DEPLOYED A ROBOTICS PROCESS AUTOMATION EXPERTISE CENTRE FOR OUR MULTINATIONAL CLIENT

CONTEXT

Our client is a major multinational energy and gas distribution company. With a long history and strong reputation, they operate in approximately 75 countries with over 150,000 employees and €15 billion of investments.

CHALLENGES

The client asked Mazars for our support to deploy a Robotic Process Automation (RPA) expertise centre, a form of clerical process automation technology based on the notion of software robots or artificial intelligence (AI) workers.

SOLUTION

Our innovative solution required two steps:

1. **Assess existing assets** (methodology, tools, organisation)

2. **Target organisation recommendations**
   - Role segregation
   - Platform governance
   - Creation of new roles
   - Acceptance process description (ROI)

The client was delighted with our capacities in process intelligence and putting the human at the core of our robot processing solutions, which is a pivotal differentiation factor for Mazars.

Detailed information available on www.mazars.com