Digital Workforce Process Selection Service

Ultima's Digital Workforce combines tried and tested automation with decades of industry expertise

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Our Digital Workforce delivers scalable replication of manual processes in any system or application, providing the power to see vast improvements in productivity and service - without significant investment, risk or disruption.

In partnership with Thoughtonomy, we provide an Intelligent Automation (IA) platform which does not require application re-architecture or infrastructure. It is designed to provide a flexible pool of digital labour, breaking the association between work, the resource required to deliver it and the method of triggering, initiating or interacting with any given process.

Scope

We can deliver a Digital Workforce Process Selection Service which demonstrates how the operational efficiency and business agility of your organisation can be improved with the automation of various processes.

The scope of this engagement is to produce a return on investment (ROI) analysis document. This will underpin your business case and demonstrate the value we can bring to your business with the implementation of a Digital Workforce.
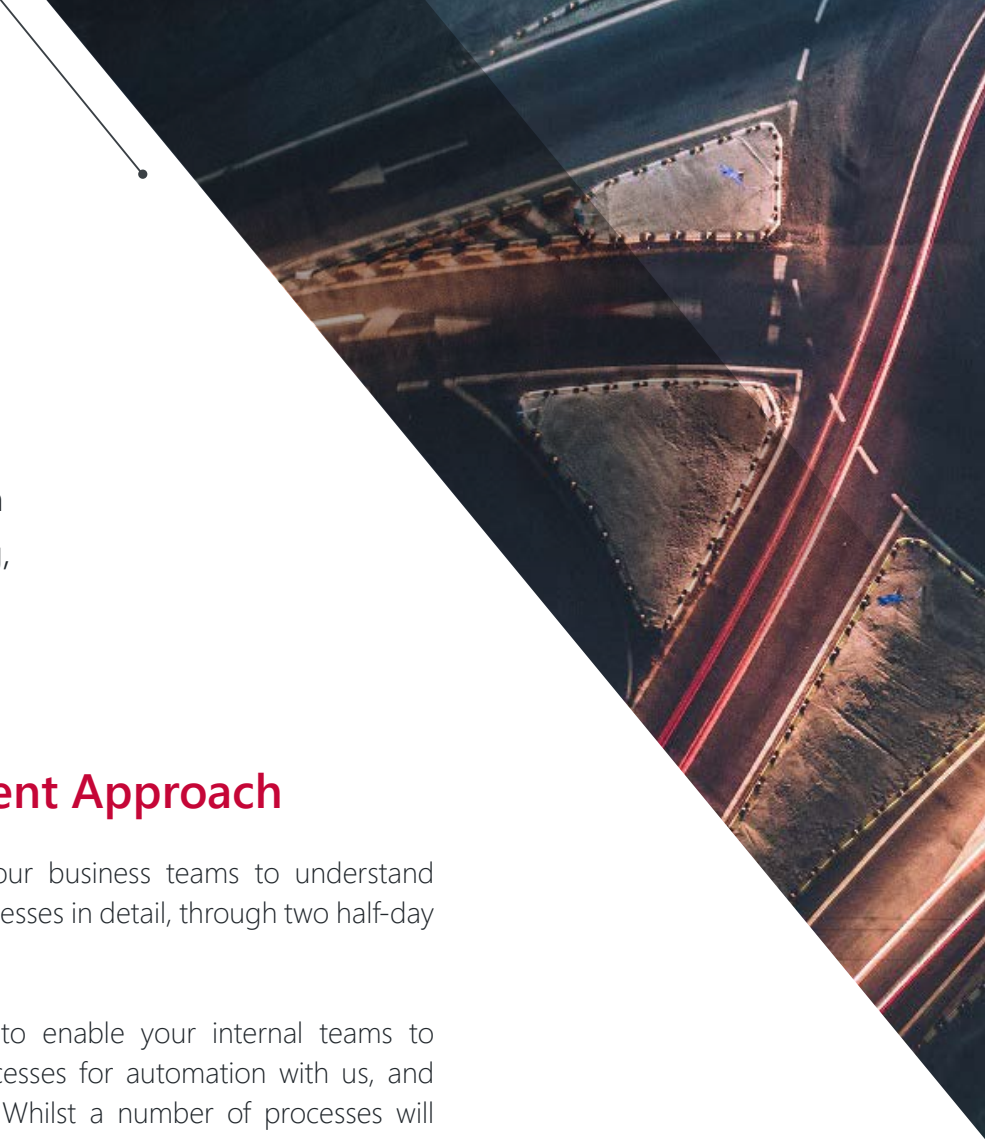
By identifying appropriate, high volume and low complexity processes, we can ensure your organisation realises the full capabilities of a Digital Workforce.

Engagement Approach

We will work with your business teams to understand some of your key processes in detail, through two half-day workshops.

These are designed to enable your internal teams to discuss potential processes for automation with us, and the derived benefits. Whilst a number of processes will be reviewed, the purpose of these workshops is to funnel these down to two or three which are ideal first candidates - with related volumetrics to support a business case.

The three day structured engagement is delivered by a qualified Intelligent Automation consultant who can provide guidance and advice relating to your environment, and articulate findings to management and technical stakeholders.

Digital Workforce Process Selection Service Summary

Key Benefits

- Mitigate the financial risk of introducing new technologies into your environment
- Validate business requirements against real technologies and procedures
- Gain stakeholder buy-in
- Formulate strategic direction

Prerequisites

- The 'Process Candidates' form should be completed with as much information as possible prior to the workshops - this provides yourselves and us with a good foundation for discussion

Key Deliverables

- Workshops to identify best process candidates
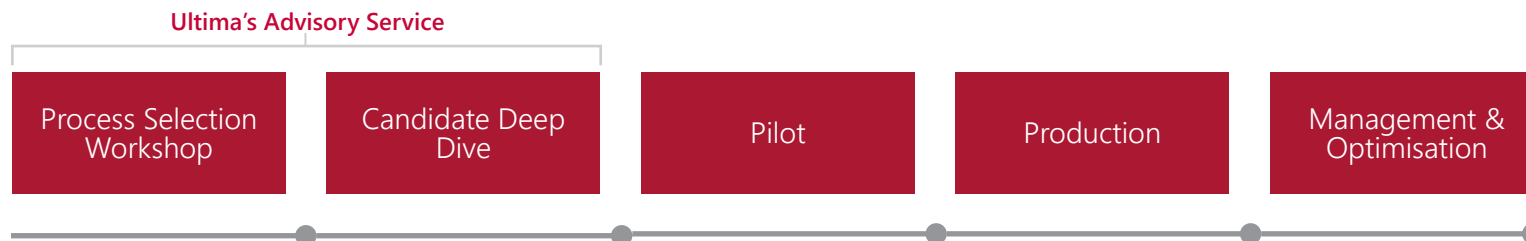- ROI analysis
- Business case document

Typical Duration 3 Days [1]

[1]Dependent on complexity of processes and approvals

Our service includes two half-day workshops which are held either onsite or remote. Following on from these, a business case document is created which includes an ROI analysis tailored to your environment and processes which have been identified for automation.

Engagement Model

The Process Selection Service is part of our Advisory Service, which covers the first two stages below. Once complete, and business case approval is achieved, we will progress on to the pilot stage. In most cases, a working platform with automated processes can be running within eight to twelve weeks.

Ultima's Advisory Service

| Process Selection Workshop | Candidate Deep Dive | Pilot | Production | Management & Optimisation |

Stage	Activities	Duration
Process Candidates	**Document** • A template will be provided for you to complete, identifying potential automation candidates which can be discussed in the workshop	N/A [2]
Process Selection Workshop (PSW)	**Workshop** • High-level, structured discussion regarding potential process candidates for automation • Decision made on two or three which can be taken through to a deep dive	0.5 Days
Candidate Deep Dive (CDD)	**Workshop** • Run through of processes identified for deep dive with your business teams who would usually run these • Volumetrics of the processes documented	0.5 Days
Business Case Document	**Document** • Information from the previous stages will be used to develop a business case document including an ROI analysis	2 Days

[2] Activity to be undertaken by customer

Conducting an ROI analysis before moving forward with process automation across your organisation can help the business avoid potential challenges, while minimising risk and time spent. Our consultants can guide you using industry best practices, product expertise and implementation experience to promote higher efficiency and reduced time to mobilisation of the Digital Workforce.

For a limited period, our Digital Workforce Process Selection Service is available free of charge [3]

[3] Subject to change at any time

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