UiPath™   LEAN ROBOTICS

How BDO Ireland is learning to be self sufficient in RPA to lower its costs to clients

"Lean Robotics' massive amount of skill and experience really shines through, not only through the training, but also their expertise in combining Lean Six Sigma with RPA and working tirelessly to provide us with expert guidance and advice"
– Adrian Mullins, Innovation Manager, BDO Ireland

HIGHLIGHTS

80%
Reduction in processing time

6
Internal developers trained on UiPath

5
Automations built in first six months

"Lean Robotics tailored an excellent, well structured and thought through training course for us that allowed us to build our own bots simultaneously. This was important to us because we want to develop the skillset and confidence required for the long game!"

The Company
As part of BDO's global organisation of 162 countries and over 88,000 employees, BDO Ireland are business advisors that offer their clients a range of services including audit, corporate finance, taxation and consulting, with the aim of delivering an integrated business advisory solution for their clients.

The Challenge
As part of the firm's digital transformation strategy, BDO Ireland is looking to find viable alternatives to outsourcing that will lower costs in operations, speed up change and allow for greater scalability of resources across all Lines of Service (LoS) internally and then externally for their paying clients.

The Progress so far and its Benefits
"We chose UiPath as our automation tool of choice because of their market leader status, their strength in the attended bot sphere and their powerful and advanced developer tool". Lean Robotics was UiPath's recommended partner – *"RPA is an often overpitched concept, but Lean Robotics were straight up and honest about the challenges, and I really felt I could work well with them".*

In order to demonstrate initial value, Adrian, the Innovation Manager, received comprehensive business analyst training allowing him to go back to the business to select appropriate processes for use in the Proof of Concept (PoC). Lean Robotics then built a PoC bot for a complex and very manual laborious monthly payroll process. When run, this bot has resulted in approximately 80% reduction in time to process; an extra pair of 'hands' during the busy month end period; and lots of positive press which can be used to sell the technology to other parts of the firm that have similar processes.

The next step was to up skill a handful of BDO employees. The six people chosen were from across LoS and geographically spread. Having gone through this mix of theory and practical application, five of the six developers have gone on to build their automation solutions, and these are now production ready.

What's next?
The BDO Lean Robotics partnership will continue to train more BDO developers and business analysts for simple automations, and also identify and build the more complex automations or those that require rapid turnaround times. In the longer term, BDO plans to create a Centre of Excellence that is *"certified, confident, capable and comfortable"* with the technology. Clients will continue to see no difference in levels of service, and in some areas will see improved service as the PoC bot picks up the occasional manual error. But moreover, BDO will be able to offer its clients a lower cost service with a quicker turnaround time.

BDO