

Business Process Re-engineering Service Description

G-Cloud 15

January 2026

Meet Expleo Group

As a global consulting, technology and engineering service provider, Expleo is ideally positioned to help you achieve your ambitions and future-proof your business.



€1.4bn
Revenue

29
Global locations

50
Years experience

18k
Innovation-driven experts

With a smart blend of bold thinking and reliable execution, we're able to fast-track innovation through each step of your value chain.

Consulting
Accelerating business agility, performance and digital transformation

Technology
Delivering technological change to successfully embrace innovation

Engineering
Design, development and servicing mission critical and complex applications

Business Process Re-engineering & Robotic Process Automation Practice

Process Automation Global Centres of Excellence

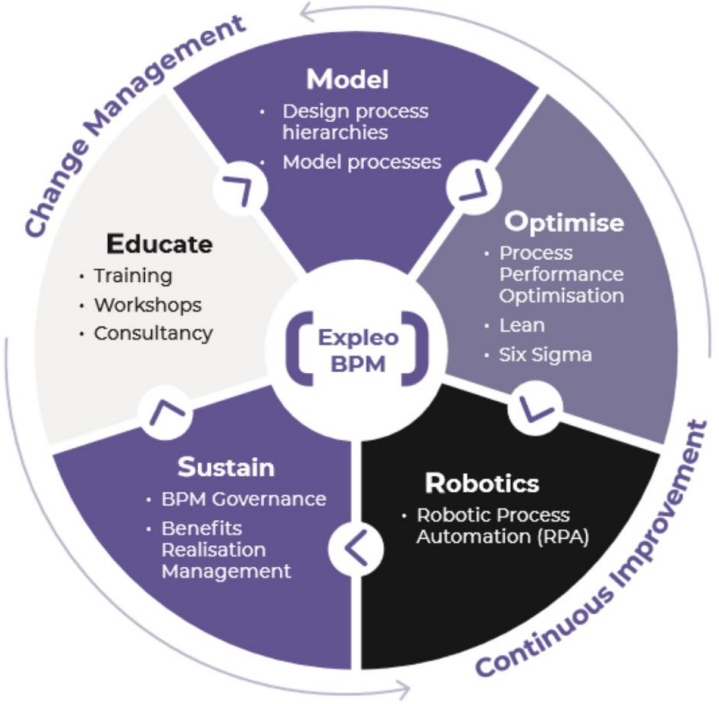
- 2016 – RPA Centre of Excellence (CoE) established in Dublin
- 2017 – Partnered with Blue Prism
- 2017 – Partnered with Kofax to extend ecosystem to include OCR and workflow
- 2018 – Creation of Global Centre of Excellence
- 2018 – Delivery teams established in UK, DACH and India
- 2019 – Partnered with SAS to further extend capabilities into machine learning and artificial intelligence

Within Expleo there are approximately 250 consultants across the core roles within the Process Automation Practice. The team is supported by the offshore team located in Chennai, India of approximately 150 consultants.

Process Automation Services

Expleo support our clients through their Process Automation journey and creating a digital workforce with consultancy and practice on the following services:

- Strategic direction
- Identifying opportunities
- Proof of value
- Pilot and CoE setup and operation
- Continuous improvement



Expleo MORSE Approach

Expleo have built and refined an enterprise grade Business Process Management methodology **MORSE** (**M**odel, **O**ptimise, **R**obotics, **S**ustain, **E**ducate) to work in partnership with our clients to implement a BPM

Business Process Re-engineering Lifecycle

Our Expleo Process Automation best practice approach encompasses the full lifecycle of a process automation solution, and we support our clients to implement and execute this approach



Our Automation Partnerships

SAS

KOFAX

blueprism

Other technologies we have utilised

UiPath

AUTOMATION ANYWHERE

Kianda
Automate Business Tasks. Easily.

Case Study – Telco

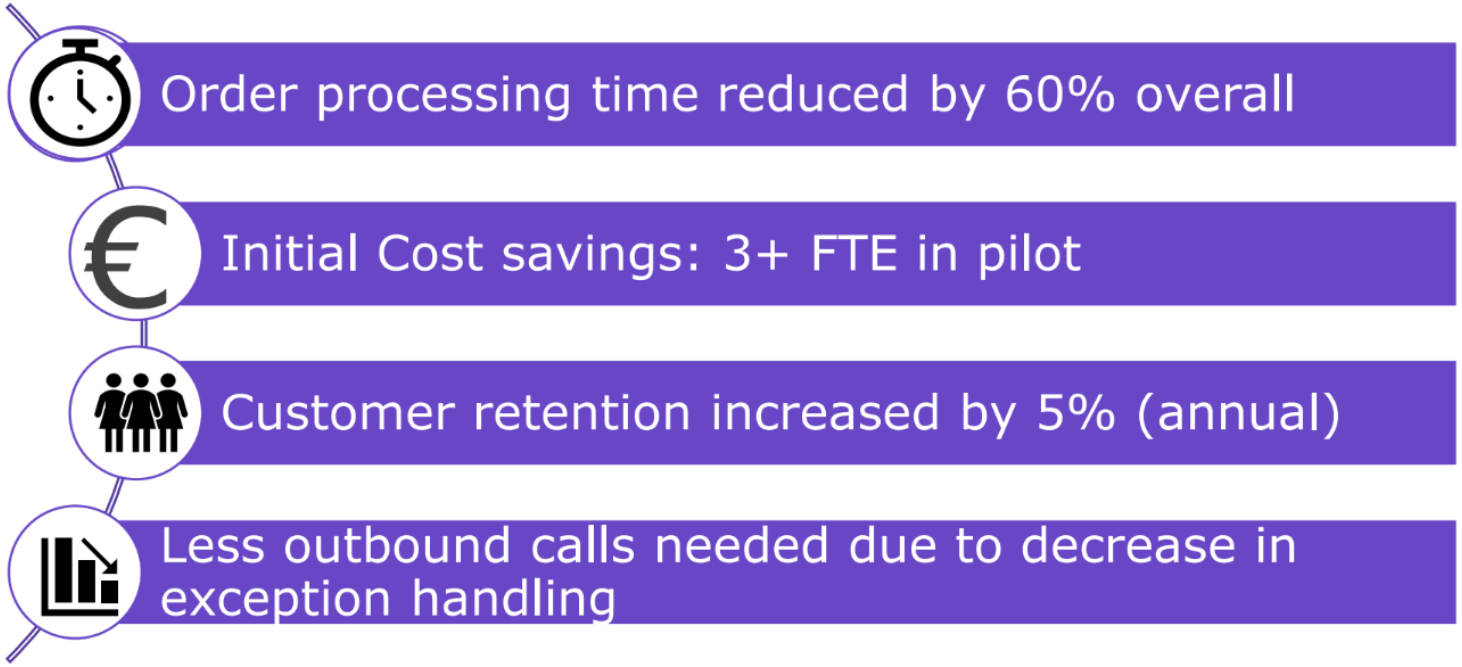
A selection of our relevant experience

Challenge

Our client had limited process automation capability and endeavoured to create a scalable digital workforce which would reduce costs and give hours back to the business. A proof of Concept needed to be carried out to prove the business case and allow for quick and robust scaling.

Our role

Expleo deployed a team to meet our clients business challenges. Utilising the Blue Prism platform, a Proof of Concept was completed proving the technology and initial business benifits. This led to a pilot phase which included automating a business-critical process, engaging fully with IT and Security and building a secure and scalable delivery model that would allow for sustained and quick growth.



Case Study – Financial Institution

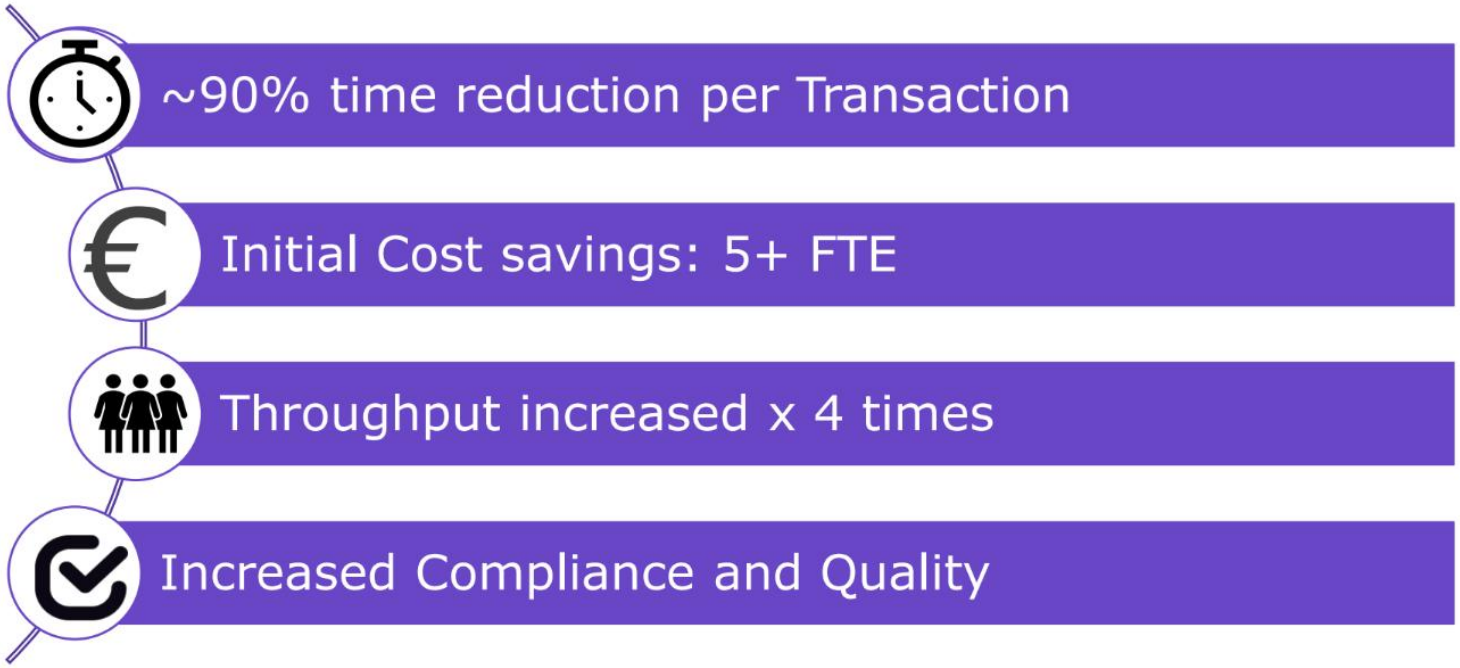
A selection of our relevant experience

Challenge

As part of the largest customer on-boarding programme for this financial institution, our client required significant additional capacity to process large volumes of trade modifications under a strict time constraint.

Our role

Expleo worked within the clients Centre of Excellence and defined an innovative solution to meet the clients critical business challenge. Our solution, using the Blue Prism platform, analysed large volumes of trades from system A and utilising historical data defined the business rules for record processing. The robots modified the appropriate trades and injected the updated records into system B.



RPA & OCR Case Study – Financial Institution

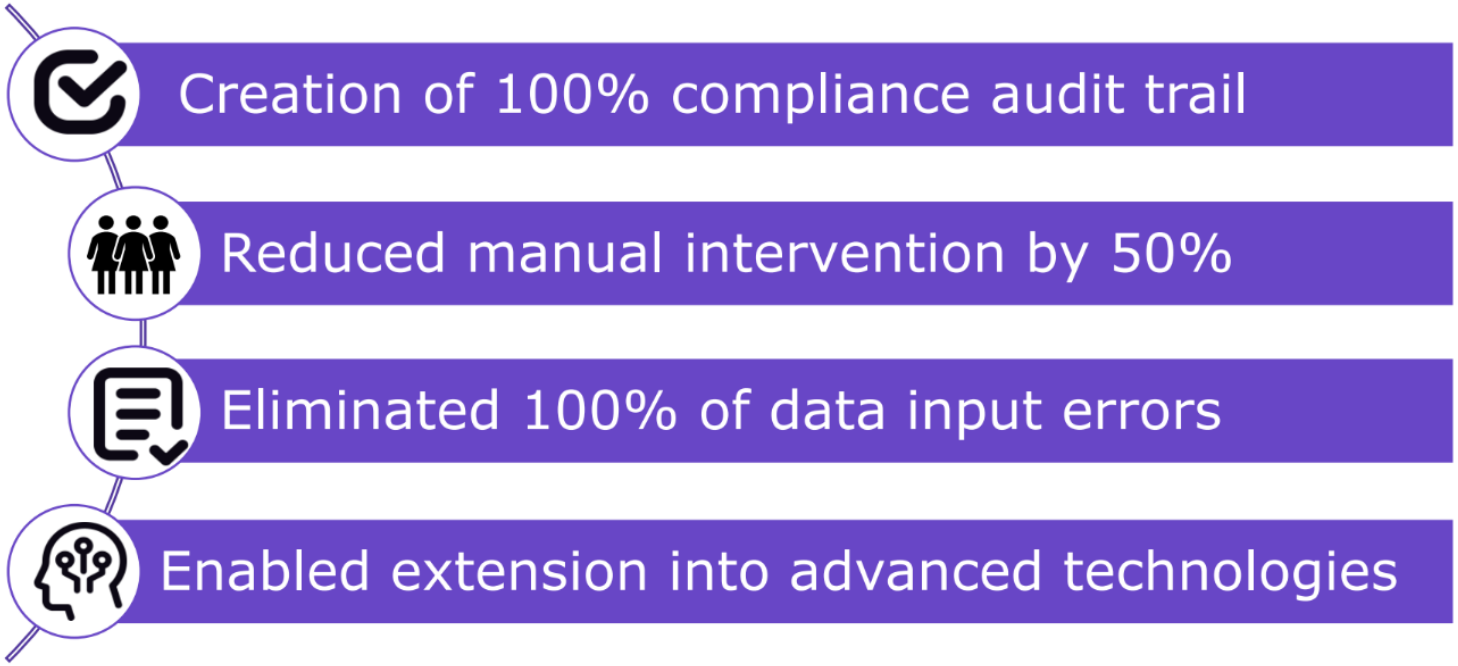
A selection of our relevant experience

Challenge

Our client had limited process automation capability and endeavoured to extend their Global Centre of Excellence to support the business with a digital workforce, as well as business agility and cost optimization.

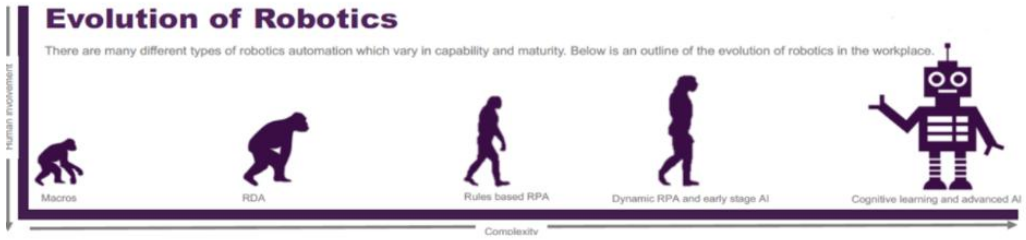
Our role

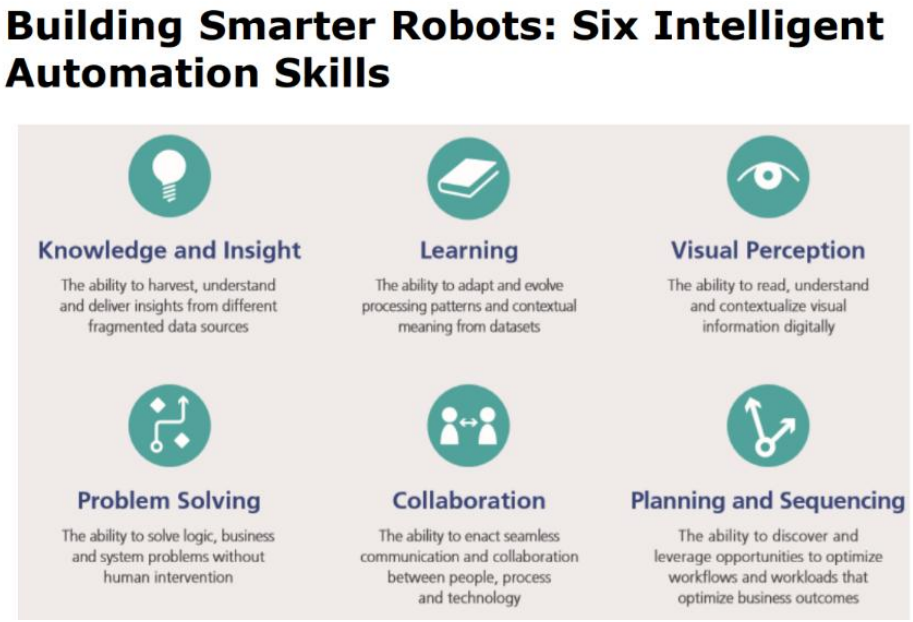
Expleo deployed a global team across North America, EMEA and APAC to meet our clients business challenges while maintaining consistency and rigour throughout the programme. The solution involved deploying a collection of robots to reduce costs and increase efficiency across key business processes from the organisations landscape.



The Future

Expleo are working with partners and technologies to extend our capabilities into intelligent automation





Cash Reconciliation – Funds – Machine Learning Pilot within our Innovation Lab

Challenge

Cash reconciliation is the process of matching cash settlements in the fund accounting platform and the custody platform. The manual reconciliation process is time consuming and labour intensive. The manual process is not suited to identify patterns over extended time periods. Aged breaks represent a risk to the fund accountant.

Our Role

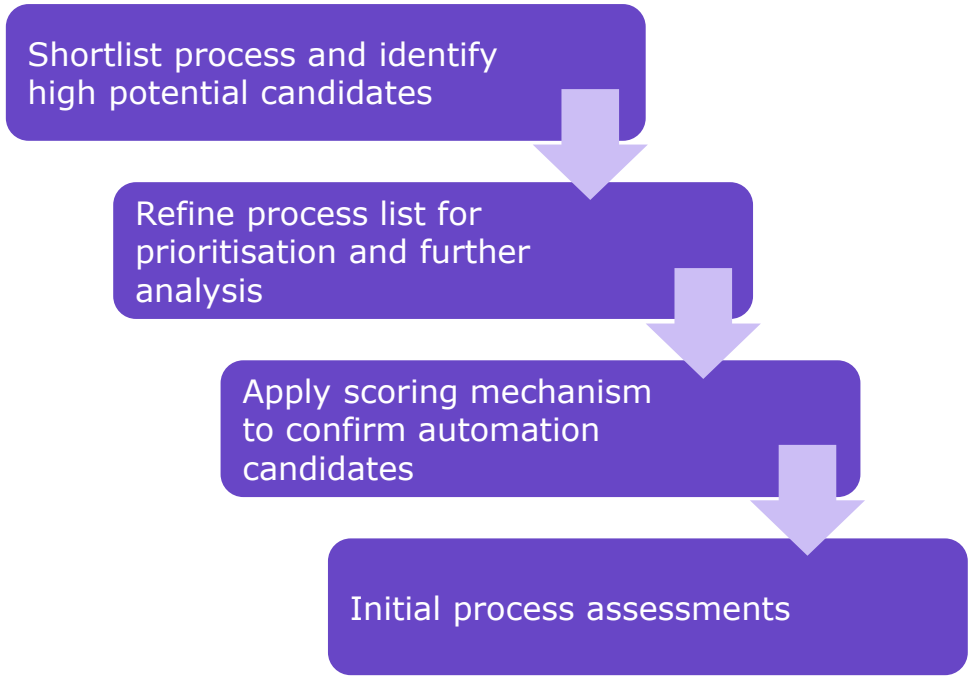
The data team will analyse the settlement data and the resulting matches and exceptions and will identify the most suitable algorithms or combination of algorithms to match the settlement instructions. A training set to train the algorithms from a subset of settlement instructions will be created. The process automation team will build automated processes to action the changes to match the settlement instructions

Benefits

- The workload on the cash rec teams in Dublin, Luxembourg, Poland and India will be reduced
- The matching rate will improve
- The identification of patterns in the data may highlight upstream problems
- The client has a no risk entry point to a ML project without significant upfront investment

How will suitable processes be identified?

Scoping and Analysis



Process Automation Checklist

1. Is the process highly manual?
2. Is the process highly repetitive?
3. Is the process rule based?
4. Does the process have a low exception rate?
5. Does the process have high process volumes?
6. Does the process have peaks in process volumes?
7. Does the process have adherence impact quality?
8. Does the process have readable electronic inputs?
9. Does the process have a structured input and output?
10. Are the underlying technologies expected to change?

What lessons learned and can you share from previous engagements you have led



- Engage with both the business and technology teams from the beginning



- Choosing a suitable process for your PoC and Pilot phase is very important



- Choose the most suitable tool for your organisation



- Change Management - Consider the Benefits Realisation & Human Workforce

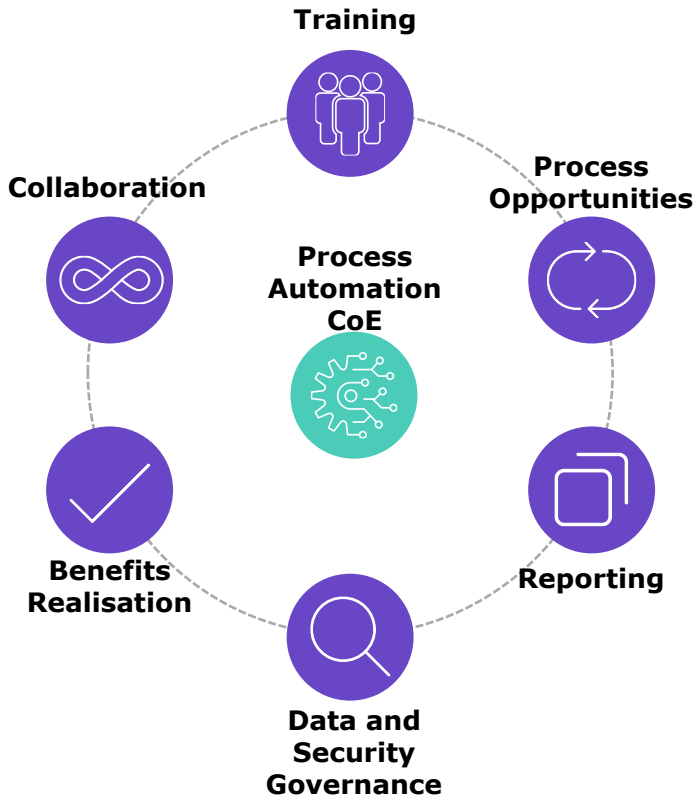


- Education is key

What does a typical operating model look like

Supported and Hosted by IT

- Hosting
- Governance
- Support
- Security
- Scalability
- Assurance

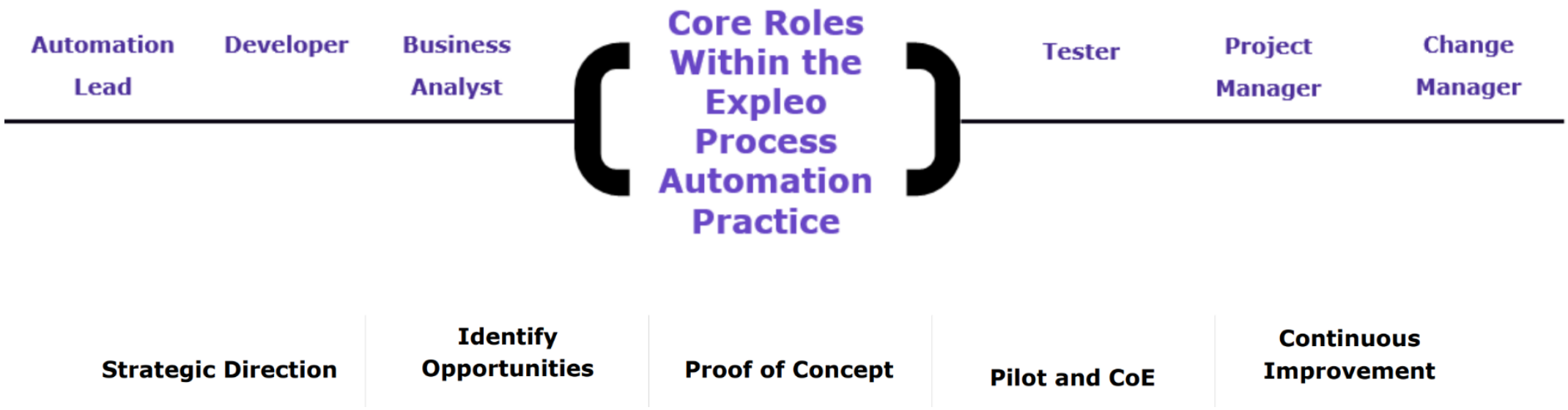


Controlled by the Business

- Vision and Strategy
- Organisation
- Pipeline
- Delivery
- Service Model
- Change and Comms

Business Process Re-engineering Service

Expleo support our clients through their Process Automation journey from helping to define their strategy to identifying automation opportunities, running proof of concepts, pilots and embedding robotics into their organisation.



Best practice recommendations for a COE

Benefits of the Expleo Best Practice Approach

- Enhanced **management of change** within the organisation – driving success
- **Realised operating efficiencies**, resulting in cost savings
- Optimised robot and human **utilisation**
- Improved **knowledge retention** and transfer to tooling and teams
- Improved governance and ownership of **benefits realisation**
- Improved **understanding of automation opportunities**

Vision

How will process automation transform and improve business performance

People

Defining roles and responsibilities and ensuring adequate training is available

Technology

Defining a scalable, secure, low maintenance technical environment

Best Practice Methodology

Defining your approach to delivery and creating required artefacts and controls to ensure success of each phase

Governance and Pipeline

Process generation, management and prioritization. Ensuring optimal benefit to the business

Service Model

Defining the engagement model required to support operational processes, management, reporting, scheduling and referral handling

Why Expleo

Sector Expertise

Insight Driven Service

Scalable Models

Built-in Enablement

Think bold, act reliable.

[expleo]

Think bold, act reliable

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