

Intelligent Process Automation

Enhancing IT Organizations through Automation

Business application landscapes are growing at an astounding rate – becoming more time consuming to handle basic administration. While a digital system may not be hard to manage on an individual basis, technological growth has forced organizations to confront the issue of how to administer, upgrade, migrate, manage and direct multiple systems toward a unified business objective – exasperated by increasingly diversified portfolios of on-prem, cloud-based, and SaaS applications.

IT Organizations are often turning to Intelligent Process Automation (IPA), the combination of techniques including robotic process automation (RPA), artificial intelligence, APIs and coding to automate support processes associated with legacy systems and “last leg” activities which cannot be addressed by other technology solutions.

Contact us to start
your journey

The business value includes:

- ✓ Address shortage of resources with key technology skills
- ✓ Increase employee satisfaction through focus on value-added tasks
- ✓ Reduction in process errors; increased compliance
- ✓ Lower process costs; easily scalable
- ✓ Ease of implementation with measurable business results
- ✓ Improved internal and external customer experience

We help IT transform using IPA



User Management

- User provisioning
- Auditing
- System availability monitoring and reporting
- Access monitoring



Data Migration and Management

- Migration of application data
- Information validation and auditing
- Compliance reporting



Testing

- Automated UI testing
- Reporting
- Test Data Creation
- Continuous Control Monitoring



Customer Support and Service Desk

- Request management
- Incident management
- Customer experience management
- Agent performance tracking



Software Development Lifecycle

- Pipeline and backlog automation
- Automation within cloud environments
- Agile development
- Compliance as Code



Security & Privacy

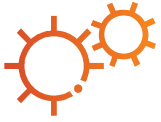
- Threat monitoring and alerts
- Incident response
- Data subject access requests
- 3rd party risk management
- Fraud monitoring and prevention

Managed Technology Solutions

We provide flexible delivery models (blended, onshore, offshore) to help address short term skill gaps, deliver projects or transform your organization by creating the right team that can scale up or down, quickly and cost-efficiently.

Digital Transformation Enabled by Automation

Protiviti empowers organizations to deliver impactful automation programs and realize their true potential



Automation Strategy

Business Case and Roadmap Development

Develop realistic cost-benefit/ROI analysis and build strategic roadmap to initiate and build automation capability

Technology Selection

Support sustainable platform selection based on functional capabilities, market position and client-specific requirements

Proof of Value

Develop pilot programs to demonstrate viability and obtain buy-in before considering enterprise-wide deployment



Process Evaluation and Solution Design

Process Analysis and Prioritization

Identify and prioritize processes suitable for automation

Process Optimization

Support the optimization and standardization of processes and supporting data prior to automation

Solution Definition and Design

Design processes based on the best technologies and automation solutions



Program Implementation

Establish Operating Model

Determine target operating model, taking into consideration culture, change management protocols, security, governance and controls

Solution Development

Design, build and test automated processes

Build COE and Governance

Design and/or operate the Center of Excellence model to support the program across the organization



Program Support/Development

Change Management and Training

Provide change management support, minimizing the impact on employees and business operations

Program Enablement

Support design and installation of technology platform

Monitor and Maintain

Provide ongoing support and maintenance

Contact us to start your automation journey

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