



Accelerator Catalogue

Updated July 2023



Accelerators Catalogue

Overview

Pre-packaged service offerings to scale Customer's automation journey through Automation Success platform

Unique features of A+ accelerators



Created from real world customer experiences



Outcome-based with tangible results



Enable customer's scale journey and create value



Delivered by our Professional Services experts



Simplified procurement cycle



Accelerators Catalogue

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Scale Your Automation Program

Scale and transform your automation program into a critical corporate priority for your entire organization. Work with an Automation Anywhere consultant to learn about vital elements of a scalable automation program that includes structure of your Center of Excellence (CoE), policies and standards, alignment with business leaders and executives, and leverage business users to accelerate process discovery and distribute automation development.

Amount: 5 A+ Tokens

Outcomes

- Learn about creation and optimization of a Center of Excellence structure based on recommendations and best practices
- Describe the automation development and deployment process
- Establish automation standards and guidelines
- Understand process to quickly build an automation opportunity list
- Develop an efficient process for onboarding business participants

Roles & Responsibilities

Automation Anywhere

- Best in class automation scale practices, guidance and recommendations

Customer

- Project Manager: Co-ordination with internal stakeholders
- Business users: Active participation from key stakeholders throughout the execution

Duration: Up to 5 days over two weeks

Deliverables

- Automation Anywhere guidance and knowledge building on program scaling best practices
- Basic concepts and foundational knowledge of the CoE, Type of CoE, and implementation
- Knowledge overview on demand management

Key Activities

- Automation Anywhere team to explain automation scaling concepts
- CoE discussion, formation and execution overview
- Demand Management discussion and workshop
- Team building activities and role definition

Prerequisites

- Basic knowledge of automation program and implementation
- Customer should have automated 4-5 processes
- Users and SME availability during the program engagement
- Communication plan to internal stakeholders
- Customer to provide existing CoE Program Maturity Assessment like Governance, Access Management, Bot Velocity, Change Management

Exclusions (out of scope)

- Development/UAT/ Production support
- CoE setup
- Standardization and consultation on existing assets
- Program operationalization & action implementation



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Build Intelligent Dashboard Reports

Become the data hero of your organization by showing measurable impact of automation program. Work with our experienced consultants to optimize your bot data collection and reporting to accelerate automation adoption across the organization.

Amount: 3 A+ Tokens

Outcomes

- Assessment of existing reporting
- ROI measurement tracking and reporting recommendations
- Measure bot performance
- Develop and apply a reusable framework that will enable bot tracking for 1 process
- Recommended best practices to standardize framework adoption

Roles & Responsibilities

Automation Anywhere

- Perform key activities outlined to help customer with Bot Insight reporting

Customer

- Program Manager: Knowledgeable about customer automation program
- Technical Architect: Relevant technical expertise, diagrams and inputs
- Business User/s: Success factors, automation shortcomings, improvements
- Implementation Team: Perform hands-on with the guidance of an Automation Anywhere Consultant to ensure knowledge readiness for future deliveries

Duration: Up to 3 days over two weeks

Deliverables

- Reporting data identification
- Reporting best practices around data insights
- Bot Insights dashboard implementation for one automation process

Key Activities

- Kick-off/Introduction to Automation Anywhere reporting capabilities
- Reporting best practices
- Reporting data identification techniques (using an implemented bot as sample)
- Assist in implementation of Bot Insight dashboard

Prerequisites

- Access to infrastructure
- Access to customer's technical & business team/s (Key people)
- Access to the implemented automation bot (s)
- Identification of key people for future implementation/hand-offs

Exclusions (out of scope)

- Remediation of automation bot as per business user feedback
- Automation bot creation and/or migration into production
- Any additional reporting frameworks like API integration, emails, triggers, custom reporting bot etc.



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Learn The Fundamentals of Citizen Development & Design Your First Program

Understand the construct of Citizen Development Program (CDP) and define the objectives specific to your organization. Plan construct of the program, validate Automation 360 environment readiness, identify potential citizen developers, learn about various roles involved, and relevant control room features such as access management, bot life cycle management and security and compliance features of Automation 360 platform.

Amount: 7 A+ Tokens

Outcomes

- Establish understanding about citizen developer program construct
- Define execution plan, timelines and ownership
- Become self-reliant to use control room for citizen development program
- Finalize functions and initiate identification of citizen developers

Roles & Responsibilities

Automation Anywhere

- Describe citizen development program construct and control room features and other activities as described
- Help customer to build the plan for citizen development program

Customer

- Identify relevant members for Citizen Development Program and SPOC (engagement manager) for managing the CDP
- Ensure availability of relevant stakeholders from Business, CoE and IT
- Pre-fill questionnaire before scheduled workshop

Duration: Up to 7 days over 2 weeks for a program size of up to 50 users

Deliverables

- Enable customer with required understanding about citizen development model
- Program execution plan with timelines and activity ownership
- Provide overview of control room features around security, audit & compliance
- Share citizen developer identification guidelines

Key Activities

- Understand about customer's automation program, environment and readiness to start CDP
- Describe various developer roles and personas
- Educating customer on citizen development Program construct
- Stakeholder identification and defining roles & responsibilities
- Explain customer about training path for citizen developers

Prerequisites

- Enable readiness assessment to initiate citizen development program
- Provide relevant details to Automation Anywhere experts to understand current state of program & maturity
- Provide required access to customer environment & Automation 360 control room

Exclusions (out of scope)

- Setting up of Automation 360 environments.
- Any actions related to CoE assessment or solution
- Any activities related to automation lifecycle
- Execution/ operationalization of citizen development program activities
- Customization or curation of content and any additional workshops



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Automation Program Health Check

Assess your automation implementation strategy and get benefitted with relevant and wider experience. Work with an Automation Anywhere consultant to review your automation program, identify gaps and get recommendations to optimize/improve automation throughput.

Amount: 10 A+ Tokens

Outcomes

- Assessment of existing automation implementation
- Prioritized list of actions for performance improvement and risk mitigation
- Recommendations to follow in various aspects i.e., execution, governance, demand management etc..

Roles & Responsibilities

Automation Anywhere

- Certified Professional Services consultant: Perform key activities outlined

Customer

- Program Manager: Knowledgeable about customer automation program and authorized to make project decisions
- Technical Architect: Provide relevant domain & technical expertise
- Implementation Team: Provide inputs to existing automation development

Duration: Up to 10 days over three weeks

Deliverables

- As-Is assessment of Automation Anywhere platform, governance, delivery (bot framework, etc.), support & maintenance.
- Gap Analysis report to optimize/improve
- Best practices and future recommendations for scalability

Key Activities

- Kick-off and information gathering from respective stakeholders.
- Identify the problem areas by means of assessment questions and conduct gap analysis
- Submit a final report having necessary recommendations

Prerequisites

- Provide necessary documents required to perform assessment
- Availability of relevant key stakeholders for all workshops
- Identification of 1 sample process for conducting RDLC assessment

Exclusions (out of scope)

- Remediation of infrastructure based on the Business Process Analysis
- Remediation of bot framework
- Creation of Bot and/or migration into production
- Implementation of recommendations provided
- Any activities involving tools or technologies beyond Automation Anywhere product suite
- Individual process assessment



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Establish Governance, Best Practices & Guardrails for your Citizen Development Program

Create structured implementation and governance framework that provides a foundation to execute citizen development-led automation program successfully. Establish structures, guardrails, best practices and guidelines to scale your automation program and accelerate digital transformation in your organization.

Amount: 8 A+ Tokens

Outcomes

- Established automation lifecycle for citizen developers to follow post completion of trainings
- Defined operating model to adopt as part of citizen development program (CDP)
- Governance framework that covers all elements of lifecycle and ownership
- Understand license management and bot reusability

Deliverables

- Enable customer to define operating model, automation lifecycle and best practices
- Share governance framework that identifies the governance domains, coverage
- Recommended practices and guardrails to be followed
- Suggest practices around license management and bot reusability

Key Activities

- Conduct workshops to indoctrinate importance of governance, best practices and guardrails
- Provide information about the various activities involved in the automation lifecycle i.e., ideation to deployment
- Share multi layer operating model and explain the distribution of roles and responsibilities

Prerequisites

- Share existing automation lifecycle, governance model/framework
- Should have completed “Learn the fundamentals of Citizen development & design your first program” accelerator

Exclusions (out of scope)

- Any actions related to CoE assessment or solution
- Any activities related to automation lifecycle
- Execution/operationalization of citizen development program activities
- Private Bot Store setup
- Customization or curation of content and any additional workshops

Roles & Responsibilities

Automation Anywhere

- Describe citizen development program construct & importance of governance
- Enable customer with required information about citizen development automation lifecycle, best practices, guard rails etc..

Customer

- SPOC (engagement manager) for managing the CDP
- Facilitate workshops with identified stakeholders
- Liaison between Automation Anywhere and Customer for any engagement related data
- Pre-fill questionnaire before scheduled workshop
- Ensure availability of relevant stakeholders from Business, CoE and IT

Duration: Up to 8 days over 3 weeks for a program size of up to 50 users



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Learn To Operationalize Citizen Development Through A Defined Framework

Create an execution framework to roll out to key stakeholders and LOBs to ensure your Citizen Development Program scales successfully. Establish an approach to create awareness about automation, citizen development, and the benefits of scaling automation for individual(s) and organizations.

Amount: 5 A+ Tokens

Outcomes

- Establish a Communication framework with focus on channel, frequency, medium and audience
- Setup reporting framework with focus on content, frequency, audience
- Establish plan for execution phase

Roles & Responsibilities

Automation Anywhere

- Guide customer about various methods as part of communication framework
- Create reporting methodology
- Enable customer with planning & approach for execution phase

Customer

- SPOC (engagement manager) for managing the CDP
- Facilitate workshops with identified stakeholders
- Liaison between Automation Anywhere and Customer for any engagement related data
- Ensure availability of relevant stakeholders from Business, CoE and IT.

Duration: Up to 5 days over two weeks for a program size of up to 50 users

Deliverables

- Guidelines about phase wise usage of communication methods
 - To improve awareness about Citizen Development Program
 - To ensure appropriate tracking & reporting
 - To enable communication of success stories
 - To establish channels to support Citizen Developers
- Help customer to build a plan for execution phase

Key Activities

- Automation Anywhere expert to conduct workshops to understand the existing communication methods
- Share various KPIs and reporting methods to track progress on adoption
- Various cadence and reviews to ensure governance around enablement, automation life cycle, license and bot reusability

Prerequisites

- Assist Automation Anywhere in understanding current communication methods and success measurement
- Existing reporting mechanism used to communicate CoE led benefits/KPIs
- Should have completed “Learn The Fundamentals of Citizen Development & Design Your First Program” & “Establish Governance, best practices & guardrails for your Citizen development program”

Exclusions (out of scope)

- Any actions related to CoE assessment or solution
- Any activities related to automation lifecycle
- Execution/operationalization of citizen development program activities
- Building custom KPIs
- Customization or curation of content and any additional workshops



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Getting Started with CoE Manager

Maximize the value of your automation program with a simple, out-of-the-box tool that enables to manage the end-to-end program lifecycle. This accelerator will help you to quickly familiarize with the key features of CoE Manager and hit the ground running immediately. Empower your team to gain actionable insights and control over your automation lifecycle by tracking program data, targets, and progress from ideation to value realization.

Amount: 5 A+ Tokens

Outcomes

- Created at least 3 opportunities
- Establish automation lifecycle framework for standardized ideation to value tracking cycle
- Enforce automation program governance through advanced configuration, approval flows & centralized controls.
- Use CoE manager to operationalize best practices of managing an automation program
- Enable your team to capture key value metrics related to automation or value generated

Roles & Responsibilities

Automation Anywhere

- Perform key activities outlined

Customer

- Nominate key COE personnel to participate in the setup and configuration activities
- Implement best practices recommended by Automation Anywhere team

Deliverables

- Configure the CoE Manager instance
- Demonstration and walkthrough of CoE manager capabilities including administration activities
- Create at least 3 automation opportunities through the different lifecycle stages

Key Activities

- Demonstration and walkthrough of CoE manager capabilities
- Configure up to 3 control rooms
- Initial product configuration to establish ideation to deployment lifecycle using available data
- Setup organization hierarchy in line with version capability
- Demand management - best practices overview
- Up to 5 CoE members enabled on CoE Manager

Prerequisites

- License and admin access to the CoE Manager web application
- Identification of key people for demo and hand-offs
- Identify 3 use case or candidates and relevant data to establish CoE manager opportunities

Exclusions (out of scope)

- Ongoing Support
- Product installation/upgrades or customization
- Activities beyond the feature capability of CoE manager base version
- Remediation/development of automations in existing environments
- Involvement in any customer roadshows, demos or customer internal initiatives
- CoE setup or advisory consultation
- Actual use case ROI value realization

Duration: Up to 5 offshore days over 3 weeks



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Getting Started with CoE Manager Plus

Explore and familiarize with the advanced features of Automation Anywhere CoE Manager Plus to use the solution for ideas intake, qualifying and prioritizing opportunities for automation, manage and track the automation progress. Get expert help to integrate CoE Manager Plus with your existing Automation platform(s) enabling you to track ROI.

Amount: 17 A+ Tokens

Outcomes

- Created at least 3 opportunities
- Deploy CoE Manager plus to get visibility across your automation landscape in terms of bot executions, value generated, demand health etc..
- Establish multi-level hierarchical structure & capability to crowdsource automation ideas across the business units to build strong pipeline
- Create a single source of truth for automation program, IT & business leadership to enable data driven decisions
- Enable your teams to adopt the product in a structured manner that supports federated operating model

Roles & Responsibilities

Automation Anywhere

- Perform key activities outlined

Customer

- Assign an engagement SPOC to drive internal activities including and not limited to
 - Requirement finalizations
 - Availability of necessary data, application and infra access for Automation Anywhere team
 - Test the implemented solution and provide sign off

Duration: Up to 17 offshore days over 6 weeks

Deliverables

- CoE Manager plus – Create at least 3 automation opportunities within the CoE Manager Plus based on inputs from the client
- Walkthrough of CoE manager plus capabilities
- Integrations inline with AA product capabilities

Key Activities

- Product capability orientation, walk through of available configurations, roles, etc.
- Integration with identified AAI control rooms & SSO Set-up
- Integration(s) with other automation and ITSM platforms in line with feature availability in product releases (for ex. Power Automate, Blue Prism, UI Path, ServiceNow, JIRA etc..)
- Set-up multi level organization hierarchy
- Implementation of configurations & customizations in line with pre-defined catalogue to support customer use case

Prerequisites

- License and admin access to the CoE Manager plus product
- Identification of key people for demo and hand-offs
- Identify 3 use case or candidates and relevant data to establish CoE manager opportunities
- Any authentication or configuration for integrations . Example – Client secret keys, Client IDs etc

Exclusions (out of scope)

- Ongoing Support
- Product installation/upgrades and customization beyond pre-defined catalogue
- Activities beyond the feature capability of CoE manager Plus version
- CoE setup or advisory consultation
- Involvement in any customer roadshows, demos or customer internal initiatives



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Discover Automation Opportunities

Make progress on your automation journey by finding the right processes to automate. Automation Anywhere experts will help you assess your business processes and help you develop a list of the best candidates that can be automated to quickly impact your ROI.

Amount: 2 A+ Tokens

Outcomes

- List of automation opportunities with estimated impact and level of effort
- Understand core concepts to identify right candidates for automation
- Determine process complexity
- Estimate bot development effort
- Determine impact vs effort

Roles & Responsibilities

Automation Anywhere

- Technical feasibility from automation perspective for the processes identified - High level categorization of Simple, Medium, Complex

Customer

- Single point of contact (engagement manager) to coordinate with the SME and process owners for the process knowledge transfer and authorized to make process decisions
- Business users to provide relevant knowledge transfer and process flows and input for the initial phase

Duration: Up to 2 days over one week

Deliverables

- Process assessment of the shortlisted use cases
- Process complexity assigned into Simple, Medium and Complex designations post discovery sessions
- Provide estimated timelines

Key Activities

- Review of up to 5-7 processes to select automation opportunities
- Determine process complexity
- High level estimations of the efforts

Prerequisites

- Access to infrastructure, customer's technical team/s (key people) & implemented automation bot/s (if any)
- Identification of key people for future implementation/hand-offs
- Availability of all key stakeholders for workshop
- Ready access to workflows/documentation pertaining to process

Exclusions (out of scope)

- Standardization recommendations or process reengineering
- Any process documentation, e.g., BRD, TDD
- No tool included such as Process Discovery



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Getting started with Process Discovery

Get your teams started with adoption of Process Discovery product. Leverage expert services to see the AI powered & data driven Process Discovery in action & learn the product capabilities. Automation Anywhere experts will help you with smooth product onboarding & 3 cycles of Process Discovery.

Amount: 100 A+ Tokens

Outcomes

- ~3-5 automation opportunities identified
- Accelerated onboarding & faster adoption cycle
- Process maps created & PDDs generated
- Technology enabled CoE team

Roles & Responsibilities

Automation Anywhere

- Guide customer through a step-by-step process to complete onboarding activities & listed discovery cycles

Customer

- COE lead, technical architects, IT team/cloud experts, Infosec/compliance experts (if applicable)
- Ensure SME/user availability & active participation during workshops & various activities to support completion & technology enablement
- Drive actions internally in line with recommended plan

Prerequisites

- Onboarding & access provisioning for AAI experts in customer environment
- Readiness/alignment with business team to participate in the recording, analysis & discovery cycles in line with the suggested plan

Deliverables

- Onboarding, PEG installation & redaction tuning for 3 processes
- Training for up to 5 business analysts
- Identification of automation opportunities across 3 business processes
- PDDs of up to 3 business processes

Key Activities

- Product orientation - functionality, key features, components & applicability
- Technical architecture consulting & guidance around product adoption, certificate queries etc.
- Clearly layout dependencies and mutually build execution plan/approach w.r.t. customer context
- Infrastructure setup validation & product installation
- Enable completion of product setup cycle
 - PEG VM image, Certificate & DNS entries, PEG Configuration, Proxy Configuration
 - Configure initial redaction list & validate PEG functioning
- Enable customer to finalize target function & initial use cases
- Execution of up to 3 discovery cycles with initial users
- User onboarding, sensor installation and, task recording
- Create visualizations and derive insights
- Process prioritization for deep dive
- Execute process specific runs and create maps/butterfly charts
- Technology enablement for up to 5 business analysts
- Advise on optimal process flows to be captured and create readout

Duration: Up to 100 offshore days spread over 30 weeks



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Getting started with Process Discovery

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Assumptions

- Timely completion of various prerequisites such as infrastructure setup, approvals to support the execution of the scoped activities.
- Customer & AAI team to collaborate and mutually decide the processes & relevant user pool for discovery.
- Customer teams to perform sensor installation, recording activities in line with recommended approach and plan.

Exclusions (out of scope)

- More than 1 onboarding cycle that includes pre-onboarding activities, PEG installation etc..
- More than one function and beyond 3 process discovery cycles
- Processes other than selected for the discovery processes
- Enablement on technologies beyond Automation Anywhere platform
- Creation of documents not listed as deliverables in this pack
- Services/personnel other than those listed in this pack



Accelerators Catalogue

Become An Expert in Control Room Administration

Explore and identify the key components and responsibilities of an Automation Anywhere Control Room Administrator. Learn the anatomy of the Automation Anywhere Control Room and its features that help to address requests from business users, developers, and executive stakeholders in day-to-day activities pertaining to RDLC.

Amount: 3 A+ Tokens

Outcomes

- Effectively manage user, roles, bots, folders and devices access and Control Room licenses and allocations
- Improve usage of bot runners
- Help create and manage schedules and deployments for bots in production
- Create and manage bot IDs/Accounts and secure passwords
- Setup one process in customer environment that employs the above-mentioned best practices

Roles & Responsibilities

Automation Anywhere

- Perform key activities outlined

Customer

- To assign a qualified administrator who has completed the Automation Anywhere University Control Room Administrator learning trail to run this program
- Document the best practices and suggestions, review with internal teams, take initiatives to bring in changes for effective administration of the CR

Duration: Up to 3 days over 1 week

Deliverables

- Overview of the Automation Anywhere Control Room and its components
- Assessment of existing practices on managing your control room
- Best practices and future recommendations for high availability of control room

Key Activities

- Understanding the needs of Control Room administrator and building solutions
- Review the Control Room set up and recommend best practices
- Bot operations management through leveraging a sample use case

Prerequisites

- Admin access to all components of automation infrastructure like application servers, repository path, databases, bot runners, etc.
- Admin access to the Control Room web application
- Identification of key people for future implementation/ hand-offs
- 1 process already in production

Exclusions (out of scope)

- Remediation of infrastructure-based issues and business specific issues
- Remediation of bots failing in production or any environment
- Creation of task bots/Process Discovery/Automation Co-Pilot/Bot Insight/ Document Automation and/or migration related activities
- Bot building activities



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Guided Bot Building

Enhance your bot-building skills. Work with an Automation Anywhere Professional Services consultant to learn to build your first bot. Designed for up to 5 participants to learn the fundamentals of secure, scalable, reliable, and reusable bot building.

Amount: 5 A+ Tokens

Outcomes

- Learn to build simple process bots
- Best practice recommendations for standardizing bot framework
- Describe essential product features and automation terminology

Roles & Responsibilities

Automation Anywhere

- Best in class automation experts to coach about automation examples and best practices

Customer

- IT experts: All necessary application and infra access for Automation Anywhere team must be provisioned by IT expert
- Developer and/or business user: up to 5 designated attendees who will become proficient in bot-building

Duration: Up to 5 days over two weeks

Deliverables

- Bot-building guidance from an Automation Anywhere expert spread over 10 days
- In-depth product training and overview on Automation Anywhere product capabilities
- Thorough understanding of product features post the program
- Agile bot building guidance for users by Automation Anywhere team

Key Activities

- Automation Anywhere expert to guide and mentor users on Automation Anywhere product fundamentals and capabilities
- Extensive coaching to users to build proficiency in bot building

Prerequisites

- All attendees to complete “Automation 360 Bot Developer” trainings from Automation Anywhere University
- System and infra access for Automation Anywhere experts, such as credentials/bot id/digital worker, related to training
- Complete the Discover Automation Opportunity Accelerator (Recommended)

Exclusions (out of scope)

- No use case design, development, testing or deployment activities
- Support in UAT/Production
- Any process documentation, e.g., BRD. TDD
- No ownership of customer-developed solution by Automation Anywhere consultant



Accelerators Catalogue

Learn the Fundamentals of Automation Co-Pilot

Improve employee productivity and accelerate your digital transformation with the Automation Co-Pilot. Work with an Automation Anywhere expert to identify use cases and speed time to implement Automation Co-Pilot in your organization. Expand automation into areas you couldn't have before by combining human and bot activities to automate across people, processes, and application silos.

Amount: 5 A+ Tokens

Outcomes

- One-to-one guidance from an Automation Anywhere expert on learning best practices of the Automation Co-Pilot
- Learn to identify Automation Co-Pilot use cases
- Better understanding on creation of Automation Co-Pilot Process, Forms and Workflow
- Proficiency in implementing front office attended automation
- Build familiarity with asynchronous automation using Automation Co-Pilot for web

Roles & Responsibilities

Automation Anywhere

- Automation Co-Pilot knowledge sharing with best practices and implementation guidelines
- Mentor participants and clarify questions / queries raised during the sessions

Customer

- IT team: All necessary application and infra access to Automation Anywhere team must be provisioned by IT expert
- Program point of contact: To drive completion of deliverables due from Business Users
- Coordinate with internal IT and ensure hands-on sessions are delivered as planned
- Collect feedbacks from Business Users and share with AAI for retrospective corrections for future hands-on sessions

Duration: Up to 5 days over two weeks

Deliverables

- Accelerated comprehension of the Automation Co-Pilot, Role alignment, product capabilities and the use of interactive forms
- Participant guide
- 4 hands – on exercises using Automation Anywhere suggested use cases

Key Activities

- Automation Anywhere expert to provide overview of Automation Co-Pilot, Users, Roles, Teams
- Technical hands-on sessions for form, bot and process creation
- Demonstration on accessing the Automation Co-Pilot using web browser, & desktop

Prerequisites

- Prior experience of task bot building & have automated a few processes
- Users to mandatorily complete "Automation Co-pilot basic" training on Automation Anywhere University (AAU)
- Access to Automation 360 control room with Automation Co-Pilot license configured

Exclusions (out of scope)

- Any Automation Co-Pilot use case automation
- Any process documentation e.g., BRD, TDD
- Core task bot /Process Discovery/Document Automation/Bot Insight/Process Discovery
- Investigation or bug fixes in existing implementation



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Start Your Intelligent Document Processing (IDP) Adoption with Document Automation

Accelerate return on your Intelligent Document Processing (IDP) automation investment with the Document automation platform. Get personalized guidance from an Automation Anywhere consultant on how to leverage pre-trained AI models and the platform to automatically classify, extract, and validate information from business documents in your organization.

Amount: 5 A+ Tokens

Outcomes

- Learning instance for processing one document type using supported pre-trained model.
- Deep dive into the document automation platform and best practices.
- Employ document automation tools, tips, and tricks

Roles & Responsibilities

Automation Anywhere

- Enablement session on usage of Document automation and implementation best practices

Customer (up to 8 participants)

- CoE Team: Sufficient sample documents for Document automation use case and access provisioning in control room
- Business users: Provide process walkthrough and share required domain knowledge to complete the activity
- Availability of users who will participate in the training workshop

Duration: Up to 5 days over two weeks

Deliverables

- Automation Anywhere guidance and knowledge building on Document Automation platform capabilities
- User proficiency and product knowledge of the Document automation features and functionality
- Intelligent data extraction using pre-trained models with guidance from Automation Anywhere team

Key Activities

- Automation Anywhere team to guide and mentor users on Document Automation learning instance creation, configure pre-trained models for extraction, and define data extraction and validation workflow.
- Extensive coaching to ensure users are self-sufficient in Intelligent document processing.

Prerequisites

- Users should be trained on development of task bots & should understand Automation Co-Pilot
- 1 pre-identified process
- 5 Layouts, 10 samples each layouts (Total 50 documents), up to 15 fields
- System and infra access for Automation Anywhere experts, such as credentials /bot id/digital worker related to training

Exclusions (out of scope)

- No more than a single process with more than 5 layouts, each layout with less or equal to 10 sample size and 15 fields for extraction
- Support in UAT /Production
- Any process documentation, e.g., BRD. TDD
- No code development by Automation Anywhere SA
- No Automation Co-Pilot/task bot/Process Discovery/Bot Insight customization or development



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Design Operating Model To Suit Your Automation Journey

Learn the guidelines & fundamentals to create an automation operating model, define roles and aligned responsibilities. Get enabled to identify the best suited automation CoE model, based on the assessment of requirement and maturity, and assist in realizing the business benefits with better technology adoption.

Amount: 5 A+ Tokens

Outcomes

- Additional roles required in operating model
- Augmentation recommendation required in operating model
- Selection of Operating Model and best practices
- Communication and information flow in operating model and BU

Roles & Responsibilities

Automation Anywhere

- Drive all workshops & meetings
- Recommend the To-be operating model

Customer

- Liaison for any engagement related data
- Information related to functional areas
- Review the recommendations made by Automation Anywhere

Duration: Up to 5 days over two weeks

Deliverables

- Recommendations to design automation operating model
- Enable understanding about roles and responsibilities
- Selection criteria for picking the correct model
- Interaction Model with BU's
- Progression Model based on organizational maturity
- Success Criteria of operating Model

Key Activities

- Automation Anywhere team to analyze the current automation structure and model
- Automation Anywhere team to recommend To-Be operating model for automation
- Automation Anywhere team to provide recommendations on automation CoE Model

Prerequisites

- Calendarization with key stakeholder for AS-IS understanding
- Documents related to existing Automation Operating model
- Information flow diagram/model from existing setup

Exclusions (out of scope)

- Operationalization of Operating Model
- Setting up of CoE Model



Accelerators Catalogue

Become Citizen Developer Through Hands-On Bot Building Trainings

Exclusive accelerator designed for Citizen Developers looking to get help from Automation Anywhere experts to improve their bot building skills. Learn about the most common & relevant command packages, their application on use cases through hands-on sessions. Use this opportunity to clarify your queries around best practices to be followed by citizen developers during bot development.

Amount: 5 A+ Tokens

Outcomes

- Establish understanding to identify use cases for Citizen Development led automation
- Build basic functional task bots with commonly used Automation 360 packages and actions
- Learn bot development best practices

Roles & Responsibilities

Automation Anywhere

- Ensure execution of activities in-line with the construct of this accelerator
- Mentor participants and clarify questions / queries raised during hands-on sessions

Customer / Partner:

- Appoint a batch coordinator/SPOC to plan sessions
- Conduct feedbacks for retrospective corrections for future hands-on sessions
- Coordinate with internal IT and ensure hands-on sessions are delivered as planned

Duration: Up to 5 Days over 2 weeks for a batch of maximum 20 Citizen Developers

Deliverables

- Share participant guide and best practices guide
- Execute up to 10 hands-on sessions to help citizen developers understand following common packages - Application, Boolean, Browser, Clipboard, Comment, CSV/TXT, Data table, Database, Datetime, Delay, Dictionary, Email, Error Handler, Excel Advanced, File, Folder, If, List, Log to File, Loop, Message box, Number, Recorder, String, System, Task bot, Wait, Window

Key Activities

- Provide overview of control room, bot agent, workbench, variables and variable packages
- Technical hands-on sessions for bot building (up to 5 use cases from Automation Anywhere catalogue)
- Walkthrough of best practices guide with examples

Prerequisites

- Completion of citizen developer learning trail (eLearning & VILT) Automation Anywhere University (AAU)
- Provisioning of all device and control room access for participants

Exclusions (out of scope)

- Any action or package not covered in deliverables
- Private bot store setup or any related activities
- Use cases from customer / partner during hands on training sessions
- Bot development activities
- Any other documentation not covered in deliverables.
- Any features/packages restricted in the T&C



Accelerators Catalogue

Accelerated Deployment of Customer Selected Automation Opportunity – 1 use case

(Page 1 of 2)

Work with a team of Process Consultants, Architects and Automation Experts who will deliver a production-ready bot to fast track your organization's automation journey. Whether you are piloting, transforming, or scaling your digital workforce, this pack is a right fit for you. Use our services to identify a process for automation, build and deploy one bot.

Amount: Refer to the table in page 2.

Outcomes

- One production-ready bot

Deliverables

- Discovery Workshop and finalized process for automation
- Solution Design Worksheet
- Production-ready Bot with executables and associated source code
- Bot Operation Manual

Key Activities

- Run discovery workshop for pre-identified function spanning up to 5-7 processes
- Prioritize and select one process for bot development in line with defined characteristics
- Design the solution, plan and develop the bot
- Perform unit testing, UAT support, deploy to production in line with standard Automation Anywhere execution timeline

Exclusions (out of scope)

- More than one function identified for discovery
- Processes other than the one identified for the bot build
- Processes not adhering to the attributes listed in this pack
- Efforts for process re-engineering and improvements to make them conducive to automation
- Processes involving use of Automation Co-Pilot/Process Discovery/Document Automation/Bot Insight
- Creation of documents not listed as a deliverable in this pack
- Enhancements and Change Requests to the bot after solution sign-off
- Services other than resources listed in this pack
- Navigation and governance with teams/stakeholders internal to the customer

Roles & Responsibilities

Automation Anywhere

- Discovery Workshop for a pre-identified function
- Process Selection Assistance
- Solution Design and Validation
- Bot Development
- Templated UAT and Production Deployment Assistance
- Handover and Knowledge Transfer session

Customer

- Provide infrastructure with security and setup for application development and test environment
- Provide guidance on the target function and the required team for Discovery Workshop
- Provide target process documentation and dedicated SMEs for process walkthroughs
- Provide requisite test data and application environment to be used during the bot build,
- Provide sign off on Solution Design within 2 days
- Carry out UAT, deployment & hyper care as per the timelines suggested by Automation Anywhere

(Continued)



Accelerators Catalogue

Accelerated Deployment of Customer Selected Automation Opportunity – 1 use case

(Page 2 of 2)

Prerequisites

- Pre-identified functional area where further discovery is required.
- Discovery workshop spanning 2 days to identify the process for automation.
- Process attribute should adhere to the following to be considered for the scope of delivery :

Attributes	Simple	Medium	Complex
No. of steps	< 20	20-40	40-60
No. of variations	< 3	4-6	6-8
No. of validation rules	< 5	5-10	10-15
No. of Target Applications and Environments	up to 3 Non-Citrix, Non-RDP	2-4	4 to 5
Application Types	Excel, Email, Webpages (or other simple applications adhering to above rules)	Excel, Email, Webpages, databases, logic check across applications	Excel, Email, Webpages, databases, APIs, Citrix Applications, logic check across applications
Input Characteristics	Structured, Rule bases, Repetitive No pdf/image/handwritten/scan/voice formats	Structured, Rule bases, Repetitive No pdf/image/handwritten/scan/voice formats	Structured, Rule bases, Repetitive No pdf/image/handwritten/scan/voice formats
Human judgement-based steps	Zero	Zero	Zero
Process and Input Language	English and languages using ISO basic Latin alphabet	English and languages using ISO basic Latin alphabet	English and languages using ISO basic Latin alphabet
A+ Token Count	33	44	57

- Additionally, specific prerequisites will be communicated during solution design

Duration

- Not to exceed seven to twelve (7-12) offshore weeks for discovery, solution design, implementation, UAT and Production-readiness.
- Activity duration for individual stages (i.e., build, UAT etc..) to be communicated by Automation Anywhere team based on finalization of use case and capped at overall duration of this accelerator.
- Availability of required access to customer environment (including bot creator machine & applications) prior to starting of A+ delivery. Additionally, specific prerequisites will be communicated during the A+ execution.
- This accelerator is designed to be delivered by remote delivery team



Accelerators Catalogue

(Page 1 of 2)

Improve Productivity with Go Live of Automation Co-Pilot Use Case

Get a head start in achieving human-bot collaboration through expert help from Automation Anywhere. Automation Anywhere experts will help you to identify, build and deploy one (1) process for Automation Co-Pilot.

Amount: 42 A+ Tokens

Outcomes

- One production-ready Automation Co-Pilot integrated bot developed and tested by Automation Anywhere experts

Roles & Responsibilities

Automation Anywhere

- Perform key activities outlined in Key Activities

Customer

- Provide target process documentation and access to dedicated SMEs for walkthroughs
- Carry out UAT and provide timely feedback as per the test plan
- Timely Sign off on solution design and UAT
- Assign an engagement SPOC to drive internal activities including and not limited
 - To obtain required approvals from compliance, risk, and security teams
 - To ensure that required data points & test cases are made available for unit testing & UAT
 - To perform production deployment & hyper care runs as per suggested plan

Deliverables

- Production-ready bots with executables and associated source code
- Solution design document
- User guide/operation manual

Key Activities

- Select process, design solution, and develop the bot
- Perform unit testing, UAT support, and assist production deployment of up to 5 users
- Provide hyper care support
- Activity duration for individual stages (i.e., build, UAT etc.) to be communicated by Automation Anywhere team based on finalization of use case and capped at overall duration of this accelerator.

Exclusions (out of scope)

- Processes not adhering to the attributes listed for this pack
- Scaling the bot beyond 5 users
- Embedded Automation/Document Automation/Process Discovery/Bot Insight development
- Efforts for process re-engineering and improvements to make them conducive to automation
- Enhancements or changes after solution sign-off
- Any activities on the existing bots in the customer environment

Duration: Up to six (6) weeks

(Continued)



Accelerators Catalogue

Improve Productivity with Go Live of Your Automation Co-Pilot

(Page 2 of 2)

- Process attributes should adhere to those defined below to be selected for delivery

Attributes	Values
No. of process steps	< =25
No. of process variations(scenarios)	<= 5
No. of validation rules	<= 10
No. of Automation Co-Pilot Processes	1
No. of Automation Co-Pilot Forms	2
No. of Elements per Form	<=5

Attributes	Values
No. of Target Applications & Environments	up to 3 Non-Citrix, Non-RDP
Input Types	Excel, Email, Webpages
Input Characteristics	Structured, Fixed Format & Digitized (No paper, scanned images, handwritten, or voice)
Process and Input Language	English
Process Frequency	Daily

Prerequisites

- Availability of 5 pre-identified processes along with related documentation
- Provision infrastructure & availability of internal application development and test environment
- System and infra access for Automation Anywhere experts such as credentials /bot id/digital worker/Licenses related to processes being automated.
- Test data covering all scenarios for Unit testing in non-production environment and UAT environment
- Availability of required access to customer environment (including bot creator machine & applications) prior to starting A+ delivery. Additionally, specific prerequisites will be communicated during the A+ execution.



Accelerators Catalogue

Start your Intelligent Document Processing (IDP) Journey with IQ Bot

Accelerate return on your automation investment with Artificial Intelligence (AI) technologies. Get personal guidance from an Automation Anywhere consultant on how to leverage IQ Bot to automatically classify, extract, and validate information from business documents in your organization.

Amount: 5 A+ Tokens

Outcomes

- One IQ Bot learning instance created
- IQ Bot training deep dive and best practices
- Employ IQ Bot tools, tips and tricks
- Apply knowledge to train bots and use Python to refine extracted data

Roles & Responsibilities

Automation Anywhere

- Best in class IQ Bot examples and best practices implementation guidelines

Customer

- IT experts: All necessary application and infra access to Automation Anywhere team must be provisioned by IT expert
- Business users: Users and SME availability during the training

Duration: Up to 5 days over two weeks

Deliverables

- Automation Anywhere guidance and knowledge building on IQ Bot product capabilities
- User proficiency and product knowledge of the IQ Bot features and functionality
- Intelligent data extraction using IQ Bot by users with guidance from Automation Anywhere team

Key Activities

- Automation Anywhere team to guide and mentor users on IQ Bot Learning Instance creation, train cognitive bots and use Python scripts (if needed) to make specific changes to IQ Bot extraction
- 40 hours of extensive coaching to ensure users are self sufficient in IQ Bot

Prerequisites

- Users should be trained on IQ Bot
- 1 pre-identified process
- 3 Layouts, 10 samples each layouts (Total 30 documents), 8-10 fields
- System and infra access for Automation Anywhere experts, such as credentials /bot id/digital worker related to training

Exclusions (out of scope)

- No more than a single process with more than 3 layouts, each layout with less or equal to 30 sample size and 10 fields for extraction
- Support in UAT /Production
- Any process documentation, e.g., BRD. TDD
- No core development by Automation Anywhere IQ Bot experts
- No pre-processing and post-processing automation tasks involved



Accelerators Catalogue

Accelerate Your Intelligent Document Processing (IDP) Implementation with IQ Bot

Launch Intelligent Document Processing (IDP) adoption for a specific function with initial set of 10 Vendors with a total of up to 20 unique Formats (variations) using IQ Bot. A team of Automation Anywhere experts will be engaged to deliver the initial implementation and establish foundation

Amount: 40 A+ Tokens

Outcomes

- Production ready and trained IQ Bot for extracting up to 15 validated Number of Fields
- For up to 10 vendors with 20 formats in total
- Established foundation to scale up your IDP program

Deliverables

- Comprehensive project plan with RAID (Risk, Assumptions, Issues, Dependencies)
- Validated and Finalized Document Formats
- Validated and Finalized Number of Fields
- Finalized OCR to be used with IQ Bot for data extraction
- Solution Design Document
- Handover Artefacts and Best Practices Document

Key Activities

- Custom Domain creation, IQ Bot Learning instance creation, Group training
- Unit testing, UAT Support, Production Migration & Hypercare Support (not to exceed a combined effort of 7 days)

Roles & Responsibilities

Automation Anywhere

- Program Management & Governance
- Document Review & Validation
- Design and Development
- UAT, Go-Live & 1-week Hypercare

Customer

- Provide infrastructure with security for development and testing.
- Documentation and dedicated SMEs,
- Requisite test data for document training
- Sign Off on Solution Design
- Resources for UAT on automations

Duration: Up to 8 weeks from kick off

Prerequisites

- Document attributes should meet pre-set criteria
- List of fields must be finalized at the start of the development
- Customer to provide unique layouts for each vendor to avoid multiple vendors with same document layout getting into the same training group
- Customer to provide common validation and post processing rules for all documents

Exclusions (out of scope)

- Task bot /Process Discovery/Automation Co-Pilot/Bot Insight /pre-processing and post-processing
- Handwritten data extraction and Signature detection
- Document types outside the scoped variations
- Files embedded within the documents



Accelerators Catalogue

Expert Services To Unblock Your Automation Journey

Accelerate your automation journey by resolving your specific automation roadblocks. Get eight hours of dedicated expert guidance from an Automation Anywhere technical consultant to deep dive into core problem areas to resolve potential technical barriers and get bots into production.

Amount: 1 A+ Token

Outcomes

- Root cause analysis from Automation Anywhere experts on specific automation barriers
- Solution recommendations based on automation best practices
- Implementation of the quick fix recommendations
- Applying workarounds

Roles & Responsibilities

Automation Anywhere

- Automation Anywhere expert: Specialized Automation Anywhere resources dedicated for handling deadlock situations by getting into root cause analysis of the pain points
- Technical Consultants: Our experienced go-to team for any technical glitch and problems

Customer

- IT experts: All necessary application and infra access to Automation Anywhere team must be provisioned by IT expert
- Business users/Process Owners: Provide the issue details to Automation Anywhere expert
- Automation Team: Provide architecture, workflow solution code details

Duration: Not to exceed 1 day

Deliverables

- Potential solution/recommendation of the problem (Infra/Technical/Process)
- Root cause analysis
- Standardize the solution to resolve issue and avoid repetition

Key Activities

- In-depth investigation & comprehension of the potential problem
- Root Cause Analysis
- Bring in best in industry expertise for resolution of the problem

Prerequisites

- All process-related infrastructure readiness such as applications/tools/data
- Ready access for Automation Anywhere experts, such as credentials/bot id/digital worker related to process infra
- Details of core problem (Technical/Process/Infrastructure)

Exclusions (out of scope)

- End to End Process Automation/Bot Building
- Any training on Automation Anywhere product functionalities
- End to End health check of the infrastructure / processes
- Fix related to product issues
- Fix related to logic/framework issue



Accelerators Catalogue

Leverage Automation Anywhere Consulting Services To Guide and Govern Your Existing Team

Get specialized assistance from Automation Anywhere expert consultants during an automation engagement to address specific challenges. Leverage the expert services to help your team through technical supervision or project governance. You can engage Automation Anywhere consultants based on mutually pre-agreed time span & frequency.

Amount: 5 A+ Tokens

Outcomes

- Detailed feedback & Guidance about activities reviewed
- Learn to build bots based on Automation Anywhere's proven standards and practices
- Trained and enabled technical team on Automation Anywhere's Technical Delivery Framework

Deliverables

- Summary of reviewed project aspects and identified gaps along with improvement recommendations

Prerequisites

- Automation Anywhere Certified team members
- Share governance & delivery artefacts for the engagement (SOW, proposal/business Case, project kick off document, project plan, risk and action log, governance & review structure, project status reports and technical documentation such as PDD/SDD)
- Availability of required access for Automation Anywhere members to perform their activities

Key Activities

- Assess the current project delivery methodology, project plan, RACI, governance, cadence requirements
- Review existing technical delivery approach and bot development framework
- Review technical documentation (PDD/BRD/TDD/SDD) & bot code.
- Providing guidance on code modularization, code scalability

Exclusions (out of scope)

- Training on project management tools & methodologies, Automation Anywhere Platform or any skill development
- Performing activities related to actual engagement, project management & delivery
- Activities involving discovery to deployment cycle of bots & hyper care support
- Raising A-People support tickets
- Structured workshops/hands-on sessions that requires preparation
- Ownership of solution & outcome delivered

Roles & Responsibilities

Automation Anywhere

- Fixed duration availability (minimum – 2 hours/day, maximum - 6 hours/day as per mutually pre-agreed schedule i.e., daily/alternate days/weekly)
- Execute activities that are pre-selected by customer from the key activities section

Customer

- Ensure availability of artefacts and documents ahead of the engagement
- Nominate a single point of contact for the entire duration of the Accelerator
- Provide information as requested during the engagement
- Apply recommendations from Automation Anywhere for the engagement

Duration: Up to 5 days of engagement across 4 weeks for any 1 role.



Accelerators Catalogue

Getting started with Automation Co-Pilot + Generative AI for Business Users

(Page 1 of 2)

Work with a team of Automation + AI experts to jumpstart your Generative AI enabled automation journey. AAI experts will help you understand the automation possibilities with Generative AI & Automation Success Platform (ASP) and help to identify, design and develop your first Automation Co-Pilot solution powered by Generative AI.

Amount: 50 A+ Tokens

Outcome(s) :

- Customer CoE enabled with knowledge to apply Generative AI capabilities using ASP
- 1 intelligent automation use case developed and enabled with Generative AI capabilities

Roles & Responsibilities

Automation Anywhere

- Use case selection assistance that kicks off Generative AI adoption
- Solution design and development
- Templated UAT assistance
- Handover and Knowledge transfer session

Customer

- Provide target process documentation and dedicated SMEs for process walkthroughs
- Provide sign off on Solution design within 2 days
- Carry out functionality testing with sufficient test data/cases within timelines
- Availability of customer IT/application teams to integrate the co-pilot with customer applications

Duration

- Not to exceed total Seven (7) offshore weeks for discovery, solution design, development and UAT.
- Activity duration for individual stages (i.e., build, UAT etc..) to be communicated by Automation Anywhere team based on finalization of use case and capped at overall duration of this accelerator.

Deliverables

- Discovery workshop and finalized use case for automation
- Functioning automation built on customer's A360 environment
- Up to 8 hours to enable 5 CoE members to conduct discovery of Automation Co-pilot & Generative AI candidates

Key Activities

- Run discovery session for 5-7 processes within a pre-identified function
- Select one candidate for Generative AI solution development in line with defined characteristics
- Design and develop solution
- Perform testing and provide UAT assistance
- Enablement of customer team on guardrails / best practices to use Automation Co-Pilot & Generative AI

Exclusions (out of scope)

- Discovery activity in more than one function
- Process re-engineering and/or process improvements
- Processes involving use of Process Discovery/Document Automation/Bot Insight
- Creation of documents not listed as a deliverable in this pack
- Enhancements and Change Requests to the bot after solution sign-off
- Investigation/bug fixes/enhancement/solution redesign in existing automation pipeline or automations
- Fine tuning of LLMs / Model Trainings
- Cloud services and LLMs currently not supported with A360 platform
- Processes that involve CITRIX and/or similar remote applications
- Production deployment and Hypercare

(Continued)



Accelerators Catalogue

Getting started with Automation Co-Pilot + Generative AI for Business Users

(Page 2 of 2)

Prerequisites

- Pre-identified functional area for discovery
- Provide LLM licenses & integration APIs
- Customer readiness to share data with the LLM providers (OpenAI, Azure OpenAI, Google Vertex AI) or provide masked data inline with relevant organizational policies
- Availability of required access to customer environment (including bot creator machine & applications) prior to starting of A+ delivery. Additionally, specific prerequisites will be communicated during solution design
- Process attribute should adhere to the following to be considered for the scope of delivery :

Attributes	Medium
No. of tasks	< 10
No. of Target Applications	< 4
No. of forms	< 5
Application Types	All applications supported through ASP
Input Characteristics	No pdf/image/handwritten/scan/voice formats
Data Privacy	In line with customer's policies
Process and Input Language	English and languages using ISO basic Latin alphabet

Disclaimer

- While delivering services as outlined in this accelerator, the AA & Customer team need to work jointly to learn & follow the organization's policies that covers and not limited to confidentiality, intellectual property, accuracy, responsibility, copyright, trademark etc..
- It is expected that customer has vetted the Generative AI solution in line with the prevalent governing laws of the location where the solution is being developed, deployed and adopted.
- With Generative AI solutions, one of the risks is that it can "hallucinate" an inaccurate output with high confidence. AAI recommends to assess impact of such exposures for relevant processes and follow "Human-in-the-loop" approach to implement necessary & possible mitigations.



Accelerators Catalogue

Automation 360 Migration Assistance

Accelerate your digital transformation with Automation 360. Get expert guidance from an Automation Anywhere expert on how to effectively migrate your bots from Enterprise v11 to Automation 360. We'll go in-depth to assist you to analyze your readiness and provide detailed recommendations to enable your team to convert and migrate Enterprise v11.x bots to Automation 360.

Amount: 10 A+ Tokens

Outcomes

- Expert guidance from an Automation Anywhere expert to migrate from Enterprise v11.x to Automation 360
- Competency in using the Bot Scanner utility, migration utility and dependency migration
- User becomes knowledgeable in migrating v11.x bots to Automation 360
- User learns & identifies key Automation 360 features

Roles & Responsibilities

Automation Anywhere

- Best in class automation migration examples with best practices implementation

Customer

- IT experts: All necessary application and infra access to Automation Anywhere team must be provisioned by IT
- Automation team: To handle all the migration activities including validation of bot functionality

Duration: Up to 10 days over three weeks

Deliverables

- Automation Anywhere expert guidance on migration tools and usage
- Latest Bot scanner utility report demonstration
- Assistance in completing initial setup

Key Activities

- On the job enablement by Automation Anywhere expert.
- Automation Anywhere will guide and mentor CoE on the use of the migration tool, and step by step approach to migrate to Automation 360
- Workshop with AAI expert to become familiar with best practices & bot migration to Automation 360

Prerequisites

- Readiness of target Automation 360 lower environment
- Automation Anywhere v11.x Bots
- Customer should have core automation team involved
- Finalized Control room & Processes
- Users and SME availability during the engagement

Exclusions (out of scope)

- Actual migration of bots
- No change in logic/enhancement and design
- Support in UAT /Production
- Any process documentation, e.g., BRD, TDD
- Bot development activities



Accelerators Catalogue

Swift Automation 360 Upgrade

(Page 1 of 2)

Get an Automation Anywhere expert for accelerated conversion of your bots from V11.x version to latest Automation 360 enterprise version. With expert help you can replicate functionality of existing V11.x bot to 1 non-production Automation 360 environment and make it ready for UAT cycle.

Amount: Please refer to the token count in page 2

Outcomes

- Quick conversion & UAT readiness of 1 legacy V11.x process to Automation 360 environment.
- Quick assessment of upgrade readiness for additional bots in the control room.

Roles & Responsibilities

Automation Anywhere:

- Expert consultants to complete code conversion & UAT readiness for identified processes

Customer:

- Assign an engagement SPOC and ensure availability to drive internal activities including and not limited to
 - Obtain required approvals from compliance, risk, security teams
 - Availability of all necessary application and infra access for Automation Anywhere team
 - Ensure that required data points & test cases are made available for unit testing & UAT
 - Verify the results of Automation360 bots against the legacy bot outputs

Deliverables

- 1 process migrated to Automation 360 non-prod environment and ready for UAT

Prerequisites

- Readiness of Automation 360 non-production environment with latest released version (A360.[n-1] or above)
- Latest bot scanner report (A360.[n-1] or above) with raw data files
- System, Application and infra access for Automation Anywhere experts such as credentials /bot id/digital worker/Licenses related to processes being upgraded.
- Availability of pre-identified processes along with related documentation i.e., PDD, SDD, Prod. Config
- Test data covering all scenarios for Unit Testing in non - production environment

Key Activities :

- Automation Anywhere team to convert the code, unit test, stabilize in 1 Automation 360 non-production environment and provide a UAT ready bot to customer team.
- Replicate v11 bot functionality to Automation 360 process bot.

Exclusions (out of scope)

- Upgrade from v10.x, Process Discovery or Bot Insight
- Enhancements, fix existing defects, performance improvement, design changes, 3rd part integrations, custom scripts & bug fixes
- UAT /Production testing & deployment activities, Product fixes
- Any process Documentation e.g., BRD, SDD/TDD
- Infrastructure setup and decommissioning systems / licenses
- Process Automation undergoing changes

(Continued)



Accelerators Catalogue

(Page 2 of 2)

Swift Automation 360 Upgrade Assumptions

- High level process & code level walkthrough will be provided by customer team that includes configuration and all other supporting files for seamless bot execution.
- Any processes that uses Citrix or RDP is considered a complex process.
- It is assumed that current bots are developed as per Automation Anywhere best practices and do not have any logical gap and will not need any retrofitting as part of upgrade.
- All existing control room data in v11 should be made available in Automation 360. New roles, credentials etc. creation is not in scope.
- Infrastructure dependencies (i.e., Port opening, whitelisting) are handled before starting migration activities.
- Any other parallel migration or upgrade to Applications or v11 Bot should be avoided if it can impact the Automation 360 upgrade activity.
- Automation anywhere environments are upgraded to suggested versions before starting migration.
- Systems, applications and configurations are standard and same across Dev, UAT, Production environments of Automation 360 & V11.
- Data during production validation should be exclusive as there might be parallel processing happening on v11 Bot as BAU.
- Desktops or VDIs given to automation experts will not have any lag that might impact upgrade project.
- ODBC drivers will be installed in the machine for accessing excel as database where required.
- Customer to provide access to v11 client, production logs & bot run outputs during the migration.
- Process attribute should adhere to the following to be considered for the scope of delivery :

Attributes	Simple	Medium	Complex
No. of task Bots	1-4	5-8	9-15
# of Code Lines	Up to 1000	1000 to 2500	2500 to 4000
No. of Target Applications and Environments	1 to 2	2 to 4	4 to 5
Average Handling Time	Up to 20 minutes	Up to 40 minutes	Up to 75 minutes
Token Count	3	4	5

Duration: Migration engagement duration to be finalized based on the complexity and total number of the processes in scope and includes remote offshore delivery.



Accelerators Catalogue

Appendix

(Page 1 of 3)

To enable Automation Anywhere to perform the Services effectively, customer will complete any dependencies or tasks as per agreed timelines. In case of any delays, Automation Anywhere will evaluate the need for any additional efforts & tokens to deliver the services and communicate them to Customer.

- Automation Anywhere team will require minimum 2 weeks of lead time to mobilize and onboard delivery team.
- Before initiating the engagement, customer team needs to complete required prerequisites such as infrastructure setup, product installation, team onboarding, access provisioning etc...
- Customer will share Process Document (BRD/PDD) and any supporting files with Automation Anywhere team before beginning of the program.
- If the engagement team will be or needs to be working onsite, Customer will provide a physical location in which the joint project team, including Automation Anywhere team members will be located, and will provide Automation Anywhere team members with reasonable access to their relevant Customer Systems, IT tools and shared knowledge databases for implementation and testing purpose. If the engagement team requires a Customer issued laptop or VPN connectivity, Customer is responsible for providing laptops (shipping out to team member's location) and network access needed to perform the Services, including initial set-up, connectivity, and ongoing availability, as well as access to required Customer Systems for in-scope process. Customer will be responsible for the maintenance of Laptops provided to the resources.
- Customer should ensure that environment security setup, access requirements such as service account or bot id access, bot creator access in dev/UAT environment, and any necessary file, email, system, or data access, software and application versions etc. requirements are completed for successful bot deployment and execution. Customer would ensure that no access is provided to Automation Anywhere to any of its private/confidential/ personal/sensitive personal data/ information including access to any login credentials.
- Customer team to ensure availability of separate environments of applications in Dev/UAT & production with data availability & required infrastructure (VM/runners) etc... to ensure completion of required build and testing activities as applicable. Environment provided for Dev and UAT activities should be replica of production environment. Use of production environments for dev or test is strongly discouraged.



- Customer will ensure that suggested solution designs by AAI SMEs are reviewed, approved or an alternate requested solution is made available. Automation Anywhere team will be able to provide these inputs during solution design phase as these are specific to the individual processes. It is expected that Customer provides necessary support to complete the requested actions such as signoff, approval etc... within < 2 days' time to initiate implementation of specific solution.
- Customer to ensure that required integration capabilities are provided (such as APIs, service accounts with privileges) to establish connectivity with various applications (for ex. Service Now, JIRA etc...)
- Customer is responsible to ensure availability of appropriate number of skilled staff with right mix of automation experience and Automation Anywhere certification to complete the handover.
- Customer to ensure data availability (for ex. Input files, mails, mapping files etc.) during the solution design phase.
- Customer will ensure completion of below mentioned pre-requisites before initiating UAT (if applicable as part of the construct of accelerator)
 - UAT environment – Availability of separate UAT environments, laptops and VMs (Developer machines should not be used for UAT purpose).
 - UAT Data which covers all variations, scenarios/Test cases, UAT team availability
 - Test plan – All test scenarios should be provided in advance. These test scenarios (assuming this is available based on historical process run) refer to various test cases that need to be validated during unit testing and UAT. Each process may have unique cases and should be made available by Customer before the respective stage.
- Customer should communicate about any scheduled downtime for systems or people unavailability will be communicated as early as possible to enable the development team to plan their activities effectively. Based on the impact, it may also require changes to the deployment timeline for specific use case.
- Customer will provide dedicated process SMEs of target processes & IT experts until the project is concluded.
- Automation Anywhere automation delivery framework considers 2-3 days of standard timeline for a UAT cycle with 2-3 runs within the same duration. The idea of UAT is that Customer team drives UAT cycle, executes all possible scenarios and identifies bugs/ code issues. Any environment, infrastructure, application, 3rd party dependency etc...are not considered as UAT defect.



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- It is expected that Customer team performs enough executions for daily activities during the hyper care period (if applicable as part of the construct of accelerator). For the activities with lower frequencies (such as weekly, monthly, quarterly, yearly or any other), the hyper care should be executed using UAT/pre-prod with historical data and in UAT/pre-prod environment in absence of actual activity, environment during hyper care.
- In absence of any OCR or IQ Bot implementation for any process, it is expected that input for automation will be provided in a manner (i.e., structured data) that can be consumed by RPA bots such as excel, db etc... without a need of any data modification/transformation.
- Customer to ensure scope of processes is not subject to changes during automation program.
- It is expected that Customer will provide adequate number of creator license for the duration of project to ensure smooth functioning of the project. Separate creator licenses to be made available in each environment to conduct respective build activities. License sharing/rotation won't be feasible given the stringent timelines to complete the activities.
- It is expected that based on the transaction volume, frequency, execution time, documents pages and bot operations time; Customer will arrange adequate number of runner license & Process Discovery pages.