

A woman with dark hair pulled back, wearing a dark blazer over a light-colored top, is smiling and looking towards the right. A hand is visible in the foreground, pointing towards the right side of the frame. The background is slightly blurred, suggesting an office or meeting environment. A large, semi-transparent blue circle is overlaid on the left side of the image, containing the text.

Demant

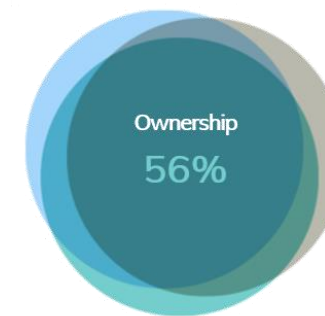
Drive cross functionality to optimise global processes and truly maximise RPA

Gabriel Barthélemy & Patrycja Kijewska

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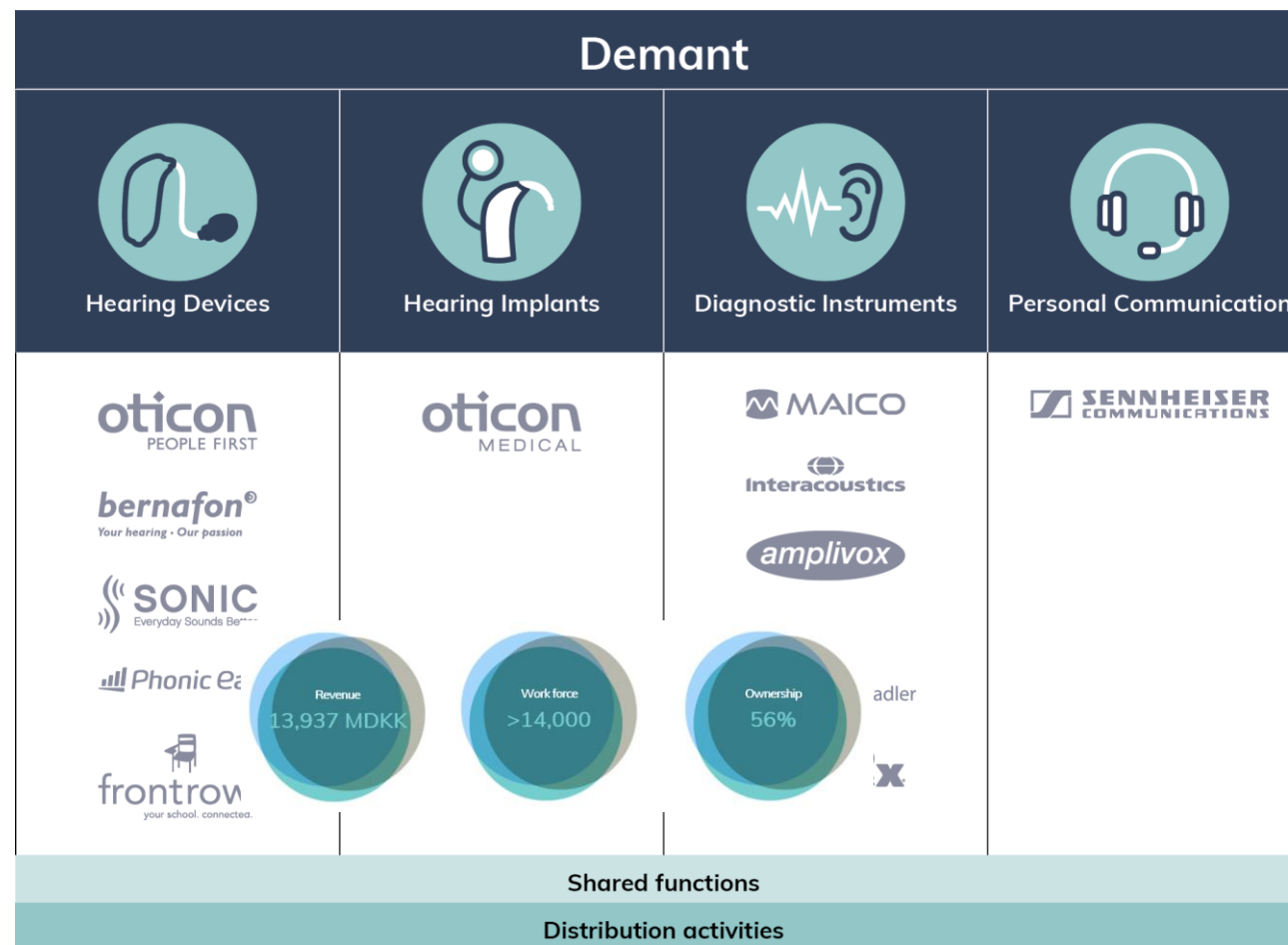
- * **Presentation of Gabriel and Patrycja**
- * **Who is Demant?**
- * **Our journey**
- * **Building knowledge about RPA in business**
- * **What you need to include for a successful governance model**

Demant Group

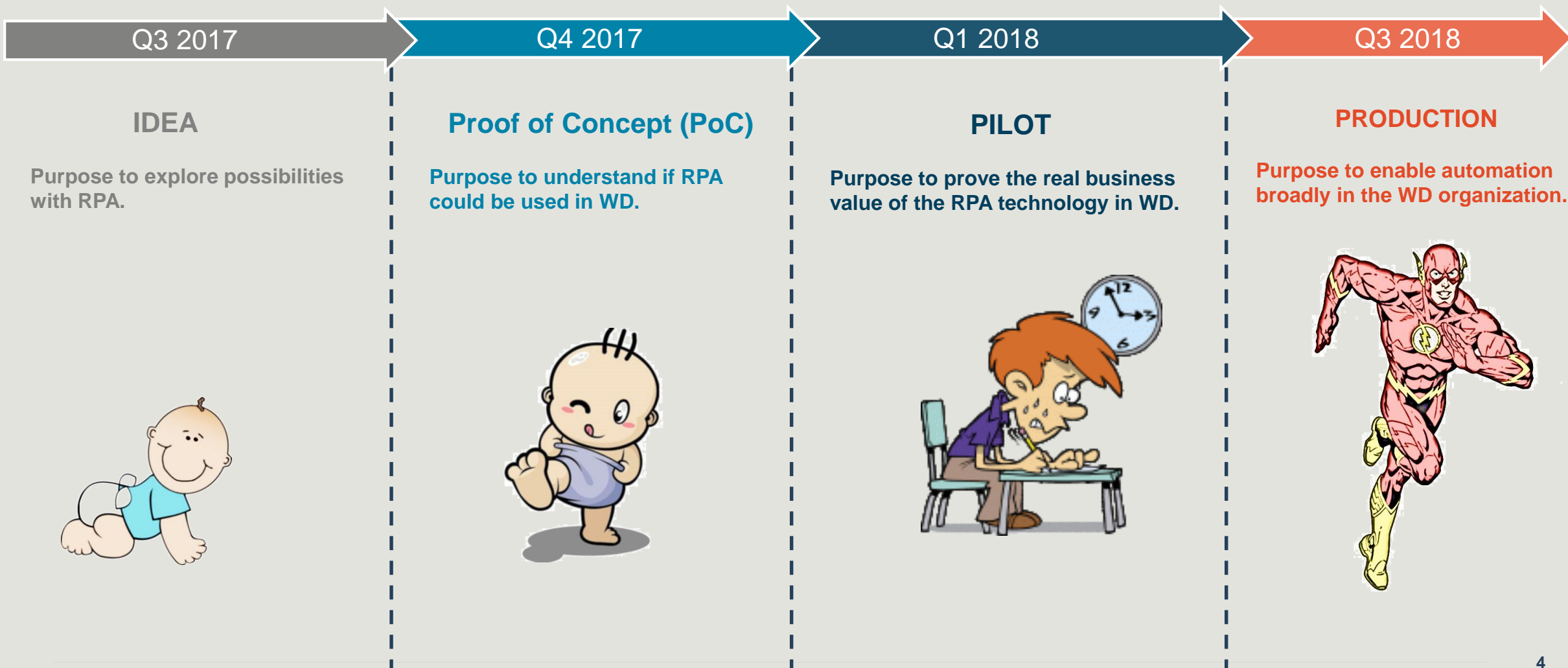


Global leader within hearing healthcare

- Demant has four main business activities and owns multiple individual brands in the hearing healthcare industry
- Our shared functions support operational efficiency



From idea to goal realization with RPA



Building knowledge about RPA in business



Strategy



To build the best pipeline of business cases to be automated

- Utilizing the resources in the best way



All employees are acting as ambassadors for automation of repetitive tasks

- Encouraged by doing more of the valuable work



Build an solid governance and a efficient operating model

- Gaining best business benefit realization as possible

Why building RPA knowledge in business?

RPA is all about business and ownership and not technology!

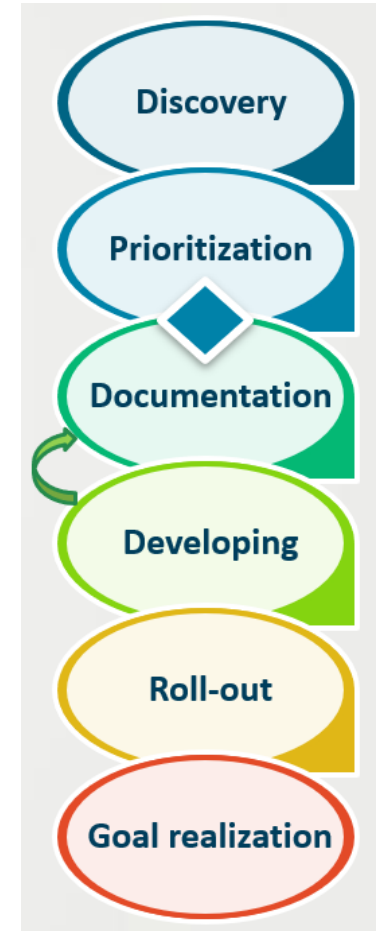
- Business know their process pains and where their resource shortage are
- To make local ambassadors for digitalization & atomization
- Its is in the business that the local processes exists
- The pipeline is growing by itself if knowhow is spread
- You need the understanding to get the ownership and sponsorship



What knowledge to build in Business?

How to identify a good business case and realize it!

- What RPA is, and what it is not
- Characteristics of RPA suitable processes
- What is needed in a solid Business Case
- Who to go to, if you have an idea for automation
- What does it require to document, develop and maintain a process
- What happens with the ownership of the process, after its automated



How to build RPA knowledge in Business?

Build a RPA cross functional network in the company

- Presentations to business departments
- Adjust videos to specific dep with related applications
- Adjust presentation depending on receiver
- Demo/Video really important
- Statistics to show result of working bots
- Show the potential and the ambition of the RPA initiative to top managers

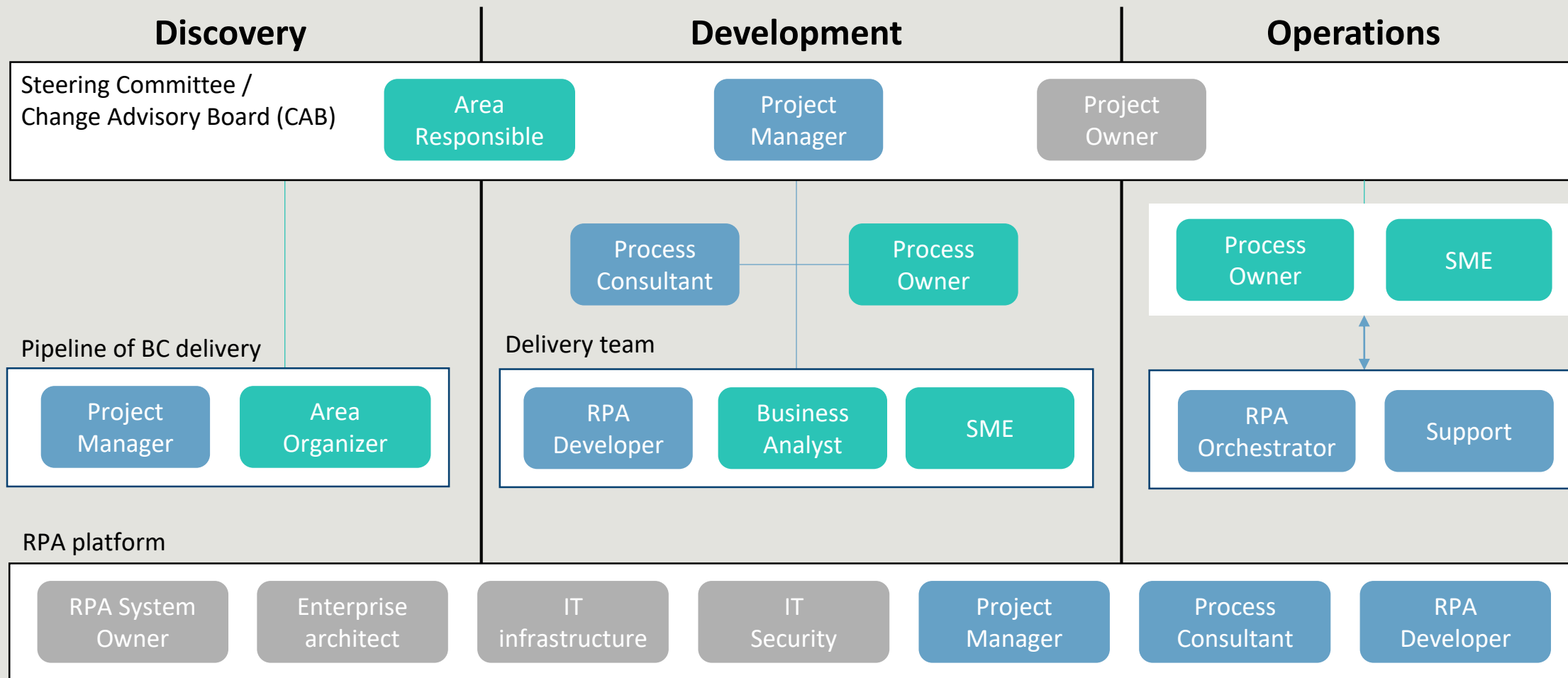


Building knowledge about RPA in business

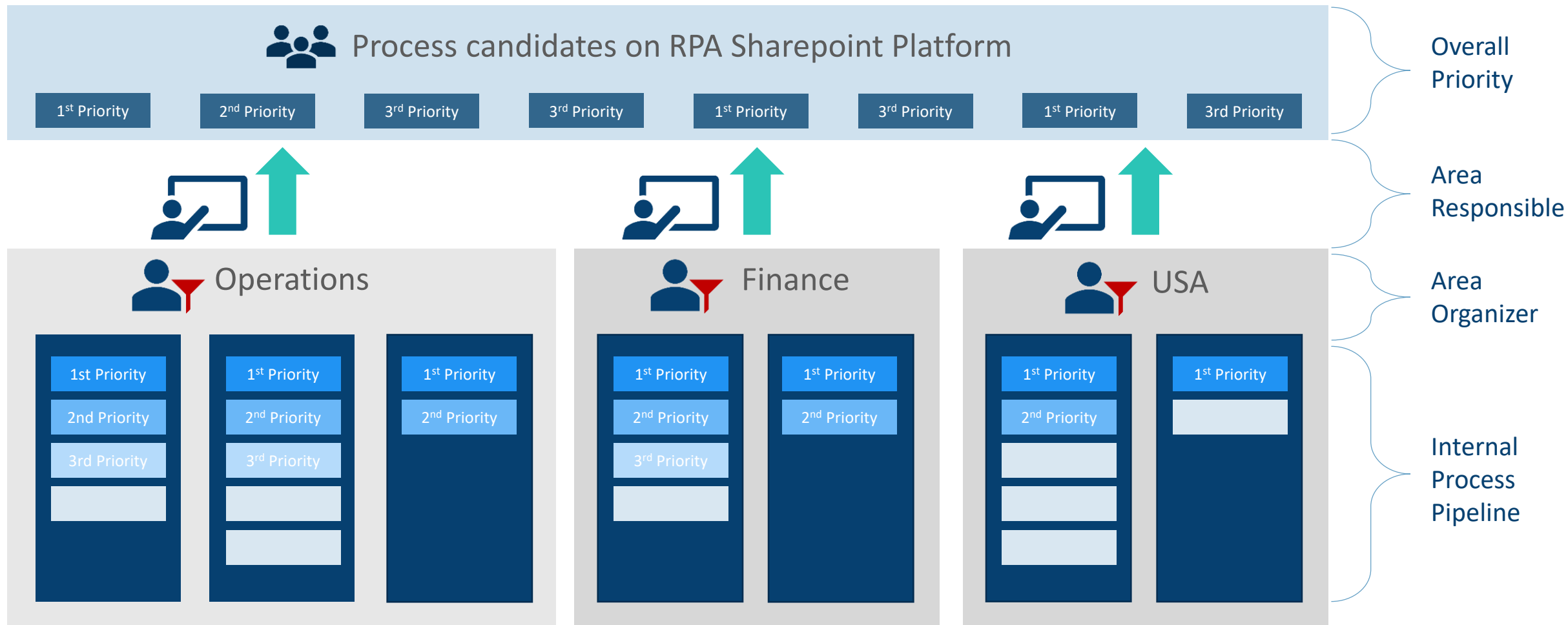


Governance - teams & roles

Business RPA Team IT

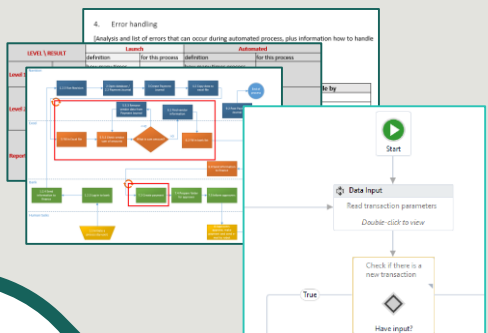
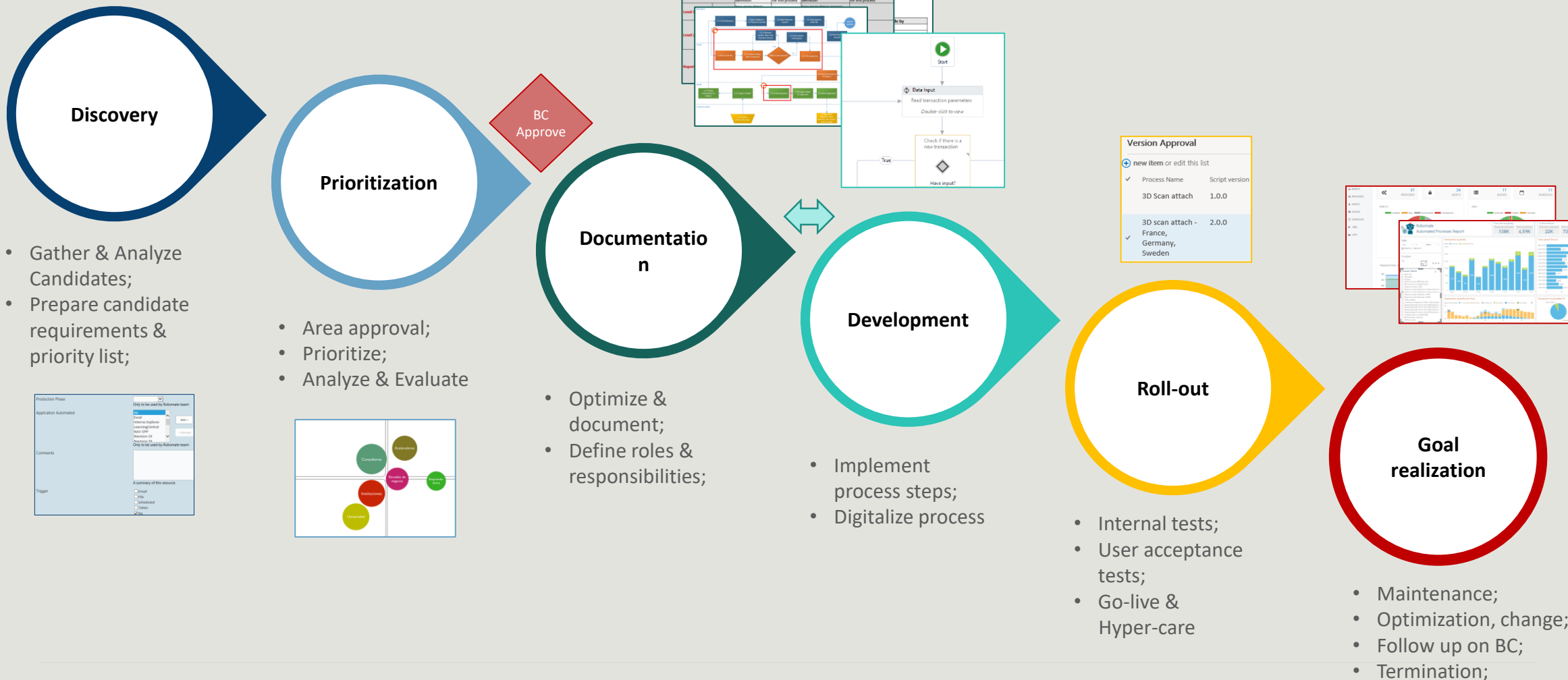


Process pipeline building



What tools we include to keep up with operating model?

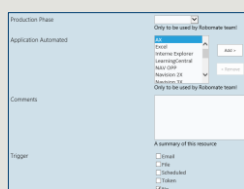
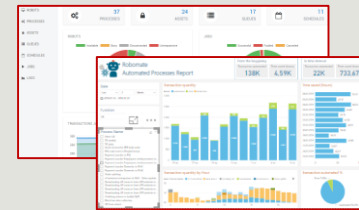
Process life cycle



Version Approval

+ new item or edit this list

Process Name	Script version
3D Scan attach	1.0.0
3D scan attach - France, Germany, Sweden	2.0.0

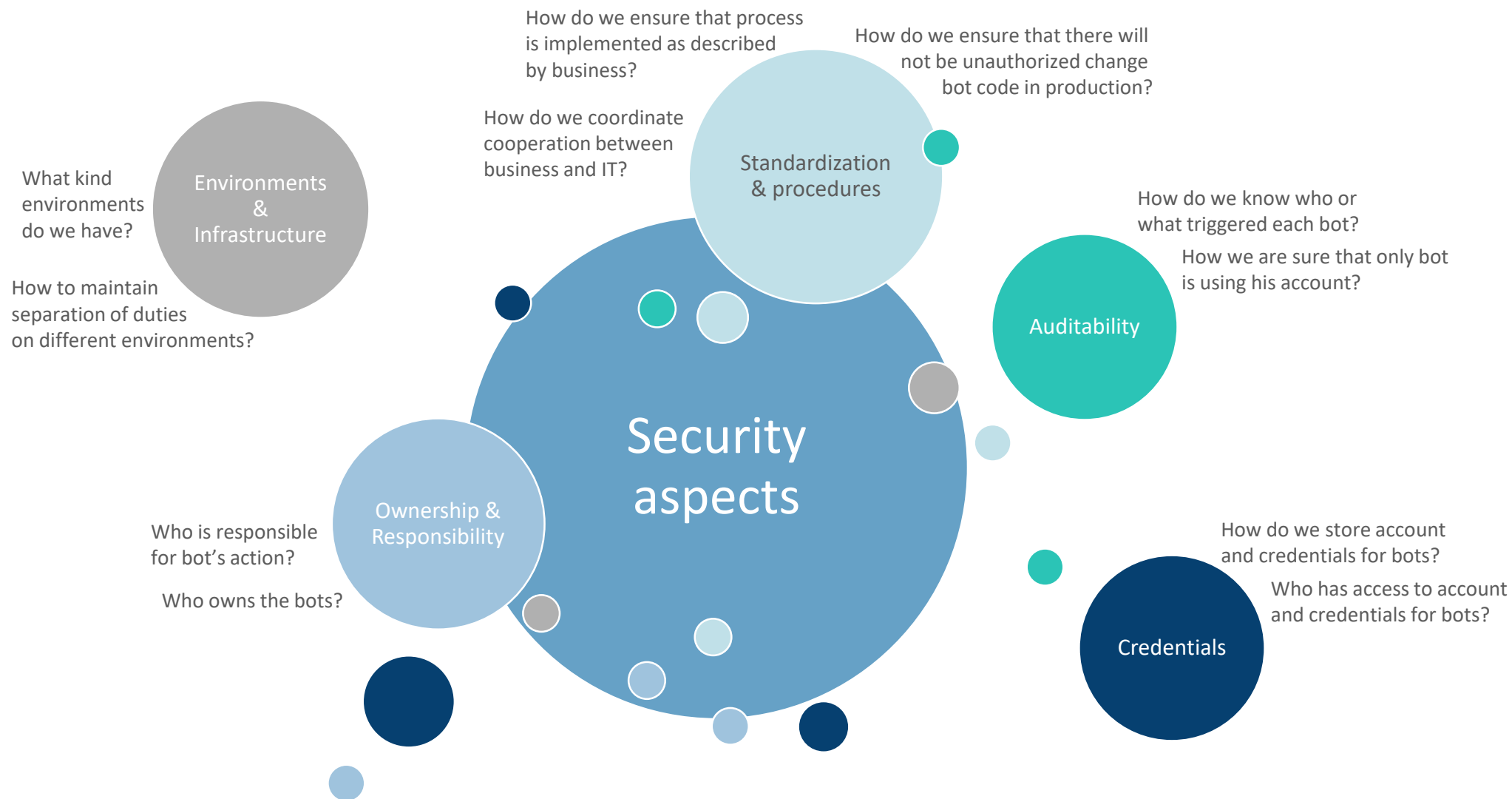


How to ensure efficient communication between teams?

RPA SharePoint platform

- Documentation templates (flow, error handling, KPIs)
- Process documentation always up-to-date
- Strictly defined requirements for each status change
- Current status of the process in life-cycle,
- Process candidate form with Ownership, business case and goal realization
- Process script version approval platform
- Power BI statistics





Demant

Thank You