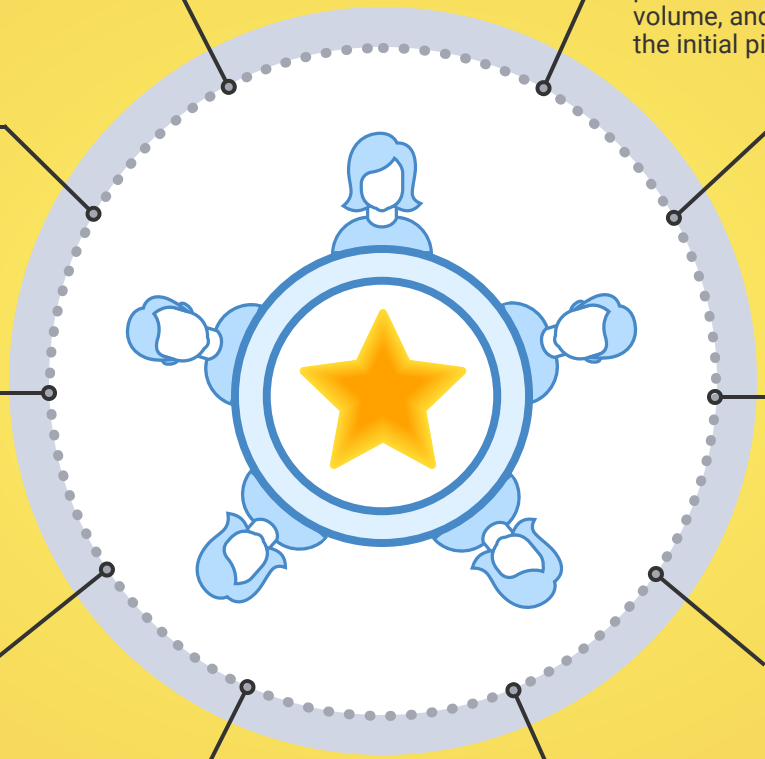
Establish Your Center of Excellence



Meetings

Schedule regular weekly meetings and maintain that cadence.

Expertise

Assign a subject matter expert from each department to participate in a pilot RPA project.

Business Plan

Create a business plan with a clear timeline and adhere to it.

Roles

Define roles, responsibilities, and accountabilities.

Software

Choose the most suitable RPA software, considering user-friendliness, organizational alignment, number of bots, ROI, and a supportive vendor.

Processes

Identify and prioritize repetitive, manual processes with low exception rates, high volume, and significant business impact for the initial pilot.

Metrics

Establish metrics and Key Performance Indicators (KPIs) for reporting progress and measuring the impact of RPA.

Pilot

Develop and test RPA pilot using data, process maps, business impact, and ease of deployment to determine the appropriate strategy.

Engagement

Engage employees and communicate frequently about project progress to cultivate enthusiasm and secure long-term commitment from them and management.

Governance

Establish governance and compliance measures, including policies, procedures, audit logs, and quality assurance, during the pilot phases of RPA implementation.

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