

A big welcome - both virtually and
in person!



Midlands Shared Services Forum
Working Smarter, Working Together

Today's event supported by

The **co-operative**
Central England Co-operative

HAYS
Recruiting experts
worldwide

Introducing Intelligent Automation @ Central England Co-operative

Scott Worth

16/09/21



Midlands Shared Services Forum
Working Smarter, Working Together

Central England Co-operative is one of the largest independent retailers in the UK and Co-op of the Year 2021!

- ▶ **What is a co-operative?** A democratically run social enterprise established for the benefit of members. *No shareholders, member owned*. Members receive a dividend and we re-invest in our communities. *Central England Co-operative is independent from The Co-operative Group* but we buy product from Group and work collaboratively with other co-operatives.
- ▶ Central England Co-operative is one of the largest independent retailers in the UK, with over 400 trading outlets, a family of around 8,600 colleagues and more than 330,000 regular trading members.
- ▶ A diverse business CEC trades across 16 counties from the Midlands to the East Coast - through more than 200 food stores, 100-plus funeral homes, filling stations, post offices, florists, masonry outlets, a crematorium and a coffin factory. We also hold a large property portfolio.
- ▶ Retail food stores are our main core business, generating around *70% of our total turnover*. We own a distribution centre in Leicester which supplies our own food stores and also provides a service to neighbouring branches of the Heart of England and Tamworth societies.

Our Purpose

Creating a
sustainable
Society for all



We want to be sustainable in every way:

Financial

To maintain jobs and our ability to serve our members and customers

Human

Rewarding and protecting all our people

Environmental

Choosing wisely and always looking for the solution that will protect our planet

Inclusive

Where everyone feels valued, appreciated and respected

We are guided by the
internationally recognised
Co-operative values



Self-help

Self-responsibility

Democracy

Equity

Equality

Solidarity

Our Mission in Shared Services

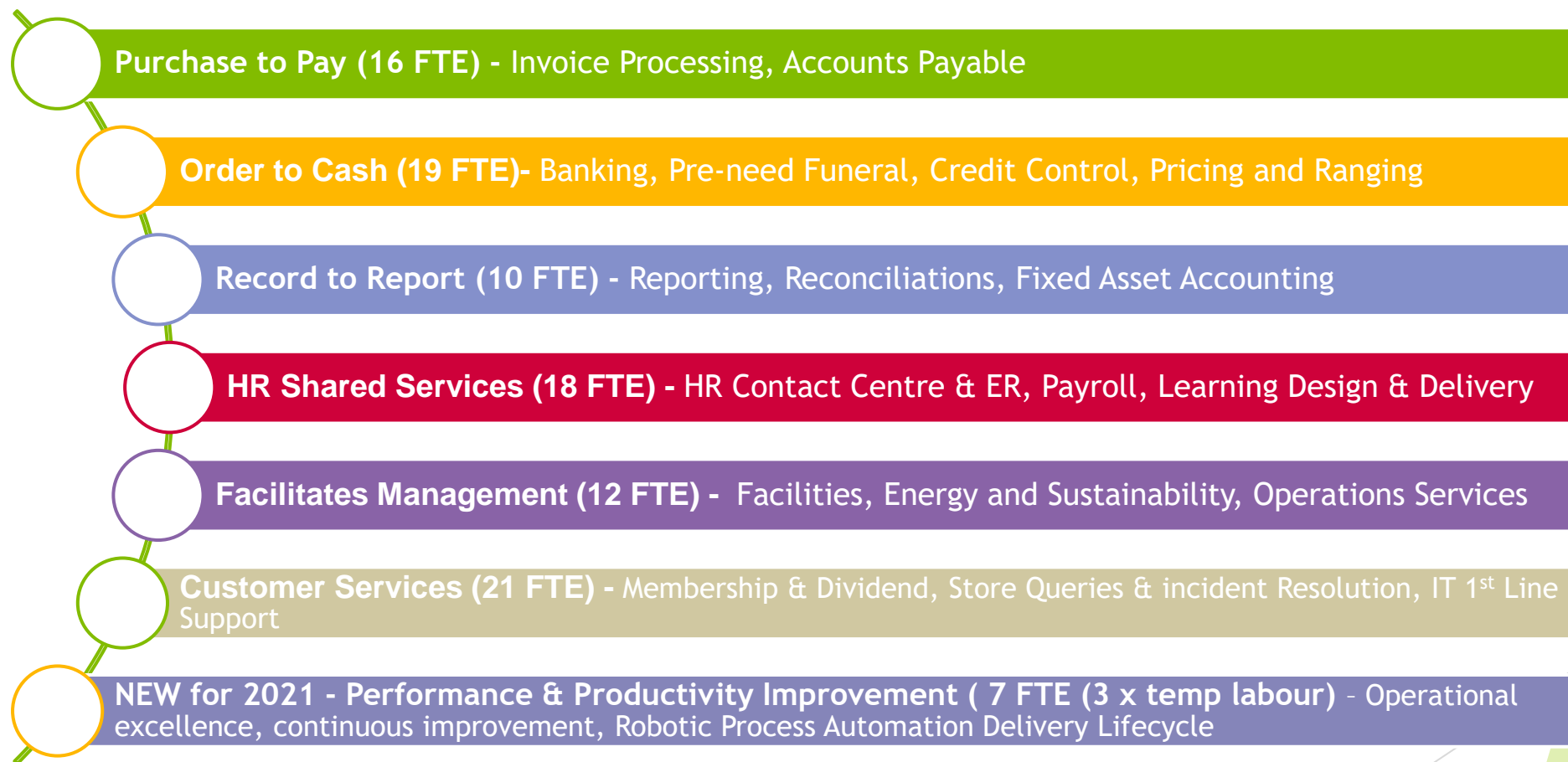


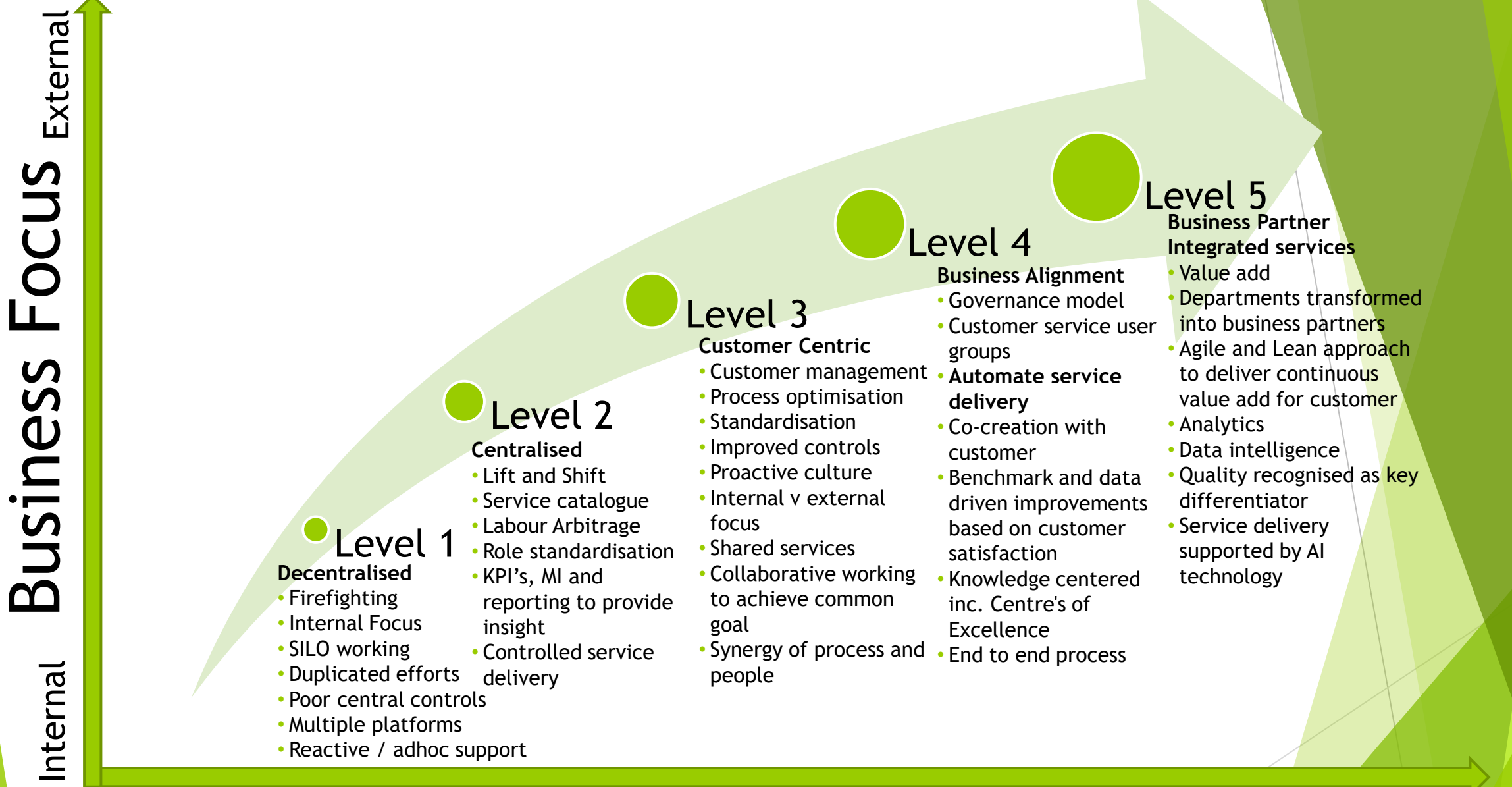
SELL OUR SERVICES



GROW SHARED SERVICES
AT ZERO COST

Our Shared Services are made up of 7 teams delivering outstanding service to customers





Cost-driven

Mindset

Value-driven



Accuracy

Extreme accuracy and uniformity – much less prone to error or typos



Improved Employee Morale

Workers can dedicate more time to engaging, interesting work



Low Technical Barrier

No programming skills necessary to configure a bot



Productivity

Process cycle times are much faster compared to manual process approaches



Compliance

Bots follow regulatory compliance rules to a tee and provide an audit trail history



Reliability

Bots tirelessly work 24/7 without interruption



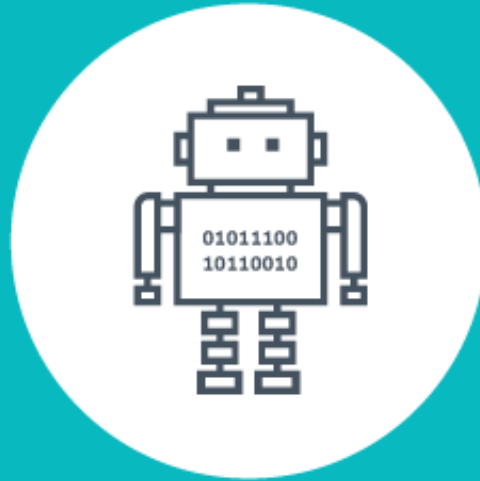
Non-Invasive Technology

No disruption to underlying legacy systems, reducing the burden on IT



Consistency

Routine tasks are performed the same way each and every time

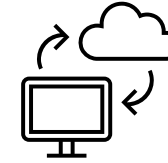
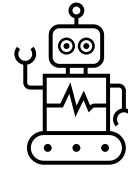
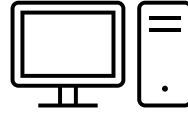


Journey to date - Thinking to Delivery

Reference Visits 2018 - 2019	Proof of Concept 2019	Requirements Gathering 2019 - 2020	RFP 2020	Business case 2020 - 2021
<ul style="list-style-type: none"> • Premier foods • The Co-operative Group • Very Group • EDF Energy • Jaguar Land Rover • Bupa 	<ul style="list-style-type: none"> • Ui-path • Blue Prism • HR • Finance 	<ul style="list-style-type: none"> • Business Collaboration • IT • Finance • Procurement • Operational teams 	<ul style="list-style-type: none"> • Systems Provider (Gartner Magic Quadrant) <ul style="list-style-type: none"> • Ui-path • Blue Prism • Automation Anywhere • Integration Partners <ul style="list-style-type: none"> • Robiquity • Centelli • Extra Tech 	<ul style="list-style-type: none"> • Road map of opportunities (Sept) • Operating Committee (Dec) • Capital Committee (Jan) • Contract signed 27th Jan 10:30 • Recruitment for Centre of Excellence started - 27th Jan 12:00!

3 years in the making!

Supporting our IT strategy - Implementation with ease



1

2

3

4

5

The Blue Prism Cloud platform is hosted on an **Azure Cloud subscription**. This subscription is “ring-fenced” and dedicated to an individual customer organisation. It is not shared or in any way accessible to any other organisation or individual.

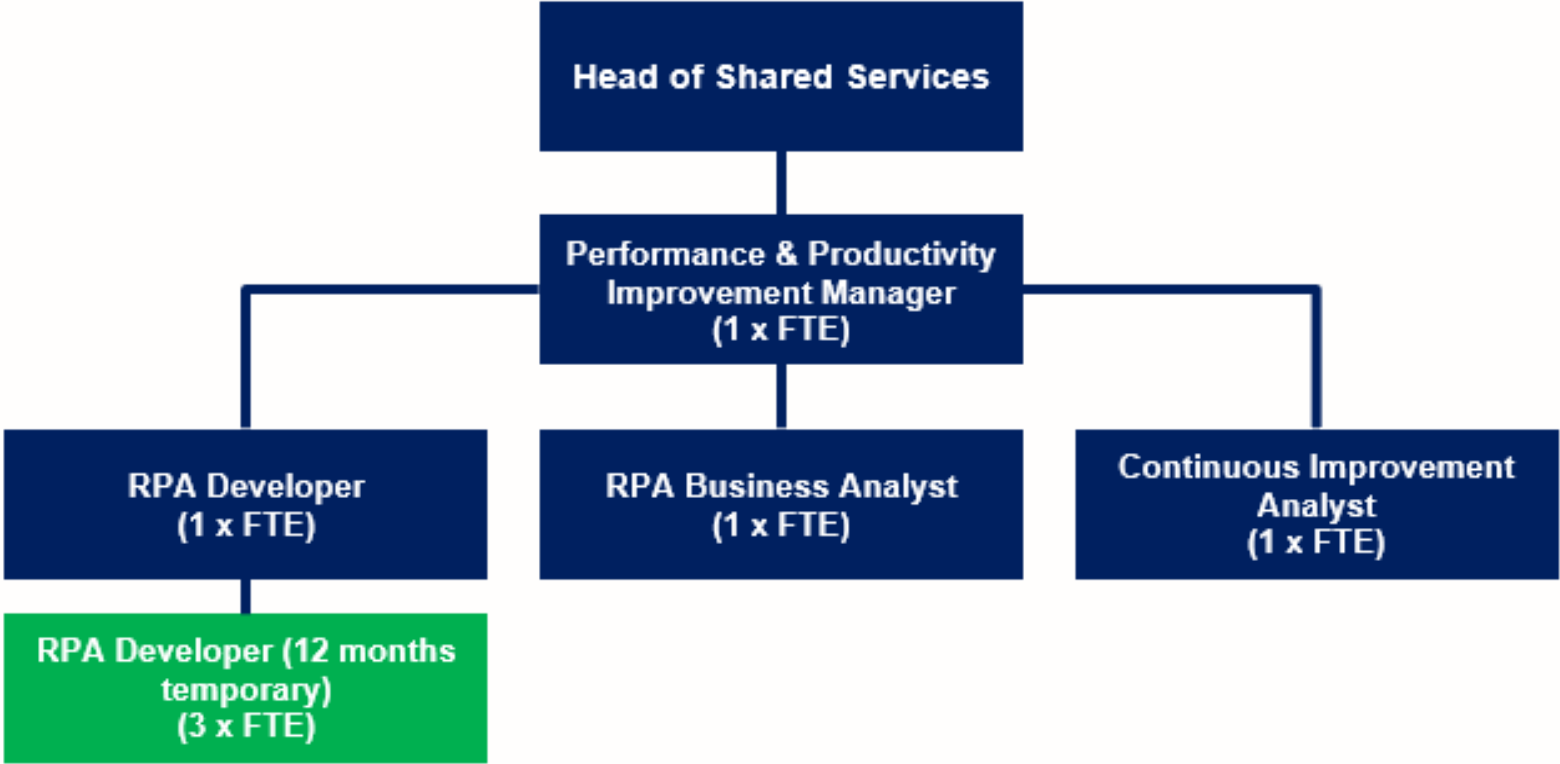
Servers on the platform host the core Blue Prism Cloud components (Blue Prism RPA, IADA, Hub, Assist).

Client desktop applications are deployed onto “Virtual Desktops”
We also procured intelligent automation capability via the means of chat bots, SMS, optical character recognition, interact forms and natural language processing functionalities

5 Virtual Workers - also known as Digital Workers! (controlled by Blue Prism Cloud servers) log into these Virtual Desktops to undertake “work” that has been assigned to them.

The Virtual Desktops connect to client applications over a secure VPN connection between the Azure cloud and the secure client network.

New Function and Team: Performance and Productivity Improvement Team (PPI Team)



Centre of Excellence Vision 2021-2022

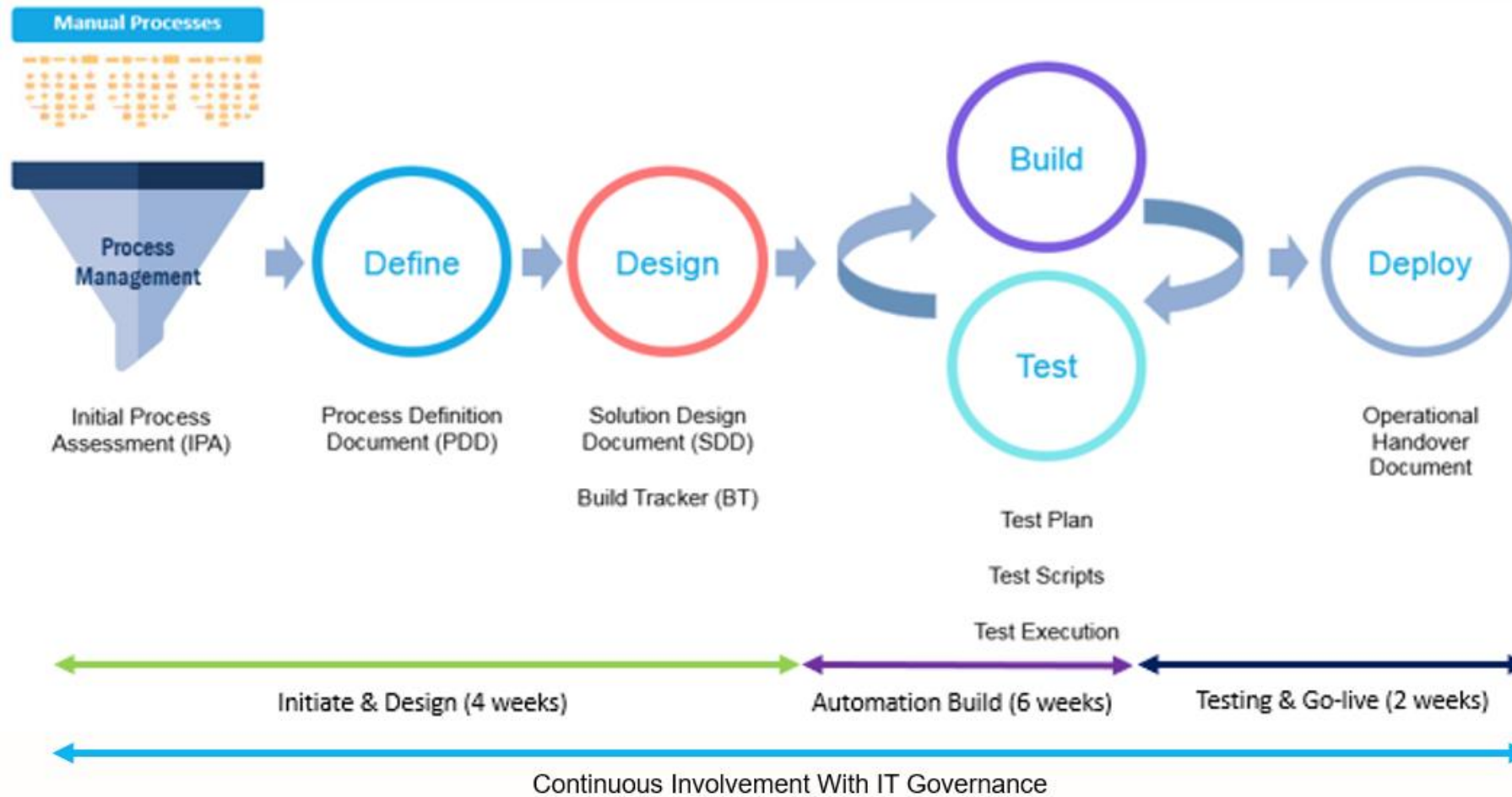


Creation and development of an RPA Centre of Excellence (CofE), providing the **strategy and the vision** for robotic automation and operational excellence activity across the **Society**. We will raise awareness of RPA and CI to **maximise adoption opportunities**, celebrating success and **showcasing the positive impact** of automation on operations.



We will automate a minimum of 16 processes by March 2022

Agile 12 week sprints



Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
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Initiate & Design (4 weeks)	Automation Build (6 weeks)	Test & Go-live (2 weeks)
X 4 Automations		

Team	Process
FMD HR Admin FMD P&C	New Product Line Set-up Colleague Amendments EDN Rejections Claims Management

Initiate & Design (4 weeks)	Automation Build (6 weeks)	Test & Go-live (2 weeks)
X 4 Automations		

Team	Process
FMD P&C Banking FMD	Merchandising Statement Reconciliations Banking Daily Cash Flow Amendments

Initiate & Design (4 weeks)	Automation Build (6 weeks)	Test & Go-live (2 weeks)
X 4 Automations		

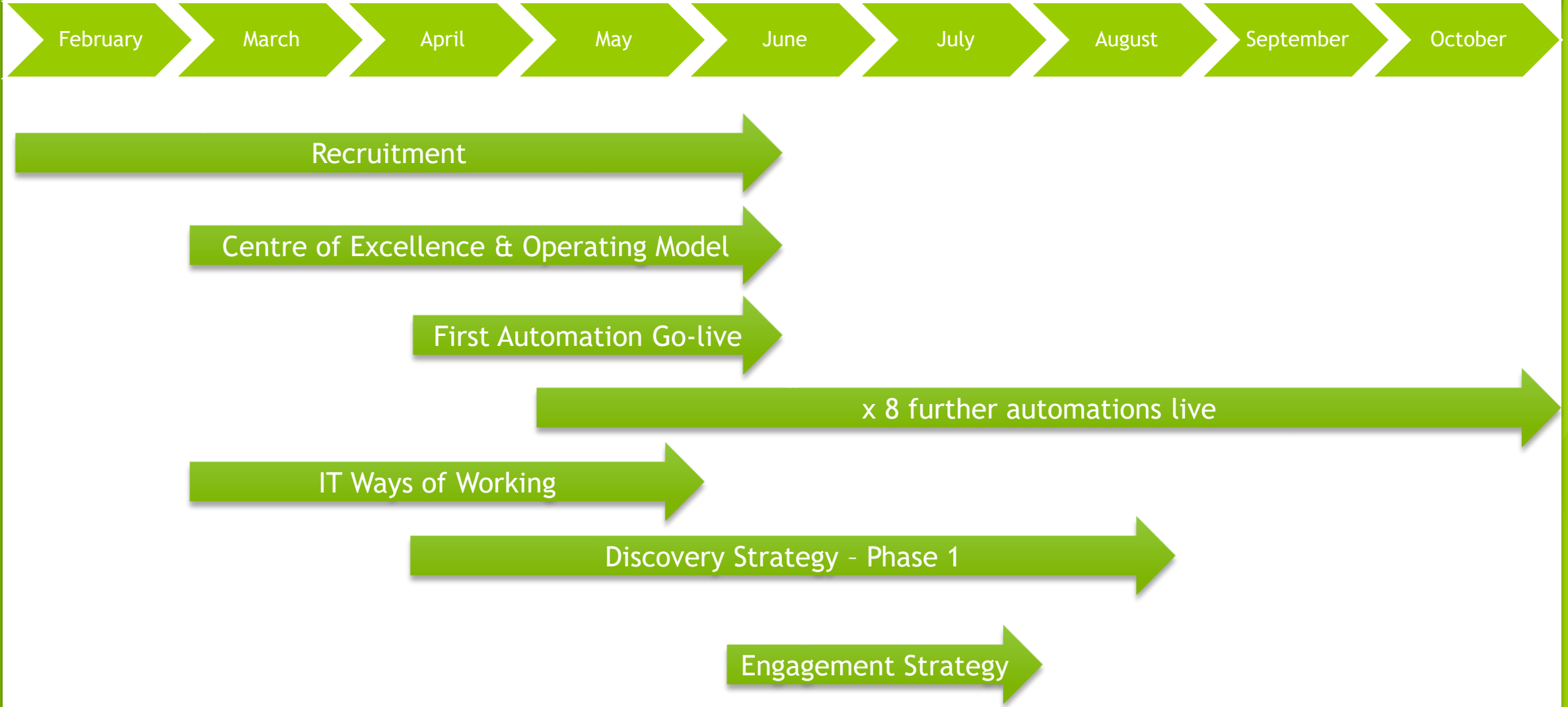
Team	Process
Banking Bonds & Credit Control Bonds & Credit Control Banking	Cash Allocation Pre-paid Plan Set-up Pre-paid Plan Redemption Invoicing

Initiate & Design (4 weeks)	Automation Build (6 weeks)	Test & Go-live (2 weeks)
X 4 Automations		

Team	Process
FMD FMD CS Banking	Simpler Selling RB2 Gold Product Ordering Bank Journal

RPA Road Map Year 1

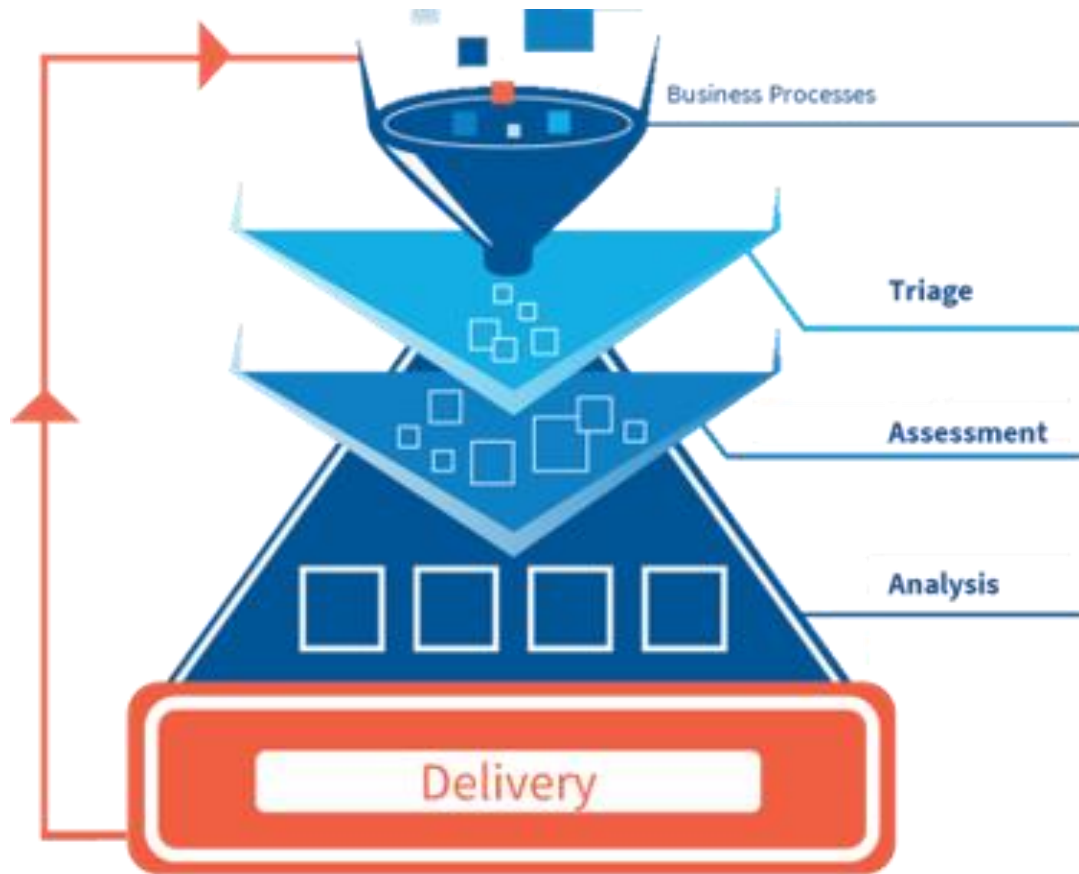
Centre of Excellence Timeline



Thought leadership session



Engagement and Discovery Strategy Building the Culture and the Pipeline!



- 1 C-suite
- 2 Leadership Team
- 3 Discovery - Wider Leadership
- 4 Team Deep Dive

Engagement and Discovery Strategy - Project and Progress

Colleagues

Huddles

Newsletters

Discovery Sessions

Yammer

Automation Videos

Leadership

Project Governance

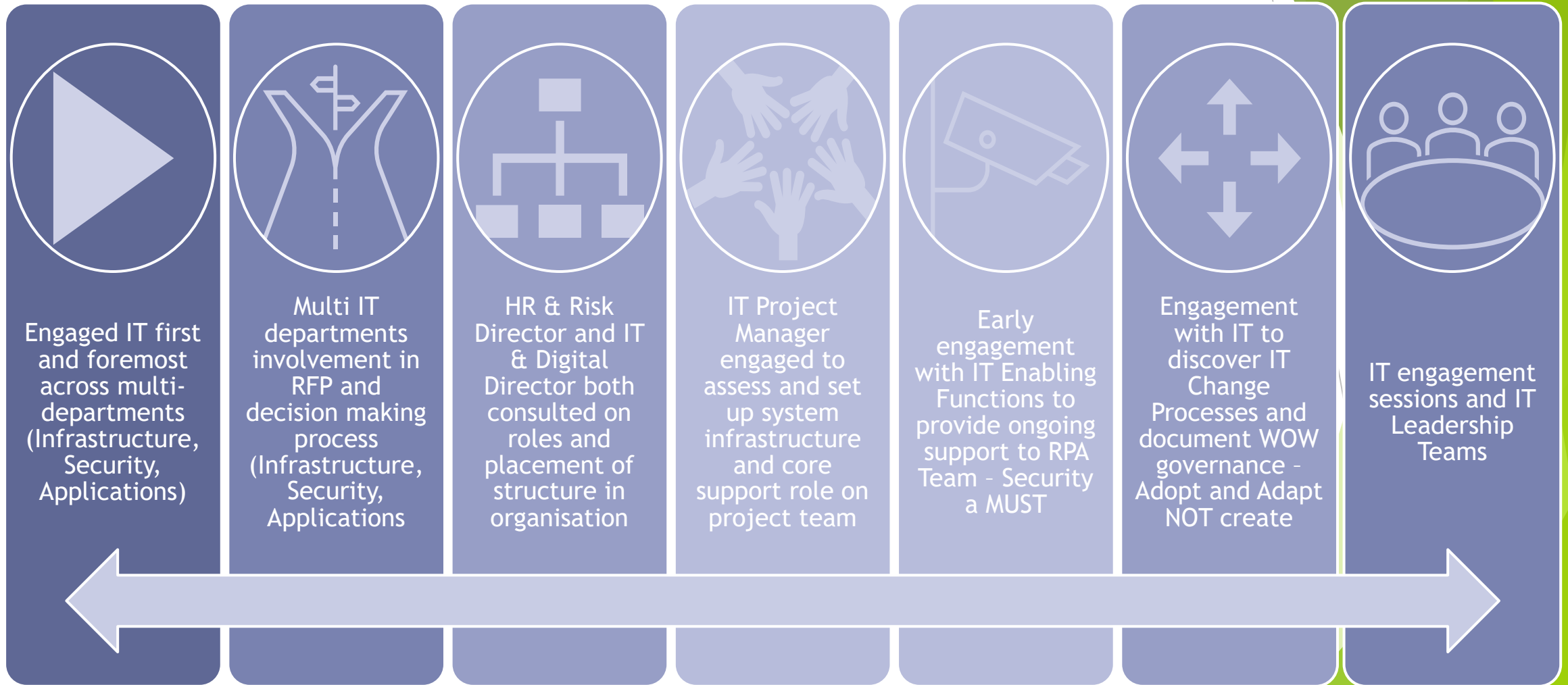
Weekly Meeting (SS)

Executive Insight Pack

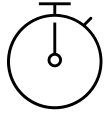
Quarterly Benefit Realisation

Dashboards

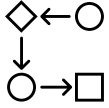
IT Relationships are crucial.....



Lessons Learnt



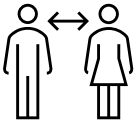
SME time and availability - including holiday season...



Defining the as-is systems data process - especially scenarios and exceptions and applying continuous improvement methodology prior to automation



12 week sprint v process complexity



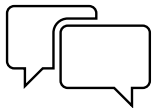
Using Blue Prism to support with recruitment programme



IT Engagement - appropriate people and not representatives - Application installs, credentials, IT policies...



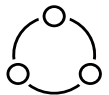
Recruitment of a blended team - business v technology, Developer experienced in Intelligent Automation, coaching relationships



Stakeholder engagement on project progress and movements - resource lined up to do other things

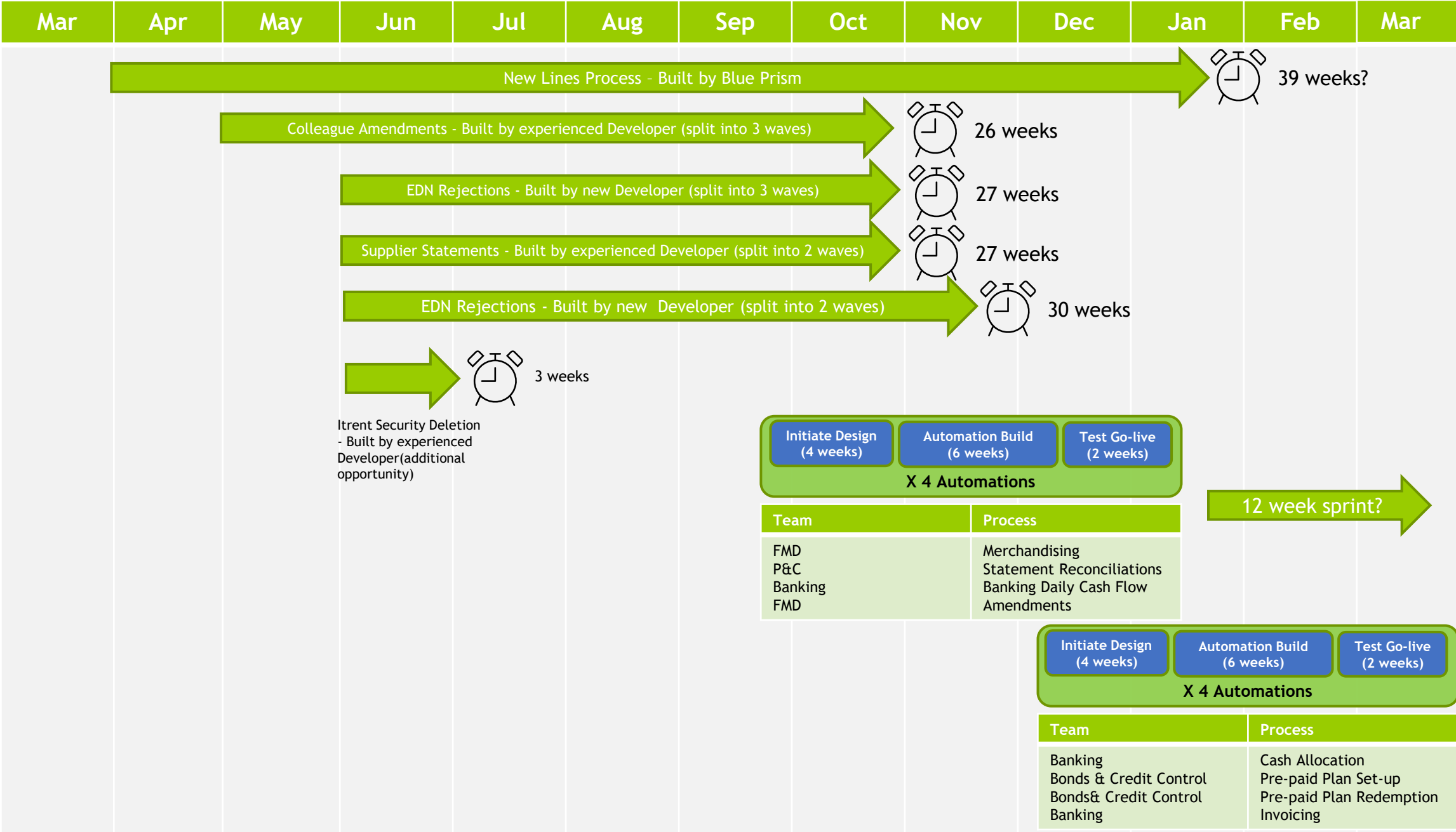


Celebrating success and recognising the frontline for their impact - removing the fear of a robot taking jobs



We have achieved a significant amount in 6 months and we achieved external recognition for the project implementation!

Actual timelines due to process complexity....



Future Direction

3 Key Properties




Cloud

RPA

AI



Sli.do Outcome - Discussion 1

-  What are your thoughts on Robotic Process Automation technology? 28 👤 >
-  Do you currently use Robotic process automation in your organisation? 30 👤
-  If you have been using Robotic Process Automation technology in your organisation - How long and what are you using it to do? 24 👤

What are your thoughts on Robotic Process Automation technology?



Sli.do Outcome - Discussion 1



What are your thoughts on Robotic Process Automation technology? 28



Do you currently use Robotic process automation in your organisation? 30 >



If you have been using Robotic Process Automation technology in your organisation - How long and what are you using it to do? 24

Do you currently use Robotic process automation in your organisation?

Yes





No







Thinking about it



Sli.do Outcome - Discussion 2

 **Is Intelligent Automation an IT or Business Led Project?** 20  >

 Benefit Realisation - Who Own's it? 11 

 RPA - is it brought in to help with some of the issues / challenges faced with legacy applications and replace the need for CI projects? 10 

Is Intelligent Automation an IT or Business Led Project?

Both in collaboration! We have had great IT project support for automation and allows both sides to upskill each other!

One can't work without the other. Business knowledge and implementation

Collaboration,

Both - must be business led with IT executing

Both, collaboration is important

Business Led

Sli.do Outcome - Discussion 2



Is Intelligent Automation an IT or Business Led Project?

20



Benefit Realisation - Who Own's it?

11 >



RPA - is it brought in to help with some of the issues / challenges faced with legacy applications and replace the need for CI projects?

10

Benefit Realisation - Who Own's it?

Business and all involved

Process owners

process owner




Business budget owner

Business

The business

Business teams

Sli.do Outcome - Discussion 2

- Is Intelligent Automation an IT or Business Led Project? 20 
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RPA - is it brought in to help with some of the issues / challenges faced with legacy applications and replace the need for CI projects?

It helps teams to add value to the business through time saved through RPA initiatives.

Technology debt / Legacy tech has to be considered alongside new project/new tech

It can be used to resolve specific issues but can also be strategic.

Not all processes are RPA-able

Not if done effectively

And compliment CI