

Valcon G-Cloud Lot 3 Service Definition

RPA Service Definition

[Set Up and Migration | Service optimisation/right sizing]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Our RPA Service (Automation Service) is a structured framework for designing, delivering, and governing robotic process automation aligned to business outcomes, and empowers organisations to increase operational efficiency while reducing operational cost. It covers process discovery, solution design, build, testing, deployment, enablement, and continuous optimisation.

Features

- **Opportunity Assessment:** discover, assess, and test feasibility
- **Assess Value:** Business Case creation, KPI identification
- **Scope:** user stories creation and acceptance criteria
- **Design:** functional and technical solution design.
- **Implementation:** development and testing
- **Testing:** User Acceptance Test, Performance and Integration testing
- **Deployment:** production readiness, go-live, BAU
- **Change Management:** drive adoption through communications and training
- **Monitoring and Value Realisation tracking.**

Benefits

- Create pipeline and understand the value unlocked
- Improves operational efficiency and productivity
- Reduces manual effort and operational costs
- Ensures scalable and reusable automation solutions
- Improve data quality and reduce manual data input errors
- Strengthens governance, security, and compliance
- Improves automation quality and reliability
- Enables continuous optimisation and improvement
- Enhances transparency and automation performance tracking

3. Approach

Valcon has a tested and proven approach to deliver RPA services that will enable our clients to maximise the benefits from the technologies available. We may apply all or some of the following methodology steps depending on the nature and scope of the project, and the desired outcomes for the customer:

1. Scope and understanding of business needs, pain points and business drivers

In this initial phase of the service, the main goal is to identify the challenge, propose an approach, assess the project feasibility and roadmap.

Valcon has designed a specific service (included in our service catalogue deck) which is the “Automation Maturity Service”. We refer you to the specific document for further detailed description of the service.

This phase is focused on assessing people, process and technology needs and challenges.

At the completion of the “Automation Maturity Service”, your organisation will have a clear picture on:

- Understand the current maturity level of your company, the limitations, and the potential to unlock
- Understand, based on the goals, the next steps to increase the level of maturity or your organisation
- Understand the impact of Automation in your organisation (governance, operations, optimising costs, and user engagement and adoption, etc)
- And to do so, what are the challenges to overcome, and the strategies to address in each steps
- Implementation plan with timelines and milestones
- Estimates to understand effort, resources and potential value deliver.
- Assess most suitable technology

Usually, right after this step, with a clear understanding of the scope, we start the resource mobilisation according to the plan and approach defined.

2. Set up Governance for the project

With a clear understanding of the challenges, the scope, the goals and approach, the project will define the governance model including:

- Map stakeholders and define roles, responsibilities
- Define an automation life cycle governance with the phases, steps and approach for delivery
- Create best practices
- Define the integration and data governance
- Define Platform Governance
- Define, set up or reinforce the Centre of Excellence if needed

3. Platform Architecture Design

Valcon will now create the architecture of the platform, ensuring a scalable solution; set up of the environments required for –typically- development, testing and production; set up security and roles, logging, monitoring, access to data sources to be consumed, naming conventions and technical guidelines.

4. Pilot and scale the solution

Depending on the maturity of our clients, as well as the nature of the challenge, Valcon might recommend piloting the solution first. Otherwise, the project will deliver a full, scalable solution. This phase might include:

- Use case creation and acceptance criteria (In case of pilot, define the proof of concept, value or minimum viable product to design).
- Business case creation

- KPI definition/identification
- Technical design and implementation documents
- Implementation and testing
- User Acceptance Test, Performance and Integration testing
- Change Management and Training
- Production readiness and go-live
- Hypercare of the solution

Valcon iterates through this phase to deliver incremental measurable value in each cycle.

4. Monitoring and Value Management

The solution will be monitored to prevent and identify any potential malfunction or impact in the operations and the business. From a business perspective, the solution will report its performance against KPIs defined in the previous steps. By doing this, Business areas will be able to understand the value realisation, impact on their operations, and track potential new improvements for subsequent iterations.

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).