to scale RPA Programs profitably.

SHIBUMI RPA ACCELERATOR

IN 2019, THE AVERAGE SHIBUMI RPA CUSTOMER RECORDED...

7.5x

Avg. Total Pipeline Growth in the first 4Qtrs

200,000

Avg. # of Hours of Potential Savings Identified

90,000

Actual Saved Hours delivered in 2019

\$10M+

Avg. of potential financial impact identified

**Sources: <https://hbr.org/sponsored/2019/12/how-companies-are-using-intelligent-automation-to-be-more-innovative>

Required Competencies for achieving RPA at Scale

To ensure scalable success of your truly mission-critical RPA program, your business *must* understand how it will...

- ❑ Consider the tools your organisation needs as you setup your program with a view to scaling into the future.
- ❑ Tackle the FUD (Fear, Uncertainty and Doubt) early in your program launch and you will see a significant boost in program engagement and an acceleration of your automation pipeline.
- ❑ Define a standard set of questions and metrics that will enable your CoE and management teams to rank, prioritise, and progress the many ideas you should be receiving from the field into RPA initiatives.
- ❑ Empower the CoE to design and deliver an end-to-end process that enables the Business Units to own and run their own Intelligent Automation Programs.
- ❑ Immediately empower your entire organisation, from field staff to head office, with a friction free method to quickly ideate and submit new ideas for processes to automate.
- ❑ Understand and track the value of automation opportunities by stage. Creating a view of your enterprise's Automation Pipeline.
- ❑ Intake and quickly triage large swathes of ideas from your employees, without bogging down your finite resources in the CoE.
- ❑ Determine a mechanism for evaluating a portfolio of business cases, with a common set of KPI's that enables leaders to select which investments to make next.
- ❑ Provide the management team with a set of reports and views to not only make the right decisions on which proposed processes to automate, but also make these decisions at speed.

Required Competencies for achieving RPA at Scale

- ❑ Enable your teams such as the CoE, PMO, and your management staff to efficiently collaborate and manage the execution of a large number of discrete RPA initiatives across departments, teams, geographies and technologies.
- ❑ Support the developers and the CoE by ensuring the successful on-time delivery of these varying and multitude RPA initiatives into production.
- ❑ Provide the business with a lens to track the actual net benefits of each discrete RPA initiative against the agreed targets.
- ❑ Automatically track variables such as shifting go-live dates and their effect on the expected benefits of the initiative and the broader program.
- ❑ Measure the success of your automation efforts by providing a view of the enterprise-wide OPEX Savings of your automation program.
- ❑ Natively integrate with industry leading automation technology providers to ingest utilisation data. Prove your Return-on-Investment and track Robotic Workforce Productivity with real-time data.
- ❑ Offer an “out-of-the-box” set of rich visualisations, dashboards, and reports, uniquely tailored to meet the needs of each individual, regardless of role, department, or level in the organisation.
- ❑ Ensure you are protecting your mission critical business data within the constructs of a highly secure set of technologies.
- ❑ Ultimately drive your mission critical automation program right out of the gate, by delivering these minimum critical competencies on a truly scalable enterprise-class platform, from day one.

Summary:

By answering each of these questions, you will ensure your organisation has the critical competencies and capabilities required to deliver a successful RPA program with both speed and scale. To learn more visit us at

www.shibumi.com/rpa