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Forward|||

Meet your speaker



Nishant Redekar

Solution Architect, Process Automation

Wärtsilä





WÄRTSILÄ

SO MUCH MORE THAN
AN ENGINE COMPANY.

**A DNA of RPA: How Citizen Developers
Accelerate Automation**

NISHANT REDEKAR

**Solution Architect, Process Automation
Data and Analytics
Information Management**



OUR PURPOSE

Enabling sustainable
societies with smart
technology



FOUNDED IN 1834

GLOBAL LEADER

in sustainable solutions for the marine and energy markets

2018

Turnover

5 174 MEUR

Operating result

543 MEUR

Order intake

6 307 MEUR

Operations in

200 LOCATIONS

Our personnel

APPROX. 19 000

Nationalities

138

**PEOPLE OFTEN THINK WE ARE
JUST AN ENGINE COMPANY**



PEOPLE OFTEN THINK WE ARE JUST AN ENGINE COMPANY

No3 Renewables
Energy Solution
Integrator

Largest Energy
Storage Management
in the US

World's leading
Hybrid & Gas Engine
Integrator

300+ Vessel Traffic
Systems Installed
worldwide

More than 10 000
Electronic Chart
Systems (ECDIS)

More than 5500
marine simulators
installed

Guinness World
Record for Cleanest
Engine Technology

Installed Power
stations in 178
Countries

Leading the drive to
100% renewables
future

World's first
autodocking
installation
successfully tested
by us

80% of cruise
vessels are
navigated by us

1 in every 2.5 ships
is serviced by us

We have every
single component of
Autonomous
Shipping available
today

Leading marine
company In AI and
Machine Learning

We are one of the
largest user of
Robotic Process
Automation in
Europe

STARTING POINT

HOW TO TAKE BENEFIT FROM MODERN AUTOMATION CAPABILITIES?

- Strong demand for increasing efficiency, especially on end-to-end processes
- How to improve the way of working and stay competitive?
- Change mindset to "Automation first"

RPA Pilot in 2016

March 2016

Shortlisting RPA providers

Workshops for hands-on experience

RPA provider selected

June 2016



September 2016

Technical environment ready, training of users

October 2016

First robots in use

Active development

December 2016

End of RPA pilot project

RPA tool selection
with workshops

Work done with
internal resources
only

Pilot project time
4 months

1st production
robot released in
two weeks

Pilot deployed 13
processes,
exceeding
expectation of 3

WIDESPREAD DEPLOYMENT ACROSS ORGANISATION



13 organisations
RPA enabled



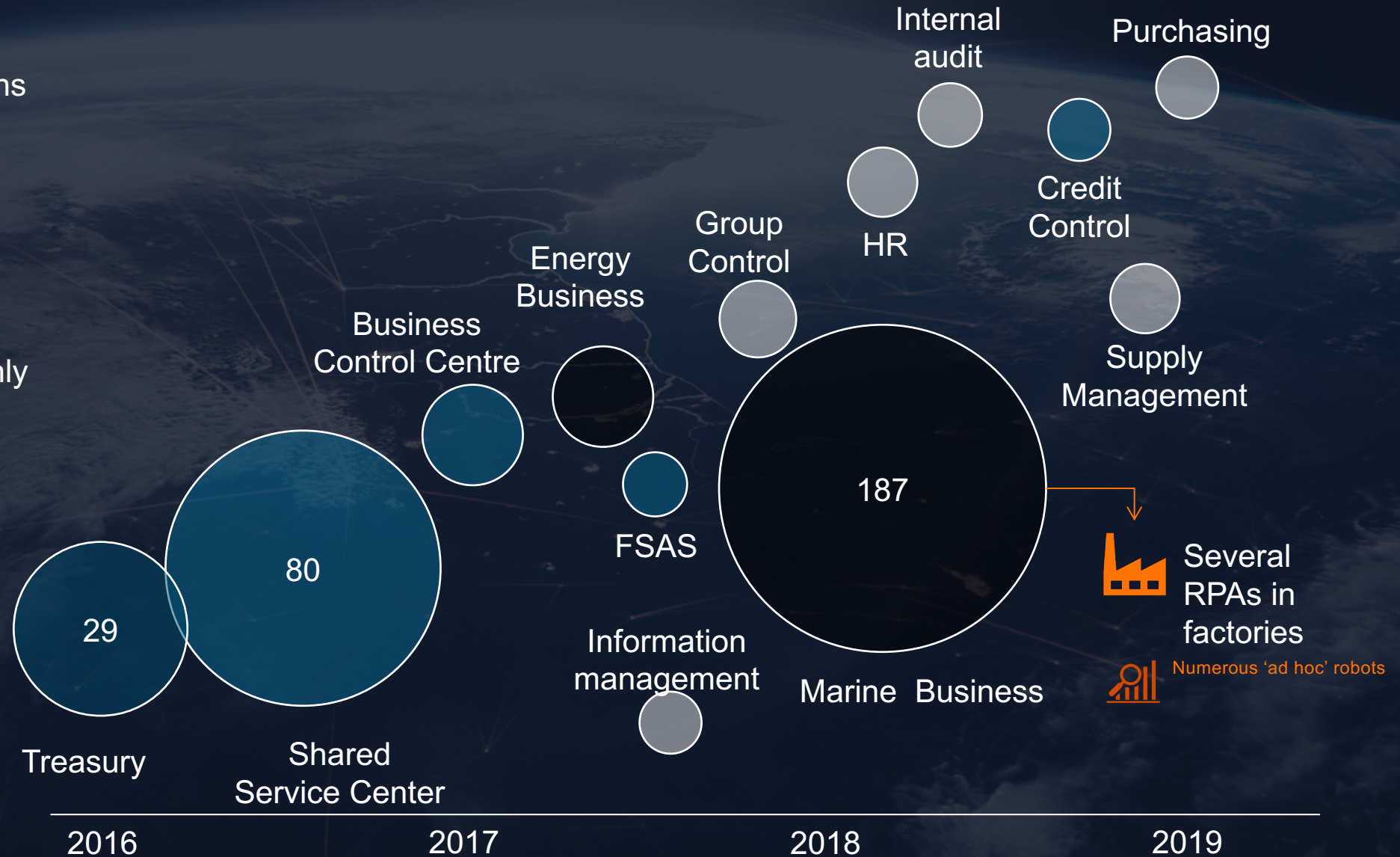
400 robotised
processes



180 000 monthly
job runs



+ 100 Citizen
developers



HOW TO UNLOCK BENEFITS AND MAKE RPA BIG IN WÄRTSILÄ

**Who should be the
RPA developers?**

**How to decide
what process is
relevant for
automation?**

**How to structure
support and
governance model
for RPA?**

**How to increase
awareness and
share
information?**

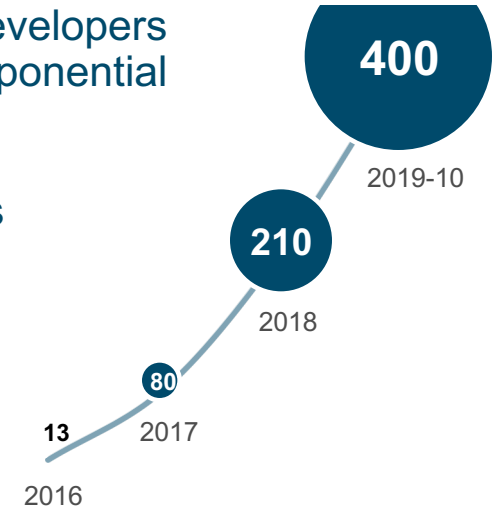
PROCESS KEY USERS ARE THE BEST RPA DEVELOPERS

We have talented process key users with passion to develop → they became our 'Citizen Developers' for RPA

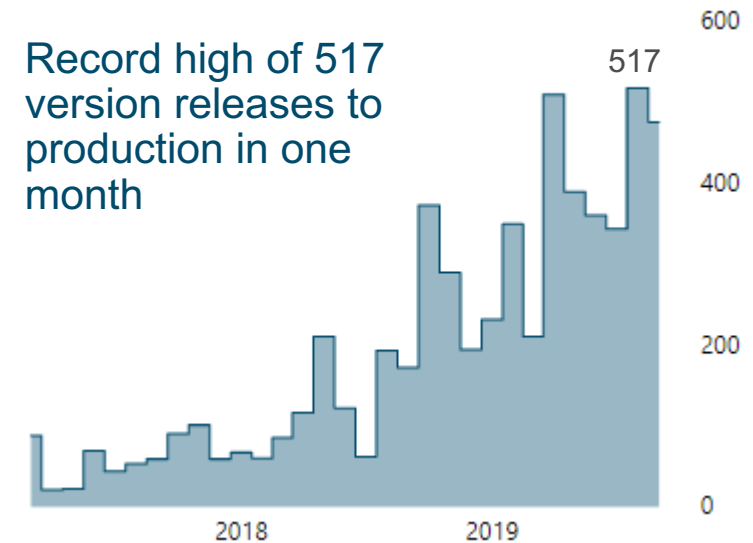
- Rapid (gradual) deployment of automation → quick benefits
- Motivation boost → steep learning curve
- Aligns with responsibility of process and its deliverables
- Sustainable RPA strategy to ensure business continuance and increasing benefits at low cost



Citizen Developers enable exponential growth in robotized processes



Record high of 517 version releases to production in one month



'CITIZEN DEVELOPERS' IN WÄRTSILÄ FOR RPA

100+

October
2019

60+

Oct 2018

11

Full time
RPA
developers

21

Apr 2018

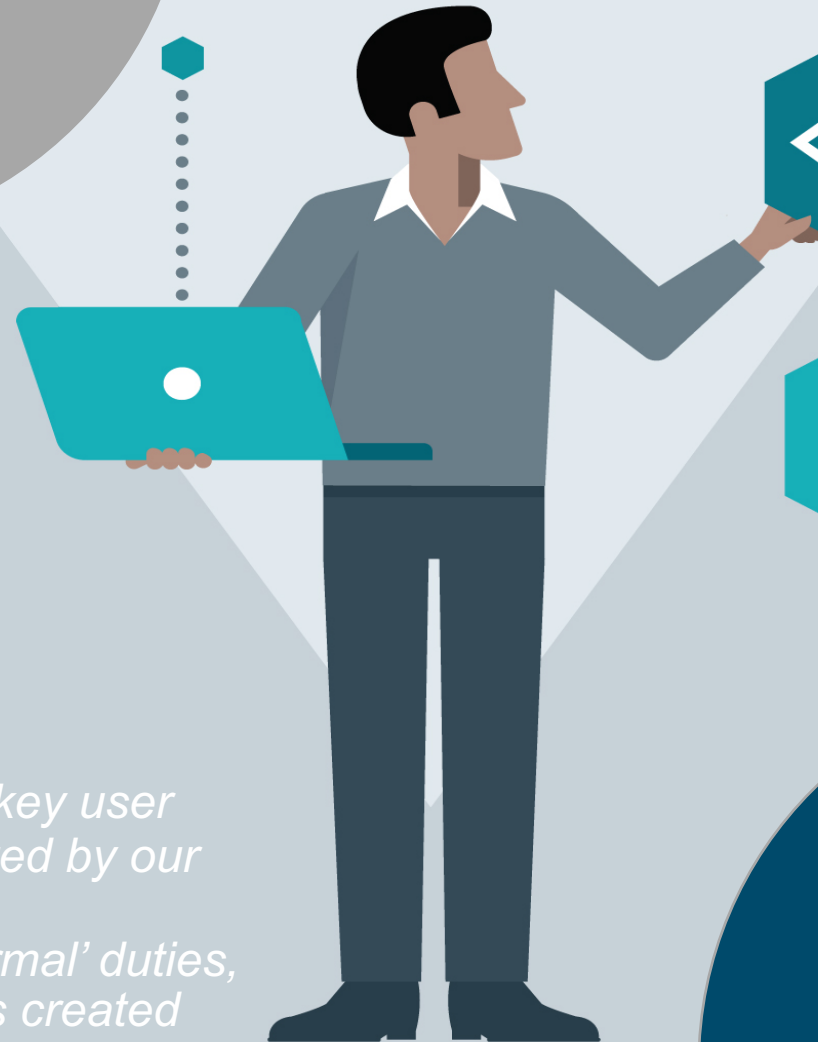
12

Oct 2017

5

Dec 2016

- Typically a process key user
- Trained and supported by our RPA community
- Responsible for 'normal' duties, but also of the RPAs created



900+

Have participated
awareness
sessions, POCs
and demos

How to increase awareness?

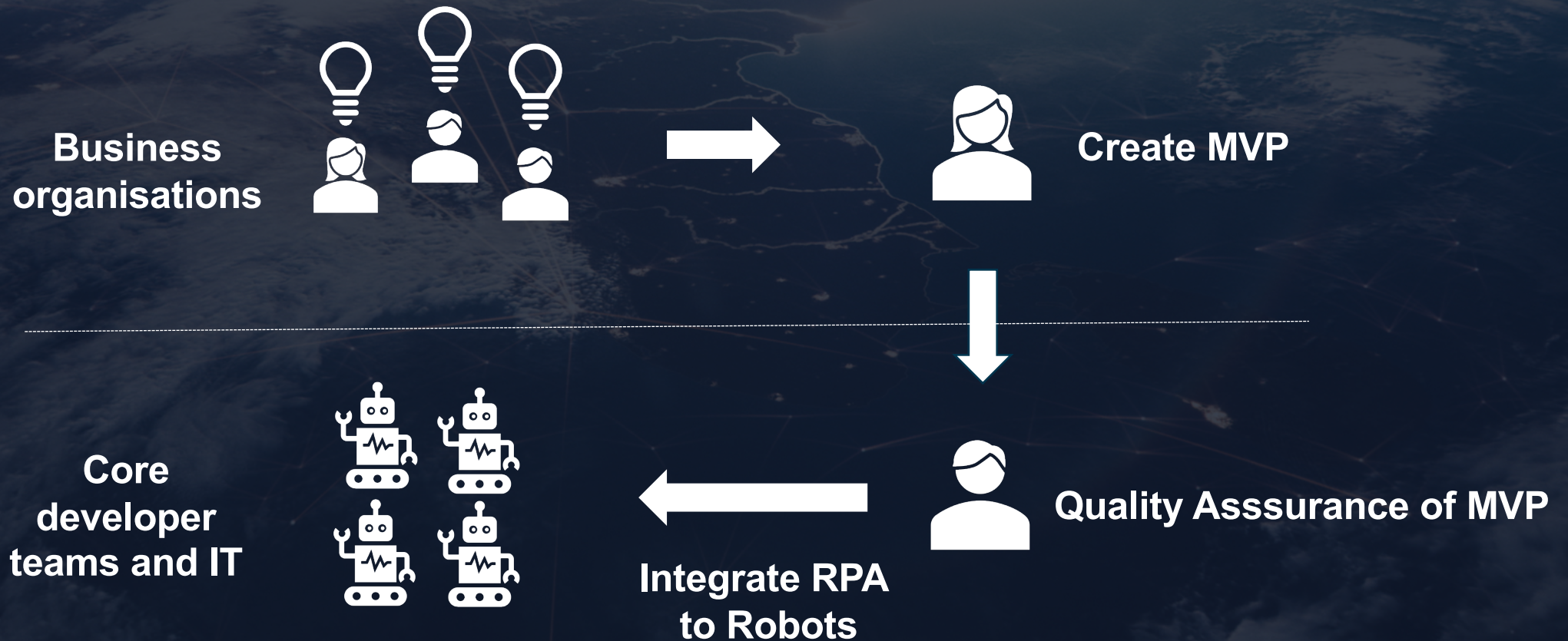
- Ad hoc Skype meetings / demos
- Awareness sessions to teams
- Proof of concept sessions
- Management team meetings
- Info days
- Auditor meetings
- Board of Management
- Audit Committee
- Capital Markets Day



- Internal news announcements
- Numerous videos
- Articles in 'twentyfour7'
- Knowledge Sharing Series
- WeLeap self learning courses
- RPA provider's Online Academy
- Spark – innovation platform
- INeedaRobot – request form



CITIZEN DEVELOPER ENABLED RPA CREATION PROCESS



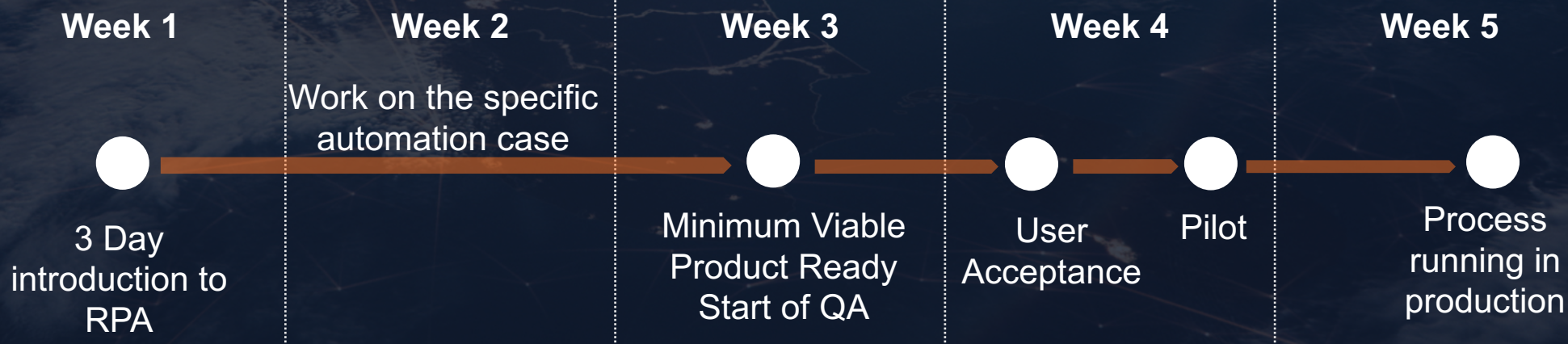
EXAMPLE OF THE CITIZEN DEVELOPER ONBOARDING

Automation case: Validating and processing 500+ received reports per month

Mary



Expert in the
process,
An non technical
person fresh to
automation



CENTER OF EXCELLENCE TO BOOST RPA GROWTH AND KNOWLEDGE SHARING



SUPPORT



LEARNING



GOVERNANCE



MEASUREMENT



OPERATIONS



DEVELOPMENT

WHAT IT TAKES TO ACHIEVE RPA EXCELLENCE

**TRUST YOUR OWN
PEOPLE**

**ALLOW TEAMS TO
PRIORITISE AND
EXPERIMENT**

**PROCESS KEY
USERS ARE THE
BEST RPA
DEVELOPERS**

**SHARE
ACHIEVEMENTS
AND
EXPERIENCES**

**ENSURE CONTROL
AND SUPPORT,
BUT ENABLE
CREATIVITY**

NEXT: Towards nextgen technologies

- Rollouts and scale-up of RPA continues at accelerating speed
- Open door for adaptation and integration of more advanced technologies, some pilots already in production e.g. AI/ML and Process Mining



KEY TAKEAWAYS

Pilot with clear scope and strict success criteria

Secure speed and agility by empowering and trusting your people

Automation first mindset



RETHINK PERFECT AUTOMATE



WÄRTSILÄ

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