Build an Automation Center of Excellence

What is an Automation Center of Excellence?

Today's businesses need to be fast-paced, agile, and efficient, and that means automation is no longer optional. In recent years, robotic process automation (RPA) has become increasingly popular due to its flexibility and ease of use. But deploying RPA software without an underlying strategy leads to disappointing results.

An automation center of excellence (COE) includes the people, processes, and technology necessary to maximize the benefits of automation. It effectively uses robotic process automation technology, but also moves your organization beyond RPA and ensures that you are employing automation best practices. A center of excellence is crucial to finding new automation opportunities, scaling your automation within the organization, and carrying out a long-term vision.
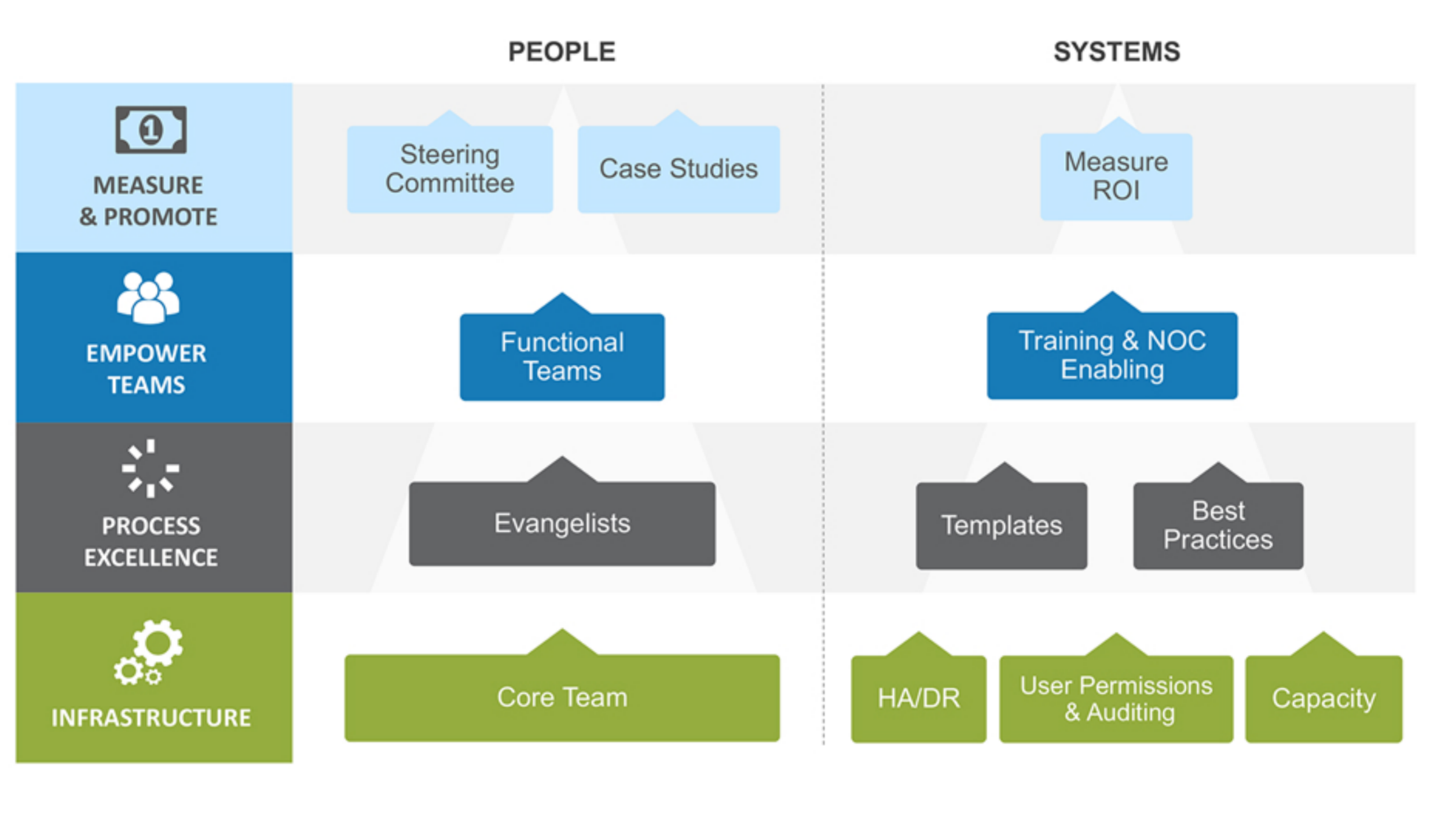
Learn how to Build Your Automation COE

Creating an automation center of excellence ensures that your enterprise with strategy and vision. This guide gives you the expertise you need to put together a great team, follow best practices, and continually optimize your automation COE.

The Business Leader's Handbook for Building an Automation Center of Excellence

[READ THE GUIDE]

Automation Center of Excellence Framework

	PEOPLE		SYSTEMS	
MEASURE & PROMOTE	Steering Committee	Case Studies	Measure ROI	
EMPOWER TEAMS	Functional Teams		Training & NOC Enabling	
PROCESS EXCELLENCE	Evangelists		Templates	Best Practices
INFRASTRUCTURE	Core Team		HA/DR	User Permissions & Auditing	Capacity

People and Processes

You may be transitioning to a digital workforce, but your human team is still the key to a successful transformation. To lay the groundwork for a successful center of excellence, put the right people together with the right processes.

✓ The core team

✓ Prioritization and approach tools

✓ Evangelists and functional teams

✓ Steering committee

The ideal core team for your automation project has a range of skill sets. Business analysts document processes and assess the impact of automation. You also need someone to build the automation. Depending on the requirements of the workflow, this person could be a business user or an experienced developer. Finally, get members of the operations team on board to test and monitor the automation.

> Our automation center of excellence allowed us to fully realize the benefits of automation. Our COE has enabled an organization-wide innovation strategy while developing the necessary automation knowledge and capabilities. We are changing the way we do business.
>
> **VP of Operations, a National Healthcare Organization**

Systems and Infrastructure

Your center of excellence is only as good as its technological foundation. Making good choices about systems and infrastructure sets the stage for rapid growth and prevents issues down the road.

✓ Infrastructure

✓ Best practices and templates

✓ Training and NOC enabling

✓ Measuring ROI

Enterprise-class automation requires enterprise-class architecture. This includes features like high availability and disaster recovery, auditing capabilities, and role-based security. Follow the same DevOps best practices for your automation as you would for your other critical systems to create the strongest COE framework possible.

Webinar Series: Building an Automation Center of Excellence from the Ground Up

People and Processes for Automation Best Practices

In part one of this three-part webinar series on automation strategy, learn about the people and processes you should have in place to build your automation center of excellence.

Watch the Webinar

The First Steps in Building Scalable RPA Infrastructure

In part two of this three-part webinar series on automation strategy, learn about choosing the right systems and infrastructure for your automation.

Watch the Webinar

RPA in the Real World: Automation Center of Excellence Success Stories

In part three of this three-part webinar series on automation strategy, hear about real-life automation center of excellence use cases as well as more strategies for building your own COE.

Watch the Webinar

Automation Training and Services

HelpSystems offers automation audits to assist you with your center of excellence adoption. Take advantage of our resources and expertise to get an in-depth analysis and report on optimizing your automation. Two types of audits are available:

✓ People and Process Fundamentals

Who: Automation customers or those interested in leveraging automation across their enterprise

Goals:
- Maximize ROI for automation by reducing repetitive tasks, filling process gaps, and maximizing FTE efficiency
- Identify and prioritize automation candidates
- Identify center of excellence roadmap

Process:
- A HelpSystems Business Analyst spends two days onsite
- You receive an assessment report, completed C&E and ROI, and documentation of existing and recommended process flows
- Findings and decision meeting held

✓ Infrastructure and Best Practice Foundations

Who: Automation customers interested in optimizing their automation infrastructure

Goals:
- Maximize ROI for automation
- Ensure enterprise readiness, including reusability, performance, and scalability
- Identify center of excellence roadmap

Process:
- A HelpSystems Technical Automation Expert spends two days onsite
- You receive an assessment report, recommendations, and samples
- Findings and decision meeting held

[REQUEST SERVICES]

More Automation Resources

Approaches to Automation: Best Practices for Effective Workflows

Read the Blog

What Makes Robotic Process Automation Software "Enterprise-Class"?

Read the Blog

How to Build and Scale a Digital Workforce

Read the Blog

The HelpSystems robotic process automation resource hub includes guides, articles, case studies and more. Whether you are just getting started with RPA or hoping to learn about automation best practices for your center of excellence, you can find the resources you need here.

[VISIT THE RPA HUB]

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