



Automate successfully - and company-wide

XceleratorOne, the most comprehensive automation platform with unique lifecycle management guarantees the success of your automation

McKinsey predicts: Companies can automate 30 percent of all tasks. More than half of all companies already rely on Robotic Process Automation (RPA) because the technology brings about massive increases in effectiveness and efficiency. Deloitte assumes that almost three out of four companies (72 percent) will rely on RPA by 2020.

- **30-50%** of initial RPA projects are **not successful**
- Only **13% of companies** have **scaled** and **industrialized automation**
- **Less than 12%** have an **enterprise-wide automation approach**

RPA potentials*



This is why 30-50% of RPA projects* fail*

- No governance
- Lack of transparency
- Underestimated complexity
- Lack of collaboration between business and IT
- No scalability

*Sources: <https://bit.ly/2TgsMwl>; <https://bit.ly/2Xi4Haj>; <https://mck.co/2Ajstdb>

Implement automation strategically, control centrally, scale easily

Based on feedback from our customers, discussions with analysts and market studies, Servicetrace - a successful player in software robotics for more than 15 years - has identified several factors for the successful implementation of automation. Based on these success factors, we have developed the most comprehensive, integrated automation platform XceleratorOne (X1).

X1 acts as a central platform for the complete planning, implementation and control of all phases and participants of automation projects and fulfills more than the following relevant requirements.

Digital transformation:

X1 drives the automation journey and organizational change by empowering employees to automate and „install“ automation at the employee base.

Holistic automation:

X1 enables the documentation of complete business processes (end-to-end) and, based on this, a step-by-step expansion of the degree of automation.

High transparency:

X1 makes every RPA project and the status of the overall automation of an organization transparent. Status and success are always at your fingertips.

Close collaboration:

X1 enables and promotes the coordination and close collaboration of interdisciplinary, international and virtual teams, including role and authorization concepts.

High scalability:

Thanks to X1's multi-client capability and patented secure session technology, you can scale your automation easily, securely and cost-effectively at any time.

Governance:

X1 acts as a central automation platform for the project management of individual automation projects as well as the overall control of all automation projects.

"Digital transformation also requires organizational change. Our X1 solution drives this forward and enables employees to automate and collaborate. At the same time, companies can control automation with X1 company-wide and throughout the entire lifecycle. This is how we offer our customers RPA with a guarantee of success."

Markus Duus, CEO Servicetrace

Four success factors for your automation

In the following we present the four most important success factors for your automation briefly and compactly. The first aspect of lifecycle management is discussed in more detail in the second part of this paper. The lifecycle management integrated in X1 is unique in the market and enables you to plan, control and implement automation projects holistically. The X1 Lifecycle makes XceleratorOne the most comprehensive automation platform for all automation phases.

1 Lifecycle Management

Think and implement RPA holistically, with a high return on investment

Where does automation begin? Ideally with these steps:

- a) recording and optimization of business processes and
- b) evaluation and prioritization of which processes provide the greatest added value in automation.

X1 makes these strategic considerations an integral part of RPA projects. In this way you ensure the success and a high ROI of your RPA projects. And you use your resources as effectively and efficiently as possible.

X1's comprehensive lifecycle management means that companies only need a single software solution for RPA projects. This is not only cost-efficient, but above all creates transparency and simplifies implementation and pro-

ject management. **X1 users are guided through all RPA phases to project success based on the X1 lifecycle on a simple, understandable business level** - no special IT or programming knowledge is required. The unique Lifecycle management of X1 fulfills all relevant requirements for all organizational levels:

- The holistic, successful **implementation of RPA projects in all lifecycle phases**,
- the **strategic overall management of all automation projects**,
- **High audit and compliance capability** through traceability of every action (even during operation).

2 Collaboration

Assemble interdisciplinary teams, promote collaboration - and manage it

The successful and effective implementation of process automation requires interdisciplinary competencies: process knowledge and business process management (BPM), business know-how, project management, technology expertise. When it comes to efficiency and scalability and the strategic alignment of an organization's automation journey, the C-level suite is also involved.

With regard to effective project management of automation projects, this cooperation also has a management aspect: Who holds which roles in which project, what responsibilities and authorizations are involved?

The X1 platform is "multitenant capable" and can be made available as a cloud solution for all company divisions as a service. In this way you make process automation accessible to all participants in an organization and all those involved in RPA projects work together transparently, securely and simply - across departments and across the company. Responsibilities and authorizations can be easily assigned and managed.

X1 provides time zone management to simplify and manage the global collaboration of international teams. Automation processes can thus be controlled centrally across all time zones.

3 Governance

No silo thinking, but a strategically conceived, sustainably implemented "Automation Journey"

The IT department of an organization does not implement process automation centrally. RPA is created decentrally in the specialist departments and areas where processes need to be optimized. But instead of individual silo projects, the management wants to set up process automation transparently and comprehensibly and control it centrally for the entire organization (governance).

X1 is an implementation, collaboration and management platform at the same time. The platform enables implementation and project management for individual RPA projects as well as a complete overview of all RPA projects. Thus, you always have a transparent and comprehensible overview of all automation projects and can record, report and manage their status and progress - and thus also the automation success of the entire organization.

4 Simplicity

Promoting broad acceptance of RPA - and anchoring it in the organization

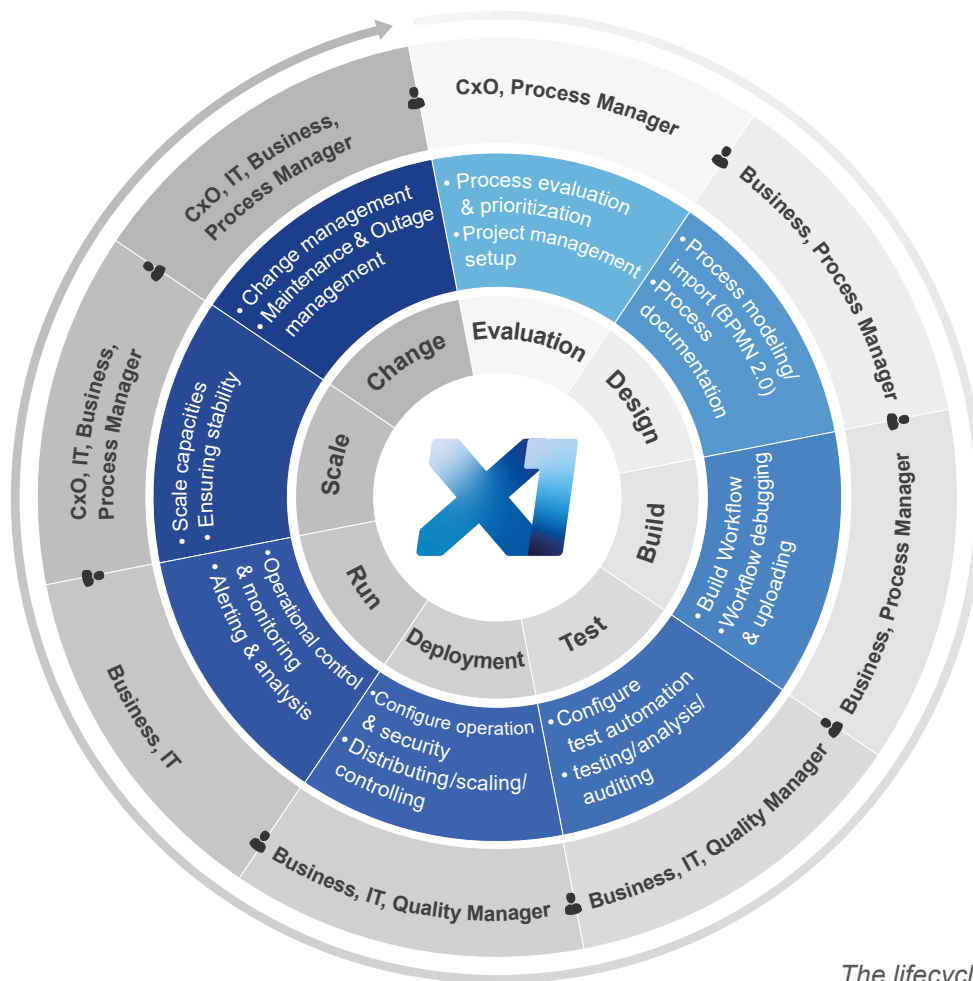
Simplicity is essential for successful automation throughout an organization. Only if an RPA solution is easy to use and can be operated by anyone, it will be accepted and used by employees. With X1, everyone - even without IT knowledge - can automate „his“ processes independently and completely by himself.

The complete X1 solution has been consistently developed with the aim of simple, intuitive handling. The user and his behaviour are always at the centre of the further development of X1. This leads to a fast and high acceptance rate of the X1 solution and this in turn is the best driver for the digital change towards an automated organization.

Practical example: Steel group reduces purchasing costs by up to 30% with RPA

A global steel manufacturer lacks the capacity to actively review and re-tender 3,500 supplier contracts annually. The employees in the purchasing department automated the entire procure-to-pay process, so that software robots take over contract review and tendering. The steel group, for example, installed a raw material purchasing system at the best current market conditions - and reduced its purchasing costs by up to 30 percent.

Innovation lifecycle management - automation as lifecycle



The lifecycle of XceleratorOne.

Business Process Management & RPA from a single source

The integration of Business Process Management (BPM) is one of the most important advantages and unique selling points of the X1 solution. This has the advantage that you can model and document business processes directly in X1. These process models are the basis for process automation. Existing process documentation can of course be easily imported into X1 (in BPMN 2.0). With X1, you always have an overview of your entire process landscape and can continuously expand its degree of automation.

The unique lifecycle management of the XceleratorOne platform enables the process automation process to be actually „end-to-end“, i.e. completely implemented and controlled from start to finish - and 100% traceable.

The X1 Lifecycle currently comprises eight phases (others are already under development).

1 Evaluation: First check and prioritize which processes offer the greatest potential for automation. The results are documented in X1 and can be retrieved so that evaluation criteria can be adjusted at any time.

2 Design: Use X1 to model (or import) business processes in BPMN 2.0 format - the standard for modern business process management. X1 helps you document and manage your business processes centrally.

3 Build: You can use the process model within the intuitive X1 Design Studio to develop the actual 'automation workflow', i.e. the concrete, detailed workflow that software robots will execute in the future.

4 Test: Integrated debugging, test and audit features ensure the quality of the automation workflows you create. X1 quickly detects weak points and errors and also proactively makes suggestions on how these can be remedied with just a few clicks.

5 Deployment: In this phase, you put automation into operation with X1 by configuring the automation process. This includes responsibilities as well as technical assignments, for example which software robot executes which tasks.

6 Run: X1 continuously monitors the stability of the automation and provides early information about potential weak points. If systems involved in the automation fail, X1 halts execution, so that no incorrect runs occur. Integrated analysis functions accelerate the identification and elimination of operating faults.

7 Scale: Good automation should be dynamically scalable to handle even higher workloads on time as and when required. X1 offers a unique and unrivalled low-cost scaling approach with its multi-patented parallel session technology.

8 Change: Respond flexibly to changes as well as planned or unexpected events so that you retain control over automation at all times. For example, it's easy to pause automation during maintenance until all systems are operational again.

Practical example: An internationally active textile company used X1 to automate the configuration of 22 different types of production machines at its 19 production sites around the world. This enabled the company to achieve greater flexibility in production - resulting in significantly optimized production capacity utilization and faster time-to-market.

Other case studies:

<https://www.servicetrace.de/en/category/case-study-en/>

Experience X1 live in one of our webinars:

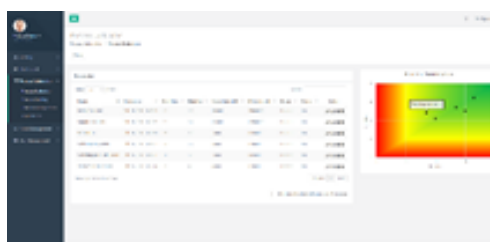
<https://www.servicetrace.de/en/events/#webinar>

In detail: What the X1 Lifecycle offers you

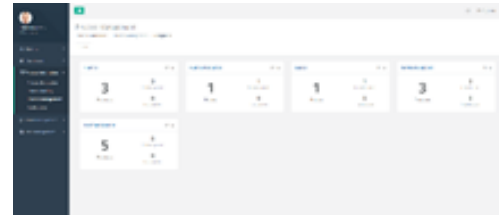
Analyze and evaluate the process landscape

Using seven different parameters, you analyze and evaluate your processes with regard to two questions: Is a process suitable for automation? To what extent is automation worthwhile?

The results of the process evaluation are clearly presented in a „heat map“ according to the traffic light system: All processes in the green area are particularly suitable for automation and offer high added value. This traffic light system not only helps you decide which process to automate, but also with which priority.



All RPA projects are listed in the project backlog. You can set up the project management here with just a few clicks: Who is responsible for the process, who is the team and who is responsible for which phase?



Document processes in the current data standard

The „Business Process Model and Notation“ (BPMN) is a graphical specification language from the field of business informatics and business process management. It is used to represent business processes and workflows graphically and is a standard format in Business Process Management.

X1 enables processes to be directly model and document in BPMN. X1 makes it possible to model and document processes directly in BPMN.



Drag & Drop: Automation with just a few clicks

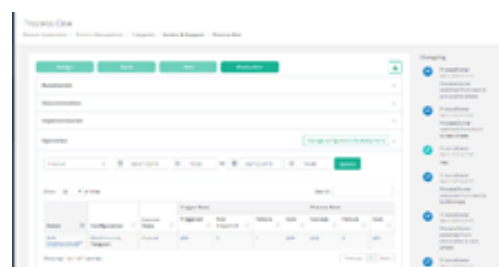
The process model is the basis for the subsequent automation. The actual automation is designed in the X1 Design Studio. This can be operated intuitively: The X1 Design Studio offers everything that is required for the illustration of the automation process - including prefabricated templates. In a simple drag-&-drop process, you create the concrete automation sequence.



Check quality and configure execution

In the test area, you check the quality of the automation process created. The test automation integrated in X1 actively makes suggestions for quality improvement.

Then the „Go-Live“ step takes place by configuring the execution of the automation. This includes, for example, settings for execution runtime (time window or 24/7) and safety. What level of security do you need for a particular process? Do you need black-box processing, etc.? You can define all this in this phase.

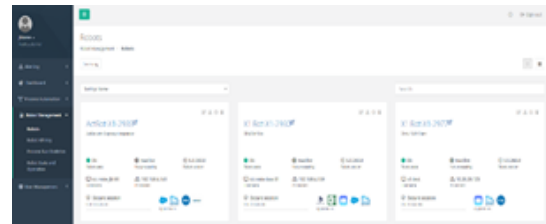


Increase automation capacities

In many processes there are peak times with a higher machining volume than usual. Such workload peaks can easily be overcome by the X1 solution with the multiple patented Secure Session technology by scaling the automation capacities. X1 relies on a special scaling approach (vertical scaling). This enables a very cost-efficient scaling because the existing infrastructure is used optimally.

Life is change: optimizing existing processes - until the end of life

Subsequent changes in the process flow can be easily implemented at any time during the change phase. In this way, X1 takes account of the dynamic world and the rapidly changing framework conditions and makes continuous adaptation and optimization easily possible. A version control of the processes as well as the immanent business process and automation documentation in X1 helps you to keep the overview.



Automate with quality – the benefits of X1

Easy to use:

As a no code solution, X1 can be operated without IT knowledge, each person can implement the automation independently. In addition, X1 automates every digital business process, for any business application (desktop, web, mainframe, Citrix, Java, etc.).

Your benefit: simple, fast company-wide automation that can be implemented universally.

Highest quality & stability:

X1 guarantees a high quality and stability of your automation - on the one hand through integrated testing, debugging, audit and analysis functions - on the other, by centrally configuring and managing the execution of automation processes.

Your benefit: highest quality and high stability during automation execution.

Multi-client capability:

X1 has a multitenant capable architecture including project-oriented roles. So you can easily offer X1 as a secure service to all parts of your company via a cloud infrastructure - anywhere in the world. Without high additional infrastructure costs.

Your benefit: A central automation platform throughout the organization. This promotes standardization and saves costs.

High security & data protection:

X1 provides a multi-patented security technology (X1 Secure Session), meaning your automation processes are hidden and secure. Many security features, such as the encryption of sensitive data and automatic shut-down with attempted interference, offer a high standard of security.

Your benefit: automation with maximum security at no extra cost.

Extensive scalability:

X1 offers a unique approach to scaling in the market. This makes it possible to provide multiple capacities with existing infrastructure - a very cost-effective approach compared to the competition.

Your benefit: An unrivalled low-cost and dynamic scaling of automation capacities.

More information

X1 Secure Session: https://www.servicetrace.de/files/X1/X1_Secure-Session_EN.pdf

Case Study pharmaceutical sector:

<https://www.servicetrace.de/en/pharmaceutical-manufacturer-relies-on-servicetrace-for-rpa-in-purchasing/>

Case Study manufacturing:

<https://www.servicetrace.de/en/steel-group-reduces-purchasing-costs-by-up-to-30-percent-with-rpa/>

Servicetrace robo blog: <https://www.servicetrace.de/en/blog/>