RPA Awareness Training
Lesson 3

RPA Journey & COE Enablement

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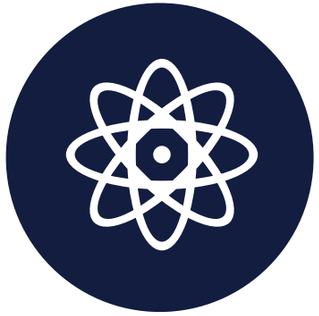
Course agenda

1. Implementation scenarios
2. A typical 3 step approach
3. Typical project team structure
4. RPA Center Of Excellence types
5. Building a robotic operating team
6. A successful RPA implementation
7. Main inhibitors of RPA implementation

Implementation scenarios

Undertaking an RPA journey will enable companies to plan and leverage the technology on an enterprise-wide basis, integrate siloed operations, applications and data, build internal capabilities to adapt and scale and bring business value along with competitive advantages.



TOOL-FOCUSED RPA IMPLEMENTATION

- The client purchases a license for the RPA tool
- The RPA provider operates as technical support (optionally)
- The implementation is led by the client

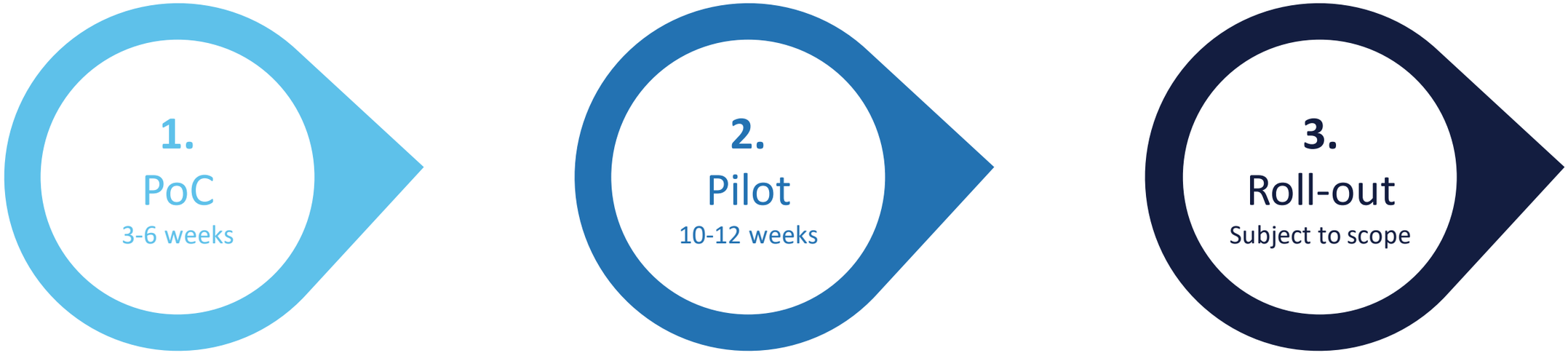
ASSISTED RPA IMPLEMENTATION

- The client can involve a consultancy partner to be able to deliver a seamless RPA Implementation
- The organizational transition and KT is ensured

RPA AS A SERVICE

- The client buys the RPA solution as a service
- The service provider takes responsibility of the entire implementation
- The client focuses only on the business value added

A typical 3 step approach



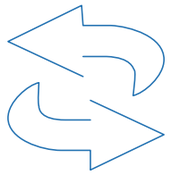
Proof of Concept: A quick 30 day PoC on a selected process to validate the applicability of RPA/ IPA.

Piloting of additional processes with a parallel set-up of governance & roll-out planning.

Roll-out of the Robotics Factory for all relevant business processes and handover to the customer.

UiPath Partners
BPO/RPA Integrators

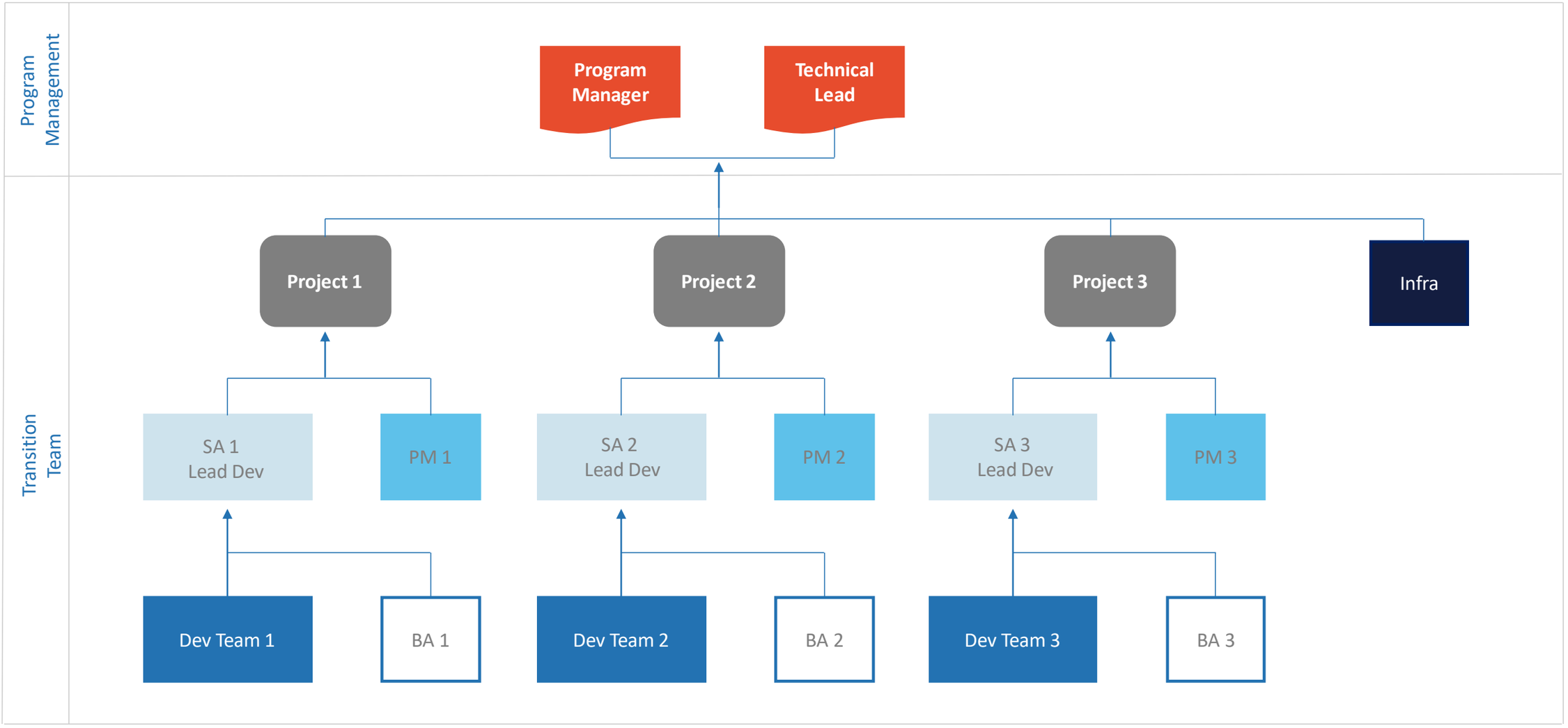
Responsible for:
- Business perspective
- Project management support
- COE enablement



UiPath

Responsible for:
- Providing licenses
- PoC implementation
- L2 & 3 technical support & maintenance
- Enablement of COE (Custom Expert trainings)

Typical project team structure



RPA Center Of Excellence Types

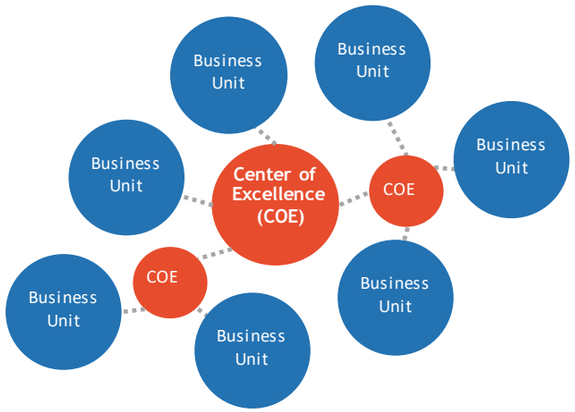
There are various models for COEs ranging from a centralized delivery model, to a model where the COE empowers other business units to build their own COEs within a framework set out by a central COE, or totally independent from each other.

CENTRALIZED

One RPA COE serving all Business Units

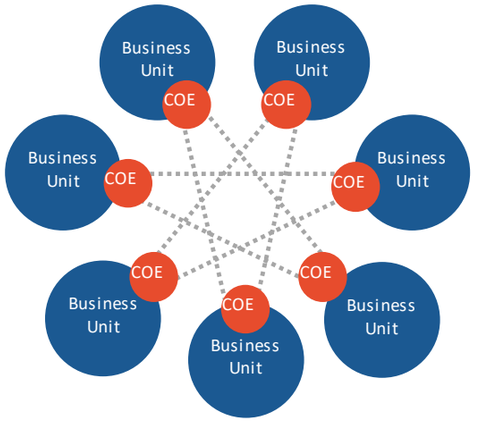
HYBRID

One main RPA COE, linked to several smaller RPA COEs dedicated to business units



FEDERATED

Independent RPA COEs within each business unit

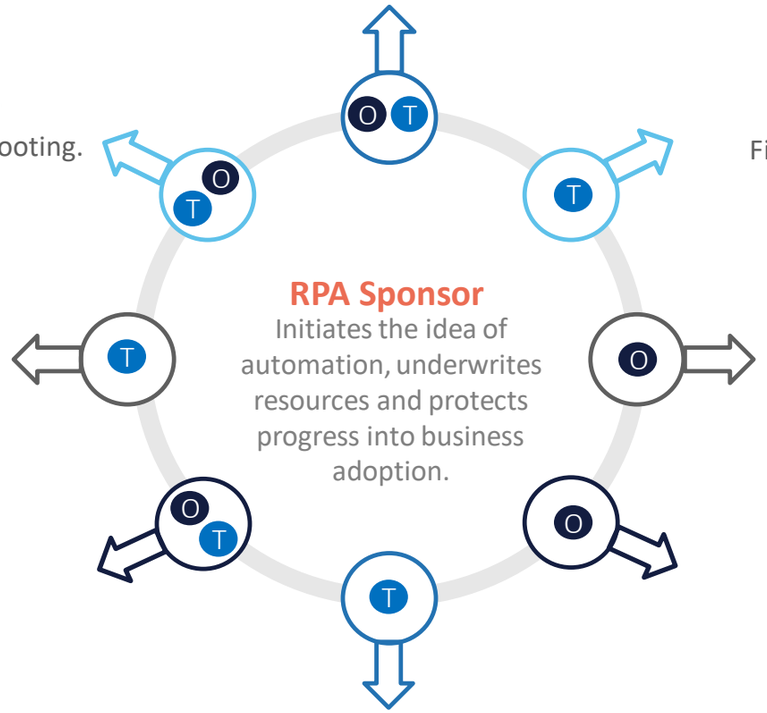


Building a robotic operating team

RPA Project Manager
Forms the RPA team to build the setup and deliver the program across business units. Manages the RPA ream and the business stakeholders to achieve the expected automation results.

RPA Infrastructure Engineer
Handles server installations and troubleshooting.

RPA Service Support
First-line support for the RPA solution deployed.



RPA Solution Architect
Defines the Architecture of the RPA solution and is a guardian of the overall performance of the agreed solution.

RPA Supervisor
Administers, orchestrates and controls the virtual workforce in the operational environment.

RPA Developer
Designs, develops and tests the automation artifacts.

RPA Business Analyst
Creates the process definitions and process maps used for automation.

RPA Change Manager
Creates a change and communicates a plan, which is aligned to the project deliverables, in order to ease RPA adoption within the company.

RPA Operations O T RPA Transitions

A successful RPA implementation

Key features

1 Cultural adoption

- Active executive-level RPA sponsor
- Strong and operationally efficient Robotics Operating Model
- Dedicated Change Management teams

2 IT engagement

- Onboard IT function early-on to convey strong governance
- IT will ensure requirements for security, scalability, auditability, business recovery and change management are properly met will

3 In house RPA capability

- RPA is a strategic capability
- RPA aims to evolve, leverage scale and increase business value

Main inhibitors of RPA Implementation

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