

Centers of Excellence

Automation & Process Orchestration

What is it?

The job of a **Center of Excellence (CoE)**, at a high level, is **to accelerate and scale the adoption of process automation** and process across the whole enterprise. **It's a dedicated team** that bundles automation expertise through **IT, development and business stakeholders**.



As a recent survey by [McKinsey](#) points out, automation initiatives are **more likely to succeed, the more parts of the organisation are involved**, such as different stakeholders and business domains. CoEs are crucial to achieve that.

Main tasks



Planning & delivery



Enablement



Governance



Internal marketing

Models



Centralized vs Decentralized

Most customers start with a centralized model, where the **CoE implements first lighthouse projects** to get to know the new technology. **To scale automation adoption** across different business domains, most customers **gradually move to a decentralized model**.

Who does it consist of?



Technology &
Modelling experts



Software
Developers



Enterprise Architects/
Business Analysts



Automation
Visionaries



Access to C-Suite/
Senior Leadership



Best practices

1. Start with a specific scope and project, then scale and iterate
2. Stay laser focused on delivering value for internal stakeholders
3. Align automation strategy with business objectives
4. Get executive buy-in + report outcomes
5. Consistently Re-evaluate Performance



KPI

Business value:

- Achieved business value through automation
- Software ROI

Performance:

- Process performance and optimization
- Platform performance (uptime)

Enablement:

- Reusability and Accelerators
- Community Growth