



THE SOFTMOTIVE GUIDE TO IGNITION TEAMS FOR A PEOPLE^{1st} APPROACH TO RPA

Accelerate and broaden the impact of RPA
with a combination of training, communication
and technical support services

softomotive
We talk automation



TABLE OF CONTENTS

1. Spotlight on “Ignition” Teams	3
1.1 What is an Ignition team?	3
1.2 How do they work?	3
1.3 The lifecycle of an Ignition team	4
2. Additional Support	7
2.1 Softomotive Academy	7
2.2 Professional Services Team	7

Spotlight on “Ignition” Teams

One of the innovations introduced by a People^{1st} Approach for RPA is the creation of Ignition teams as a catalyst to accelerate the deployment of RPA across the enterprise for better business results. For further details read our [Executive Guide](#) and/or [Practitioner Guide](#) for People1st Approach.

What is an Ignition Team?

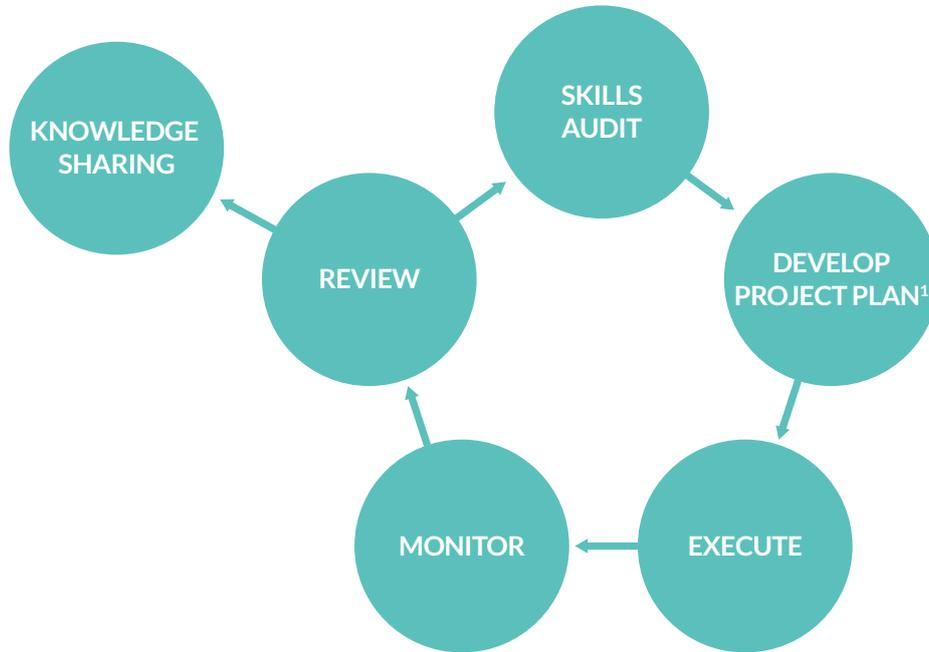
A team of RPA experts to help our clients to successfully deploy a People^{1st} Approach for RPA by supporting them throughout their journey, especially the Innovation stage at the start and again at the Implementation stage, when they are looking to scale. The goal of an Ignition team is to accelerate and broaden the impact of RPA on the business through a combination of training, communication and technical support services, for example, the custom development of complex processes; and by doing so, maximize the business outcomes at each stage.

How do they work?

- ▶ An Ignition Team provides onsite support at a department level for designated geographical locations and/or business units of the organization for a specific and mutually agreed period of time.
- ▶ For maximum impact/effectiveness, each department needs to ensure that there is adequate coverage of the requisite RPA skills, especially the required number of Advanced or “Power users” to support the roll out of People^{1st} within that team/department.
- ▶ At the beginning of an assignment, an RPA skills audit is completed by a department in order to ascertain the breakdown of end users by competency level based on the following:
 - Foundation – Little or no RPA experience
 - Intermediate – Some experience with the potential to make the grade as a “power user”
 - Advanced – Experienced RPA Developer or Engineer
- ▶ Based on this audience profiling at a department level for one or more locations, a Statement of Work (SOW) is prepared and agreed. This defines the scope of the activities and the clearly defined deliverables of the Ignition team.
- ▶ The performance of the Ignition team is monitored at agreed intervals.

The Lifecycle of an Ignition Team

This comprises amongst other things a closed loop for continuous improvement.

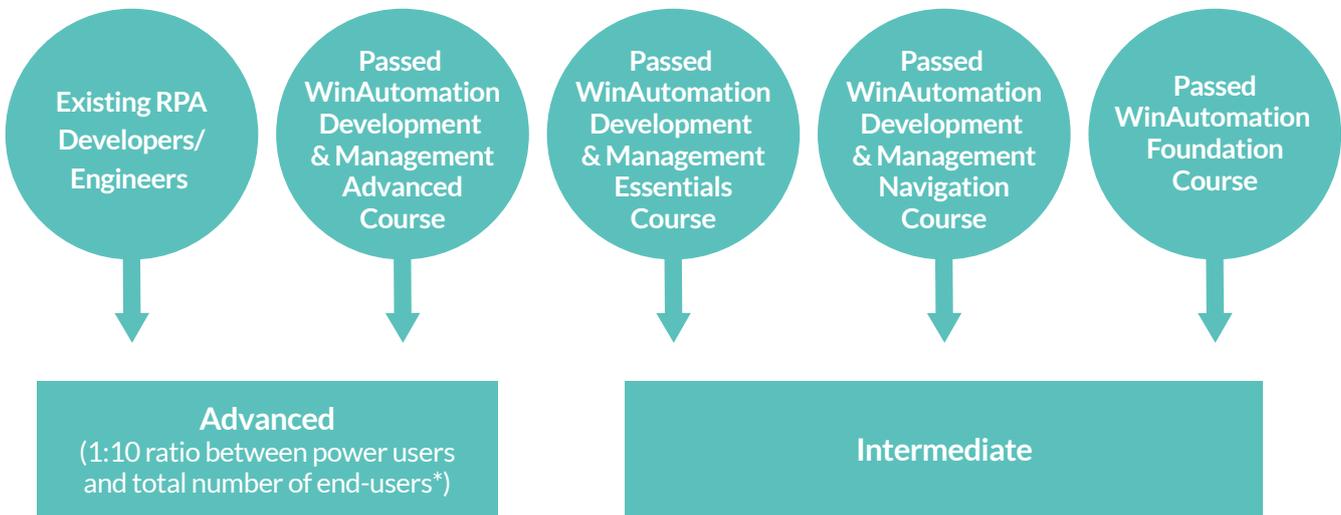


After a cycle or two, a decision can be taken whether the Ignition team is brought in-house or continues to be resourced directly by Softomotive and/or agreed partners.

The Review stage is very important because key lessons/results learnt from each cycle need to be captured and shared with other Ignition teams throughout the enterprise to help accelerate the diffusion of innovation via a People^{1st} approach to RPA.

RPA Skills Audit

This is primarily based on prior experience and/or certifications achieved via the [Softomotive Academy](#).

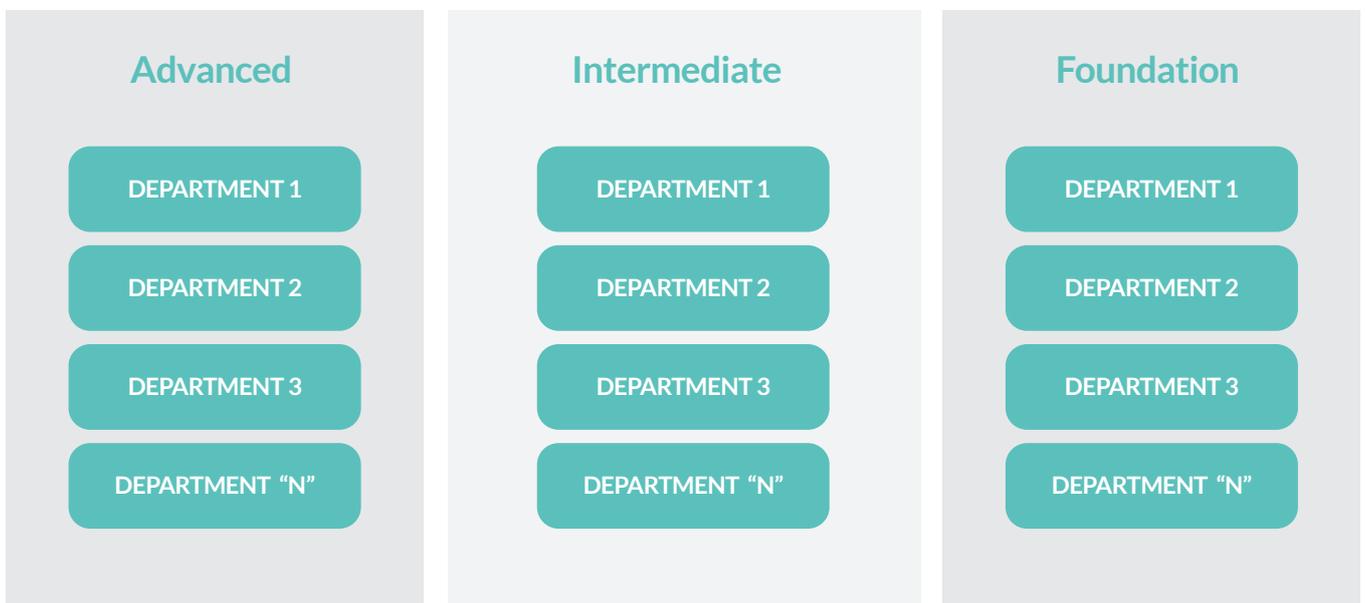


* Ratio may vary from dept. to dept or from company to company

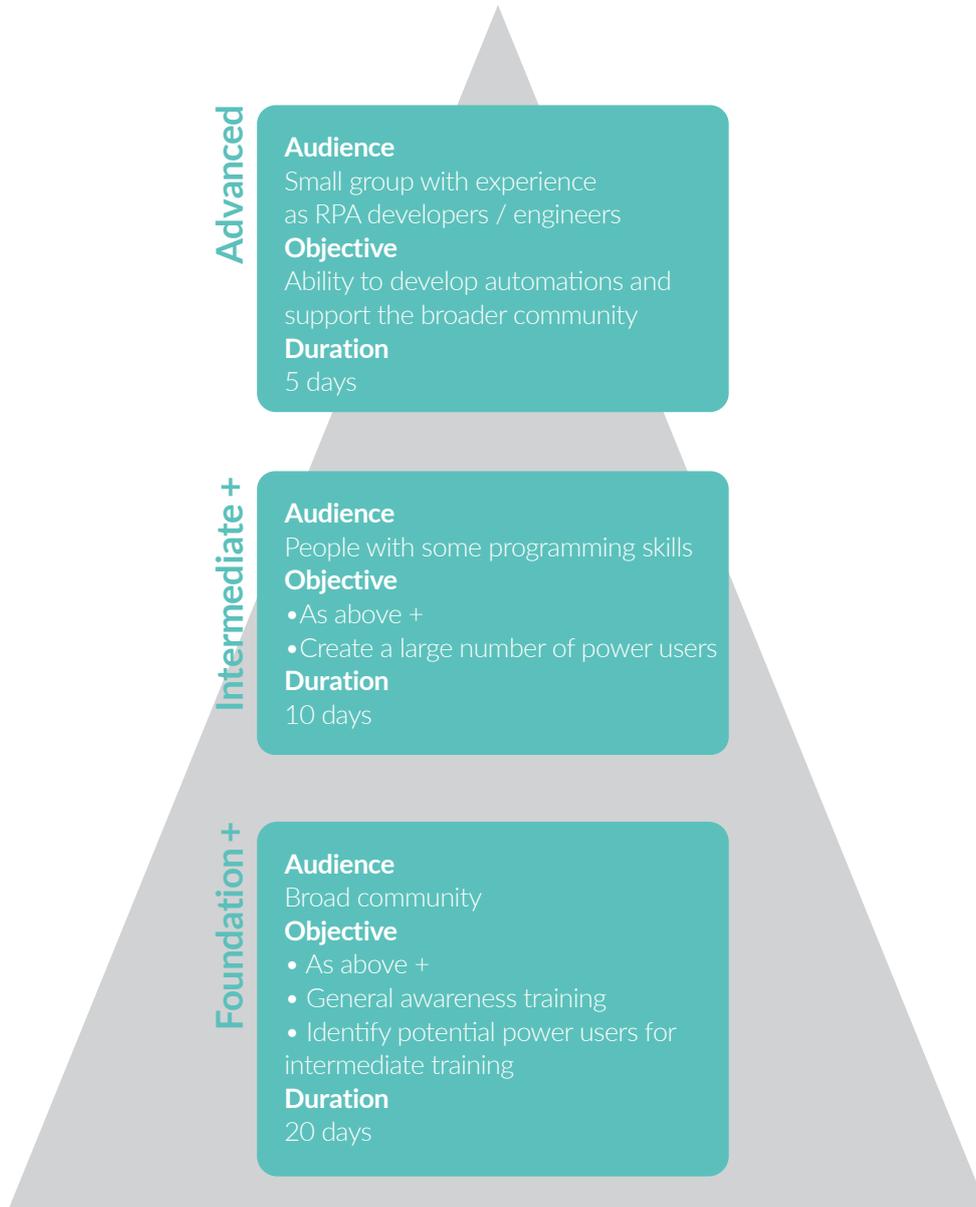
If a department or team has a shortage of Advanced and/or Intermediate users to support an effective roll out, the defined skill gaps will need to be addressed by either a general communication program to encourage potential candidates to complete one or more WinAutomation courses offered by the Softmotive Academy, and/or the project sponsor will need to nominate some people to step forward to fill this role.

An enterprise skills audit covering one or more departments

This allows action plans to be developed at a granular level.



Different onsite support programs at the department level provided by the Ignition Team.



Knowledge Sharing

Knowledge sharing between Ignition teams accelerates deployment to achieve better business outcomes



Additional Support Available

This includes online support, professional services and the **Softomotive Academy** for training and certification.

Online Support Portal

An online support portal provides a wealth of documentation to help developers and professionals get up and running quickly.

Help is available from our customer support team whenever it is needed. Similarly, our experienced process automation experts are on-hand to provide assistance with more complex processes or when custom development is required. In addition, developers can always seek help from their peers in the active RPA developer community accessible via the support portal.

Professional Services

Our global Professional Services division can help accelerate RPA deployment with bespoke consulting for process automation development delivered on a per-project or on-demand basis, or via on-site training.

Softomotive Academy

The Softomotive Academy provides everyone, including current users, customers, and partners, with an intuitive web-based interface and a rich catalogue of video-based training on Softomotive's desktop and server-based process automation solutions.

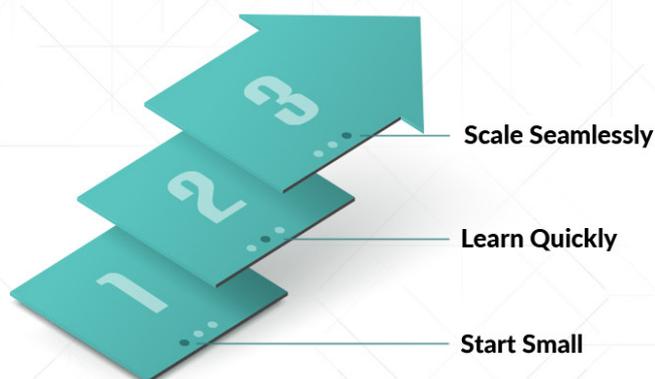
The state-of-the-art online learning portal provides everyone with the opportunity to develop and deepen their RPA-focused skills, which are much in demand at present as enterprises seek to accelerate their digitization efforts and improve productivity.

The Softomotive Academy features two different learning paths leading to either Certificates and Diplomas. Everyone can access it for free, at Academy.softomotive.com

ABOUT SOFTMOTIVE

Softmotive is the longest standing RPA vendor to offer both a desktop version WinAutomation, as well as server-based unattended and attended automation solutions ProcessRobot. Both of which are quick to deploy and are priced to scale.

These two leading RPA solutions working together are uniquely qualified to support a People^{1st} Approach for RPA because the desktop version is easily installed on everyone's computer to accelerate innovation in process automation from the bottom up. Once the best automations have been filtered, tested and prepared by the COE, they can be scaled as business as usual using the enterprise RPA platform. The transition from one to the other is made easy since both solutions share the same RPA engine.



Softmotive recognises that when it comes to automation one size does not fit all. We are the only provider of process automation technology to offer a portfolio of solutions designed to meet the diverse needs of individuals, small teams, growth companies, and large enterprises.

Softmotive provides the smoothest RPA journey by allowing enterprises to start small, learn quickly and scale seamlessly. This helps to reduce overall project risk and avoids high up-front costs which can make achieving a positive ROI that much harder.

For more information about People^{1st} Approach visit:

www.softmotive.com/People-1st-Approach

For any questions regarding this study please don't hesitate to contact us directly at:

marketing@softmotive.com

softmotive
We talk automation

