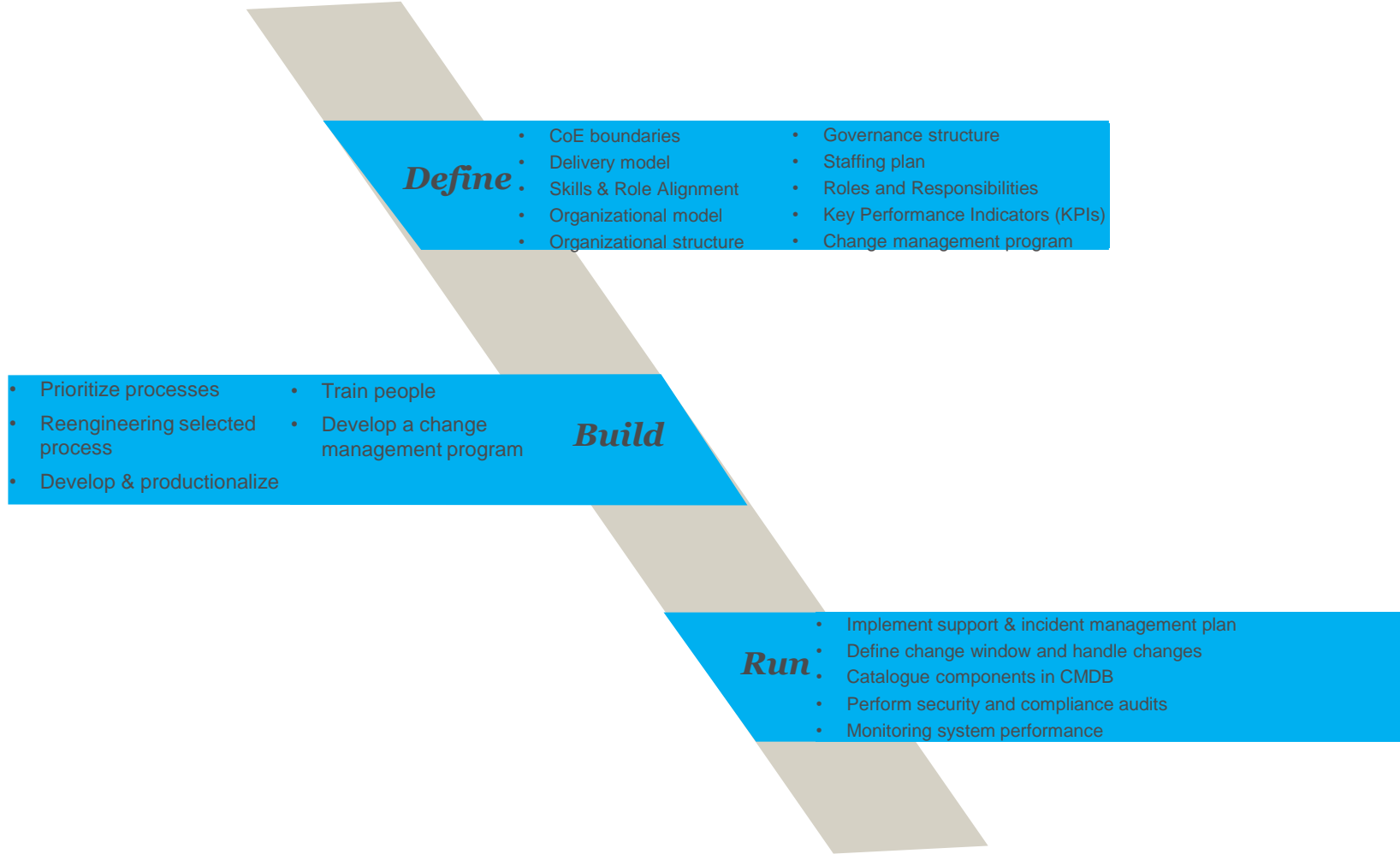


Setting Up a Robotic Process Automation (RPA) Center of Excellence (CoE)

The RPA path has been so far the following: organizations started with a Proof of Concept (PoC) validating the concept, then moved to a Pilot where a full process with all exceptions was automated end-to-end. After developing more than three Pilots organizations have realized that a team should be handling the robots inside the organization. This team should not only monitor the current robot, but also should have look for additional processes to automate. On the long term the most efficient way to treat this challenge is for a big organization to create a Center of Excellence (CoE).

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Delivery model

Skills & Role Alignment

Organization structure

Key Performance Indicators (KPIs)

Staffing plan

KPI category	Description
Automation KPIs	Keeps track of the efficiency of the automated processes
Virtual KPIs	Monitors the overall usage and optimization potential of the running robots
Financial KPIs	Monitors monthly the overall CoE team performance: their development, their training needs etc.
Employee KPIs	Monitors the overall CoE team performance: their development, their training needs etc.