

Bot Deployment and Establishment of an Automation Center of Excellence

Challenge

The Client required assistance to achieve goals outlined in their IT Strategic Roadmap. This roadmap contained multiple projects to:

- Increase operational efficiency
- Reduce IT spend
- Transform infrastructure
- Maintain compliance
- Reduce risk of employee errors
- Anticipate outages
- Improve speed, response time to job fail notifications
- Provide detailed impact analysis reports

Our Solution

D2M proposed the development of multiple bots to achieve roadmap goals and encouraged the establishment of an Automation Center of Excellence (CoE). The CoE would:

- Govern current & future automated tools
- Develop new automation processes
- Enforce best practices for all automation deployments
- Train those interacting with automation
- Provide support for those using automated technology
- Allow self-sufficiency after D2M contract, as client would possess necessary expertise

Results



Eight complete

Projects, all employed with success and on time



Projected savings of

\$1.8 million

Within the first year of initial deployment