actioning your automation strategy

USEFUL RESOURCES
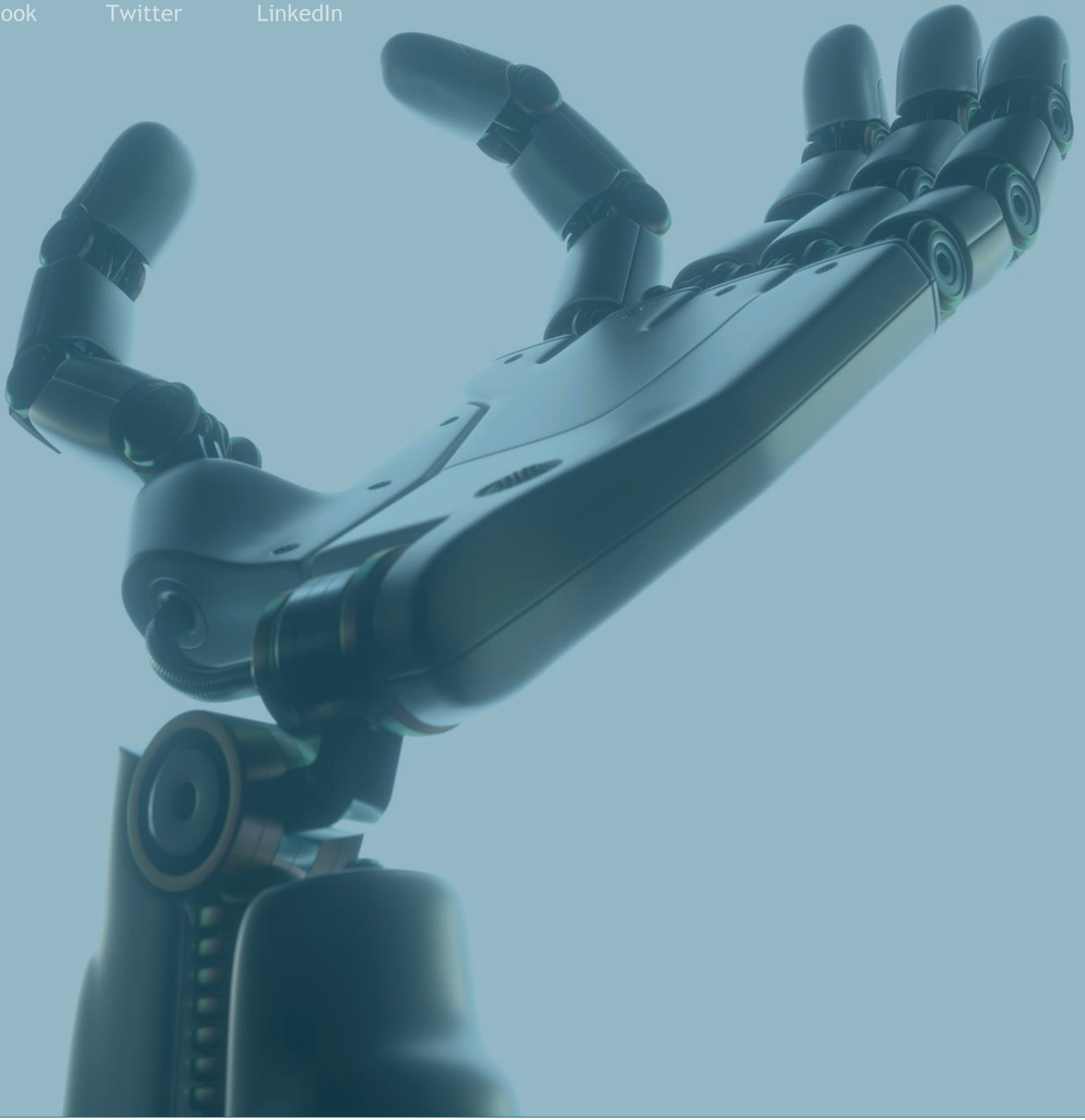
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SIRIUS
SOLUTIONS

Getting automation and transformation right requires companies to be willing to shake things up.

Many of you have reached out following last week's article on INTEGRATED AUTOMATION.

So we thought we would expand on this and share with you additional helpful resources to assist you as you plan your organization's automation journey.

*from our **Integrated Automation** article*

AN INTEGRATED AUTOMATION MODEL HAS FOUR CRITICAL COMPONENTS:

- Technologies – which kind of automation technology should be deployed

- Processes – how automation is developed and deployed

- Governance – set policies and goals around automation

- Change Management – educate employees so that automation technologies are adopted and used every day

USEFUL RESOURCES FOR ACTIONING YOUR AUTOMATION STRATEGY

Gartner

Gartner's automation guide introduces a strategy around cloud, workflows, and overall IT architecture.

(*Source GARTNER - Gartner Report: How to Start Executing a Successful Automation Strategy*)
This report provides I&O leaders a guide to developing and executing a successful automation strategy, regardless of where you are on the maturity curve. It offers valuable insights into the processes, skills, and tooling required to reap the significant cost, quality and speed improvements that automation promises.

Based on more than 100 inquiries into automation strategy over the last year, the report aims to provide pragmatic, actionable advice on:

- Where to focus your automation efforts — five key I&O processes top the list!
- Shifting from reactive, tactical IT task automation to strategic, proactive service automation
- Why more than 50% of the Global 2000 will have a dedicated automation group by 2025
- Gauging your current automation maturity and identifying appropriate next steps
- Simplifying your tooling portfolio
- Developing the right skills and creating a centralized automation group……*read more*

CIO

Specific to IT, we found a general, good automation strategy presented by CIO that links to other sources as well.

(*Source CIO – 7 Keys To An Effective IT Automation Strategy*)
How organizations are optimizing their use of automation technologies, moving from simple process improvement to true process transformation.

"Failures often occur with automation because people don't understand the processes, so we reduced risk by knowing what the process was, talking about the stakeholders and talking about the impact to them," says James, CIO of software maker Optima Healthcare Solutions……*read more*

LEARNING HUB

For companies specifically evaluating business functions for automation, including us at Sirius, the guide presented by Learning Hub is similar to our focus– sales, marketing, data, and reports.

(*Source LEARNING HUB – 4 Automation Strategies That Winning Companies Get Right*)
Using automation you can eliminate manual processes that are time-consuming and prone to errors. At the same time, automation allows you to gather data about the customer that you can use to deliver a better quality service. This kind of experience is responsive and personalized.

Remember, using technology to facilitate the customer experience is not meant to remove human interaction completely. With this in mind….dive into four automation strategies that winning companies get right!….*read more*

FORRESTER

Forrester's automation framework, although very RPA focused, is a good reference article and works as a checklist.

(*Source FORRESTER – Introducing the Forrester Automation Framework*)
It is impossible to overstate the impact automation has on digital transformation.

Automation directly impacts customer experience (CX). Software like Reflexis can automate price checks and cut customer wait times by 80%. Robots like LoweBot can guide customers to the proper aisle to pick up home goods…..*read more*

HORSES FOR SOURCES

However, while we are committed to RPAs as a key piece to deliver automation, it is important for all organizations to think beyond RPAs – it's important for companies to think through a holistic strategy as described by Horses for Sources.

(*Source HORSES FOR SOURCES – RPA is Dead. Long Live Integrated Automation Platforms*)

The biggest problem with enterprise operations today is the simple fact that most firms still run most of their processes exactly the same way as they did 20/30/40 years ago, with the only "innovation" being models like offshore outsourcing and shared service centers, cloud and digital technologies enabling …..*read more*

To review, as companies define automation requirements, it is important to understand the breadth and scale of technologies available. There are six key ways to automate. (*Quick Guide To Automation* article)

SIX KEY WAYS TO AUTOMATE

| rpa | bpms | no code low code | software tools | platforms | systems integration |

Furthermore, vendors of automation technologies as discussed in our previous article (*Automation Technologies* article) can provide case studies and additional useful information.

TOP AUTOMATION VENDORS

rpa	bpms	no code low code	software tools	platforms	systems integration
AUTOMATION ANYWHERE	PEGASYSTEM	PEGASYSTEMS	AMAZON-AWS	SALESFORCE	MULESOFT
UIPATH	APPIAN	MICROSOFT	MICROSOFT	WORKDAY	DELL BOOMI
BLUE PRISM	IBM	OUTSYSTEMS	GOOGLE	HIGH RADIUS	INFORMATICA
	GENPACT	MENDIX		AND MORE	SNAPLOGIC
		APPIAN			JITTERBIT

You may also be interested in these articles and video:
Power Query – Cost Free Automation *(article)*
Streamlining and Automation – Excel 365, Tips and Tricks *(article)*
Streamlining and Automation – FEI Webinar *(video)*

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For more information regarding our Automation, contact us.

Rakhee Das
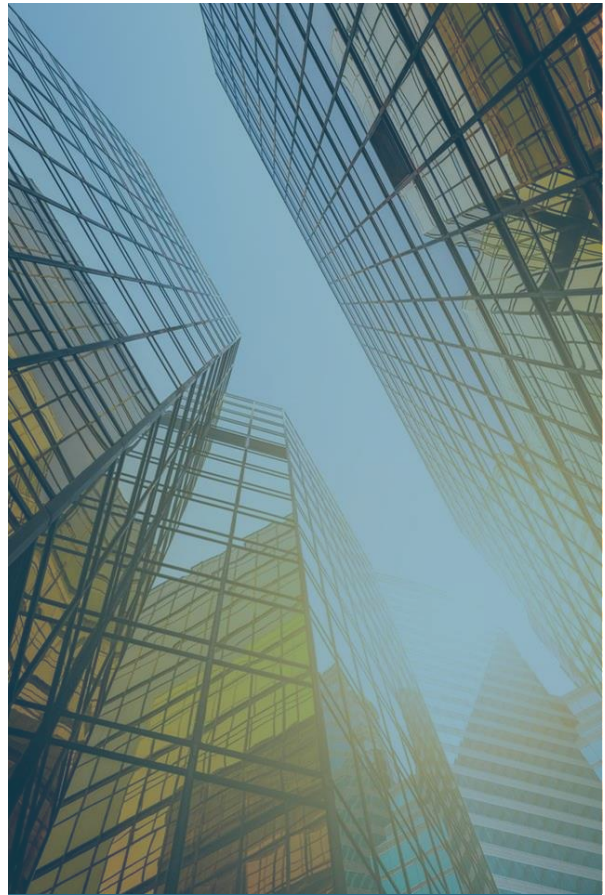
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