intell**i**link

Robotic Transformation

Use robotic process models to implement best practices & drive process standardization.

get **MORE** from **RPA**

Robotic Process Automation (RPA) software is being deployed at a frenetic pace all over the world. Combined with Artificial Intelligence (AI) the potential to radically transform businesses operations is immense. However, some organizations have faced challenges with their RPA implementations. The rollouts have often not lived up to business case expectations and have had difficulty scaling. One reason is because the traditional RPA deployment approach focuses too heavily on what the RPA solution can do and not enough on what the business wants to achieve.

Traditional RPA Deployment. The usual approach for deploying RPA starts with a pilot of a small process to prove the concept of RPA. The next phase then assesses processes in a given business area to determine the suitability and benefit of deploying RPA. The third and longest phase then involves the creation of an RPA Center of Excellence (CoE) and the actual configuration and deployment of the software robots.

Problems with Traditional Approach. The main problem with the traditional approach is that it is based on the capability of the RPA solution and drives change from the perspective of what the software can do and not what the business wants to achieve. The CoE may be effective at educating the organization about RPA, have good governance and be able to efficiently develop robots. But it can limit scalability by focusing too much on automation and not enough on transformation through the introduction of best practices and process standardization. It has the potential of becoming an RPA "cottage industry" within the organization rather than a driver of business transformation.

An Alternate Approach. To ensure an organization achieves the most from RPA it is critical that the business drives the transformation. Don't start by identifying the processes the RPA solution can automate, but rather by defining what the future operating model of the business is going to be. The business needs to design how it wants to operate and then utilize RPA to achieve that goal.

To drive this approach we have created **Robotic Process Models**. These are a library of best practice business processes where each step in the business process that should be undertaken by a robot has been identified. An organization can begin designing its RPA transformation by modifying the process model to meet its particular requirements.

The Intellilink RPA Method

- Access Intellilink Robotic Process Model
- Review existing RPA deployment for transformation opportunities
- Redesign business processes, organization and job roles to support robotic transformation
- Project manage transformation and organizational change
- Provide, configure and maintain software robots
- Train and coach employees for new ways of working

Intellilink is a global management consulting firm that improves the productivity of Finance, HR & IT departments. The firm offers a unique combination of consulting expertise, industry experience & a global delivery capability to help organizations improve process automation & operational efficiency.

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