



RPA MATURITY ROADMAP

An Automation Plan Designed to Grow With Your Organization

Process automation is not a one-and-done job. To really take advantage of RPA you need a consistent execution strategy that builds on your success over time.



PHASE 1

Quick Start

Show the value of RPA early and determine potential challenges.



PHASE 2

Establish Foundation

Build on your success and start creating a backlog of demand.



PHASE 3

Accelerate & Optimize

Improve delivery with reusable components and refined processes.

Timelines are different for every organization, but in general, our RPA Maturity Roadmap breaks process automation into **three core phases**. It all starts in the *Quick Start Phase* where business value is shown early and use cases are developed.



PHASE 1: QUICK START

Build organizational enthusiasm around process automation with this quick start approach. You'll start building automation processes that drive business efficiency, reduce human error, and free up resources to focus on more complex problems.

SOFTWARE SELECTION

Choose the right software for your environment and begin developing templates and patterns.

ESTABLISH A TEAM

Identify a process champion to drive RPA and the technical resource team/vendor needed to continue momentum.

SHOW QUICK WINS

Get business buy-in by showing value early. This helps gain approval and budget for organizational RPA support.

Outcomes of Quick Start Phase:

- **Show business value early** – gain organizational support to develop a more mature RPA presence in the business.
- **Develop use cases** – demonstrate the power RPA has to empower the business.
- **Fail fast** – learn where your challenges in the roadmap will be and find ways to overcome them.
- **Develop skills and initial process** – get good at the basics and prepare to operate at scale.



PHASE 2: ESTABLISH FOUNDATION

Promote and evangelize the use cases you have implemented within the organization to encourage further automation across all business lines. Build a foundation for scale, growth, and stability.

DEMAND PRIORITIZATION FRAMEWORK

Transparency is key to a structured prioritization framework. Set the right precedent early on.

MATURE YOUR PROCESSES

Create technical documentation, tools, and architecture, for future-proofing your RPA development standards.

ESTABLISH BASELINE METRICS

Develop automation activity reporting standards and tie automation savings to organizational goals.

Outcomes of Foundation Phase:

- **Establish a demand prioritization framework** – outline rules on which processes should be automated first.
- **Business/end user documentation** – future-proof your RPA development.
- **Build metrics dashboard** – start measuring/visualizing success.



PHASE 3: ACCELERATE & OPTIMIZE

Manage your metrics and focus on priority and high value work. Develop a mature demand management and flexible staffing process to predict, manage, and respond to RPA demand.

ADVANCED FEATURES

Implement AI and machine learning to create more sophisticated and accurate RPA outcomes.

OPTIMIZATION & STABILITY

Continued monitoring of bot utilization and SLAs for business teams. Proactively engage host application teams for change management.

CONTINUOUS MEASUREMENT

Prioritize alignment with organizational goals. Visualize the value automation is providing business over time.

Outcomes of Accelerate & Optimize Phase:

- **AI and machine learning** - advanced features will make your RPA outcomes even more accurate and intelligent.
- **Mature demand management** - predict, manage, and respond to organizational RPA demand promptly.
- **Continuous measurement** - manage, monitor, and optimize Bot utilization and license management.

READY TO START YOUR AUTOMATION JOURNEY?



Our RPA Clear Picture Experience is a working session will help you develop a detailed roadmap and execution strategy tailored to meet your organization's objectives and goals around process automation.