

Top 10 Mistakes to Avoid in Automation

Although, Robotic Process Automation is great at automating repetitive, tedious, and iterative activity and give employee time to spend on higher value tasks, but poor execution and planning might fail the RPA implementation and cause losses.

As per Gartner, Automation failure stems from three types of mistake- approach, implementation, and impact.

Mistake # 1

Falling For Single Technology

Driving and implementing automation using single technology like RPA makes it natural that employees would want to adapt it more widely. Not aligning a corrective set of tools with business outcome makes it tough to create a scalable RPA across organisation.

Action

Build a toolbox of technologies set combining RPA along with comprehensive set of technologies that aligns to flexible range of business outcomes and redesigned approaches.



Mistake # 2

Believing it's Possible to Automate Without IT Support

Business users believe that adoption of RPA or Low Code/No code doesn't require the IT assistance. But, no IT support leads to mishandled information due to no prior knowledge of customer data and records. Also, newly integrated application requires regular upgrade. No IT support leads to failed processes and no ROI.

Action

Establish a Center of Excellence(CoE) team that includes individual who possess a variety of organisational, analytical, process mapping, technical, and IT Governance experience.



Mistake # 3

Believing Automation is Always the Solution

Automation might be the long term solution for IT business process but it can't cover gaps in poorly design process. It only extend the life of legacy applications by masking underlying inefficiencies not make up for defer system replacement.

Action

Evaluate the benefits and drawbacks of automation over system replacement and then add functionality and integration "strategy".



Mistake # 4

Not Connecting with All Stakeholders

As automation bring forth a broad impact on enterprise like change the nature of people lives, access rights and server requirements, involving stakeholder is must for decision making and sign off.

Action

Assign the responsibility of stakeholder management to a specific team member within automation Center Of Excellence (CoE).



Mistake # 5

Failing to Devote Enough Time for Testing

Automation can quickly wreck business data, if not programmed correctly. Hence, not giving enough testing time for rules and algorithms check might delay the desired business outcome.

Action

Make sure the testing process go through end-to-end automation programming and thoroughly test and audit data integrity while running automation selection tools.



Mistake # 6

Dissipating Time & Effort on Overly Complex Process

Choosing an accurate fit business process is quagmire for enterprises, and organisation waste time and effort in the workflow that are inconsistent and have too many variant in decision-making process.

Action

Enterprises must develop a set of rules or guidelines to drop processes or tasks that are ill-prepared and prepare the number of integration required or clarity of existing process.



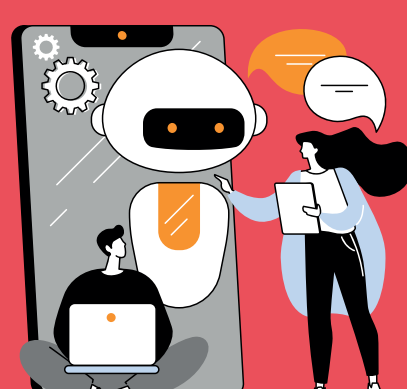
Mistake # 7

Taking Automation a Simple Replication Process

Leveraging automation is not exactly creating a replica of manual work and organisations often fails to include process designing that leads to wrong automation tools and no business outcome.

Action

While deploying automation tools, evaluate and apply process re-engineering technology like Six Sigma to ensure automation can deliver desired business outcome.



Mistake # 8

Failing to Monitor Automation Post-Implementation

Like any other system, automation projects also requires hands on IT role for RPA rollouts, continuous monitoring & assessment, quality check to ensure automation working accurately.

Action

List down post implementation procedures for operations manager to continuously monitor and audit the automation "tools"



Mistake # 9

Using Wrong Success Measurement Metrics

Measuring technology solution success is important to ensure they are working as designed, not measuring the same leads to no desired outcome.

Action

Focus the measurement of success on KPIs that focused on quantifying the business outcome the automation deployment is about to achieve.



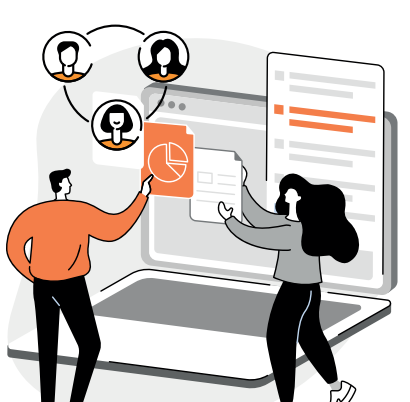
Mistake # 10

Ignoring Employees and Culture Impact

The impact automation bring forth for employees and organisations as a whole is must to keep on check if roles are eliminated or reimagined

Action

Anticipate how employees react on automation and make sure the automation expert team communicate on how to implement the change in management or where it is required.



AutomationEdge RPA and Conversational AI Technologies



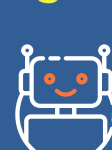
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