# Inpute's 5 step implementation framework

## Our structured approach to delivering best in-class solutions

# Introduction to our
# implementation framework

Over the past 25 years, Inpute has successfully implemented hundreds of automation solutions for our customers. Our **5 step implementation framework** is designed to streamline our customer engagements and helps to rapidly move concept to reality.

This structured approach ensures that we deliver a best in-class solution on time and within budget while reducing the risks associated with project delivery.

## 1 Needs assessment

Identify priority areas for automation with a structured process including workshops, process mining and our library of reference cases. We highlight the best candidates for automation and target ROI to assist your business case.

## 2 Solution design

We gain a deeper understanding of your needs and technology landscape using our 'discovery checklist'. A statement of work is prepared covering solution design, integration, critical dependencies, timetable and costings.

## 3 Build & integrate

The project is handed over to our experienced team for implementation. We leverage WorkStream, our in-house integration engine, to accelerate your deployment using prebuilt application components.

## 4 Quality assurance

Extensive end-to-end testing is performed internally by the Inpute quality assurance team before handing over to the customer for user acceptance testing. The system will need to pass rigorous quality metrics before go-live.

## 5 Go-live & ongoing support

Your solution is now ready for launch and the focus switches to user adoption and training. Following a successful deployment, the solution is passed over to our dedicated support team.

# 1 Needs assessment

The success of any project hinges upon a clear understanding of its fundamental needs and objectives. The initial phase of the project, known as the Needs Assessment, lays the foundation for the entire process.

Our experienced team will work with you to identify which areas to prioritise for automation. We use a collaborative approach to carry out this analysis typically in a workshop setting. Over the past 25 years of operation, we have built up an impressive catalogue of use cases which have delivered results for our customers. These reference cases help us to identify industry specific solutions (e.g. public sector, insurance, banking) or common function solutions (e.g. Finance, HR, IT, Operations) that have had a real impact for other organisations.

## Prime Automation Candidates

| Highly manual & repetitive workloads | Mature processes that don't change often | Low levels of exception handling required | High cost of failure or error | Interaction with multiple systems or users |
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Next, we try to understand what makes your organisation unique. No two customers are the same which requires a tailored approach. Where required, we can help our customers to do detailed process mining and heatmapping leveraging the latest process mining technology. This helps to hone in on process bottlenecks which can be low hanging fruit for automation.

At this point we consider the most suitable intelligent automation platform. Through our software partners, we have access to the most effective and innovative automation software in the market. This allows us to design a solution that matches the best technologies to your unique requirements. We don't overengineer and always opt for the most effective option.

Finally, we assess each automation candidate to determine 1) cost and complexity to automate 2) expected savings and benefits 3) Return on Investment. At the end of the Needs Assessment phase, we deliver clear guidance on which are the best candidates for automation and expected ROI which will help inform your business case.

# Solution design

The solution design phase is the pivotal stage in any software project where the seeds of innovation and creativity are combined with practical experience. Here we look to understand your business processes and technology landscape at a detailed level with a view to producing a Statement of Work and a comprehensive project plan. Again, we prefer to work with our customers in a close, collaborative matter.

Our Business Analysts use our internal 'Discovery Checklist' to flush out potential risks upfront. While intelligent automation can bring significant benefits, many customers are rightly concerned about potential project risk, internal disruption and data risk.

*"Over the years we have solved many problems, from complex ERP integrations, data migration challenges, security concerns, infrastructure performance, user acceptance and much more. Our Discovery Checklist encodes that experience and focuses on identifying and heading off potential risks upfront."*

Chris Howard | CRO | Inpute

For certain solutions, we recommend building a Proof of Value to validate the proposed technology and prove the business case. We can often deliver a Proof of Value in a number of days helping to move a solution from concept to reality.

At the end of the detailed design phase, we produce a Statement of Work which contains a solution design, a project plan, critical dependencies and firm costings ready for sign off by the customer.

# Build & integrate

Once a Statement of Work (SoW) has been agreed, the project is handed over to our experienced team for implementation. We have built a mix of in-house consultants and developers who are skilled in intelligent automation solutions. Our delivery team will configure or develop the components they are responsible for based on the SoW.

We leverage WorkStream, our in-house integration engine, as part of the build & integrate phase. Our experts rely on WorkStream to accelerate automation's impact for our customers, delivering quantifiable results within weeks, rather than months or years. By using the platform's prebuilt application components, we're able to deliver more robust automation solutions that can integrate across disparate systems.

Our Project Management function will liaise closely with the customer to keep the project moving on time and to unblock issues as encountered. Test documentation is also prepared at this stage in preparation for our Quality Assurance process

As cost certainty is important to our customers we typically employ a waterfall delivery model but where requested by our customers, we have also employed an Agile process. We are happy to share more detailed documentation in relation to our end-to-end delivery process upon request.

*"Our process is proven to deliver intelligent automation solutions that solve our customers business problems on time and on budget. We believe in continuous improvement and our delivery process reflects 25 years of learning."*

David Andrews | COO | Inpute

# 4 Quality Assurance

Extensive end-to-end testing  is performed by the Inpute team replicating the workflows defined in the Statement of Work. Any blocking issues are resolved and re-tested. If there are 3rd party integration requirements, the system is connected to these test instances.

Once internal testing is meeting required quality targets, the system is declared ready for User Acceptance Testing (UAT). Inpute will work with the customer during the initial phases of the project to define a UAT plan. During the UAT phase, the customer gets to test the system from end to end to ensure that it meets their requirements. Our team trains the customer on the usage of the system so that they can effectively execute their testing. Any issues discovered are reported to Inpute who resolve them until the solution is passing agreed quality metrics.

# Go-live & ongoing support

Your solution is now ready to go-live which we plan with you taking account of user training, change management and data migration. Our training programme is particularly important and focussed on accelerating user adoption. It ensures that business and technical users understand and utilise all available features, functionality and best practice. For the initial period post go-live the delivery team are on standby to address issues (our hypercare period), after which the system is handed over to our dedicated Support team.

As technology landscapes and user behaviour are dynamic, issues can arise over time, and when they do customers can be confident that they will receive a quick resolution from our team of in-house experts. Customers can log and track support tickets via a dedicated portal. We also offer pro-active monitoring services to pre-empt issues and potential downtime. Finally, we ensure that customers are kept updated on the latest software releases, patches and upgrades so that your investment in protected.

## Our solutions deliver real results

**85%**
reduction in paper volumes for one customer's shipping department

**60** secs
new order processing time, down from 3-5 min previously

**50%**
upfront ROI achieved in client's finance department straight after project go-live

# inpute

# To learn more

## BOOK A MEETING

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