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RPA Readiness Assessment:

a Checklist for Managed Service Providers and System Integrators

Here is our checklist for assessing your readiness to starting an RPA implementation business.

Use this to think about the challenges you are trying to address with this technology, the impact that it will bring to you and your clients, estimate your current resources, discover process gaps, and reveal basic requirements that you will need to fulfill to launch an RPA business and become a seasoned Managed RPA Service Provider.

Distribute this checklist to all parties (colleagues, partners, internal IT teams) who will be involved.

Expertise

- **Do you have a good understanding of what RPA technology is?**

  Though having good theoretical knowledge of RPA may be helpful, it is not an obligatory condition for launching your RPA implementation business. The thing that is much more important is understanding your customers' pain points and the impact of RPA in addressing them.

- **Do you have any experience in implementing RPA solutions for your customers?**

  Partnering with a trusted vendor for your RPA implementation journey can prevent struggles down the line. With the right vendor, you will have a clear road map to enter the market and gain expertise by working with real automation cases.

- **Are you witnessing a growing need for process improvement and elimination of manual labor within your customers' digital transformation journeys?**

  As a trusted MSP for your customers, you need to give them a guarantee that their businesses will keep improving with cutting-edge technologies and that you can prove your ability to provide broader scaled solutions tailored to their business needs.

Resources and processes

- **Do you have a hiring or training plan for your existing employees to turn them into RPA developers?**

  For your first RPA implementation project, you would need a minimum of 1-3 RPA developers. The ElectroNeek Academy is an on-demand platform with RPA courses tailored to the needs of MSPs. You can join the academy and upskill your employees.

- **Do you have a system in place with your existing clients to find repetitive processes and assess them for RPA implementation?**

  Even though the candidates for RPA are ample, it may not suit every process. To yield the greatest benefits from automation, you need to ensure that your clients have identified automation-prone tasks. You can elaborate on strategies to ensure that the right processes are selected in case the processes are disorganized and chaotic. Also, ensure that the selected processes are fully optimized, properly documented, and follow automation criteria (repetitive, high-volume, rule-based task).

Customer success management

Do you have a system in place to collect feedback from your clients?

Verified feedback such as surveys, success stories, direct references is great examples of enhanced customer satisfaction which is another measure to evaluate the success of the business apart from profitability and reliability. Close collaboration with your RPA vendor will help you enhance your expertise by solving more practical cases, thus allowing you to work more closely with your customers, address their pain points, and increase the satisfaction rate.

Do your clients require you to perform compliance and risk assessment of your automation roadmap?

For regulated industries, providers must comply with standards/regulations. So it is important to bundle your solutions with governance expertise. While your clients' part to address this challenge is also significant, you can redouble your efforts to cover this key area with your RPA vendor.

Choosing an RPA vendor

Do your clients consider RPA for a single process or more? If it's more (that's typical in 95% of the cases), have you looked into a scalable RPA solution?

Today, your customer may be using RPA technology for one department or process, and tomorrow they would like to scale it across the organization after realizing its benefits. While many RPA vendors follow the 'pay as you scale' business model, ElectroNeek helps you scale with no limitations and cost-efficiently will help you focus on delivering innovative products and anticipate your client's future needs. Learn more about the ElectroNeek - MSP partnership program here.

What is the pricing model of your RPA vendor? Who pays for the solution - vendor, partner, or the end-user?

Most RPA vendors pass through the cost of RPA software to the end-users, the clients. That's why for your clients all RPA projects have two major cost components - software and your services. The clients will pay for each RPA bot license they deploy on an automated process.

The advantage of this model is that you don't need to make investments in the software yourselves, but it has significant implications for your business - you always take less money home, you always have fewer processes to automate (some are not justifiable in terms of bot license costs, the economics of the automation doesn't make sense), and it takes a longer time to close a deal due to software precise negotiations.

But with ElectroNeek, the clients don't need to pay for the software at all, and developer tools you acquire from vendors can produce RPA bots that don't need a license to run. Then you control the pricing for the end-users on your own terms. Flexible pricing lets you choose your own pricing to stimulate demand and enable price segmentation. You will win more projects faster, and take the whole client automation budget home.

Does a vendor offer a solution with many choices of deployment options?

Deployment flexibility and RPA solutions that support many interfaces, apps, and systems will help you grow and scale quickly. So, if your client needs a change tomorrow, you will be able to adapt to that.

Does your RPA vendor offer tools that are fully compliant and regularly patch its platform for any vulnerabilities?

Your preferred RPA vendor should regularly assess its platform for security and compliance so that you can address your client's need to deploy an RPA project that complies with compliance regulations, and stores and encrypts sensitive data in a secure database.
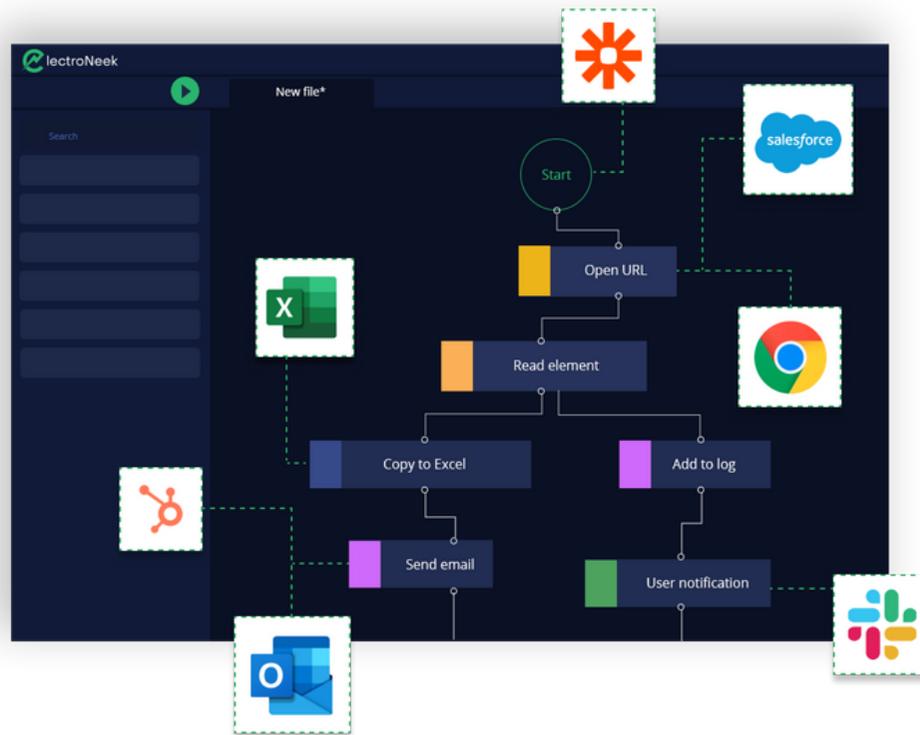
Statement of Work

How do you plan to collaborate with your RPA vendor to develop a Statement of Work (SOW)?

A clear and well-written SOW serves as a blueprint for any RPA project. You would need to document each detail and potential scenario in order to implement the project successfully for your client. ElectroNeek, for instance, provides a standard SOW that every project team member can easily understand and follow.

How do you handle the governance aspect in the SOW?

Make sure that a vendor you choose provides an RPA platform that has built-in enterprise-grade security and governance. It will guarantee that your client's business is secure from threats and meets regulatory compliance.

Training

● **Does your preferred RPA vendor offer a free online academy?**

Online academies offer a flexible schedule and comfortable learning experience where your employees can complete courses at their own pace. The ElectroNeek online academy is one of the best virtual platforms that offer everything your professionals need to know about RPA tools and practices.

● **Does your preferred RPA vendor offer instructor-led training?**

The right vendor would mentor you with several training options such as instructor-led courses, etc, to teach your employees how to use ElectroNeek's RPA solution to get its full advantage and make the most out of your RPA investment.

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Resources:

ElectroNeek
ElectroNeek Online Academy
ElectroNeek Community Forum

electroNeek

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