



# Building a Robotic Process Automation Centre of Excellence for a **Fortune 500 Company**

## 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.

- ▶ 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 four-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 leveraging Opteamix's proven Global Delivery methodology. The team worked with the client's business team to automate processes in areas related to Finance and Accounting.

## Value Delivered

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The CoE established for the client resulted in accelerating their organizations' automation efforts. The RPA CoE helped the client get the big picture by defining priorities and managing the successful execution of RPA solutions.

In the short-term, the CoE enabled the client to:

- ▶ increase cost savings
- ▶ improve efficiency
- ▶ free-up resources
- ▶ lower the human error rates

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

As a result of the 15 plus processes that have been automated as part of the RPA CoE, the Client has been **able to give back more than 10,000 hours to the business, while reducing errors.**

## About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.