

Operational Transformation: Implementing an AI-Powered RPA Center of Excellence

The Client

The Client is a global leader in managed services spanning food, facilities, and operational support across education, healthcare, business, and leisure sectors. Operating throughout North America, Europe, and Asia, they deliver integrated solutions that allow organizations to focus on their core missions while enhancing operational efficiency and user experience. Their comprehensive portfolio includes food and hospitality management, facilities optimization, and operational support services. They partner with educational institutions, healthcare providers, corporate enterprises, public sector organizations, and entertainment venues to enhance operational efficiency and user experience.

The Challenge

The Client sought to implement Robotic Process Automation (RPA) to enhance organizational efficiency while balancing short-term needs with strategic vision. They needed to establish a Center of Excellence (CoE) to coordinate RPA implementation across all business units and ensure a cohesive approach.

Key challenges included:

- A fragmented technical ecosystem with multiple disconnected legacy systems lacking integration capabilities
- An operating model heavily dependent on a manual workforce rather than streamlined processes and automated systems
- High volumes of error-prone manual data entry leading to financial system inaccuracies and downstream impacts

The organization required a structured approach that could address immediate business unit needs while building a scalable foundation for enterprise-wide automation.

The Solution

To address the Client's automation challenges, Optteamix conducted a comprehensive four-week discovery and assessment of their processes. This discovery phase enabled us to develop a strategic business case and implementation roadmap for establishing an RPA CoE. To demonstrate the potential value, we also created a proof of concept that showcased automation capabilities in action.

Our RPA Roadmap delivered:

- A prioritized inventory of automation-ready processes across the organization
- A detailed CoE team structure with clearly defined roles and responsibilities
- Comprehensive budget projections and implementation timelines
- A robust governance framework to ensure sustainable CoE operations

Following roadmap approval, we deployed a specialized team led by an on-site Solution Architect who provided local expertise and stakeholder management. This architect was supported by our global delivery team operating in multiple shifts across different time zones, ensuring continuous development progress and 24/5 support without requiring additional client resources during non-US business hours.

Leveraging UiPath's industry-leading RPA platform, we implemented a scalable automation infrastructure that could integrate with the Client's legacy systems without extensive modifications. UiPath's robust capabilities allowed us to develop both simple and complex automation, with comprehensive logging and exception handling to ensure operational stability.

Our implementation approach included business process reengineering where necessary, as several existing workflows were not immediately suitable for automation. The team meticulously redesigned these processes—standardizing inputs, eliminating redundant steps, and creating exception-handling protocols—to maximize RPA effectiveness while minimizing disruption to daily operations.

The technical team collaborated closely with the Client's Finance and Accounting departments to automate key processes, beginning with accounts payable, invoice reconciliation, and financial reporting workflows. By implementing attended and unattended bots strategically across the organization, we were able to reduce processing time while dramatically improving data accuracy and consistency.

Value Delivered

Our RPA Center of Excellence has delivered transformative results across the Client's organization, accelerating their automation journey while creating both immediate and long-term benefits.

- **Reclaimed productivity:** Returned over 30,000 person-hours annually to the business through automating 20+ critical processes
- **Enhanced accuracy:** Drastically reduced error rates in financial operations and data entry tasks
- **Strategic prioritization:** Established a clear automation roadmap with prioritized initiatives to maximize ROI
- **Cross-functional alignment:** Implemented governance model that fosters collaboration between business units and IT
- **Knowledge distribution:** Created systematic knowledge transfer methodology, ensuring expertise spreads across departments
- **Sustainable framework:** Built foundation for ongoing automation expansion without additional implementation overhead
- **AI integration:** Recently enhanced the RPA capabilities with intelligent document processing, natural language processing, and predictive analytics to handle semi-structured and unstructured data
- **Resource optimization:** Freed valuable human resources to focus on strategic, customer-facing initiatives requiring judgment and creativity



SIMPLIFYING SUCCESS

About Optteamix

Optteamix is an AI-powered technology services company specializing in AI, Application Development, Robotic Process Automation (RPA), DevOps, Enterprise Mobility, Test Automation, and Global Capability Center (GCC) operations. Guided by our higher purpose—**“Simplifying Success”**—we deliver transformative solutions that help organizations scale efficiently and thrive. Headquartered in Denver, Colorado, we operate a wholly owned delivery center in Bengaluru, India.

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