

INTELLIGENT AUTOMATION JOURNEY

We see firms move through **different levels of maturity** on their Intelligent Automation journey. However, regardless of the level of maturity, many organisations are still in the reactive phase of automation, developing ad hoc projects and tools to begin their journey.

protiviti[®]
Global Business Consulting

AUTOMATION JOURNEY

01 EXPLORATION PHASE

- Most enterprises start adopting Automation on case-by-case basis. There is not a holistic automation strategy in place and all tool evaluation are driven by individuals team leaders;
- One of the main aims of the firm in this phase is become aware of the significance and benefits of using Intelligent Automation technology.

02 ADOPTION PHASE

- Based on long term Automation adoption goals, a centre of excellence (CoE) is set up, a clear automation adoption strategy is defined with an evolution model available for scaling the automation across enterprise.
- At this stage, the firm can already understand the first benefits, typically in terms of time savings, of using an Intelligent Automation technology

03 EXPANSION PHASE

- Now the Company has matured the automation strategy and has built process engineering skills. Due to widespread availability of skills, it can employ a hub-and-spoke model for decentralised execution but centralised governance, with automation capabilities built across the enterprise.
- The enterprise has a comprehensive framework for adopting either rule-based or ML/AI-based automation, ensuring consistency and the alignment of all business-driven virtual workforces.

ELEMENTS OF INTELLIGENT AUTOMATION GOVERNANCE

STRATEGY, LEADERSHIP & ORGANISATIONAL FIT

Ensuring sponsorship, accountability, policies and standards, risk management and people and cultural changes are considered to pave the way for the digital workforce.

ORGANISATIONAL ENABLEMENT & CHANGE

Ensuring rules of engagement, roles and responsibilities, skills development, stakeholder management and impact of change are properly defined and understood.

DEPLOYMENT AND OPERATIONS

Ensuring rules of engagement, roles and responsibilities, process identification, process prioritisation and impact of change are properly defined and understood.

SECURITY AND COMPLIANCE

Ensuring the management of business continuity, data access and security as an integral part of the digital workforce

TECHNOLOGY

Ensuring a forward-looking approach to assess the technological impact against the overall strategy and infrastructure (e.g., Vendor Management, Knowledge Management).

DEMAND AND PIPELINE MANAGEMENT

A view of what changes the business would like to make is fundamental to ensure that enough resources are dedicated to making the change and changes are prioritised.

BENEFITS MANAGEMENT

Tracking the savings and quality improvements ensures that the business can see the benefits of automation easily to help build future business cases and ensure continuous improvement

EXAMPLE BENEFITS OF INTELLIGENT AUTOMATION

- ✓ Process efficiency/effectiveness
- ✓ Direct cost reduction
- ✓ Improved risk management and controls
- ✓ Improved customer experience
- ✓ Reduced demand on IT change
- ✓ Improved business agility
- ✓ Improved employee job satisfaction

KEY PARTNERS

ABBYY

AUTOMATION ANYWHERE
Go be great.

aws

ss&c | blueprism

celonis

Dialogflow

Gold
Microsoft
Partner
Microsoft

nintex

paf now
by Celonis

Power BI

UiPath

CONTACTS

SCOTT BOLDESON
scott.bolderson@protiviti.co.uk
+44 (0)797 214 3058
Managing Director, BPI

DENISE CASTANEDA
denise.castaneda@protiviti.co.uk
+44 (0)758 599 8845
Associate Director, BPI

HARRISON JARDINE
harrison.jardine@protiviti.co.uk
+44 (0) 7876 443 023
Manager, BPI