

Intelligent Automation & Robotic Process Automation

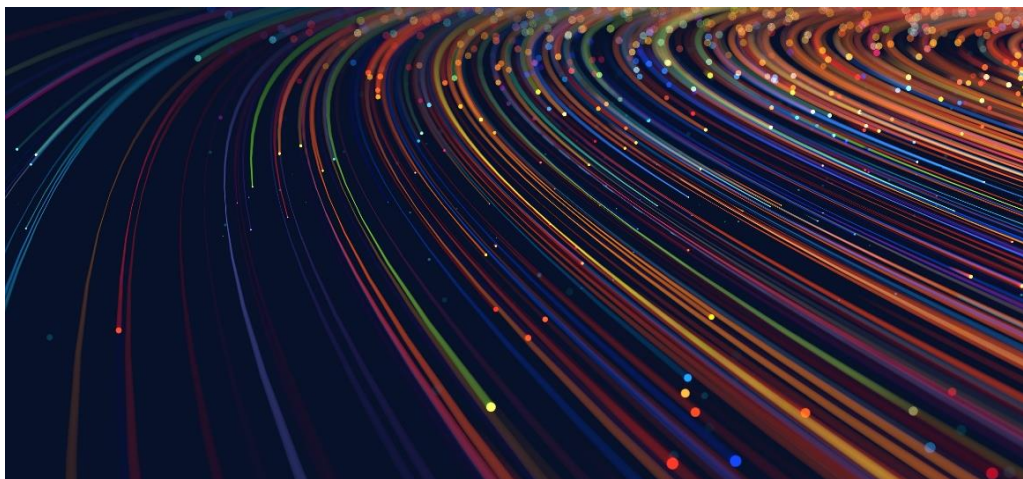
A KPMG Service for G-Cloud 15



Data, Analytics and AI Capability Operating Model Design

Service Description:

KPMG will partner with you to ensure the development of an agile automated solution. We work with leading industry partners such as Automation Anywhere, Blue Prism & IBM Watson to deliver automation at a pace which suits your business. We'll help you transform your business through cognitive and machine-learning tools



What are the benefits of KPMG Powered IT service?

- Build confidence in the quality of the cloud service
- Minimise the number of external audits reviews for the supplier
- Independent monitoring of Service Level Agreements and performance
- Drive improvements in control processes
- Aid you in meeting all your regulatory requirements
- Clarify control roles and responsibilities
- Enable you to demonstrate and maintain robust processes and controls
- Support in delivering a robust response to known control failures
- Help you to constantly manage and reduce risk proactively
- Promote understanding and openness between Cloud service providers and customers



Our service features

- Define the strategy for Robotics Process Automation (RPA)
- Identification of digital labour opportunities and automation readiness assessment
- BPM workflow to orchestrate workflow and model business rules
- Desktop automation and machine learning to automate routine tasks
- Out of hours operation
- Tooling and vendor selection support
- Conduct workshops, establish end-to-end process flows and map dependencies
- Centre of excellence to build a delivery and operating model
- Configure and unit test selected automation solution
- Proven change-delivery methodology that ensures RPA benefits

The KPMG Approach



Our Approach:

KPMG will support clients in the development of both high-level and detailed plans for successful transition to the Cloud.

This can include everything from initial requirements capture to vendor selection support and detailed implementation.

KPMG will partner with you to successfully implement cloud hosting and software services.

Typical Clients & Engagements:

Typical Clients:



Medium to large sized companies, across multiple sectors: FS, Travel, Telecoms, Government, Defence, etc.

Key Stakeholders:



Marketing, Customer, Research & Insight, Strategy, Operations, Support, Intelligence

Typical Engagement Volume:



Multiple client stakeholders and up to 20,000 dashboard users

Typical Engagement Duration:



Anything from 12 week ad hoc research programmes to multiple year managed service contracts

Our Delivery Process:

Phase I:



Initial Planning

The development of both high-level and detailed plans

Phase II:



Solution Development

- Initial requirements capture
- Solution design
- Solution prototyping and evolution

Phase III:



Implementation

KPMG will partner with you to successfully implement cloud hosting and software services.

Phase IV:



Service Delivery

Live production services

Why KPMG?

Case Study: How we implemented Robotic Process Automation in a global firm:



The Challenge:

As part of an Enterprise wide programme, the global finance team had to reduce operational costs, whilst continuing to focus on driving improvement in process effectiveness, cycle times and customer advocacy.



The Approach:

- We established a structured approach to automation opportunity identification
- We identified >100 opportunities to apply automation across the business
- We developed an automation methodology and framework to stand up an enduring automation team
- We designed and implemented a Roadmap to design, build, test and schedule deployment of the automation opportunities



The Outcome:

- Bots operating across the business to streamline process and to extract data sets from various sources
- We delivered an overall RPA solution to the business that improved data quality, improved process efficiency and reduced cost



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