



MAKING RPA IMPLEMENTATION SUCCESSFUL WITH HYBRID APPROACH

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It is quite common to hear that RPA implementation can be really simple. However while this can be true for really small POCs if you are trying to do very small RPA projects for your own desktop when you are actually trying to deploy bots and automation across your enterprise, this is very far from the truth.

Fact is that RPA just like any other I.T. project involves many different variables that need to be considered so that you can ensure that your RPA program can be a success. Not doing so can actually lead to the failure of RPA programs which as you must be aware is something that is discussed quite a lot in the last several years as over 60 percent of RPA programs have been known to fail.

It is only because RPA programs do not consider the aspect which comes our own implementation to ensure that your program actually

succeeds on the ground. Which is why you must consider how do you go about actually implementing your RPA solution.

Do you treat it as a very simple project or do you make sure that you apply the right kind of discipline, the right kind of resources. As with other I.T. projects, you must still consider the scope of your project for your RPA program. You must you must have someone who will consult with the required stakeholders internally to understand the business need and to ensure that what you are trying to automate actually makes sense both from a business and technical perspective.

One of the aspects that tends to be ignored is actually ensuring that your systems can be automated using RPA.

Technical feasibility is an important part of RPA and having someone who has been there done that for this

aspect actually ensures the success of your RPA program. It's going to lay the base for ensuring that your RPA program will actually work in production.

There are several issues tarount IT compliance, security, governance which must also be considered before you roll out your RPA programs. It is not just as simple as just writing the script. It has to actually run in production.

And once your bots have been readied by your IT team and your vendor, you must ensure that those who are going to actually use the bot within your company from the business, they can also sign off that the bots are actually doing what they were intended to be doing and it makes business sense when it is finally rolled out into production. You can also try and implement your RPA program yourself using your internal resources.

However while this is something we will encourage and we also say that **your teams need to learn how to use your RPA product and to deploy and make and maintain their own bots in production in the first few months if not for the first year you will typically find that your internal teams will have challenges.**

Some of these challenges include that they will not be aware of what kinds of issues happened when you tried to deploy bots to production. I had alluded only to the fact that technical feasibility is a very important aspect of RPA and the fact remains that most of the products in the RPA space are still emerging.

So knowing the right kinds of tricks and tips that you need to use and apply so that you're going to overcome these challenges is something your teams will

only acquire over a period of time.

So having someone who helps your teams is very important to ensure the success of your RPA program while your teams also come up to stream.

So you can either do your RPA program implementation yourself or you can get the vendor to do it for you or what we usually recommend to our customers and what we have found is that you can take a hybrid approach which means that while your teams get trained to be able to do implementations themselves you also use the services of a vendor for at least for the first year.

Why do your teams become trained in using your RPA product. Understanding how to deploy our RPA bots into your IT environment and also do manage it from an IT

operations and a business culture perspective.

So using this approach ensures that you can focus on ensuring the success of your RPA program. For the first two or two processes that need to be automated from a business perspective when you are bringing on an RPA program you would appreciate that it's very important to demonstrate that program was a success and it does not getting delayed because your resources are not trained So we strongly recommend that while it is nice to think of your RPA in a simple way to be able to actually simplify the rollout and to ensure success of your program you should bring in an expert who is actually skilled in making that implementation simple for you.

