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CLIENT PROFILE

Our California-based client is a publicly traded, global leader in cloud infrastructure and business mobility. Since it was founded nearly 25 years ago, it has grown to 37,000+ employees in nearly 40 countries worldwide.

BUSINESS CHALLENGE

The client's automation program was thriving – but its Center of Excellence (CoE) faced a common challenge.

Robotic Process Automation (RPA) is never a "set it and forget it" investment. The underlying applications, systems, and runtime environment

SOLUTION

To address the client's challenge, a comprehensive solution was proposed and implemented:

1. Assessment and Analysis: The first step involved a thorough assessment of the client's existing RPA infrastructure and processes. This included a review of the RPA bots in use, the applications and systems they interacted with, and the overall performance of the automation program.

2. Process Documentation: All existing RPA processes were documented in detail, including their dependencies on various applications and systems. This documentation served as a baseline for future maintenance and optimization efforts.

3. Maintenance Framework: A maintenance framework was established, outlining clear processes and responsibilities for ongoing RPA maintenance. This included defining roles within the CoE responsible for monitoring, diagnosing, and addressing issues as they arose.

4. Monitoring and Alerts: Monitoring tools were implemented to continuously track the performance of RPA bots and the health of the systems they interacted with. Alerts were set up to immediately notify the CoE team of any anomalies or issues.

5. Proactive Maintenance: To prevent issues before they escalated, proactive maintenance tasks were scheduled regularly. This included updates to bot scripts, compatibility checks with system upgrades, and optimization of resource utilization.

6. Performance Optimization: A focus on optimizing RPA performance was key. This involved identifying bottlenecks and inefficiencies in RPA processes and making necessary adjustments to improve speed and accuracy.

7. Training and Skill Development: The CoE team received training and skill development to stay up-to-date with the latest RPA technologies and best practices. This ensured they had the expertise needed to maintain and optimize the automation program effectively.

8. Documentation and Knowledge Sharing: Knowledge sharing within the CoE was encouraged, and all maintenance activities were documented comprehensively. This helped build institutional knowledge and facilitated faster issue resolution.

9. Regular Reviews and Reporting: Regular reviews of RPA performance and maintenance activities were conducted. Detailed reports were generated to provide insights into the effectiveness of the maintenance efforts and areas for further improvement.

RESULTS

The implementation of this comprehensive solution resulted in several significant benefits for the client:

1. Improved Efficiency: RPA processes became more efficient, leading to time and cost savings for the organization.

2. Enhanced Performance: The automation program's overall performance improved, reducing errors and increasing throughput.

3. Reduced Downtime: Proactive maintenance and quick issue resolution minimized downtime and disruptions to business operations.

4. Cost Savings: The client saw a reduction in maintenance costs and an increase in the return on their RPA investment.

5. Scalability: The maintenance framework allowed for the seamless scaling of the RPA program as the organization continued to grow.

6. Greater Reliability: The client gained confidence in the reliability of their automation program, ensuring it continued to support their business goals.