



MANAGED ROC Robotic Operations Center



Accelirate's Managed ROC (Robotic Operations Center) is a program specifically designed for the Enterprise that has several bots in production and is looking to scale their bot deployments considerably while managing and monitoring growing Bot Infrastructure and an increasing number of Automations. The Managed ROC is a comprehensive RPA Service offering that includes: Process and Bot Monitoring, Maintenance and Support, Deployment Support, monthly reviews of bot utilization metrics, optimization recommendations, monthly reviews of common business and technical bot exceptions, and resolution recommendations. The Managed ROC also delivers a comprehensive dashboard and report for all of the services it provides. One of the most noteworthy aspects of this service offering is that the program utilizes a broad set of tools and utilities that allow the Accelirate team to support an at scale RPA implementation at a lower cost than onshore resources. These tools and utilities include, Automated Deployment Utilities, Automated Provisioning Scripts, and Alerting and Monitoring Dashboards.

PROCESS AND BOT MONITORING

The Accelirate team provides bot monitoring for all automations in production. This includes the monitoring of any system exceptions as well as the monitoring of the RPA Platform infrastructure. In order to facilitate this, we setup, configure, and customize a holistic process and robot monitoring infrastructure; this includes:

- RPA robot Infrastructure monitoring
- Flagging of errors and exceptions in logs
- Activity performance monitoring and slowdown detection

SUPPORT

Support services include Level 1 and Level 2 Production Support. These support requests include usability issues as well as triage and the troubleshooting of process automations. The ROC Team also engages with the development teams to escalate and provide logs and event timelines in order to facilitate root cause analysis.

MAINTENANCE

As a part of the Managed ROC Service, the ROC provides for a number of development hours every month to address bug fixes and minor updates to processes.

DEPLOYMENT SUPPORT

Accelirate's ROC builds and deploys automations between environments. Our team works closely with the development teams to ensure all documentation is provided for automations before promotion. In the long term, we configure and setup scripts to eventually automate the RPA build process, which includes:

- Automated Builds
- Automated Promotion
- Automated Production Deployment and Smoke Tests

BOT ALERTS

Key notifications, generated by bots that alert operations teams of unusual activity

- "I have received more work than usual" meaning the number of items on queue is larger than average
- "I have received no work and I should be working at the moment" meaning the number of items on queues is much lower than average
- "The Handling Time for a transaction is greater than 2 standard deviations from the average"
- "There are abandoned items in a work queue"
- "Process has taken over 20 minutes to work on an item"

STRATEGIC METRICS

- How many manual hours were returned by this automation?
- What are the trends for cases handled and Average Handling time?
- What is my Bot License and VM Infrastructure Utilization?
- What are the most common business exceptions?

RPA Metrics & KPI Reporting

WORK PROGRESS

Lets you know what the work queues look like at the moment

- Completed/Pending/In Progress
- Exception
 - Business
 - System
- In-progress
 - How long have the items been pending?
 - How many items are deferred and their reason for deferment and deferred date?
 - How many items were re-tried?
 - What is the average handling time of completed work?
- With no retries/With retries

AGGREGATE METRICS

What is the productivity of my digital workforce?

- Cases worked by process automation:
 - Every day/week/month
- Digital Workers per Process Automation:
 - Every day/day of the week/by this time of the month
- Pending item analysis over a period at the current time

The Managed ROC program is a unique all-inclusive RPA service that Scales your Automation Deployments, Monitors and reports on bots and processes, and provides maintenance and updates for automations using onshore resources and at a lower cost than offshore services. Contact us today at info@accelirate.com for more information on how the Managed ROC program can help scale your automations to match your company's growth.



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