Process assessment is the driver of successful RPA implementation

At its core, robotic process automation (RPA) provides simple, easy to develop software solutions to automate the human actions needed to interact with a computer to complete a job—or "process." Its main goals are to:

- Free up capacity
- Reduce costs
- Improve the value and quality of completed tasks

Most organizations recognize the value of RPA, with 90 percent of large organizations saying they will adopt RPA in some form in 2022 (Gartner). But there are two common reservations: cost to implement and disruption of operations.

PROCESS ASSESSMENT LIMITS COSTS, MINIMIZES DISRUPTION

At Garnet River, we offer a free QuickStart Process Assessment as part of our delivery vehicle. It identifies RPA opportunities that are easy and quick to implement…while offering tangible savings and benefits.

The following represents our path:

IDEATION	SCORING	PRIORITIZATION
Client and Garnet River brainstorm process automation candidates	Unique session with each involved BU	2-3 hour workshop with all BU's, in the same room – consensus business prioritization
Identify stakeholders across each involved Business Unit (BU)	Review processes to identify value, baseline targets, and backlog	Garnet River provides scoring, recommendations, time-to-value, ROI, prioritization, etc
Capture workflow detail & key video walkthroughs	Challenge and quantify current processes: why are they in use, what is the desired outcome, how is value measured	Determine priority of the overall business
Gather supporting documents (e.g. flow charts, SOP's, policies, etc.)		Based on the discussion output, deliver Plan of Automation (PoA)

Having such a well-defined approach allows for the identification of a Proof of Concept (PoC). A good PoC process is small in scope and involves only one business unit. The objective is to implement RPA with minimal effort and limited cost to show how quick (within 6 weeks) and effective (ROI within 6-9 months) RPA can be. Garnet QuickStart provides this, as well as a PoA that allows for the scaling and implementation of automations that have been identified as drivers of organizational performance.

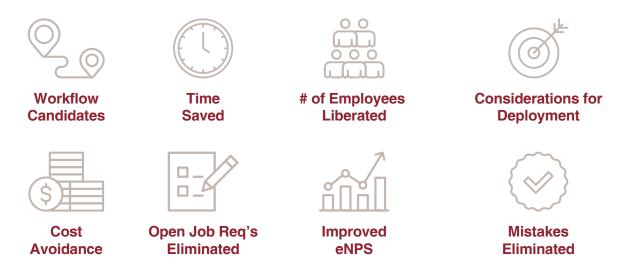## MEASURABLE IMPACTS KEY PRIORITIZATION

Most organizations have a lot of ideas for automation candidates, but many never ask this basic question: what is the real business value of automating the process?

Not understanding the real business value of automating a process will prevent successful RPA engagement. The automation may work, but the cost to implement—both disruption to employees and dollars invested—will outweigh the benefits. The result will be disengagement from RPA as a driver of business outcomes…and lost opportunity to meaningfully optimize processes for profit.

Process assessment ensures the right tasks are targeted for automation. At minimum, the following questions should be asked:

- Can we automate this process?
- Should we automate this process?
- What will we gain by automating this process?

This is where **measurable impacts** come in.

Workflow Candidates

Time Saved

# of Employees Liberated

Considerations for Deployment

Cost Avoidance

Open Job Req's Eliminated

Improved eNPS

Mistakes Eliminated

The identified measurable impacts above provide the framework for answering the questions that need to be asked when selecting RPA targets.

In a way, process assessment is like the result you get after entering an address into your GPS and selecting the route from the options presented. It's a tool that taps into available data to map your journey. There are different routes, but the best is the route that meets your objectives…and in the case of RPA implementations, the more they align with your business priorities, the more successful your automation experience will be.