

**TOP
5
CONSIDERATIONS**
for CIOs

Implementing Robotic Process Automation (RPA)

Identify Suitable Processes for Automation

The key is not to prioritise

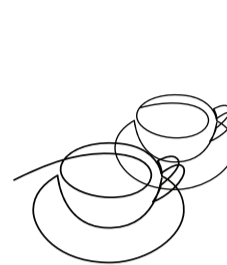
what's on your schedule

But to schedule your priorities

Educator, author: Steven Covey

Conduct a thorough analysis to identify repetitive, rule-based tasks that are time-consuming and prone to human error.

Bottom line: Develop a comprehensive list of tasks and evaluate their suitability for RPA based on criteria such as frequency, volume, and complexity. Initial analysis can be time-consuming and may require specialised expertise. According to Deloitte, 53% of organisations have already started their RPA journey, and this is expected to increase to 72% by 2022.



Engage Stakeholders Early and Often

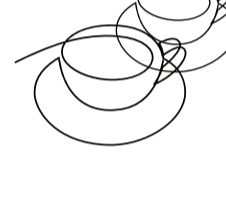
Unite for RPA,
let's get it right

Automation success
is within our sight

Stakeholders should include business leaders, IT teams, and end-users who will interact with the automated processes.

Bottom line: By organising workshops and meetings early to gather input, address concerns, and build consensus you reduce resistance to change, scope creep, etc.

"If you want to go fast, go alone. If you want to go far, go together." *African Proverb*



Choosing the Right RPA Tools & Technologies

Choose the RPA
that's sleek and prime

Scale with ease,
save precious time

Consider such factors such as scalability, ease of use, integration capabilities, and vendor support. Conduct a market assessment to compare different RPA tools, perform pilot tests, and choose a solution that aligns with your technical and business requirements.

Bottom line: The evaluation and selection process can be lengthy and complex. Forrester predicts that by 2021, RPA will have a total market size of \$2.9 billion.



After 30+ years of experience...

“In today's fast-paced digital landscape, RPA is no longer a luxury but a necessity, driving efficiency, accuracy, and innovation that we simply cannot live without.

“Automation applied to an inefficient operation will magnify the inefficiency.” *Bill Gates*



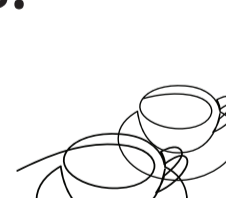
Implement Robust Change Management

Join the ride
but don't make a fuss

With RPA
it's win or bust

This includes training employees on new workflows, addressing job displacement concerns, and fostering a culture of continuous improvement.

Bottom line: Develop a change management plan that includes communication strategies, training programs, and support resources to help employees adapt to the new automated processes. This enhances employee acceptance and reduces.



Monitor, Measure and Optimise

If the squeeze gives little gain
leave that lemon and avoid the strain

If the squeeze brings sweet delight
that lemon's worth the fight

Continuously monitor the performance of automated processes to ensure they meet expected outcomes. Use key performance indicators to measure efficiency gains, error reduction, and overall impact on business operations.

Bottom line: Establish a monitoring framework to track RPA performance, gather feedback from users, and make data-driven adjustments to optimise and expand automation efforts. Note: ongoing monitoring and optimisation can be resource-intensive (partner up or have a dedicated team to search for savings).

According to UiPath, businesses implementing RPA report a 20% to 60% cost savings on previously manual processes.



Like to delve into, dissect or draw on my experience over a coffee — let's set up a time...

