



To-do list for scaling robotic process automation

Gaining advantage through your digital workforce

(based on findings from Deloitte's Global RPA Survey)

While implementing robotics will take effort and investment, the prize can be very significant if you get your ambition, foundations, and agility right. We recommend you consider these carefully from the outset and establish an ambition and a model that will enable you to deliver at scale and manage your digital workforce in a fast, fluid, and agile way. The prize is not only a cheaper, faster, and higher-quality workforce for those rules-based administrative tasks, but the opportunity to establish a mind-set and momentum that enables you to progress further and faster on your overall digital journey.

Start with a bold ambition

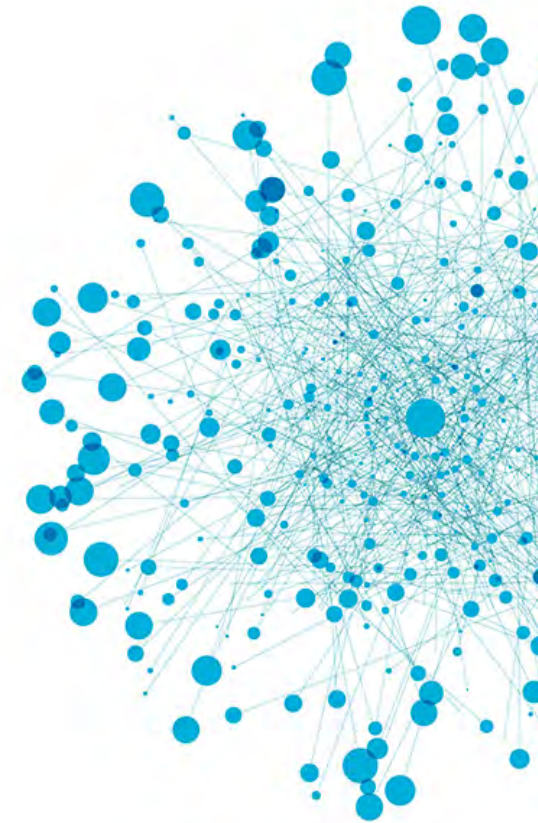
- **Think broad** — Robotics should be adopted across the whole enterprise to maximize benefits
- **Think big** — Make your target significant, leverage RPA fully, then incorporate cognitive automation
- **Think benefits** — Look beyond headcount reduction and aim for the top line, and for quality and compliance through robotics
- **Think high** — Get your C-suite on board. Speak to them as they are likely to be supportive of RPA adoption

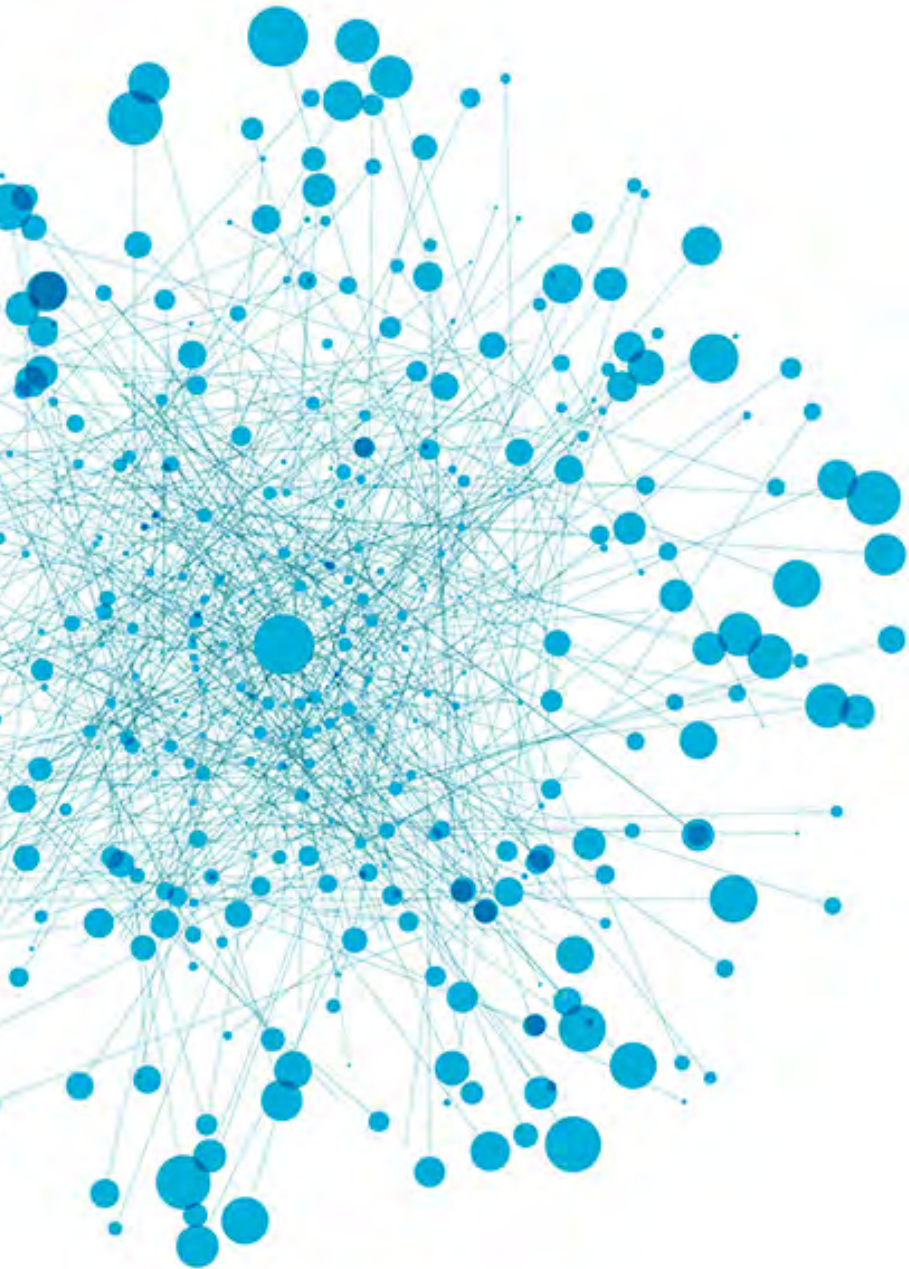
Build a strong foundation

- **Focus on process** — Invest in defining the process in detail, engage global process owners (GBOs), and keep it simple as process complexity drives robot complexity
- **Gain IT buy-in** — Secure IT support from the outset. IT is often less supportive of RPA and this can be a major obstacle to a successful implementation
- **Engage your people** — Build automation with and for your people, so they understand it and feel the benefits. This will help keep resistance to RPA low
- **Make it a transformation** — Scale RPA by treating it as a transformation “not an experiment” and recognize that you will need to invest and to partner

Deliver high-velocity change

- **Get lean** — Plan your digital workforce to be fast, scalable, and able to work 24x7. This workforce is a source of competitive advantage for those who get it right
- **Build a responsive support organization** — Establish the right kind of support for RPA with ownership from your operation and coordination across the enterprise
- **Implement right-sized governance** — Make it decisive but flexible. An agile approach works best and effective governance is essential for scaling robotics
- **Become agile** — Adopt agile ways of working and a digital mindset to enable you to take full advantage of robotic and cognitive automation





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