

Hyperautomation 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	29	50	18k
Revenue	Global locations	Years experience	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

What is driving the need for transformation

At a high level, there are **common drivers** across our clients that are increasing the appetite and need for new and innovative ways of working.



Increase revenue & profits



Increase productivity & control costs



Deliver the best customer experience

There are also **common challenges** that come to the forefront for today's organisations competing in an ever-changing environment.

People
An ever-changing workforce & increased needs for training

Technology
A rapidly evolving landscape and changes in how people consume

Customers
Ever-changing expectations

Automation tackles these challenges and drives large scale benefits.

Benefits of automation

Cost Efficiencies

- Digital workers operate faster than humans and function 24/7, significantly increasing workload throughput.
- Implementation does not require an overhaul of the existing IT landscape – it simply behaves like a digital team member, carrying out existing processes.

Improved Customer Experience

- The digital workforce significantly increases turnaround speeds for customer requests and queries.
- It also frees up the capacity of human staff to focus on value-add activities in the customer experience and satisfaction space.

Increased Compliance

- Process Automation provides significantly increased accuracy by removing errors caused through manual input and workarounds.
- It also enables more proactive risk management, focusing on flagging and resolving potential issues before they manifest.

Improved Internal Processes

- Provides a starting platform for future leveraging of other, more complex automation technologies such as machine learning and AI.
- Encourages the creation of more standardized, repetitive and efficient processes with less hand offs.

100 Automation Opportunities Across the Enterprise

Sales and Marketing	Customer Onboarding	Customer Service	Operations/Compliance/Legal	Finance and accounting	Human resource	Information Technology	Supply Chain	External-Vendors and Partners	Cross-Function
Competitive pricing and monitoring	New customer applications	Integration of email, call center and core systems	Screening and risk management	Vendor onboarding and maintenance	Employment history verification	Installations	Supply and demand planning	Vendor/Partner sourcing	Data entry
Market intelligence	Customer due diligence	Call and contact centre processes	IP and fraud detection	Vendor portal queries	Employee onboarding	Server and application monitoring	Inventory management	Vendor/Partner qualification	Data extraction, aggregation, integration—websites, portals, documents, systems
Data aggregation and management	Customer data management	Customer data management	Compliance reporting	Funds transfer (sweep)	Employee offboarding	File and document management	Contract monitoring and enforcing	Vendor/Partner onboarding	Report compilation and distribution
CRM Update	Online registrations	Loading detailed customer info for CSR support	Policy administration and servicing	Customer onboarding and maintenance	Payroll	FTP download, upload and backup	Supplier portal integration	Vendor/Partner reviews	Forms processing
List building	New customer eligibility	Service requests and scheduling	Credential verifications	Incentive claims	Time and attendance management	User setup and configuration	Work order management	Vendor/Partner portal integration	Data and content migration
Sales quote automation	News and social monitoring—customer risk rating	Scheduled and triggered customer communications	Licensing and registrations	Pricing comps	Training and education	Application integration	Order processing	Contract monitoring and enforcing	Data cleansing and verification
Invoice creation and distribution	Upsell opportunity reporting	Price matching	Customer due diligence	Sales and purchase order processing	Compliance reporting	Data and content aggregation and migration	Shipment scheduling and tracking	Returns, repairs, recalls	Process monitoring and optimization
ERP automation	New customer welcome packets	Transaction automation	Outside affiliations review	Collections	Employee data management	ERP and other systems integrations	Invoice, quote and contract management	Performance measurement and optimization	Data reconciliation and management
Social media monitoring	Customer engagement communications	Renewal notices	Gifts and entertainment reconciliation	Report aggregation	Tax management	Batch processing	Refunds and returns	Supplier/Vendor offboarding	Cognitive Document Automation (RPA + Capture)
Business intelligence reporting	Customer retention	Customer info and preferences updates	Periodic disclosures	Journal postings	Benefits and stock administration	Synchronizing, deleting and emptying file folders	Freight management	Supplier/Vendor agreement maintenance	Intelligent human and robotic workforce (RPA + BPM)

expleo

Automation services at Expleo

The Expleo automation teams enable clients to optimise the delivery of their automation initiatives by taking technology, process and people into account.

We ensure all automations are secure, compliant and scalable, while delivering maximum benefits to the organisation.

Our past deployments have saved millions of euros and thousands of hours for our clients.

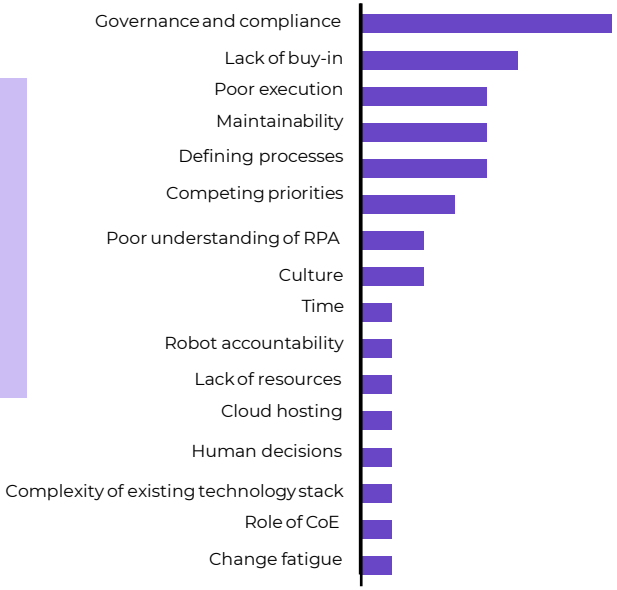
Client Challenges

- Businesses are continually being asked to do more, with less.
- Increased pressure to stay compliant
- Increased need for real-time reporting and analytics
- Customer expectations increasing

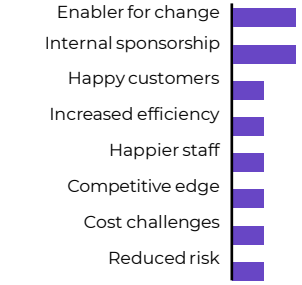
How Expleo tackle these challenges

- Expleo has dedicated hyperautomation services which have developed and refined a methodology to address both the technical and business automation needs of an organisation – keeping your people at the core of your programme

What are the key challenges clients expect to face?



What are the main drivers that will help them on their journey?



What does success look like?



Key benefits of engaging Expleo



Global Process Automation Practice

Expleo has a **dedicated Process Automation practice** supporting clients across the globe.

We focus on creating solutions using the most **relevant and innovative automation technology** to solve our clients' most complex challenges.

Through strategic partnerships with automation industry leaders including **UiPath**, we take a holistic approach to understand our clients' pain points and recommend and implement best fit technical solutions to overcome these.



Process Automation Methodology

Expleo has developed and refined a **methodology to address both the technical and business automation needs** of an organisation

We believe that there is no "one size fits all", so work with our clients **to define and implement** appropriate process automation operating models for them.



Experience & Thought Leadership

Expleo is one of the **worlds' leading automation consultancy firms**. We have acquired many years of experience and knowledge in this domain and have a successful track record of delivery to our clients.

Clients have access to the **Expleo Thought Leadership** team who are **experts and thought leaders** in their respective fields. This will include the Global Head of Process Automation Rebecca Keenan.

Our unique strengths and capabilities



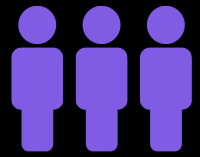
Global Automation Centre of Excellences



A Process Automation Methodology



Partner Network



Training and Development



Benefits Realisation Framework



Thought Leadership

expleo

Hyperautomation at Expleo: clients

Expleo have delivered millions of pounds and thousands of hours back to our clients



Working in partnership with our clients

We work in proud partnership with our clients to introduce new ways of working to their organisation. We automate at scale – using relevant technology – bringing together IT and business experts to deliver solutions that drive efficiencies and cost savings.

Client	What we Delivered
	Expleo have worked with eir for >5 years deploying automation solutions. After a successful PoV, we have scaled from an idea to >10 robots running full time in production. Online sales, finance and customer service processes have been automated – **saving ~100,000 man hours to date**.
	Expleo development resources are working within AIB's RPA programme to aid in the scaling of their digital workforce. On top of operations processes being automated, Expleo are migrating from windows 7 to windows 10, migrating all objects and moving from IE to chrome. A Blue Prism upgrade is also underway – from 6.4 to 6.10/7.
	Expleo took over responsibility of end-to-end development for Liberty from another delivery team. We implemented our best practice methodologies and have successfully deployed RPA solutions while also integrating complimentary tech. Expleo deployed an end-to-end automation, using RPA and APIs, allowing our client to notify customers of their claim information, leading to a **24 FTE saving and $2 million additional savings each year.**
	Expleo deployed a development team to scale an existing RPA deployment. This included running the full end-to-end lifecycle of a robot – ensuring that robust and secure automations were deployed to production. Benefits realised include: 50% reduction in processing time for a process to raise disputed tickets within the contact centre, 2 FTE reduction in team size due to automating the logging of customer service incidents and a key SAP process reduced to just 8 seconds per record updated.

Roles within the team

Expleo provide to end services in relation to automation solutions. We can aid with choosing relevant technology platforms, define and manage processes, develop, test and manage deployments to production and create the operating models surrounding automation programmes.

Team Member	Description
Solutions Architect (Senior technical resource)	Analyse business needs, current technology stack and desired state to produce and maintain a technical upgrade roadmap. Throughout the implementation they advise on how to overcome technical obstacles and take steps to minimise technical debt.
Developer	Developers are responsible for the technical aspects of the project. The role typically includes designing, building and deploying automation solutions. Responsibilities include creating and maintaining solution documentation and problem-solving issues that arise in day to day running of process automations and providing timely responses and solutions as required.
Business Analyst	Facilitate the team, working closely with client to unblock issues, provide clear reports on progress and ensure knowledge is transferred. Analysing, understanding and documenting the business processes in detail, using BPMN mapping best practice. Working within project planning constraints, communicating any issues to the consultant and providing inputs to the change control process.
Project Manager	Co-ordinates the day to day running of the automation programme, managing the in flight projects and working with stakeholders to resolve issues. The Project Manager supports the project team and provides a strategic steer to ensure a continuing successful operating model. The Project Manager liaises with key stakeholders to ensure a continuing pipeline of work and that operations are maintained.

Roles within the team

Expleo provide to end services in relation to automation solutions. We can aid with choosing relevant technology platforms, define and manage processes, develop, test and manage deployments to production and create the operating models surrounding automation programmes.

Team Member	Description
Change Manager	Experienced resource in rolling out transformative changes within the organisation. Establishes the change management procedures so both system and business change is reflected in operational processes. Establishes and implements the mechanisms by which benefits can be delivered and measured. Prepares affected business areas for transition to new ways of thinking and working including communications planning.
Quality Assurance	Develop tests in a "continuous quality" environment to ensure that issues are identified at the earliest point and that any regression is identified throughout the life of the system
Scrum Master	Facilitate the team, working closely with client to unblock issues, provide clear reports on progress and ensure knowledge is transferred.

Roles within the team

Team Member	Description
Change Manager	Experienced resource in rolling out transformative changes within the organisation. Establishes the change management procedures so both system and business change is reflected in operational processes. Establishes and implements the mechanisms by which benefits can be delivered and measured. Prepares affected business areas for transition to new ways of thinking and working including communications planning.
Quality Assurance	Develop tests in a "continuous quality" environment to ensure that issues are identified at the earliest point and that any regression is identified throughout the life of the system
Scrum Master	Facilitate the team, working closely with client to unblock issues, provide clear reports on progress and ensure knowledge is transferred.

Automation Engagement

Expleo typically have three main ways of engaging with our clients. This engagement varies depending on multiple aspects and Expleo work with each client to ensure we are providing the best team and service to scale their automation programme.

Expleo Fully run capability

In this scenario, Expleo holds full responsibility for the successful delivery of an Automation Programme.

The team is fully resourced by Expleo and all benefits are reported back to the business.

Combined Expleo & Client team

In this scenario, Expleo and our client make up a joint team for the successful delivery of an Automation Programme.

This allows for internal learning, with Expleo being utilised for talent that our client may not have.

It also allows for the quick scaling of the team from the Expleo side when demand requires it.

Initial set up and step away

In this scenario, Expleo work with our client for the initial set up of the capability, ensure upskilling, and step away when client teams can take over operations.

Typically, this engagement is 6-12 months.

Expleo remains the clients Automation Partner, and is available for licence updates, sales and capability should it be required.

Why Expleo



Sector Expertise



Insight Driven Service



Scalable Models



Built-in Enablement

Think bold, act reliable.

[expleo]

Think bold, act reliable

expleogroup.com