

Our Perspective

Robotic Process Automation (RPA) and intelligent (IA) automation are transformative tools that streamline operations, improve efficiency, and enhance the quality of service our clients can deliver to their customers. By automating routine, repetitive tasks, clients empower their employees to explore what's possible and advance their growth - focusing on higher-value activities that require human insight and creativity. This strategic integration of technology optimizes operational costs and accelerates the digital transformation journey.

Our Differentiation

Our profound commitment to strategies that support long-term growth and elevate clients to self-sustain their automation programs distinguishes us from other firms. We don't just automate processes; we re-engineer them and upskill clients to meet their business objectives and challenges. This approach ensures our clients achieve operational excellence and gain strategic insights to drive continuous improvement and growth.



Establishing an Automation Center of Excellence



Embedding client talent and upskilling



Automation strategy and road mapping



Process mining and re-engineering

Our Expertise

Our team brings various skills and experiences to the table when automating processes.

Hundreds of manual processes automated across multiple industries

Experts in establishing automation programs

Certifications in Ui Path, Automation Anywhere, and Power Platform



Our Track Record

Some clients who have engaged Impact Makers for Automation



Client Outcomes

Rapid change in delivery of services



Client Outcomes

First Automation Center of Excellence in Virginia higher education with upskilled interns performing the work



Client Outcomes

Robotic "volunteers" performing data entry to give social workers more time to assist victims

Our Approach

We initiate our intelligent automation approach by laying a solid foundation with governance and well-managed processes. This initial phase ensures that the automation journey is guided by clear policies, compliance standards, and a structured management framework, setting a solid groundwork for sustainable and scalable solutions that integrate with our client's technology roadmap. Concurrently, we conduct a thorough discovery phase to identify processes ripe for automation. This approach involves a deep dive into the client's operational landscape to find inefficiencies and target areas where automation can bring about transformative change. Through this dual-pathway start, your team effectively addresses the structural and operational prerequisites for automation.

Following the initial groundwork, the focus shifts towards creating a comprehensive backlog of automation opportunities. This step involves prioritizing potential automation projects based on their expected impact and feasibility, allowing for a strategic approach to deploying automation technologies. By evaluating each process's potential for improvement, your practice can accurately assess the impact and earmark resources efficiently. This detailed planning concentrates efforts on initiatives that promise the highest returns, thus maximizing the value delivered to the client.

Finally, the development phase of our automation strategy brings these plans to fruition. Your team crafts tailored automation that aligns with the identified opportunities and client objectives, leveraging cutting-edge technology to drive operational efficiency and innovation. A key aspect of our approach is actively including the client's talent in the development process. Inclusion fosters a collaborative environment but also serves to upskill the client's workforce, empowering them to maintain and evolve the automation solutions post-deployment. In some instances, this collaborative effort extends to cultivating citizen developers within the client's organization, democratizing automation development, and encouraging a culture of continuous improvement and innovation.

Impact Makers' Automation Maturity Model



Prove

- Initiated within one department
- Processes are identified
- Low risk, mainly attended automations are used



Emerging

- Focus is on creating multiple production processes
- Initial security and privacy policies developed
- Initial standards and re-usable components established
- Center of Excellence (CoE) established



Impactful

- Program spreads to other departments
- KPIs are refined, measured, and widely publicized
- Automation attributed to higher business agility and reduced operating expenses
- Robust pipeline of opportunities
- Enterprise platform for unattended bots completed



High Performing

- Fully federated or decentralized CoE operating model in use
- Automation Operating Model is built out
- Continuous Improvement (CI) and Continuous Development (CD) are used across all automation efforts
- Programmatic inclusion of employee citizen-developers
- Automation considered a competitive advantage