

## Humans with machines

*in the Age of With*

## How Deloitte, Blue Prism, and SAP® work together to deliver value with Digital FTEs




The Deloitte and Blue Prism alliance delivers robotic process automation services to enterprise clients across industries. Together, our alliance collaborates with SAP to implement integrated solutions for clients utilizing automation and Digital FTEs.

### What is a Digital FTE and how are they used by Deloitte?

Digital FTEs are automations of repeatable processes. At Deloitte, we leverage them to expedite, standardize, and streamline client project delivery. Historically, automation has been used primarily in back-office functions and has focused on rules-based or repeatable processes. However, as automation technologies continue to advance, we are seeing automation transcend the traditional boundaries of back-office or rules-based functions. Now, automation is being used to transform strategic processes that are truly at the heart of the business. For example, automation can be used in banking organizations to consume unstructured data and holistically redefine loan vetting processes.

At Deloitte, we leverage automation to simplify some of our own processes such as expense filing and payroll management. By applying this experience from our own automation journey, we have built Digital FTEs to automate client service delivery and enable our practitioners to work alongside and complement a robust digital workforce.

### Digital FTEs enable us to:

-  Free up time for our human practitioners to focus on strategic and innovative activities that drive value for the client organization, rather than on completing repeatable and manual tasks.
-  Standardize the way we implement and execute end-to-end processes in client engagements, enabling us to reduce human error.
-  Accelerate project timelines through standardization to empower organizations to speed time-to-value and respond with agility to market changes.

When evaluating the development of a Digital FTE, Deloitte considers the value that the Digital FTE can deliver, which is evidenced through time savings, error resolution, and what a client stands to gain from standardizing a specific process. Additionally, Deloitte weighs the intricacies of building the Digital FTE as well as the complexity of the process it would automate, which often varies by the scope, size, and end-goal of the process.

## Deloitte Digital FTEs powered by Blue Prism technology

Deloitte has developed and deployed hundreds of Digital FTEs leveraging Blue Prism technology. These Digital FTEs span different types of processes and are designed to be repeatedly deployed across accounts, industries, and sectors.

## The value of automation in SAP implementation

Deloitte's longstanding SAP practice is dedicated to implementing enterprise solutions that will enable clients to maintain agility, flexibility, and speed as technology evolves. Automation and Digital FTEs complement the breadth of services that Deloitte provides to clients in SAP engagements.

## Digital FTEs enable Deloitte to drive four key attributes in SAP implementations:

- 1 Simplification. When transforming a client's business processes with SAP, we aim to simplify projects by avoiding customization and utilizing standardization wherever possible. This enables us to accelerate delivery timelines and time-to-value.
- 2 Intelligence. Integrating intelligence through AI-powered capabilities in SAP engagements enables us to deliver business value through standardization.
- 3 Responsiveness. By leveraging the speed and flexibility of cloud-based capabilities, we help clients enhance scalability and agility with their SAP solutions.
- 4 Inclusivity. As the technology landscape continues to evolve, automation enables our clients to easily integrate their SAP solutions with new and emerging technologies.

Automation has transformed the way Deloitte executes SAP engagements. With Digital FTEs, we can maximize the business value we are delivering to clients and streamline the implementation and maintenance of SAP solutions. Previously, human practitioners were required at each step of implementation. Now, Digital FTEs can manage the configuration and sustainment of SAP solutions, enabling humans to tackle the more strategic and value-adding delivery activities.

## Deloitte has built Digital FTEs using Blue Prism to perform tasks such as:



**Log files.** Digital FTEs can identify issues with files and automatically log errors in a repository of resolutions. Prior to automation, this error-logging would be time-intensive and manual, but Digital FTEs are able to mitigate issues and solve them in real-time.



**Metadata analysis.** Digital FTEs can quickly read metadata in source systems to generate a detailed mapping from a source to a target system. In the past, practitioners would typically read metadata manually. With automation, Digital FTEs can generate metadata reports rapidly with limited human intervention.

### Looking ahead: The future of Digital FTEs

An increasing number of organizations are adopting automation strategies and expanding the use of automation to processes at the heart of their business. As the world of automation evolves, the collaboration between Deloitte, Blue Prism, and SAP around Digital FTEs will correspondingly expand and strengthen as we work together to identify opportunities for clients to capitalize on the value of intelligent automation.

### Get in touch

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