

## ScottMadden's Digital Readiness Assessment

# Answer Your Executives' Top Question, "What Is Our Digital Strategy?"

Intelligent Automation (IA) technologies, such as Robotic Process Automation, Virtual Agents, and Artificial Intelligence, can help your company gain competitive advantage by improving business intelligence, optimizing employee time and capabilities, and enhancing the digital customer service experience.



IA technologies are no longer "on the horizon." Instead, they are fully operational with the potential to add competitive advantage with real-time business insights that have not traditionally been available—all while reducing mundane work, increasing administrative savings, and enhancing the digital customer experience.

These new solutions are also helping companies improve service delivery and streamline decision-making across an interconnected network of global support functions and service centers.

Is your company positioned to be a part of this digital transformation? Or more importantly, are your competitors? Do you have the right organizational structure and skill sets in place to optimize IA technologies? Do you know which processes can benefit from IA?

ScottMadden's digital readiness assessment will help you structure and manage your plans to move to the front line of digital transformation. We work with you to:

- ✔ Measure and document automation opportunities using our proprietary survey tools
- ✔ Conduct a successful pilot to gain stakeholder confidence
- ✔ Map IA technologies to the appropriate GBS operations they can support
- ✔ Develop a governance model identifying IA roles
- ✔ Establish a Center of Expertise (COE) to evaluate IA decisions
- ✔ Design a roadmap and timeframe for transformation
- ✔ Prepare a business case for the investment

For more than 25 years, we've worked with utilities and non-utilities to benchmark, assess, and improve their operations. These custom studies allow us to identify opportunities to improve strategic direction, organizational design, staffing, processes, technologies, and quality, reduce costs, as well as improve baseline operations for continued improvement.

## Key Benefits of ScottMadden's Digital Readiness Assessment



**Avoid IA chaos:** Know where you are spending or if you are spending correctly, maintain control over IA technology implementation, and coordinate IA resources and strategies across the organization to avoid resource competition and operational disruption.



**Expand workforce utilization and achieve scale:** Increase your human capital capacity by allowing employees to focus on value-added work. Use existing staff without having to expand staff headcount.



**Improve service and controls:** Enhance service levels and prepare for the "next generation" customer. Improve controls through more consistent processes and provide more accurate data to your COE.



**Gain competitive advantage:** Stay ahead of the competition through digital transformation and innovation.

Our back-office expertise is unmatched. We know finance, human resources, and supply chain processes backward and forward and will help you choose the right applications through a technology-agnostic approach. We know which technology gaps IA can fill, how to develop and expand governance models, and how to bring stakeholder groups together to collaborate and develop a systematic approach to IA.

ScottMadden's Digital Readiness Assessment will help you manage operations through the digital maturity curve and enable your own resources in the process.

Contact us at [info@scottmadden.com](mailto:info@scottmadden.com) to get started with your Digital Readiness Assessment.

