



TECHNICAL BRIEF

The Robotic Process Automation Center of Excellence Team

Robotic Process Automation (RPA) has gained immense popularity recently as a means to automate business processes using software robots. However, as organizations adopt RPA, they often face scalability, governance, and maintenance challenges. To address these issues, it is critical to establish a centralized team, commonly referred to as an RPA Center of Excellence (COE), to govern and support the RPA program.

Structure of an RPA COE Team

The structure of a COE team can vary depending on the size and complexity of the organization but typically includes the following roles:

- ✓ **RPA Program Manager:** Responsible for the overall strategy, governance, and implementation of RPA across the organization.
- ✓ **RPA Developer:** Responsible for the design, development, testing, and maintenance of the RPA solutions.
- ✓ **RPA Business Analyst:** Responsible for analyzing business processes and identifying automation opportunities.
- ✓ **RPA Infrastructure and Support Specialist:** Responsible for managing the RPA infrastructure and providing technical support to the RPA team and business users.
- ✓ **RPA Trainer:** Responsible for training the RPA team and business users.

The Functionality of an RPA COE Team

The primary function of an RPA COE team is to enable the organization to scale and sustain its RPA program. This includes:

- ✓ **Governance:** Defining and enforcing RPA best practices, standards, and policies across the organization.
- ✓ **Centralization:** Providing a centralized platform for managing and monitoring RPA processes.
- ✓ **Support:** Providing technical support and maintenance for the RPA program.
- ✓ **Education:** Providing training and education to the RPA team and business users to ensure a smooth implementation.
- ✓ **Continuous Improvement:** Ensuring RPA processes continue improving and adapting to the organization's changing needs.

Importance of an RPA COE Team

Implementing an RPA COE team is critical to achieving success with RPA. The benefits of having a COE team include the following:

- ✓ **Increased Efficiency and Productivity:** RPA automates repetitive tasks, freeing up employees to focus on higher-value tasks.
- ✓ **Improved Accuracy and Quality:** RPA reduces errors and improves data accuracy, resulting in improved quality.
- ✓ **Cost Savings:** RPA reduces the cost of labor by automating tasks that would otherwise require manual intervention.
- ✓ **Improved Compliance:** RPA ensures that business processes are consistent and compliant with regulations.
- ✓ **Better Scalability and Maintenance:** A COE team ensures that the RPA program can be scaled and maintained efficiently.

As organizations continue to adopt RPA, it is critical to establish a COE team to govern and support the program. Alpha is a company that provides complete RPA COE teams or RPA professional services to aid clients in their RPA ecosystems. Contact Alpha today to learn more about how they can help your organization achieve success with RPA.



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ready to adopt RPA?**

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