

Implementation Methodology

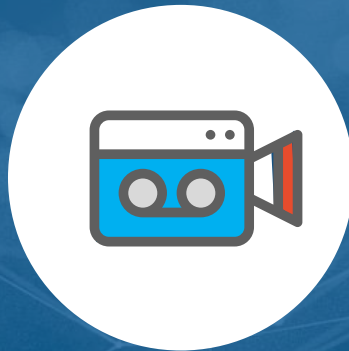
SUSTAIN

Sustain



Includes Warranty period and Business As usual, going towards a Continuous Service Improvement model

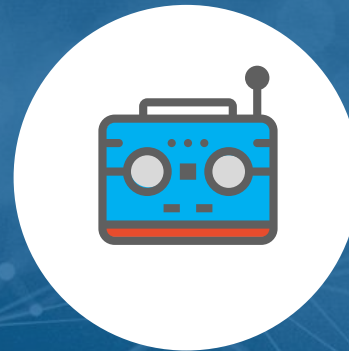
Monitor



The Business Processes and Workflows

- Review reports
- Verify outcomes
- Measure KPIs

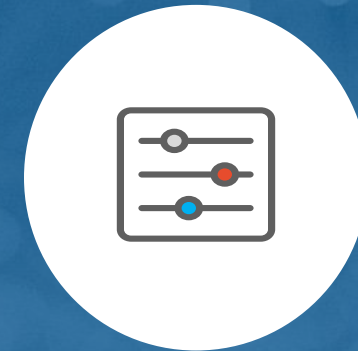
Control



The Digital Workforce

- Review Dashboards
- Quick Intervention mechanism
- Support model

Improve



The Attended and Unattended Robots

- Correct failures
- Integrated automated process
- Extend scope
- Incorporate CRs

UiPath

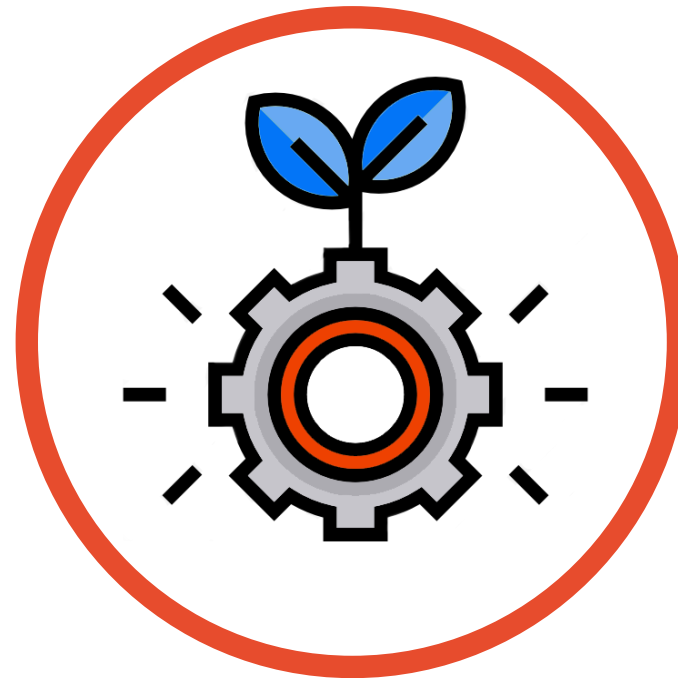
Hypercare

- The Hypercare period starts after moving the process into production
- Various members of the team should monitor the first process run, and intervene if needed
- A business and a support representative should be available to supervise the first process run



Business representative:

- Is able to validate the outcome of the robot's work
- Cross checks the input file in case of errors



Support representative:

- Troubleshoots the technical aspects (application pop-ups, errors, crashes, machine issues or network connectivity problems)



Stakeholders sign-off for exiting the Hypercare phase

Support model

Support levels

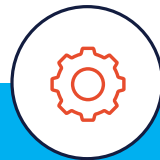


	Super users	Support Level 1	Support Level 2
SKILL	<ul style="list-style-type: none">• Part of the business team; an expert of the business processes• Basic technical knowledge• Trained as a Business Administrator	<ul style="list-style-type: none">• Good technical background• UiPath Academy Foundation learning plan completed• Trained as a support specialist	<ul style="list-style-type: none">• Developer background (.NET or VBA)• UiPath Academy Advanced Learning plan completed• Trained as a developer
ACCESS	<ul style="list-style-type: none">• Orchestrator & Kibana	<ul style="list-style-type: none">• Orchestrator & Kibana	<ul style="list-style-type: none">• Studio, Orchestrator & Kibana
PERMISSIONS	<ul style="list-style-type: none">• First notified if the robot stops running• Makes the necessary changes to correct the robot's behavior	<ul style="list-style-type: none">• Can view, monitor and change assets if requested• Cannot make changes to the code released in production	<ul style="list-style-type: none">• Can move the workflow in back to development stage• can move to production an improved version of the process

Quantify the expected benefits



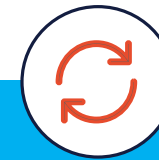
RAPID
ROI



ENHANCED
PROCESS



BETTER CUSTOMER
EXPERIENCE



ELIMINATE
REPETITIVE WORK



IMPROVED SERVICE
DELIVERY



ENHANCED
MANAGEMENT
ABILITY



COST
REDUCTION



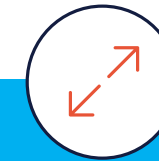
INSIGHTS AND ANALYTICS



NON-INVASIVE
TECHNOLOGY



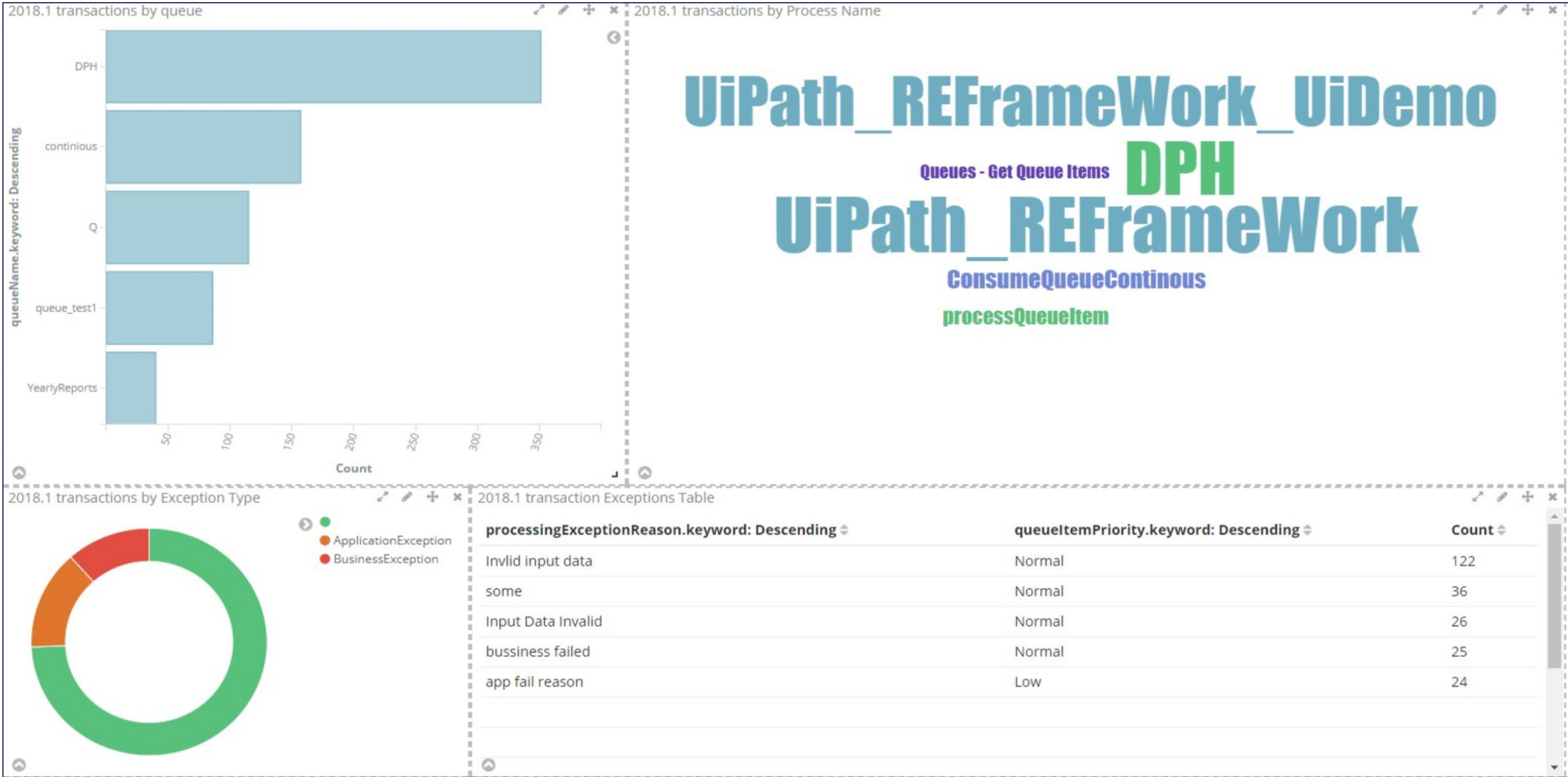
INCREASED COMPLIANCE



SCALABILITY AND
FLEXIBILITY

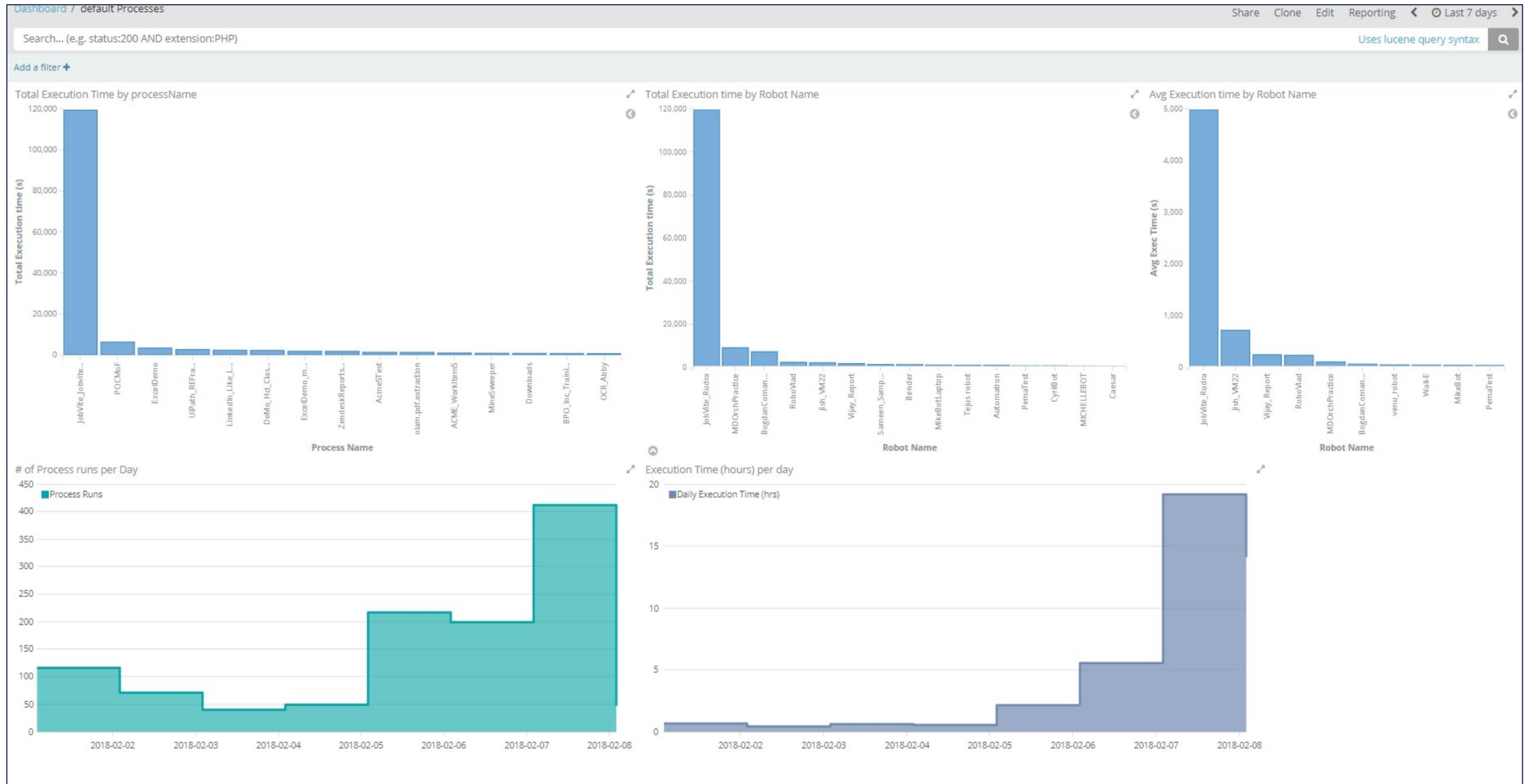
Monitoring robots performance

Dashboards



Default processes

Dashboards



Default transactions

Dashboards

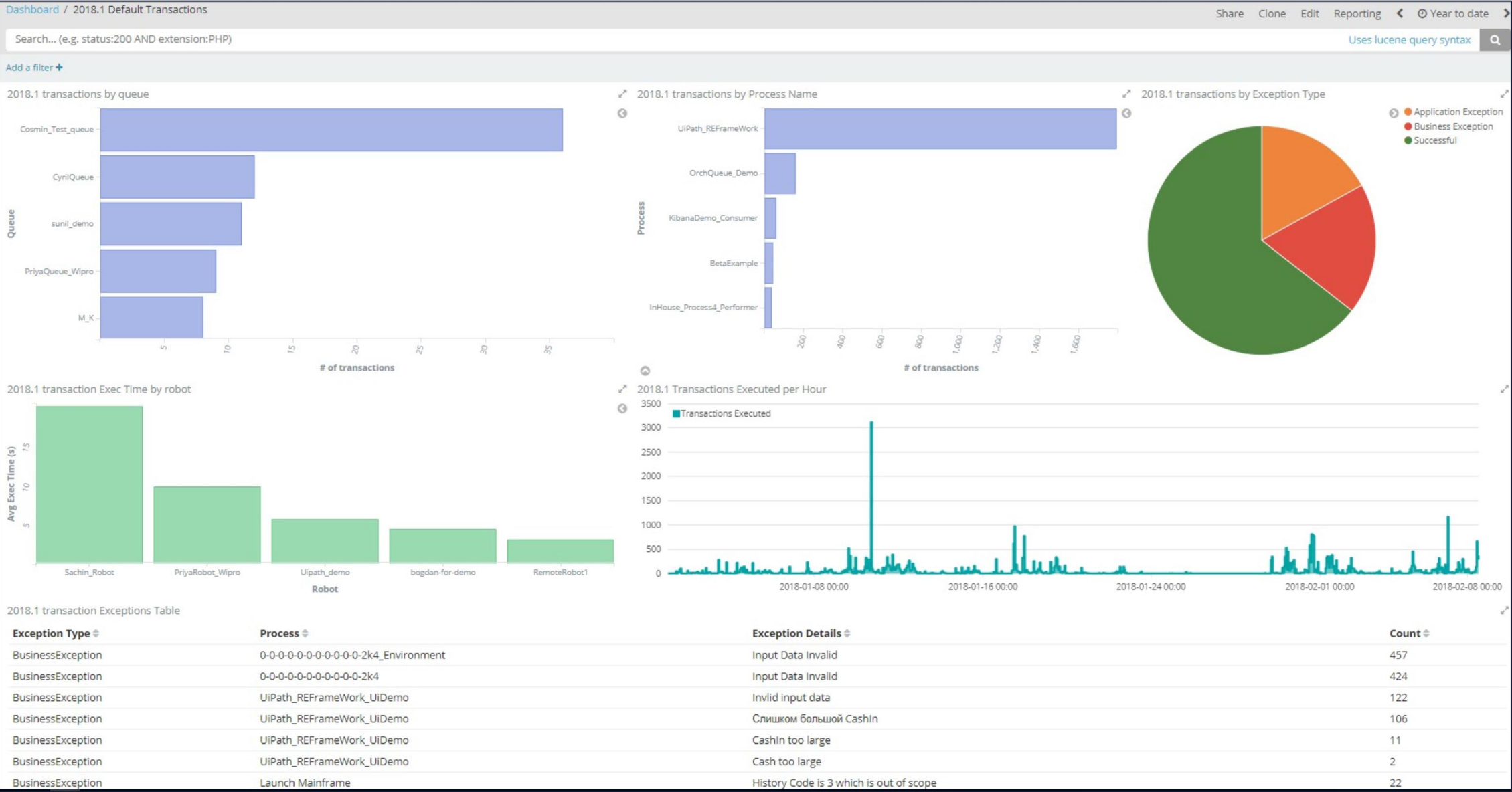
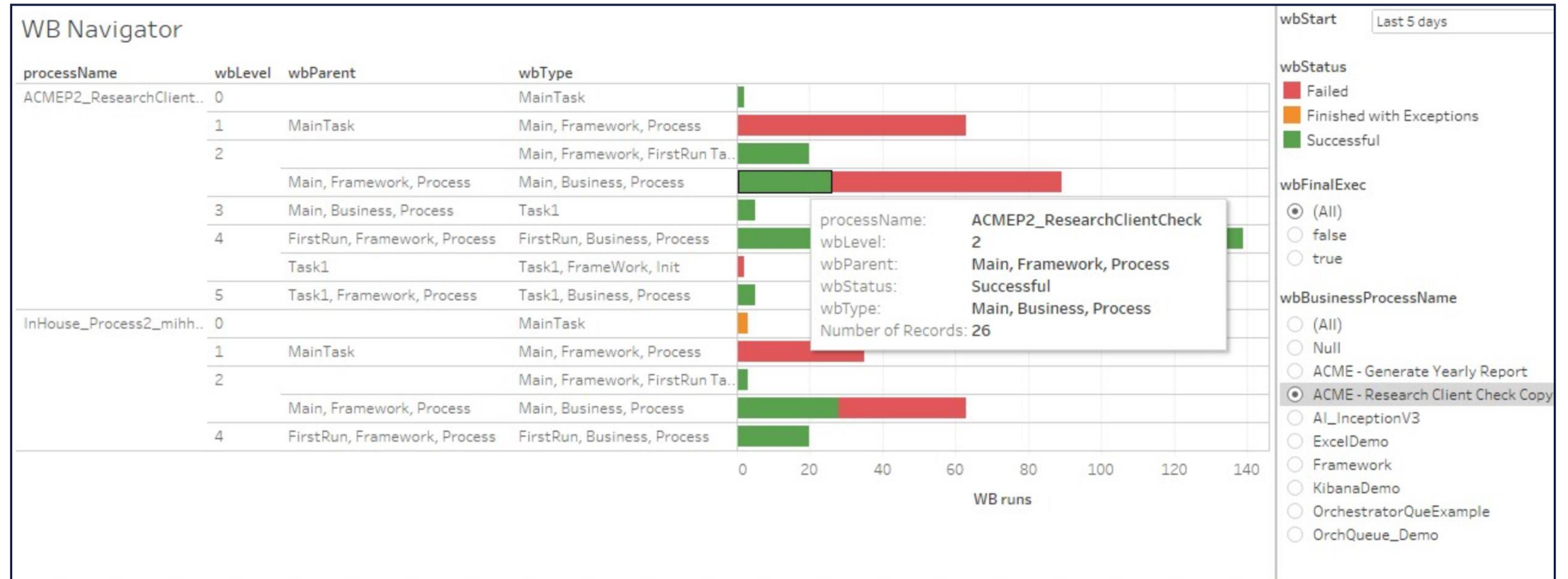


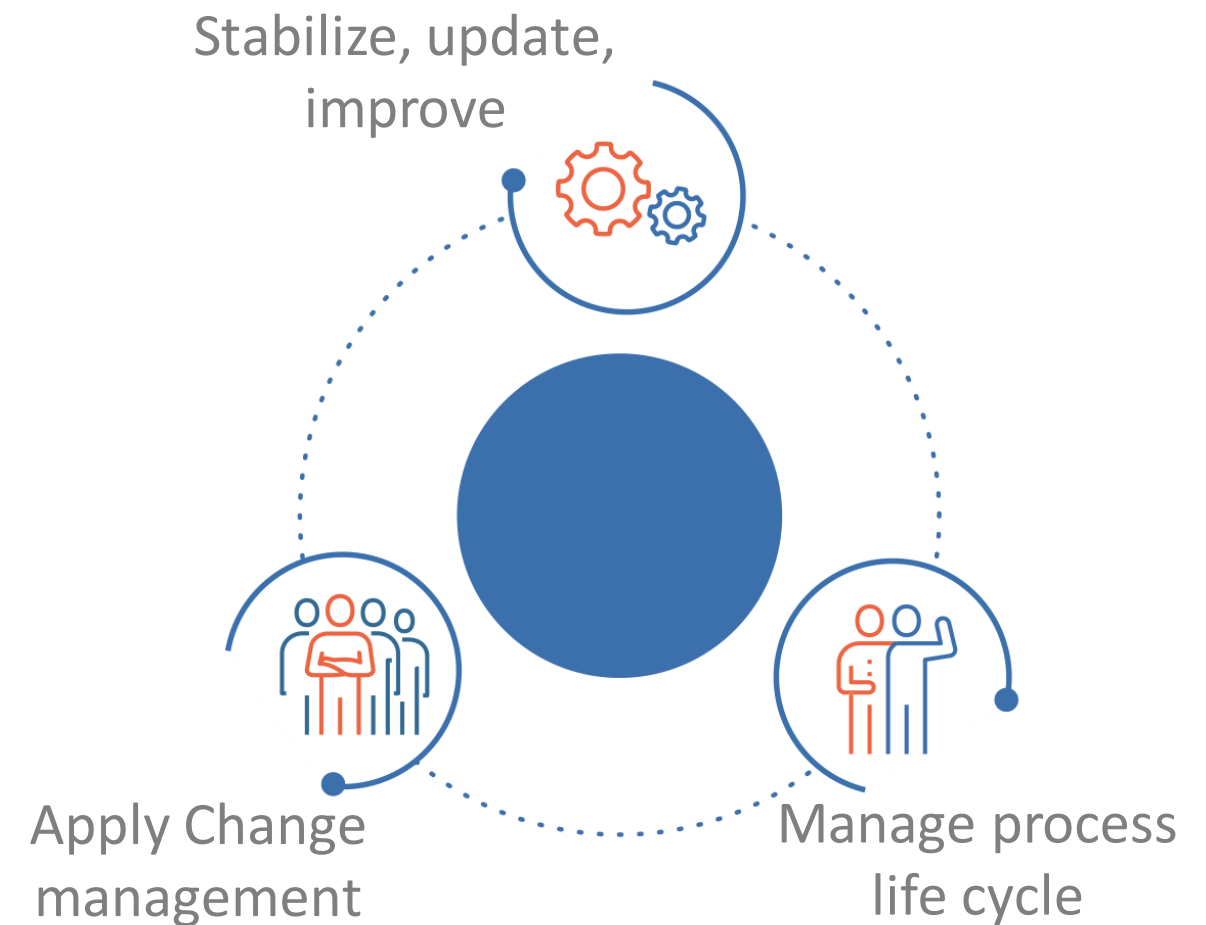
Tableau view

Dashboards



Continuous service improvement

- Integrated automated process
- Extend scope
- Include new business process branches for more advanced features
- Simplify and stabilize
- Incorporate Change Requests
- Apply Change Management
- Release new versions
- Discontinue obsolete versions



Conclusion



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The hypercare

2

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Maintenance & support

3

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Benefits measurement

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Continuous service improvement

Thank You!
