Robotics and Cognitive Automation
The fusion of digital with operational excellence
Infographic
Market Insight

The RPA tide has turned

53% of firms surveyed have commenced their RPA journey*

Scale proves elusive

...but only 3% have scaled their digital workforce*

Learn how to scale from the CoE pioneers

The second wave can play fast follower and learn how to accelerate and de-risk the design and scaling of RPA centres of excellence

Exponential RPA

The digital workforce may still be at nursery stage, however adoption will occur in two ways, gradually and then suddenly
Leadership & Benefits

RPA is business led... for now

Executive sponsorship is critical. Expect some shift in ownership towards IT as the realities of scale emerge.

ROI driven by multiple benefits levers

ROI is currently driven by capacity creation and cost reduction/avoidance. Longer term we see firms capture value from RPA across multiple (customer, growth, risk/control) benefits levers.
RPA is not a silver bullet. It should be viewed as part of a suite of complimentary operational excellence levers (including digitalisation, lean, organisational design, sourcing) - to eliminate, simplify, standardise and automate.

Evolution from digital to AI Operations

Maturing from RPA to Intelligent or Cognitive Automation will require advanced analytics (data science), IT engineering and digital Op. Ex. capabilities.
Delivery Model

Fast ROI means hybrid-agile delivery
Involves a creative, iterative and incremental approach and a cultural environment that encourages teams to experiment, fail fast and pivot to achieve the fast ROI.

Physical proximity is king
Onshore delivery models are critical to accelerate and assure quality delivery especially in the early growth stages.

Operating and Sourcing Models

Which Organisational Design is right?
Functional, federated and centralised operating models can all work. Choose what’s right for your business model. Think big but start small.

High dependency on external support
63% of firms plan to engage an implementation partner to accelerate and de-risk the establishment of RPA CoEs but also to provide delivery capacity and subject matter knowledge to implementations in local business units.*
Talent

Experienced talent is in short supply in most markets

Driving salaries to unsustainable (and frankly unjustified levels). Equilibrium will happen within 2 years

DevOps - The overhead to run RPA operations is underestimated

It’s prudent to allocate at least 25% of the resource pool

Get IT on side. Strong technical expertise is essential to scale

As the RPA operation scales; the focus moves from point automation of individual processes, to scalability, performance, licence utilisation and enterprise architecture

RPA at scale requires multiple technical roles beyond developer

The roles of solution architect and database administrator are critical for both designing and maintaining the back-end as well as managing the information produced by the robots
Defining robust standards, conventions and methodologies from the start can pay huge dividends once a CoE scales.

Standards and methodologies are critical for enterprise scale

Bot management is critical

Scheduling i.e. telling robots what to do and when to do tasks, is an intrinsic part of robotics. Optimising uptime of robotic resources is key to driving ROI.

On boarding digital resources

Each digital worker requires system log-ons and application licenses. Any organisation planning to “hire” robotic workers at scale needs to have considered the impact on their existing HR and risk procedures.

Digitised data provides fuel for intelligent and cognitive automation

The data outputted from RPA (process performance, exception logging, decision parameters) can provide input for intelligent and cognitive automation.
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