

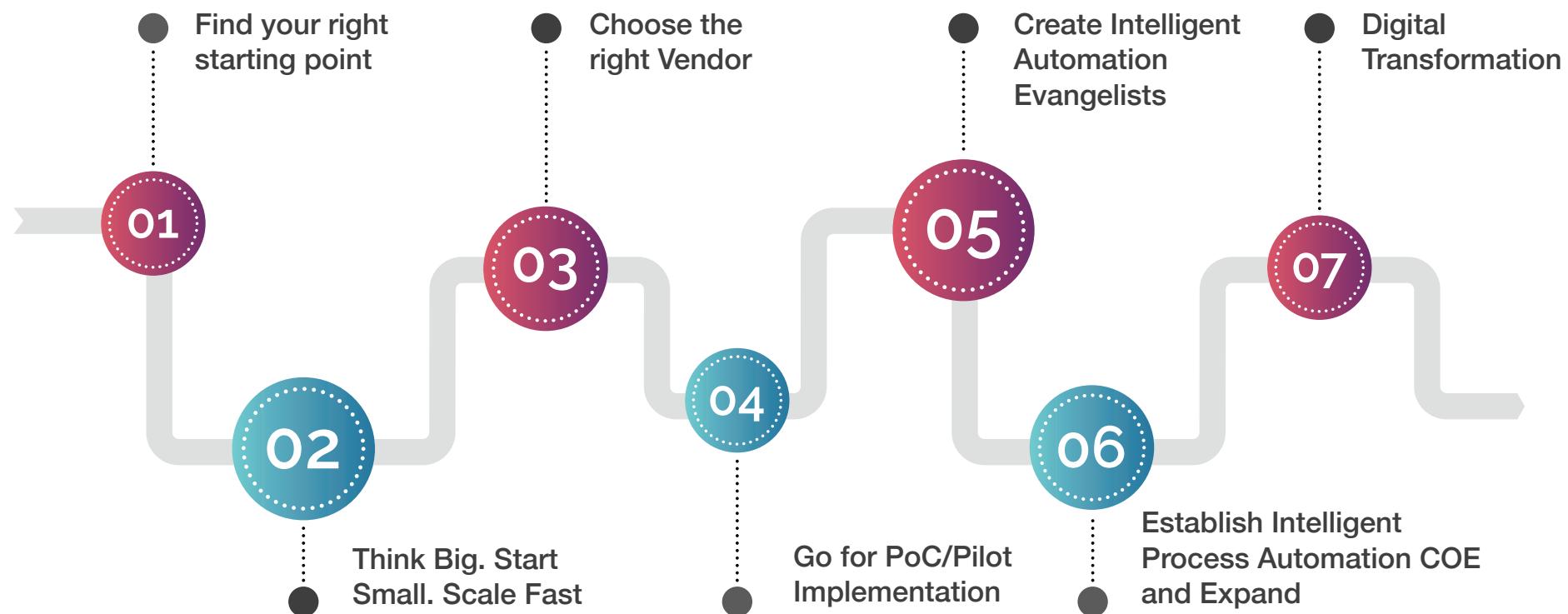


KELLTON TECH

# 7 STEPS GUIDE FOR YOUR AUTOMATION JOURNEY

Here's your step-by-step guide to embark on a successful Intelligent Process Automation journey and thrive amidst disruption with greater agility, excellence and scalability.

# How to begin your Intelligent Automation Journey in 7 steps?



# Introduction

Moving away from manual (repetitive) processes is a faster way to thrive rapidly evolving business landscape with greater agility and scalability. But it is not easy to achieve for CIOs, IT Operation leaders, and decision-makers until the emergence of "Process Automation" - the next frontier that drives the digital transformation within an organization while reducing cost, variability, and risk factors.

Indeed, Automation in its many incarnations has been a pivotal lynchpin in today's disruptive times for businesses aiming to improve process control, minimize operating costs, and significantly reduce lead times with minimal human dependency. However, many companies fail in their transformative automation journey. They struggle to understand the basics of how to implement, where to start, and what processes to automate.

We have compiled a step-by-step guide on how to start your Automation Journey covering the key milestones and everything you need to get started for your greater convenience. Let's dive deeper:

***"Revolutionize your complex business processes with greater efficiency using Intelligent Process Automation technology and mitigate the 'value leakage' while enabling a paradigm shift to become a 'smarter' organization."***

# 1 Find Your Right Starting Point

What's stopping you from making your Intelligent Process Automation (IPA) journey a success is - not identifying the correct starting point at the right time. With so many essential factors to consider, enterprises sift through hundreds of proofs-of-concept (PoC), execution strategies, and pilots to accelerate success.

The largest gains can only be achieved by knowing what to automate and when to begin your process automation journey.

Here're your four key starters to embark on a journey of smooth Intelligent Enterprise Automaton transition:



Suitable business case qualifying urgent automation need



RPA-Ready workflows that are low-hanging fruits



Strategic enterprise-wide Intelligent Automation initiatives



Discovering Intelligent Automation possibilities to create incremental business value

## Common Pitfall

Many decision-makers end up choosing a too complex process in the enthusiasm to drive automation in the enterprise. They struggle to evaluate benefits against the true TCO because of poor planning, execution challenges, inability to handle too many automation breakdowns, and change management issues.

# 2

## Think Big. Start Small. Scale Fast

In today's era of disruption, success belongs to those who envision the future disruptive forces with unique ideation. Stop planning for end-to-end process automation, but focus on low-hanging fruit (a small piece of workflow) that is easy to automate the first time and generates quick wins.

Deploying an agile automation strategy on a small (yet relevant) workflow helps you to evaluate the valuable benefits derived from the implementation and brings you great learnings along with an increased confidence to identify the next use case.



### Common Pitfall →

Companies make a common mistake i.e. deploying an organization-wide process automation. They fail to understand that picking up a low-risk business case will create more significant improvements faster.

# 3

## Choose the right Vendor

Organizations are often faced with an overwhelming number of Automation Vendor Engagement options to choose from and find it harder to make the best decision. Here are some core fundamentals to remember when selecting an external Intelligent Automation vendor:



Deeper commitment to technology innovation



Deployment flexibility (on-premise to cloud, and hybrid engagements)



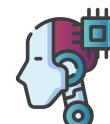
Enterprise-grade security via a multilayered security framework



Highest level of protection, multi-layer identification and authentication



Proactive implementation and technical support



Ease to expand business user automation



Higher functionality and tangible automation outcomes

### Common Pitfall



Responding to process inefficiencies by enabling enterprise-wide automation demands timely involvement of proficient automation vendors. Going forward with your existing IT vendors having less or no experience in Automation projects may lead to a bumpy road.



## Go for PoC/ Pilot Implementation

Intelligent Process Automation is a sure-fire way to magically transform organization's process efficiencies, drive innovation, create a transformative impact and accelerate an automation journey. Deployment failure in Proof of Concept (PoC)/ Pilot plan may result in a real hurdle to scalability.

Select any suitable business process assumption to begin with the PoC, run a test in a secured development environment and validate your implementation model. As a result, you achieve a cost reduction, increased operational accuracy, and improvements in hidden inefficiencies.

The next step is running a live Pilot Implementation. It establishes a groundwork to test the operating model and provides a detailed evaluation of live performance. Don't forget to set targets for the Pilot.

### Common Pitfall →

**IT Department is the key stakeholder.** An IPA program, which is no different from a traditional IT program, works best when penetrates deeper into the existing IT infrastructure. Engaging an IT Department from the very initial stage will help Automation team in the successful automation implementation.



## Create Intelligent Automation Evangelists

The biggest factor determining the success of Intelligent Automation after running a pilot - a proactive "Engagement" of employees. A quick adoption of automation as a part of change management process by enthusiastic employees can take IPA journey to the next level.

Win their confidence and make these tech-savvy employees as your 'IPA power users' to encourage more receptiveness towards intelligent automation. With the help of these automation advocates, you can tackle employee concerns about job disruption and maximize the automation value by pumping resources into intelligent automation.

IPA evangelists play a crucial role in allaying other employees fears by explaining the change management plan and proactively train them for the future by empowering people with the right competencies.

### Common Pitfall →

Neglecting the supremacy of Intelligent Automation champions irrespective of the maturity stage you're currently at, may lead to big disruption. A healthy pipeline of automations is essential for a sense of forward momentum and drive transformation along with agility, scalability and operational efficiencies.



## Establish Intelligent Process Automation CoE and Expand

Automation Center of Excellence (CoE) is a surefire way to enable collaboration across business units, implement Intelligent Automation deeply, drive rapid innovation, accelerate performance, increase operational excellence and maximize your ROI.

It starts with setting-up a core team of skilled IPA champions including developers, implementation managers, infrastructure engineer, solutions architects, and business analysts accountable to develop, deploy, and measure automation projects across the enterprise.

To lay the groundwork for a full-scale Intelligent Automation journey, the next few steps will be:

- 👣 Set-up a scalable and secure environment
- 👣 Articulate an operative governance model
- 👣 Launch CoE and prepare for scale-up
- 👣 Selection of right technology
- 👣 Create an automation pipeline to expand success
- 👣 Capture the best initial opportunities

### Common Pitfall

Enterprises fail to include actual business users into the automation journey when setting up a Centre of Excellence. Not empowering business users can drastically jeopardize the efforts and impact operational excellence quickly.

# 7 Digital Transformation

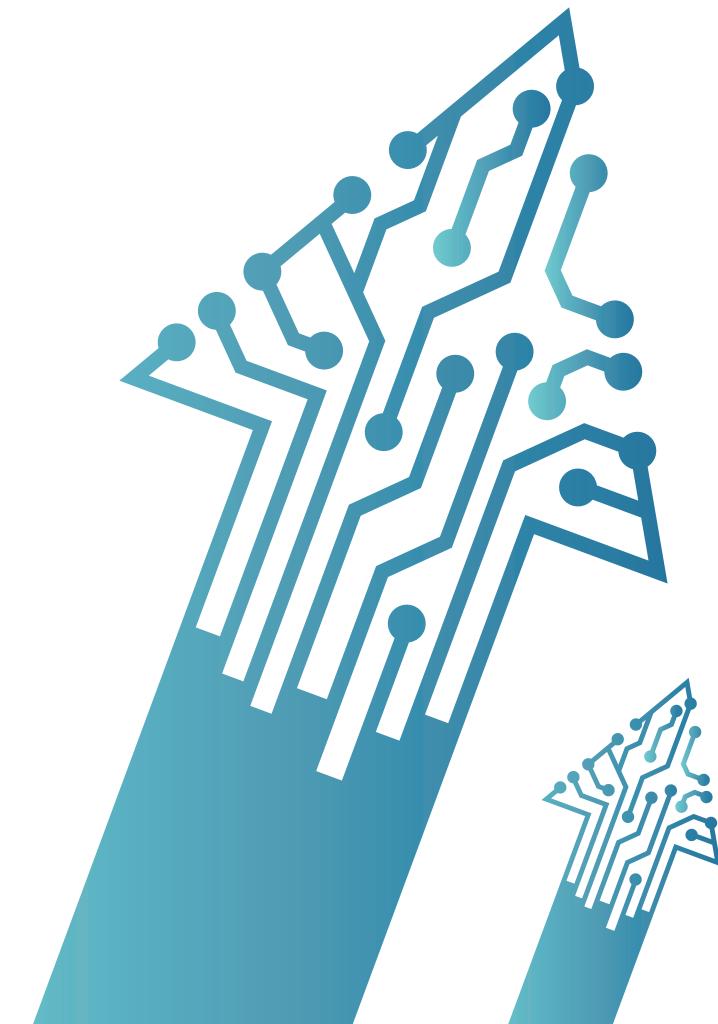
The global pandemic is a wake-up call for business leaders to accelerate their digital transformation efforts.

Intelligent Automation works as a real game-changer for enterprises to achieve automation-led growth towards sustained benefits, build resilience, and fuel growth by handling repetitive and rule-based tasks faster.

It opens up new opportunities to gain a competitive edge through process prioritization, overcoming cultural barriers, monitoring additional business cases, operational improvements, and change management.

## Common Pitfall

Unclear goals, poor planning and lack of strong execution are major reasons determining the digital transformation failure. Often, there is a disagreement among stakeholders about delivering enterprise roll-out effectively which puts new pressures on the roll-out and adoption of this style of automation.



## Wrap up:

The promised benefits of enterprise-wide Intelligent Process Automation can only be achieved if a thorough step-by-step deployment process is followed. Approximately 30% to 50% of initial automation projects fail due to poor planning, unauthorized deployments, and lack of incredible professional capabilities.

Make your next IPA implementation journey a success with Kellton Tech - a trusted Automation partner that ensures on-demand availability of our technology-agnostic people, certified developers, and industry-grade professionals to strategize the right roadmap towards complex business processes management.

Talk to our experts to learn more about how Kellton Tech can help you achieve operational excellence, increased productivity and maximum ROI.

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