

Building an RPA COE for a **Fortune 500 Company**

Summary

Opteamix helped the client to establish and run a Robotic Process Automation (RPA) Center of Excellence (CoE) that helped accelerate their automation effort across their various lines of business (LOB)

RPA Center of Excellence

Client

The client is a diversified outsourcing services provider to clients in fields including education, healthcare, business, corrections and leisure. They operate in the United States, Canada, United Kingdom, Germany, the Philippines, South Korea, Chile, Ireland, Spain, etc. They offer managed services include dining, catering, food service management, convenience-oriented retail operations, grounds and facilities maintenance, custodial, energy and construction management, and capital project management.

Challenges

The client was looking at adopting Robotic Process Automation to improve process efficiencies across their organization. Given that individual lines of business (LOBs) were most interested in short-term fixes, the client wanted to establish a CoE that takes a holistic view of the RPA implementation across the organization. Some of the challenges that they faced with the existing setup are listed below:

- The client's technical landscape consisted of a host of legacy systems, and there were no integrations between these applications.
- The client's existing operating model was not scalable given the high degree of dependency on people, rather than processes and systems.
- A high degree of manual work that was highly error prone resulting in erroneous entries in the financial systems.

Solution

To establish an RPA CoE, Opteamix conducted a two-week assessment/discovery of their processes and created a business case and a roadmap for the implementation of the CoE. Additionally, the assessment team was also involved in creating a proof of concept to help the client understand the full potential of the CoE.

The RPA Roadmap included:

- All the potential processes that would be automated along with the prioritization of the process
- Team structure that would be required to implement the CoE
- Indicative budget and timelines for the implementation of the CoE
- Governance structure for running of the CoE
- Based on the roadmap, Opteamix deployed a team of RPA experts to implement and manage the RPA CoE.

Value

The RPA CoE established for the client has resulted in accelerating their organizations' automation efforts. The RPA CoE has helped the client get the big picture by defining the priorities and managing the successful execution of RPA solutions. In the short-term, the CoE has helped the client gain cost savings, improved efficiency, freed-up resources and lowered the human error rates.

The CoE has helped embed RPA profoundly and effectively into the organization and to redistribute accumulated knowledge and resources across future deployments. The RPA Governance model has resulted in the business and IT coordinating on the RPA implementation efforts, effectively channeling the resources and harnessing synergy.

Reach out to us

We invite you to learn how partnering with Opteamix will give your company a distinctive edge through strategic, disciplined, and high-quality software development and quality assurance services.

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