AN AUTOMATION JOURNEY OF 1000 MILES BEGINS WITH A SINGLE AUTOMATED PROCESS

Paul Maruszewski – Shipley Energy





WHO AM I

- IT Director @ Shipley Energy
- Member of the forum since 2015















Shipley Energy















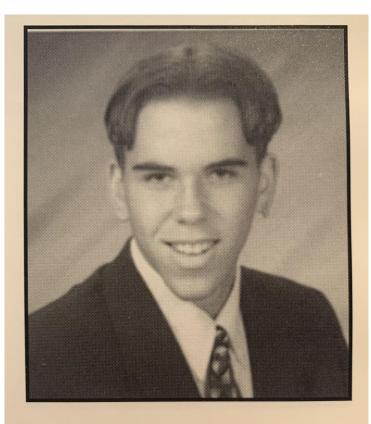
COMPANY SIZE

- Employees 325
- Revenue ~ \$\$\$M but it's not what it seems.
 - 70% of that revenue is in Wholesale Fuels
 - 0.75% average GROSS margin
 - Requires Significant Financial Discipline
 - \$2.00 gallon of gasoline we purchase and pay our suppliers within 3 days.
 - \$2.015 what we charge customers and receive payment after 5 days.
 - 30% Retail with average gross margin of 15%
- Significant risk for NOI < 1% of revenue
- IT Department of only 7 including myself.



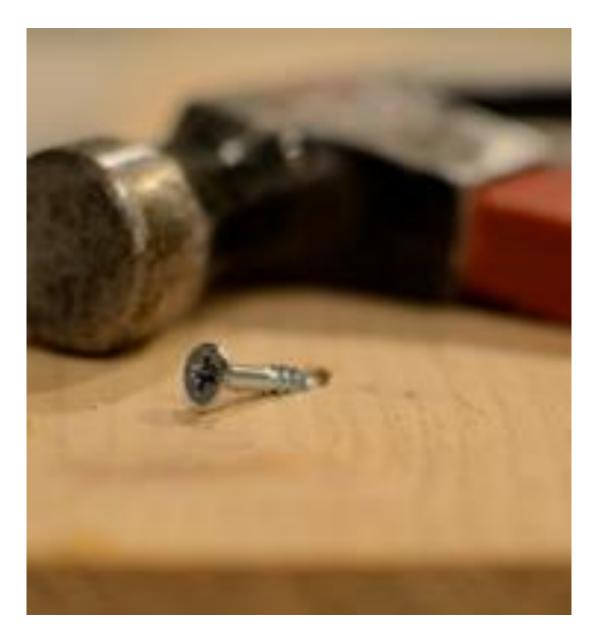
"A journey of a thousand miles begins with a single step"





Paul Maruszewski

"A journey of a thousand miles begins with a single step." (*Lao-Tzu*)



AUTOMATION AND SHIPLEY

- When you have a hammer ...
- RPA is a tool in your toolbelt
- RPA is not a miracle drug
- Demand that the business give you problems not solutions



PROJECT TIMELINE

Shipley Decides on RPA September 2019



Shipley Engages Mind Over Machines

October 2019



SOW Approved and signed
December 2019



RPA BOT "Toby" Live in Production July 2020



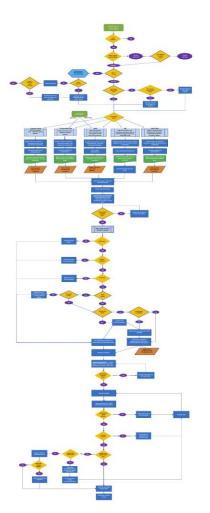
Sausage being made



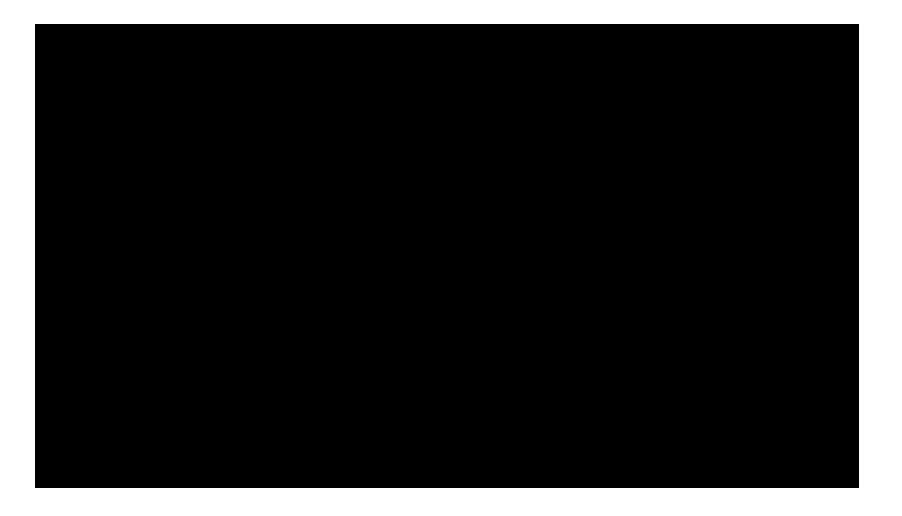
Initial in-depth process review January 2020

ENSURING (HOPEFULLY) A SUCCESSFUL RPA PROJECT

- RULES to follow
 - 1. Involve the right people
 - 2. Document in the vein of "making a peanut butter sandwich"
 - 3. Change the process
 - Do not underestimate exceptions
 - 5. Temper your expectations



RPA IN ACTION





EXPECTED RPA OUTCOMES



OWERED BY MINDOVERMACHINES

CENTER OF EXCELLENCE

Automation Health Report

This is your Automation Health Report that will provide you with monthly insights into the metrics of your Automation acitvities.

REPORT SUMMARY

Report data shown for the month of:

Jan. 2021

The following is an aggregate summary of information within this report. The subsequent pages will break out detail for each Digital Assistant and process(es) associated for review.

In addition, a **glossary** is provided at the end of this report to help define what terms are being used within.

Automation Assets	
Digital Assistants	# P
1	
Business Processes	# T
2	2
Packages	Su
34	8

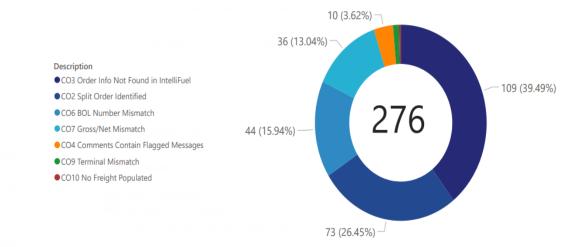
→ → ↓ White the state of the		Time Elements	
# Process Runs	TTM Average	Run-Time [Hr.]	TTM Average
99	86	24.3	20.5
# Transactions	TTM Average	Avg. Length [Min.]	TTM Average
2106	1.9K	22.8	24.7
Success Rate	TTM Average	Sec./Transaction	TTM Average
88%	88%	41.5	42.7



UNEXPECTED RPA OUTCOMES

- Business process improvement
- ProblemIdentification
- Culture Enhancer
- Driver of strategic conversations around automation

Total Number of Business Exceptions with Detail Breakdown









NEXT STEPS

- Attack the Backlog
- Citizen Developer(s)
- Corporate Strategy



