



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Intelligent Automation & RPA Services



Table of Contents

1.	Service Overview	1
2.	Service Scope & Constraints	1
2.1.	Innovation days	1
2.2.	Training & Enablement	2
2.3.	Process Discovery	2
2.4.	IA Springboard.....	3
2.5.	IA Strategy	3
2.6.	IA Op Model Design	4
2.7.	Automation Roadmap	4
2.8.	Infrastructure & Architecture Design.....	4
2.9.	Process Improvement	5
2.10.	Process Automation.....	5
2.11.	Automation Migration.....	5
2.12.	IA Managed Service	6
2.13.	Automation Health Check.....	6
2.14.	Intelligent Agents	7
3.	Service Approach & Outcomes	7
3.1.	Process centred approach.....	7
4.	Tools, Assets & Accelerators	8
4.1.	Accelerators	8
5.	Trials & Associated Services	8
6.	Customer Responsibilities	9
7.	Avanade Experience.....	10
8.	Service Pricing	10
9.	Contact Information.....	10
10.	About Avanade	10

1. Service Overview

Avanade Intelligent Automation & RPA Services enable organizations to accelerate their journey toward Hyperautomation and AI-enabled process automation.

The service supports clients at every stage, from initial education and ideation to scaling automation across the enterprise.

Clients can select the most relevant services based on their current maturity, ensuring tailored support and measurable outcomes.

2. Service Scope & Constraints

Gartner defines Hyperautomation as 'a business-driven, disciplined approach that organisations use to identify rapidly, vet and automate as many business and IT processes as possible.'

Our services are designed to enable you on every step of your journey toward Hyperautomation and harnessing the full power of AI enabled process automation. Which services are most relevant to you will be dependent on where you are in your journey. Clients may select the relevant service or services for their engagement. The following are the primary services that we offer in the Intelligent Automation (IA) space;

The Journey to Hyperautomation

Avanade helps clients rapidly adopt automation at scale

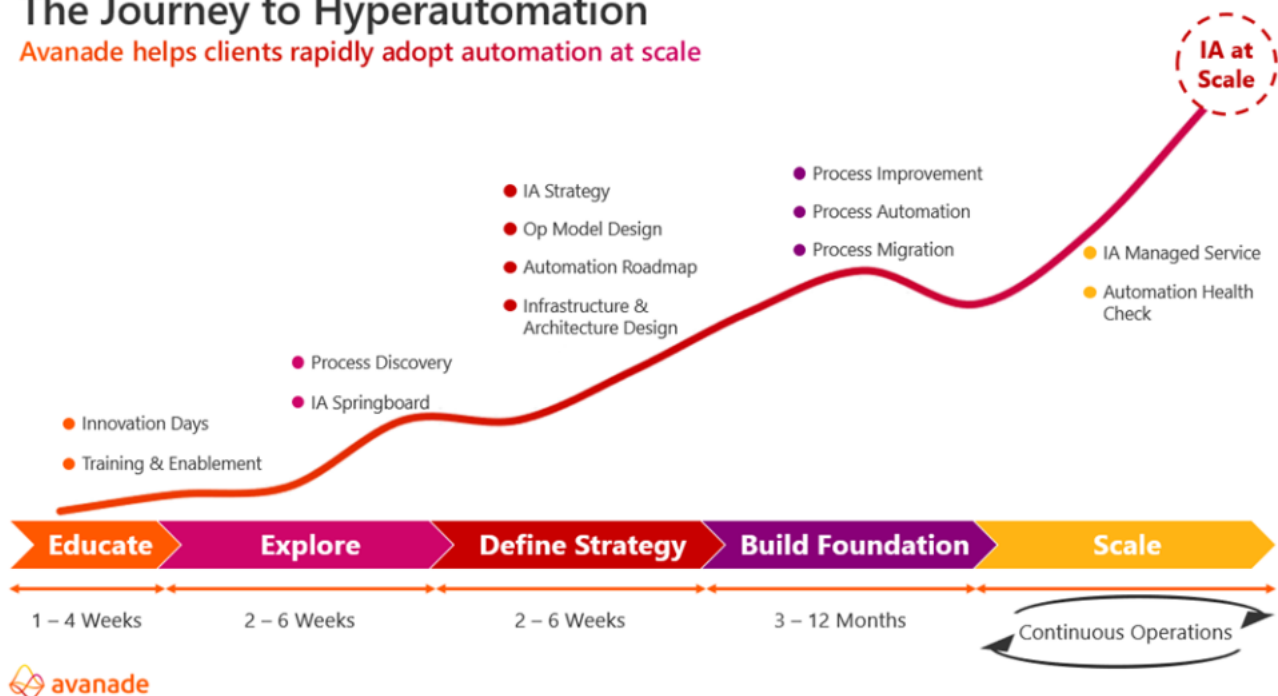


Figure 1: The Journey to Hyperautomation

2.1. Innovation days

An iDay starts by looking at your business challenges and opportunities as well as the digital trends and industry direction. We then explore the 'art of the possible' in Intelligent Automation solution concepts from existing solutions we've deployed with clients globally as well as an emerging technology. We

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

then facilitate brainstorming and prioritisation of ideas in digital IA innovation and how they can impact your customers and your workforce. The process is highly iterative, and an example agenda may look like;

- A. **Inductions and Opportunity Review:** Updates on key opportunities and business challenges from leadership
- B. **Intelligent Automation Innovation Overview:** Review of Intelligent Automation disruption trends and innovation rising to meet that disruption
- C. **Inspiration – Innovation Concepts:** RPA, Virtual Agents, Intelligent Document Extraction, Citizen Development, Human-in-the-loop, Machine Learning, Decision Engines
- D. **Design Thinking – Future Roadmap:** Review of key concepts and opportunities for innovation, magic quadrant prioritisation of concepts from the day

2.2. Training & Enablement

Having the correct skills to uncover, deliver and support Intelligent automation solutions is key. Working closely with the organisational team who will be responsible for / involved with intelligent automation moving forward, the training & enablement service incorporates;

- A. **Role Classification and learning outcome definition:** Definition of individual roles within the automation lifecycle (including BA, solution architect, technical architect, automation developer, automation tester, delivery manager) and agreed learning outcomes and realised capabilities mapped
- B. **Training Creation:** Construction of training materials and courses, including in-person/remote classroom sessions, 'see one, do one, lead one' initiatives and supporting materials
- C. **Training Delivery:** Role out of created training, including classroom sessions, workshops, shadowing opportunities and self-led courses
- D. **Follow Up:** Ongoing check-ins with training participants to ensure embedding of key knowledge and successful realisation of training outcomes. Includes regular automation clinics.

2.3. Process Discovery

For organisations wishing to scale Intelligent Automation to its full potential in order to fully realise the benefits that it can provide, it is important to establish a strong, comprehensive pipeline of automation opportunities. At Avanade, we work with the client team to design and implement a framework which covers the following elements;

- A. **Process Mining & Task Mining:** Deploying Microsoft Power Automate Process Mining to interrogate event logs from core, enterprise systems in order to understand end to end value chains and identify opportunities for hyper-automation. Task mining is also employed to capture steps that take place away from enterprise systems.
- B. **Top Down Opportunity Harvest:** Securing buy-in from key senior sponsors to drive top-down discovery through a series of systematic workshops and process catalogue reviews with team leaders and process owners
- C. **Bottom Up Ideation:** Set up of platforms and accompanying comms/incentives to encourage the submission of automation opportunities from across all levels of the organisation

- D. **Categorisation / Ranking:** Consolidating inputs from top-down and bottom-up feeds and segmenting into opportunities for citizen development, fusion development and professional development
- E. **Business Case Creation:** Development of complete business cases on an opportunity-by-opportunity basis to show costs (development, licensing, hosting, maintenance) and benefits (FTE reduction, transaction speeds, error reduction, customer satisfaction, etc.)

2.4. IA Springboard

Many organisations have already made significant strides on the journey to Hyperautomation. Our IA Springboard is designed to help those organisations who are just starting out to rapidly bridge the gap by quickly and sustainably launching their own Intelligent Automation capability.

- A. **Opportunity Discovery:** Quickly uncover the opportunities for intelligent automation within a select area of your organisation. This could be a single team, a business function or a geography
- B. **Business Case Creation:** Leverage Avanade's accelerators to build a high-level business case for automation, including selecting an agreed subset of the identified opportunities for a detailed business case with complete costings and RoI
- C. **Proof of Value:** Take an agreed number of opportunities for which the detailed business cases have been compiled and create a 'production ready' PoV solution to demonstrate the potential of IA to key stakeholders and provide an opportunity to engage with IT and the business on critical concerns
- D. **Automation Roadmap:** An actionable roadmap for Intelligent Automation with clear next steps for transforming the completed PoVs to in production automation and scaling Intelligent Automation across the organisation

2.5. IA Strategy

Adopting Intelligent Automation introduces unique challenges that require a comprehensive strategy to navigate. Avanade lead your organisation to develop a complete IA strategy that incorporates your business drivers, desired automation approach, sourcing model and required governance framework to address;

- A. **Risk of Unintended Consequences:** IA is a spectrum of tools that range from low code/no code all the way to Artificial Intelligence, and these tools represent major technological advancements with tremendous potential. However, *universal* standards and safeguards do not yet exist to assure outcomes and comfort of stakeholders
- B. **Need to Bridge Unconventional Organisation Gaps:** Successful design, operation, and governance of IA needs to be a joint effort across parts of the organization that may not usually work together – HR, IT, business, data scientists, legal, and ethics
- C. **Need to Specialised Talent Strategy:** Many organizations lack mature IA talent such as data science talent, talent acquisition pipelines, and established IA career paths to grow, retain, and acquire top talent as well as support IA execution
- D. **Mature Data Capabilities:** As automation programs mature into Machine Learning (ML), despite the growing adoption of big data and data lake infrastructure and tooling, there remain continued gaps in data supply chain capabilities required to effectively train and operate advanced Artificial Intelligence (AI) solutions
- E. **Cultural Scepticism:** There is an inconsistent understanding of what IA & AI is and the value they can bring to organizations, scepticism over its enterprise readiness, as well as widespread concern over job loss

2.6. IA Op Model Design

An Enterprise level Intelligent Automation COE should support multiple tools and should have a standards management group to provide guidance for solution designs, provide development support, solution reviews, etc. Avanade offers customers the option to avail of our deep experience in crafting fit for purpose CoE Operating models that support the delivery of their IA strategy;

- A. **Governance:** Introducing scalable governance to cover use cases from personal productivity to enterprise scale solutions. Topics include security, Data Loss Prevention (DLP), Access Management, Ideation, Monitoring and more.
- B. **Delivery:** Examination of automation factory options, including on/near/offshore and in house / outsourced development options
- C. **Controls:** Detailed inspection of access management, authorisation, control room, restrictions, data protection, desktop configuration, productionisation and connectivity
- D. **Oversight / Reporting:** Approach to automation logs, robotic reporting, process metric reporting and benefits realisation

2.7. Automation Roadmap

When the decision is taken to begin the journey to Hyperautomation, it is important to have a clear plan for how you intend to move from your current state to a state of Hyper-automation; balancing the CoE's delivery capability and capacity with the demand for automation coming from the business;

- A. **Demand Generation:** creating demand from within the business to automate their processes through promotional activities and process discovery
- B. **Delivery Capability:** Investing in the delivery capability of new platforms to open more process opportunities for automation
- C. **Delivery Capacity:** Growing the scale of the CoE's delivery capability to allow more demand from the business to be met
- D. **Business capacity:** Working in close partnership with business sponsors, planning should be completed to ensure that existing BAU activities are not significantly impacted by the business' additional responsibilities to support the introduction of IA

2.8. Infrastructure & Architecture Design

The process is at the core of Intelligent Automation, and as such, Avanade takes a process centred approach. The foundation, however, is a technology and therefore, it is important to give adequate thought to how the technology will be constructed and supported. This can be achieved through the creation of a joint team of Avanade and client team members to work together on a specific project for a period of time;

- A. **Tool Set:** IA can incorporate a wide variety of tools, each with their own set of capabilities. These tools will likely cover but need not be limited to Robotic Process Automation (RPA), Chatbots / virtual agents/ conversational AI, Intelligent Document Extraction, and low code applications
- B. **On-Prem / Cloud:** Most tools within IA offer a blend of on-premises and cloud-hosted options with detailed choices for selecting the location for data hosting
- C. **In house / Outsourced:** Tools may be supported through existing in-house teams, through a newly created CoE or via a 3rd party, with each option providing a range of pros and cons

- D. **Data Security:** The security and accessibility of data is a central concern for the vast majority of automation and should be considered as a part of the capability build-out to ensure smooth delivery of processes further down the line
- E. **Scalability:** Understanding the To Be scale of automation and catering for likely eventualities from the start is a great way to realise more cost-effective automation in the long run

2.9. Process Improvement

To realise the maximum benefit from Intelligent Automation, it is critical that your organisation's processes be as mature as possible. Avanade recognises that in many organisations, processes are orientated towards being suited to human, not robotic execution. For example, when performing duplicate data entry, a team member may read the first data point and enter it into system A and then change screen to enter the same data point into system B; this works well as there is a finite amount of data our brains can store without giving way to errors. The optimum way for a robot to perform the same process would be to first ingest all the data points, perform any validation checks/data transformation and then enter all data points into system A, followed by system B. Eliminating the need to switch screens multiple times speeds up processing and can lead to significantly lower running costs when scaled out. Avanade will therefore work closely with your existing process owners and process SMEs to transform your in-scope processes from ones designed to be executed by team members to those designed to be executed by robots or a hybrid of both.

- A. **Standardisation:** Understanding and then eliminating variations of processes across teams, shifts and geographies to reduce the number of process pathways that will need to be developed and to increase the percentage of 'Happy Path' transactions
- B. **Optimisation:** Adjusting As-Is processes to cater for robotic workers and to enable a 'Human in the Loop' for hybrid processing where appropriate

2.10. Process Automation

The development of an intelligently automated process and deployment of that to an environment where it can be used by a group of end-users or be embedded in a business process. Typically a production IA solution will require a range of tools and technologies on top of the Robotic Process and, as such, contains a broader scope than found in traditional automation projects. This process uses a hybrid Agile methodology;

- A. **Process Definition:** Capture of the As-Is process and the application of improvements to prepare it for automation
- B. **Design:** Outlining the To-Be solution, including the incorporation of functional and non-functional requirements
- C. **Develop:** Agile creation, testing and refinement of the solution as set out in the Design phase. The design may be updated as necessary during this stage as more process knowledge is uncovered
- D. **Deploy:** Secure, automated deployment of the approved solution into production, including hypercare and a transition to BAU support

2.11. Automation Migration

The technology landscape within Intelligent Automation is in constant flux with new players entering the market, consolidation of existing providers and the frequent release of updated offerings from core suppliers. Choosing the wrong platform on which to build your organisation's automation capability can lead to significant increases in cost and limit your ability to go after the full range of process opportunities. Avanade's migration offering seeks to reduce the barriers which prevent the transition to a new IA platform through leveraging our unique tools and accelerators.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

- A. **Automation @ Scale Strategy:** Enterprise IA business case strategy, Discovery workshops, Op Model & governance, migration plan, approvals and mobilisation
- B. **Migrate Legacy Automations:** Ingest existing automation files, Automation heat map (retire, migrate), migrate, test and deploy processes
- C. **Stabilise:** Run process automation, Knowledge Transfer, stabilisation, and prepare for self-service migration

2.12. IA Managed Service

Modern businesses are always looking for new and innovative ways to become more efficient and reduce costs. By leveraging our Intelligent Automation Manage Services, we will help you get the most out of your business processes to help you avoid operating costs, guarantee service levels, reduce risk, empower knowledge works, reduce staff attrition, & accelerate digital.

- A. **Environment Provision:** IA environments are provisioned in hours, reducing costs and lead times. Supported and maintained virtual machines. High availability for your robots and business continuity, built on Avanade's tried and trusted cloud managed services platform.
- B. **Security:** Credentials and password management supported by Avanade but owned by you.
- C. **BAU Management:** Dedicated support around the clock, providing monitoring and integration with a hybrid or fully cloud-based model
- D. **Scaling:** Cloud or on-premise Azure stack options to provide a flexible digital workforce to respond to demand, which allows you to focus on automation and capacity planning

2.13. Automation Health Check

Scaling Intelligent Automation can be a challenging undertaking. Often organisations successfully deploy a small number of automations (up to 10) but struggle to scale up to the hundreds of bots that will fully exploit automation and deliver maximum benefits. Avanade's Automation Health Check service provides a lens through which to critically assess the IA foundations of an organisation and outline improvements that will create the platform from which to successfully scale.

- A. **Code Check:** Leverage Avanade's tools and accelerators to rapidly assess existing automation code for best practice with detailed feedback for improving the stability and maintainability of existing processes
- B. **Platform Review:** Suitability assessment of the IA platform and technologies employed by an organisation against that organisation's IA strategy and vision
- C. **Ongoing Support:** Check for effective support for productionised automation with clear and appropriate SLAs / KPIs. Forward-looking, integrated support to anticipate system/process changes and escalate as required
- D. **Change management:** Confirmation that there is a robust change function within the IA CoE to support the integration of the automated solution into the wider organisation and fully realise expected benefits
- E. **Process Optimisation:** Analysis of the IA COE's processes for opportunity identification, business case creation, approvals, deployment, etc. to ensure they are fit for purpose and support the organisation's IA vision

2.14. Intelligent Agents

Defining, designing, developing and deploying intelligent agents / chatbots using Microsoft CoPilot Studio and other technologies. Often end users (both internal and external) are frustrated by virtual agents that have limited capability, few topics of knowledge and an inauthentic conversational experience. Avanade's Intelligent Agent offering harnesses the power of Generative AI, Large Language Models and Intelligent Search to quickly deploy agents that are capable of supporting internal and external users on a wide range of topics.

- A. **User Authentication:** Avanade use multiple methods of authentication and recognition to provide tailored responses to individual users while keeping data secure
- B. **Intelligent Search:** Multiple data sources can be interrogated using intelligent search and Power Platform's suite of 1300+ connectors
- C. **Seamless Integration:** With the wider Power Platform, enabling users to access Power Apps and execute Power Automate Desktop and Cloud flows through a conversational platform
- D. **GenAI:** Increased speed of deployment and improved results through the integration of Generative AI technologies

3. Service Approach & Outcomes

3.1. Process centred approach

While many organisations approach Intelligent Automation from a solution or tool perspective, Avanade's focus is on automating specific processes in order to solve identified business problems. At times our clients may have identified specific pain points that they wish to address with IA. Typically, however, the aim is to run a combined top-down and/or bottom-up review of opportunities for IA within a defined section of the business. In both scenarios, Avanade seeks to capture specific business requirements, use these to design a fit for purpose automated solution and deliver it to production using a hybrid Agile methodology.

It is best to illustrate this using an example, let us say a local government entity wishes to explore the benefits of Intelligent Automation but is unsure of how or where to start. A good place to start is by designating a specific team for the initial exploration, such as HR. Within the HR team, a top-down review would focus on the HR process catalogue and leverage a series of workshops to systematically identify and size the best opportunities for automation. A bottom-up approach would utilise an ideation platform to allow members of the HR team to submit their own ideas for automation based on their own experience. Combining both these approaches can rapidly give a comprehensive overview of the size of the prize that IA can unlock.

Once the range of opportunities is understood, one or two, such as employee onboarding or annual reviews, would be selected to move forward to a pilot stage. A pilot is preferred to a proof of concept as the technologies and approaches are now well understood, and so the main purpose of the pilot is to provide an opportunity to work through the potential blockers with the HR team and IT to smooth the way for future, larger-scale rollouts.

After the pilots are completed and the business case for scaling out IA is presented, the client can make the decision to move forward and productionise the existing pilots as well as begin to progress the remaining identified opportunities. Often at this stage, having understood the opportunity within HR, the client would move to another area such as finance or IT.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

Many of Avanade's clients wish to establish their own IA capability over time, and as such, our offerings are tailored to allow a quick start through leveraging Avanade's own capacity, and capabilities whilst a robust knowledge transfer framework enables the client to stand up their own team to take over part of all of the process as desired.

We typically use a hybrid Agile methodology in the delivery of our projects and follow DevOps best practices from a software engineering perspective.



Figure 2: Automation @Scale

4. Tools, Assets & Accelerators

4.1. Accelerators

From our many years of experience in Intelligent Automation, we have developed service accelerators to support more rapid development and deployment of Intelligent Automation. These give us consistency in our approach as well as ensure key elements are included in the solution from the outset. All of these are incorporated into our IA approach.

- Code Base:** Reusable automation components built to a standardised blueprint across multiple platforms, making them 'drag and drop' ready to be inserted into a wide range of new client processes.
- Virtual Agent Intents:** Tried and tested cartridges of intents across a range of user interactions that can be plugged into chatbot / virtual agent frameworks to provide instant functionality.
- Infrastructure Accelerators:** Automated deployment of infrastructure to support the secure and robust creation of intelligent automation at scale.
- Templates:** A full range of document templates to support the discovery, definition, design, development and deployment of Intelligent Automation solutions

5. Trials & Associated Services

Proof of Concept (PoC):

- Rapid development of PoC and pilot projects for targeted automation use cases.
- PoCs are structured to demonstrate technical feasibility, secure stakeholder buy-in and build confidence in the effectiveness of automation solutions.
- Delivered using Agile methodology, PoCs include collaborative workshops, analysis, and design sessions.

Discovery Phases & Workshops:

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

- **Insight Discovery Workshops:** Define engagement scope, clarify challenges, and identify automation opportunities.
- **Prioritization Workshops:** Identify and quantify use cases that deliver value, supporting project selection and roadmap definition.
- **Collaborative Development/Training:** Joint teams of Avanade and client personnel work together on automation projects, enabling clients to experience Avanade's delivery approach and build internal skills for automation development and adoption.

Hero Offers:

- Short, focused engagements (typically 4–6 weeks) designed to demonstrate tangible business outcomes early.
- Hero offers are scoped to provide clarity and defined outcomes for a fixed fee, helping clients quickly realize value from Intelligent Automation.

These trial services are structured to support clients at every stage of their automation journey, from initial exploration and ideation through to pilot delivery and scaling across the enterprise.

6. Customer Responsibilities

- **Provision of Resources:** Customers are expected to provide necessary resources, such as access to systems, data, and relevant personnel, to enable Avanade to deliver the service effectively.
- **Collaboration and Engagement:** Active participation in collaborative workshops, ideation sessions, and ongoing feedback cycles is crucial. This includes engaging with Avanade during discovery, architecture design, and MVP development phases.
- **Governance and Roles:** We'll work with you to identify the most appropriate governance structures to ensure quick decision making, issue resolution and to ensure appropriate quality and financial controls
- **Training and Skill Development:** Where collaborative development or training is part of the engagement, customers should allocate team members to participate in joint development and training activities.
- **Operational Support:** For managed services, customers may need to support monitoring, maintenance, and data stewardship activities, ensuring that operational dependencies and SLAs are met.
- **Timely Decision-Making:** Customers are expected to provide timely decisions and approvals, especially during agile development cycles and migration projects, to avoid delays.
- **Compliance and Security:** Customers must ensure compliance with internal policies and regulatory requirements, particularly regarding data access, security, and GDPR.

7. Avanade Experience

Avanade has delivered Intelligent Automation and RPA solutions for public and private sector clients, including large government departments, NHS Trusts, and global enterprises. Case studies can be provided on request, with references available for both sector-specific and cross-industry engagements.

8. Service Pricing

Please refer to the associated Pricing Document relevant to this Service.

9. Contact Information

Sangeeta Pierce

Head of UK Health & Public Sector

Email: uk.hps.support@avanade.com

Tel: 020 7025 1000

10. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

G-Cloud 15: Lot3 Cloud Support Services (Additional Services)

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.