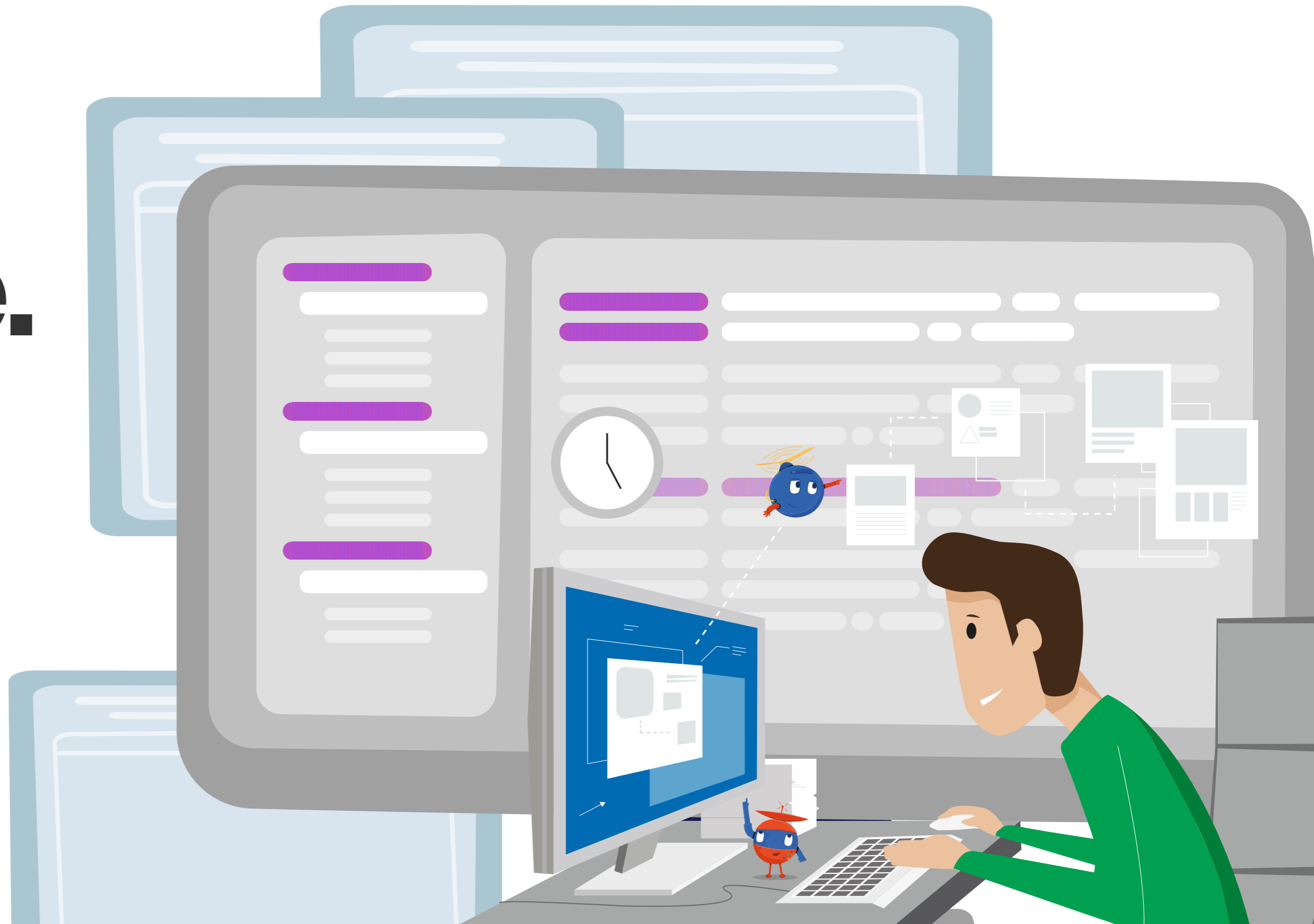


It's Time to Automate.

A UiPath E-Book



Why now? Unprecedented challenges spark a new era of innovation

You're probably hearing a lot about the "new normal" for doing business. There's definitely a lot of "new," but there's nothing normal about it.





The COVID-19 pandemic exposed a lot of shortcomings in our processes and policies. In organizations everywhere, business continuity plans weren't always realistic and up to date. Furloughed workers took a lot of their institutional knowledge home with them, leaving the people still on the job scrambling to do the basics. We weren't ready to support a remote workforce the way we needed. And we found out that our supply chains weren't very flexible. **Business-as-usual wasn't as resilient as we thought.**

These problems don't magically disappear when the virus does. In fact, Forrester calls the pandemic a “gray swan”—a rare event that's still likely to occur.¹ And if it's not a pandemic, some other form of disruption is waiting in the wings.

¹ Forrester Research, “The COVID-19 Crisis Will Accelerate Enterprise Automation Plans” (2020)

Ready or not, the future is coming

So, we don't know what's on the horizon, but we still need to prepare for it. Fast. We don't need vague talking points about a "digital transformation." We need **immediate action, speed at scale, and hard ROI**. And we don't have a lot of time. Like the folks at McKinsey & Company say, "Businesses that once mapped digital strategy in one to three-year phases must now scale their initiatives in a matter of days or weeks."² **If you thought the pace of business was accelerating before, you haven't seen anything yet.**

² McKinsey Digital, "Digital strategy in a time of crisis" (2020)



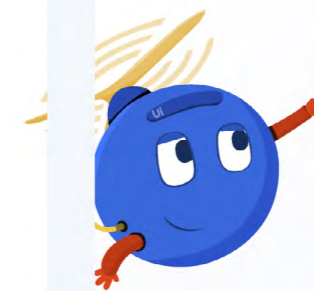
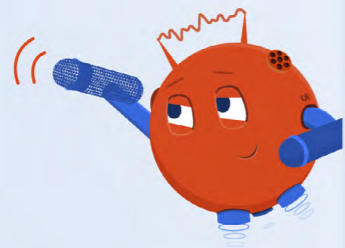
66%

Companies that will increase RPA software spend over the next 12 months³

- Forrester Research

How can we do it? We need to automate. To be more resilient and flexible, we need automation technology that can back up people when disruption occurs and our human workforce is stretched to capacity. We need the flexibility to scale up and down quickly as needs change – instead of being locked into a single gear for all situations. And we need to take the knowledge in people’s heads and systematize it so we can access it in times of disruption and crisis.

The new normal? However it takes shape, we’ll see a lot more Robotic Process Automation (RPA). And a lot more ways for living, breathing employees to gain new skills and be more productive and creative. In other words, the new normal isn’t all doom-and-gloom. It’s also full of opportunity and potential. Let’s take a closer look . . .



³ “The Future Of Work Is Still Being Written” (2020)



What to automate

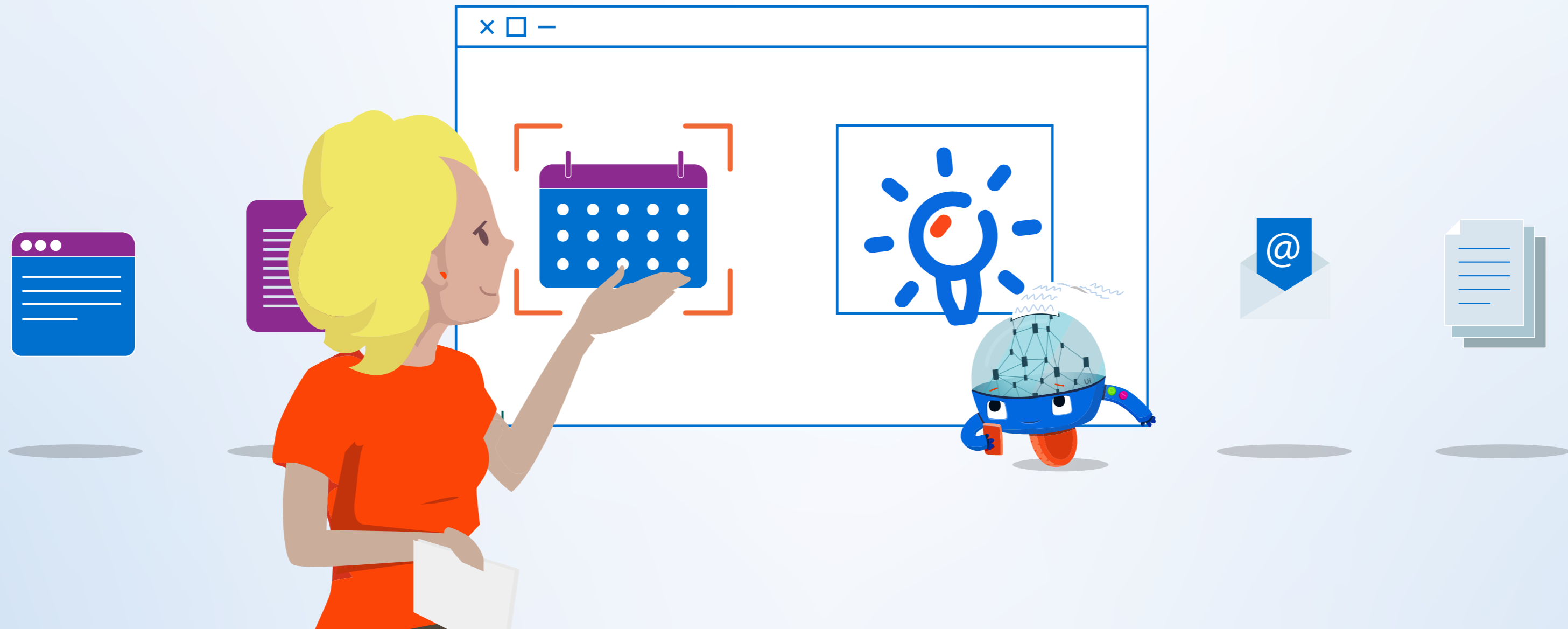
To automate or not to automate?

For a growing number of businesses, the real question isn't whether to automate but where to start. Every business is unique. Each does things its own way. There's no cookie-cutter solution for deciding which processes to target for automation. Instead, one tried-and-true tactic is to look at the different approaches for zeroing-in on the processes and tasks that are good candidates for automation.



The top-down approach

A strategic automation initiative is a big deal. It means rethinking longstanding assumptions and reengineering some of the core processes that drive the business. This requires a centralized command-and-control, top-down approach to target the sweeping enterprise-wide processes that deliver maximum ROI.



Creating a Center of Excellence (CoE) for your automation initiative is a proven best practice for top-down RPA deployment. Think of a CoE as the brain trust for your automation initiatives. A CoE can set the agenda and make sure the entire organization is on the same page, marching in the same direction, singing from the same songbook.

The CoE's role is to:

Ideate – Target which areas of the business are the best candidates for automation.

Prioritize – Decide which processes are the highest priority and which can wait.

Distribute – Allocate technology and resources to put the plan into action.

Govern – Ensure that the automations that get rolled out are safe, secure, and well managed.



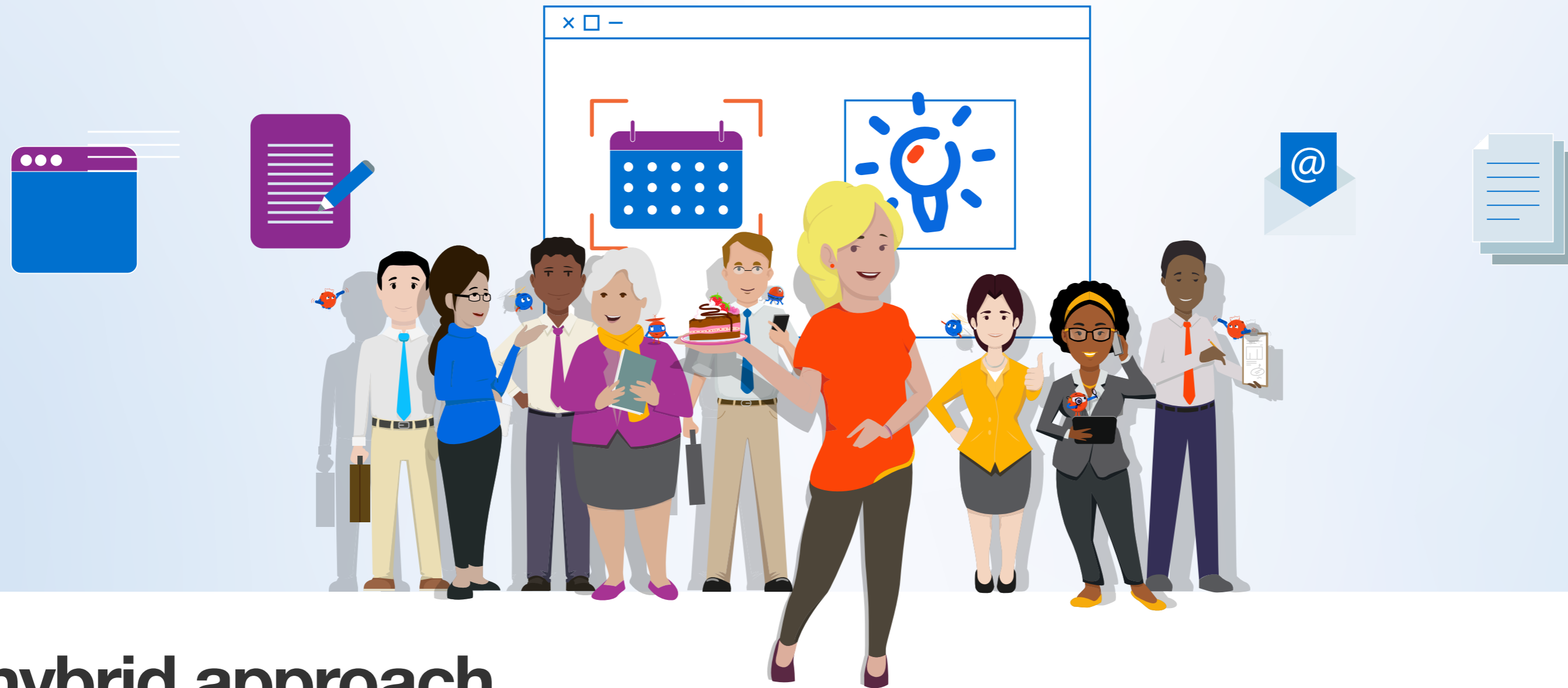


The bottom-up approach

Sometimes, the best experts on your business are the people who do the work. Fill the orders. Talk to the customers. Those people know what they're doing — and how they can do it better. They know where the bottlenecks are. They know which tasks are tedious and repetitive.

The **bottom-up** approach capitalizes on that hard-won wisdom. It allows those invaluable citizen developers (another name for your RPA-savvy employees) to create automations for themselves based on governance rules and submit them for distribution—with a cumulative effect that can have a transformative impact.





The hybrid approach

So, top-down or bottom-up? Why not both? Both approaches have their merits. Each works best for certain use cases. That's why the solution is often a hybrid approach that combines the best of both—where your CoE and your citizen developers work in tandem, with a governance plan for the distribution of the automations they both generate.

That way, you get the discipline, control, and governance of the top-down approach while tapping into the creativity and crowd-sourced wisdom of the bottom-up approach. It's like the robotic equivalent of having your cake and eating it too.



How to start

You've recognized the urgency to automate to help your business to thrive in this new reality. You understand the advantages of the top-down, bottom-up, and hybrid approaches. Now you're wondering where to start. How do you go about ensuring the success of your RPA initiative?

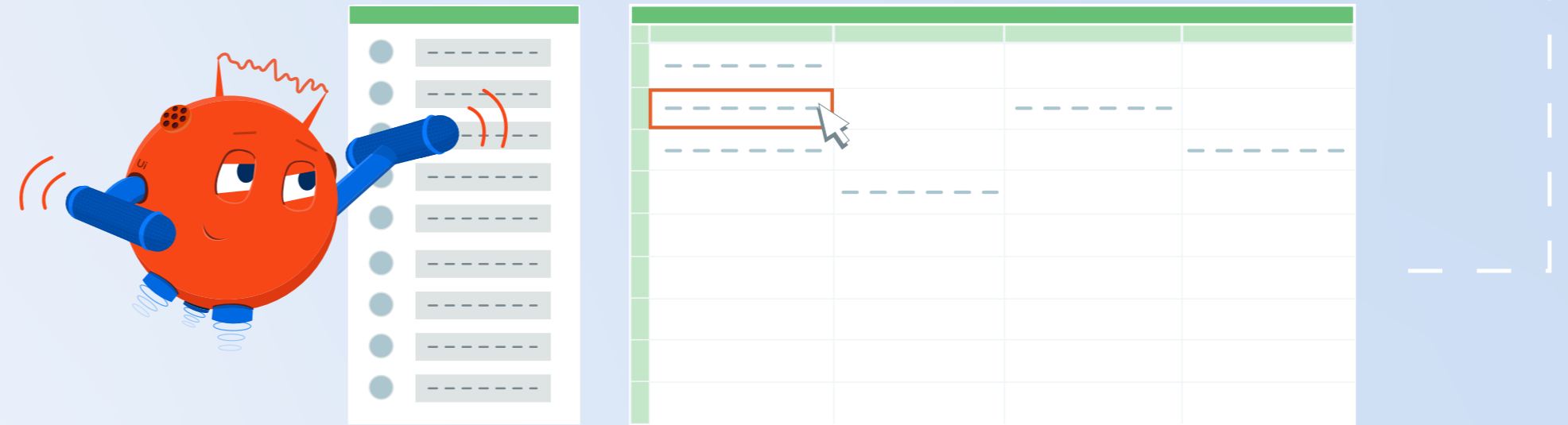
We've had a front-row seat for some compelling RPA success stories. Here's what we've learned about getting a fast start.

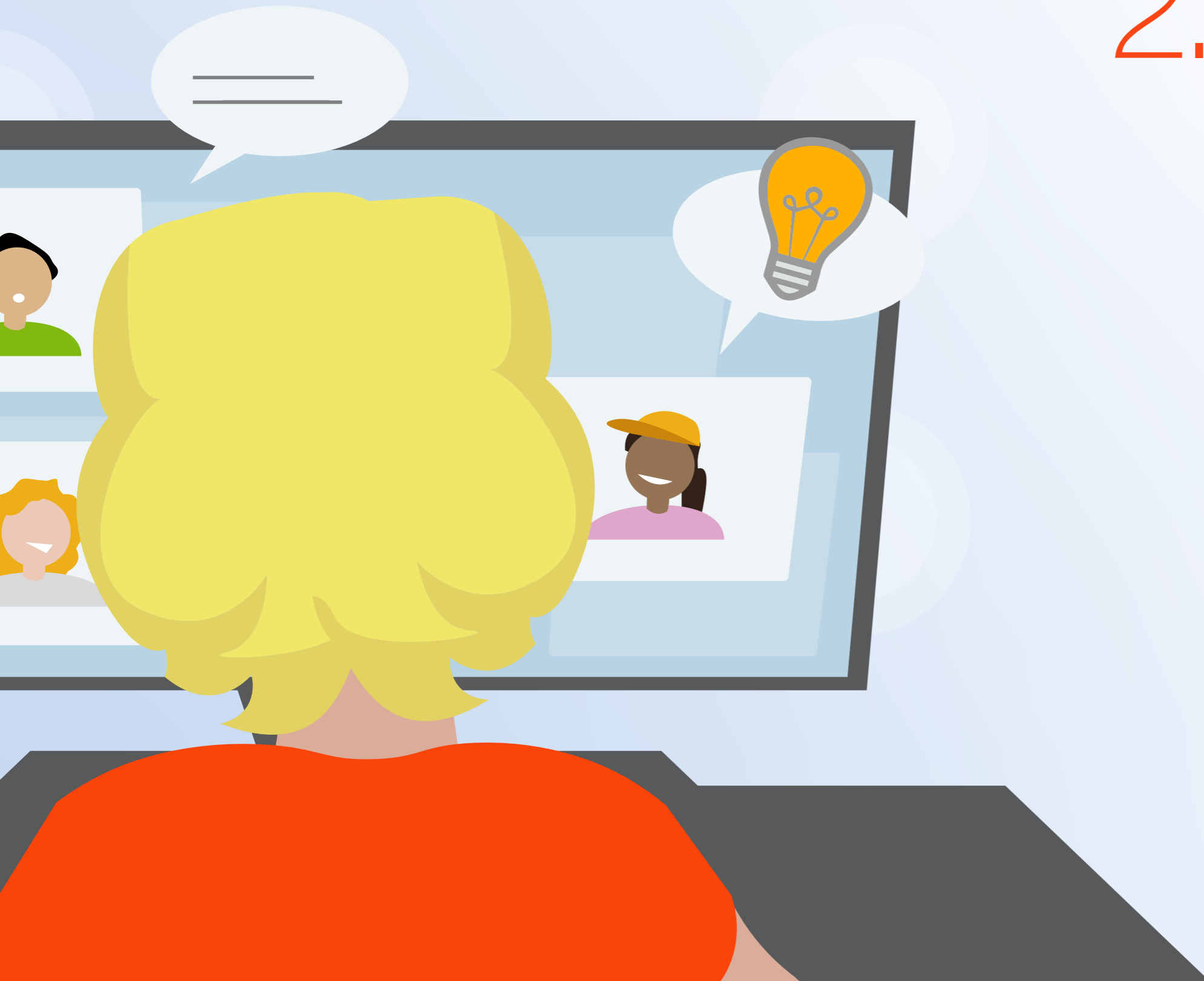


Deliver value Day 1

1. Follow the data

Start with processes that involve finding, moving, re-keying, or comparing data. In this new business reality, data is king . . . or queen. That's why you invest so much time getting the right data to the right people at the right time to make the right decisions. Focus on automating work for large teams that spend a lot of time on repetitive work with data. RPA frees them up to do the things that add value to your business.





2. **Build on the work of others**

You don't have to be an RPA genius to get started. In fact, UiPath's partners are like on-call RPA geniuses. You can use their experience to jumpstart your project. And you don't have to start an automation initiative from scratch. Using turnkey solutions for your first two or three bots can help you see where you can get the biggest impact.

These quick wins will become showcases that help you build momentum. When people see what RPA can do, the light bulb goes on.

And finally, take advantage of the people who are willing to share their experience. Check out the 1000+ reusable components built by UiPath customers and partners on our Marketplace.

3. Get your systems talking to each other through automation

One of the key building blocks for RPA is integration. You want internal and external systems to share what they know. RPA can weave together data from systems across your company more efficiently than traditional development projects.

Not only do you save the time you used to spend finding and rekeying information from multiple systems, you also see some major transformations. Like breaking down functional silos. Improving data quality. Creating accurate and reliable audit trails. Accelerating new ideas. And simplifying compliance with regulations like GDPR.

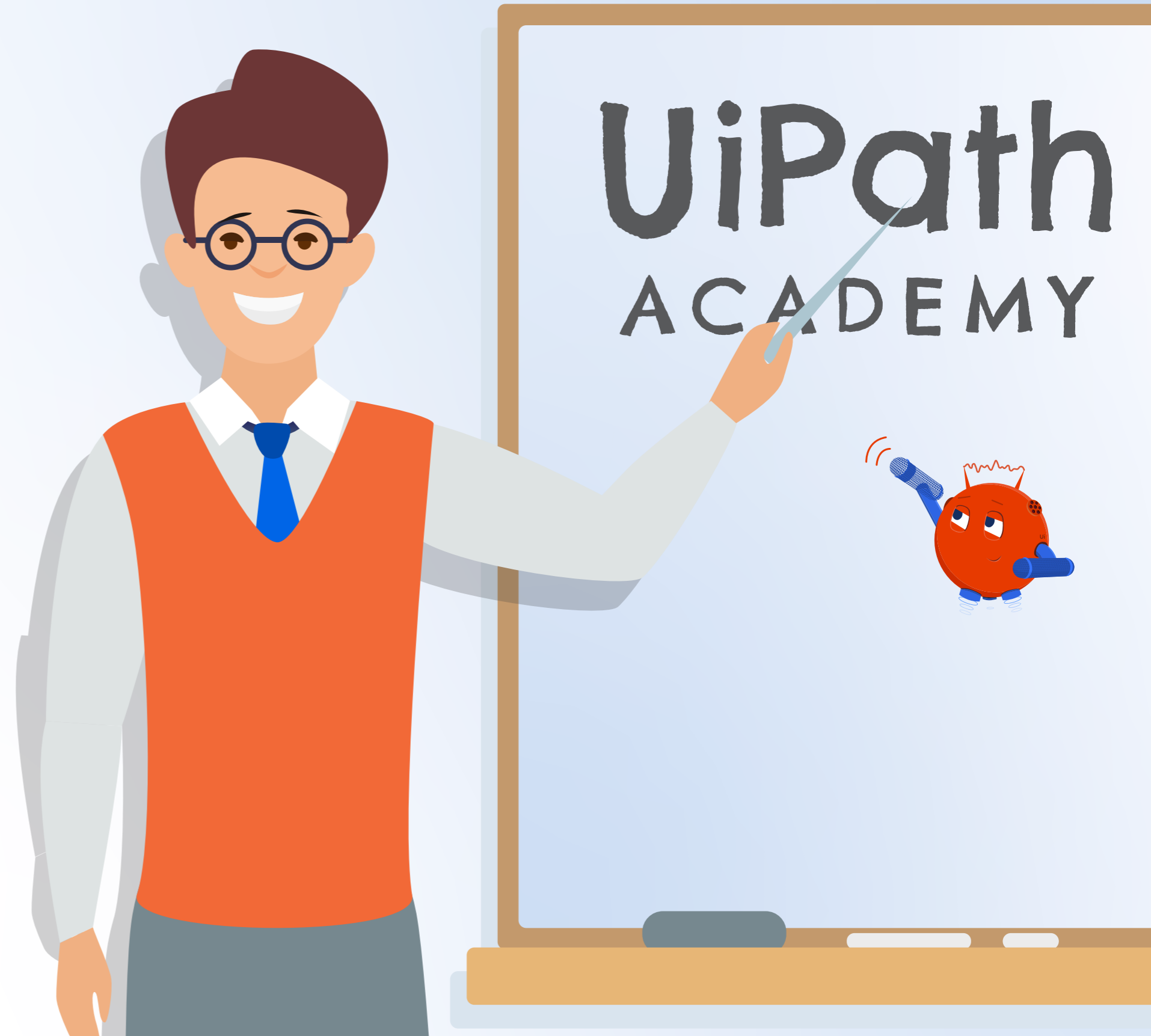


Build a future-ready, resilient workforce

4.

Empower power users

You need a way to increase the number of RPA power users in your organization. For the up-and-coming generation of workers, RPA skills will be as common—and as essential—as Microsoft Office skills are now. Through programs like Academic Alliance, UiPath is working with leading educational institutions to build a global RPA knowledge ecosystem to support the future of work. It's a game-changer for achieving your strategic goals.





5. Train your employees

Individual businesses will also need to train and certify their existing workforce for RPA competencies. No matter what you do, you'll probably have a digital assistant in the near future. You might even have a robot for a boss. They're a blast at holiday parties.

All the training on UiPath Academy is free for every role, from business analyst to hotshot developer. Sign up now. Sign up your team.

6.

Shift people to higher value work

RPA makes you more efficient, which is an important quality in an unpredictable business climate where demand swings up and down and you don't always know how much of your workforce you'll need or where they'll be. Robots don't take holidays. They don't take sick days. They don't punch a clock. They can help keep your business running in the midst of disruption and help you respond to sudden spikes in demand. And they free your employees to do the things that people do better than robots. Like serving customers. Solving problems. Inventing new processes and products.



Follow the money

- 7. Start in the C-suite**

How can you tell what a business really thinks is important? Look at its budget. That's how you determine its priorities. It's great to send out a company-wide email about your company's RPA vision, but until the occupants of corner offices are ready to assign budget to make the vision part of the culture, all you have is good intentions.





8.

Rally the entire organization

Everyone in your company has vested interest in your RPA initiative—and everyone is responsible for its success.

Think of automation as a cause. Pick a person to champion the cause. Choose someone passionate about the RPA vision and its possibilities. Someone with the authority to get things done, allocate resources, and break down barriers. Someone like a superhero, but without the Lycra bodysuit.

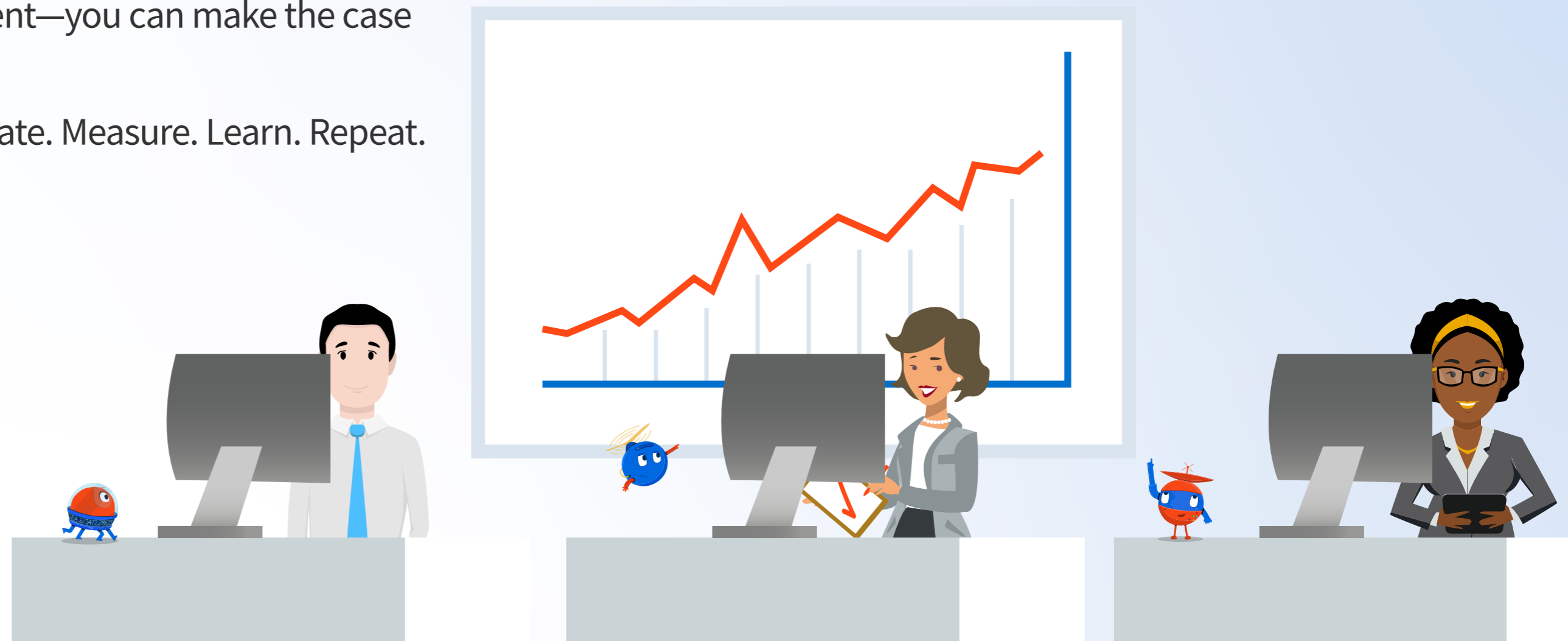
9.

Measure. Measure again

Accountability drives performance, so your leaders need to be accountable for RPA outcomes. Otherwise, not much happens and not much changes. Start at the top. Link your RPA outcomes to the company's strategic objectives and roll them down into individual performance goals.

You need to know where you start so you can quantify the impact of RPA. Your business will improve in multiple ways, so be sure to have the before and after snapshots that measure and show your progress. As you add more value with each automation—and document the improvement—you can make the case for more RPA funding.

Here's your mantra: Innovate. Measure. Learn. Repeat.



The future of automation is already here.

The future sure got here fast. Almost overnight, a lot of what we thought was rock-solid best practice turned out to be outdated, inflexible, and unreliable. We're still figuring out the new reality, but we know a few things for certain. We need to be more resilient. We need to be more agile. And we need to be more creative. The good news is that automation can do a lot more than help us weather the current storm. It can also help us be ready for a new future.

Start your tomorrow today. Read our **blog** to learn more.

