



# THE HYPER-AUTOMATION JOURNEY OF A FINANCIAL INSTITUTION

## In a nutshell

The client needed help to understand and implement sustainable automation initiatives for their complex finance processes. The project was divided into three phases, starting with analyzing in-house methodologies and subsequently developing practices. By implementing best practices and using process mining, the team scaled RPA initiatives in a sustainable way, evolving towards a strategic level of automation.

INTELLIGENT AUTOMATION  
LOW-CODE DEVELOPMENT  
PROCESS MINING  
AI

## THE CHALLENGE

SUSTAINABLE  
AUTOMATION  
INITIATIVES

Our client was looking for a partner to help them understand their **finance department's complex processes** and implement **sustainable automation** initiatives. The **lack of overall vision** and **governance** led to **scattered automation** initiatives across the company and **constrained cross-departmental projects**.

To **scale hyperautomation**, we **analyzed** in-house methodologies and **developed RPA processes** while documenting the process. Our **Finance Center of Excellence** created an automation pipeline to tackle the right processes and **maintain momentum**. We introduced **process mining** to **identify inefficiencies** and **expanded the CoE** to introduce **full-scale automation** to **Customer Service**.

## OUR APPROACH

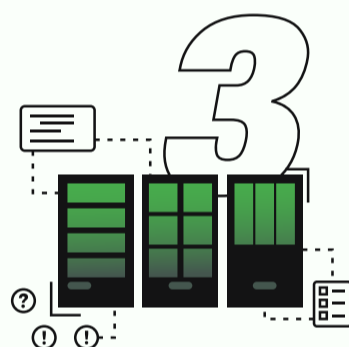
INTELLIGENT,  
FULL-SCALE  
AUTOMATION



Analyze



Center of Excellence



Process Mining

Creating a Finance Center of Excellence helped our client to solve the lack of governance within the Financial Departments

## THE RESULT

IMPROVED  
TIME-TO-VALUE &  
SCALED RPA  
INITIATIVES

We were able to develop **new processes** and **co-review** the **existing processes**, which generally **improved time-to-value**.

By implementing and adopting our **best practice approach**, the team **scaled** RPA initiatives in a **sustainable** way.

GET IN TOUCH  
WITH US!

Mathias De Smet  
Project Lead

