

((CENTRIC))



What's Your Enterprise Automation Maturity?

How Do You Get to the Next Stage?

Enterprise automation maturity refers to how advanced and effective an organization's automation program is. Your stage of maturity illuminates where opportunity lies for defining practical next steps in your company's automation journey.

This tool will highlight where you are today and shares what automation capabilities to focus on to reach your ideal stage of enterprise automation maturity.



Take less than five minutes to learn what your enterprise automation maturity is and how to get to the next stage.



- ⚡ Identify which stage your automations are at right now.
- ⚡ Build your automation program by selecting one or more Focus On items listed at your current stage.
- ⚡ The more mature your automation program, the more benefits are possible for you to achieve.
- ⚡ Keep this tool handy and continue to use it in your enterprise automation journey.

STAGE 1
Ad Hoc

STAGE 2
Opportunistic

STAGE 3
Operationalized

STAGE 4
Scaled

STAGE 5
Optimized

What's Your Enterprise Automation Maturity?

STAGE 1

Ad Hoc

Automation is just starting:

- ✓ 1-2 power users leading the effort
- ✓ Individuals self-trained on software
- ✓ Zero-to-minimal governance in place

FOCUS ON

- Getting automations in production
- Building a backlog of opportunities
- Automating key areas of the business for popular successes

TO ACHIEVE

- ✓ Decrease in operational costs

STAGE 2

Opportunistic

Automations are under production:

- ✓ 1-2 departments or teams using automation
- ✓ Minimal code standards and governance in place

FOCUS ON

- Setting up a COE
- Understanding the organization's Software Development Life Cycle (SDLC) and environment standards
- Defining an automation strategy

TO ACHIEVE

- ✓ Faster decision making on project prioritization
- ✓ Lower risk and compliance concerns
- ✓ 57% improvement in customer service*

STAGE 3

Operationalized

CoE is leading automation governance and training:

- ✓ Formal intake process with defined priority model and backlog
- ✓ Development of training, code and framework standards

FOCUS ON

- Building a library component of reusable parts
- Spreading awareness and training business users, power users and citizen developers
- Reporting and defining support processes

TO ACHIEVE

- ✓ Increase in revenue
- ✓ Increase in employee satisfaction
- ✓ Lower operational downtime
- ✓ Receive ROI in as little as 3 months

STAGE 4

Scaled

Automation is integrated with multiple business and technology teams:

- ✓ Automations include Artificial Intelligence and Machine Learning capabilities
- ✓ KPIs and reporting linked to strategy and prioritization

FOCUS ON

- Implementing reusable platform components that apply multiple automation tools
- Making self-service and training available to the organization
- Aiming for end-to-end automation and augmentation

TO ACHIEVE

- ✓ Lower time to resolution for customer claims and requests
- ✓ Increase in employee retention
- ✓ 60-85% elimination of paperwork
- ✓ Up to 99% accuracy in document processing**

STAGE 5

Optimized

Automation strategy is ingrained across the organization:

- ✓ Automations managed by the business and supported by power users
- ✓ Rules managed by the business without interruption to automations and processes

FOCUS ON

- Building more scalability across the organization
- Driving continuous improvement through reporting
- Seeking opportunities to improve more processes by task mining

TO ACHIEVE

- ✓ Increase in educated customer and business decisions
- ✓ Up to 30% cut in operating costs
- ✓ 67% deeper insight into customers*
- ✓ 86% increase in operational efficiency*

Ready to navigate the next stage of your enterprise automation journey?

GET IN TOUCH WITH OUR EXPERTS

ABOUT US

Centric Consulting is an international management consulting firm with unmatched expertise in business and digital transformation, hybrid workplace strategy, technology implementation and adoption. We have established a reputation for combining the benefits of experience, flexibility and cost efficiency. Our goal is creating tailored solutions centered on what's best for your business. Founded in 1999 with a remote workforce, we have grown to 1,500 employees and 14 locations across the country and India.

* [The Impact of RPA on Employee Engagement, a Forrester Consulting Thought Leadership Paper](#) 

** [Real world automation stories with Microsoft Power Automate](#) 