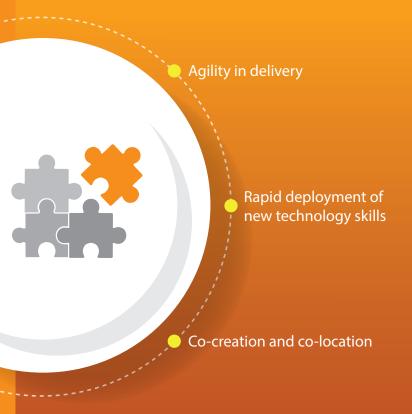


CHALLENGES

The client aimed to define the enterprise's automation and technology strategy, governance, operating model, and change management.

Upon establishing a Centre of Excellence (COE) for automation to do the same, they faced the following challenges in:





SOLUTIONS

Infosys BPM deployed a team of analysts who:

- Evaluated automation opportunities
- Assessed and finalised an optimal mix of automation technologies for a particular opportunity
- Supported transformation teams to drive process changes required for automation
- Conducted architecture reviews to ensure organisation-wide and COE-level reusability

BENEFITS

Infosys BPM helped the client with the following:



- Introduced robotic process automation in O2C, MDM, and R2R resulting in savings of \$7.4 million
- Created a prioritised roadmap with timelines as well as estimated cost and effort
- ► Generated a detailed 3-layered organisation structure complete with governance framework and clear roles and responsibilities for 18 roles in automation COE

For more information, contact infosysbpm@infosys.com

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