

NICE AUTOMATION CENTER OF EXCELLENCE (CoE)

Grow your process automation footprint
for long-term strategic gain and ROI

About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

What is the NICE Automation Center of Excellence (CoE)?

In order to take your investment in Advanced Process Automation to the next level and augment its value, a professional and specialized business led Center of Excellence (CoE) is needed to manage and oversee all aspects of your business process optimization. This dedicated business unit or CoE should comprise of a team including specialist automation developers and business analysis experts to manage, sustain and regulate all critical phases of your organization's automation journey, from the initial design stage right through to the final deployment and maintenance.

As the most experienced robotic automation innovator in the marketplace, with over 500 000 robots in production and 400 deployments across a diverse range of industries, NICE has developed a deep knowledge base regarding best practices for building and maintaining Automation CoEs. NICE will accompany you throughout the process of setting up your Automation CoE, providing methodologies, training, best practices and tools created based on our extensive experience on a global scale.



Why Invest in A CoE?

Process automation is a journey, and once your organization is committed, it is critical to continue to grow, enhance and maintain your process automation approach in order to reap the long-term value and ROI.



Create More Automations

A comprehensive Automation CoE, including an expert team and specialized automation infrastructure creates a solid and stable baseline from which to expand and grow your automation footprint.



Build Long-Term ROI & Value

True value realization is achieved in the long-term by steadily increasing your business process automations, so that the value by way of improved efficiencies, cost reduction, improved customer service will also grow and expand steadily over a period of time.



Maintain Strategic or Competitive Advantage

The rapid rate at which RPA is being adopted is continually setting new business standards for process efficiencies and competitive benchmarks. Getting ahead of the curve requires an investment in best practice and well governed automations in order to achieve sustainability and scale. By continuously optimizing and realigning your process automations to support your business strategy, the value and momentum of your process automations will move forward in a highly sustainable way.



Growth in Artificial Intelligence (AI)

Stable and well governed CoE's will enable organizations to add new capabilities over time to their process automations. These include some of the latest cognitive innovations that NICE is bringing to the market such as machine learning, intelligent customer self-service channels and natural language processing.

The CoE Journey



Establish Robotic Automation CoE Governance

Building your CoE governance team is a crucial part of your automation journey. Similar to any functioning management team, every member utilizes their expertise and skills to play a unique role in ensuring that the expected results are achieved. Business analysts, connectivity experts, automation developers, trainers, change management, and an excellent project manager to orchestrate all of these resources, across multiple automation projects, is your key to success. Automation is a living, dynamic service, and therefore the CoE team needs to keep in touch with each business domain where automation is delivered, to ensure that the right changes are made and that value is realized in the long term.



Acquire Knowledge & Skills for Each Automation Role

NICE will provide a rich variety of training sessions in both traditional and virtual classroom environments. Rich training material will also be easily accessible on the ExtraNICE portal.



Putting Knowledge into Action- Coached Project

Experience practical on the job training a long side NICE experts. NICE's experienced automation practitioners will assist you to scope out the coached project to give you a real-life experience of running an end to end automation project.



Take the Lead – Manage your CoE Independently

Enjoy being fully enabled to run your CoE independently while still knowing that you can call on the expertise of NICE's Robotic Automation community forum, as and when you need assistance.



Grow and Maintain your CoE with the NICE Automation Community

Once your CoE is up and running, we welcome you to join the growing community of NICE Certified CoEs. Requirements such as software changes, new business needs, new application connectors and more, all require the ongoing communication with NICE and other industry peers. Our growing CoE community will support you in the following areas:

- Enablement: Training refreshers, new product capabilities, certification updates and more.
- Software and dev-support: Our technical professionals are there to support you to achieve successful projects.
- Consult with and learn from other CoEs: Collaborate with and share information and ideas with organizations going through the automation journey.

