



Power Automate: Task Automation by Citizen Bots 3/3

The risks of task-automation by citizen bots was outlined last week, but how do organisations as a whole benefit from the robotic revolution?

What's needed is enterprise grade, end-to-end process automation, utilising the entire suite of intelligent automation tools at our disposal but how do we ensure we achieve maximal value from these activities?

1. **A holistic view of the end-to-end process** – business processes typically involve a number of stakeholders from disparate functions interfacing at various hand-offs. Task-automation is ignorant of this wider process and fails to take advantage of holism
2. **Optimised and automated** – linked to the above, the lack of holism in task-automation fails to take advantage of larger productivity gains that can be achieved from optimising processes in conjunction with automation activities
3. **Leveraging the full technological suite**– task-automation is very limited in its scope when it comes to leveraging the vast opportunities present within intelligent automation technologies. Only holistic oversight can assess and achieve the possible synergies
4. **With a harmonised Human-Machine Interface** –the benefit realised from the deployment of automation technologies is achieved through the delegation of tasks suitable for robots, to robots and the delegation of humanistic tasks to humans. Again, this harmonisation can only be achieved through holistic oversight and end-to-end process optimisation
5. **Underpinned by robust governance** – in order to retain control of the direction of these technologies once unleashed, a clear and robust program of governance needs to be instilled into the organisation. Without governance, management control is lost, opportunities become unclear and gains immeasurable
6. **Only when the business case is clear** – with technical opportunities abound, the real focus of, and benefit from an automation program is on the commercial aspect of the value brought to the organisation through the deployment of these technologies. Amplio's proprietary '*Could you/ Should you*' analysis ensures a fast ROI on selected initiatives.
7. **Ultimately enabling operational redesign** – the totality of the benefits to be gained from deploying automation technologies is not from the technology deployed in siloes. The major benefit is from redesigning the operational workforce to unlock capacity and operate in sync with the digital workforce to create a fully-digital enterprise

Only when we have the steps above in place, can an organisation benefit from a targeted and synchronised culture of automation. This is simply unachievable for a software suite providing task-based automation from citizen built bots.