

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

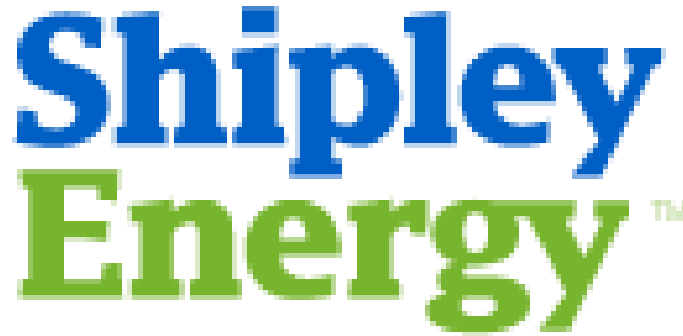
Paul Maruszewski – Shipley Energy





# WHO AM I

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



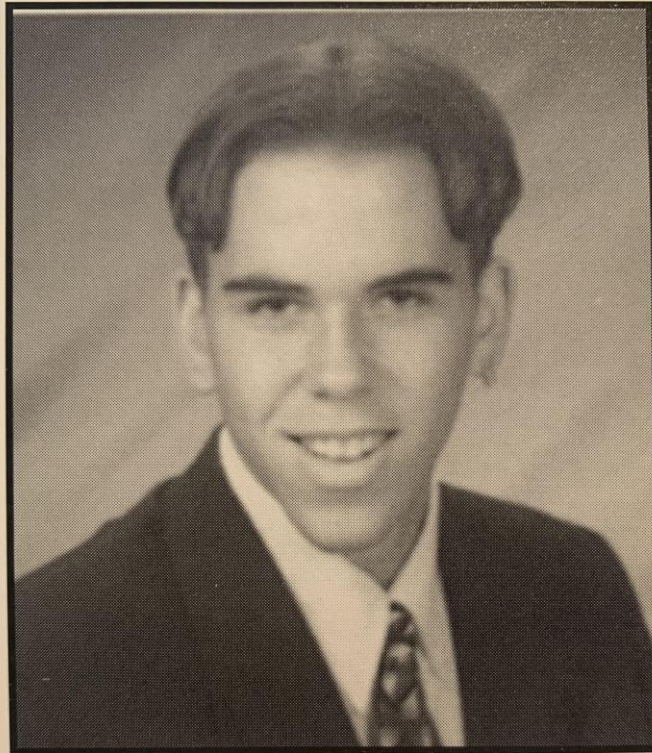
# COMPANY SIZE

- 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**

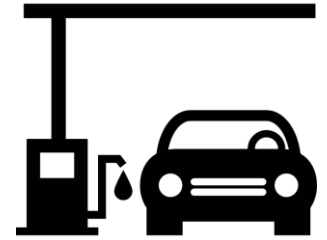
*"A journey of a thousand miles begins with a single step." (Lao-Tzu)*



# 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

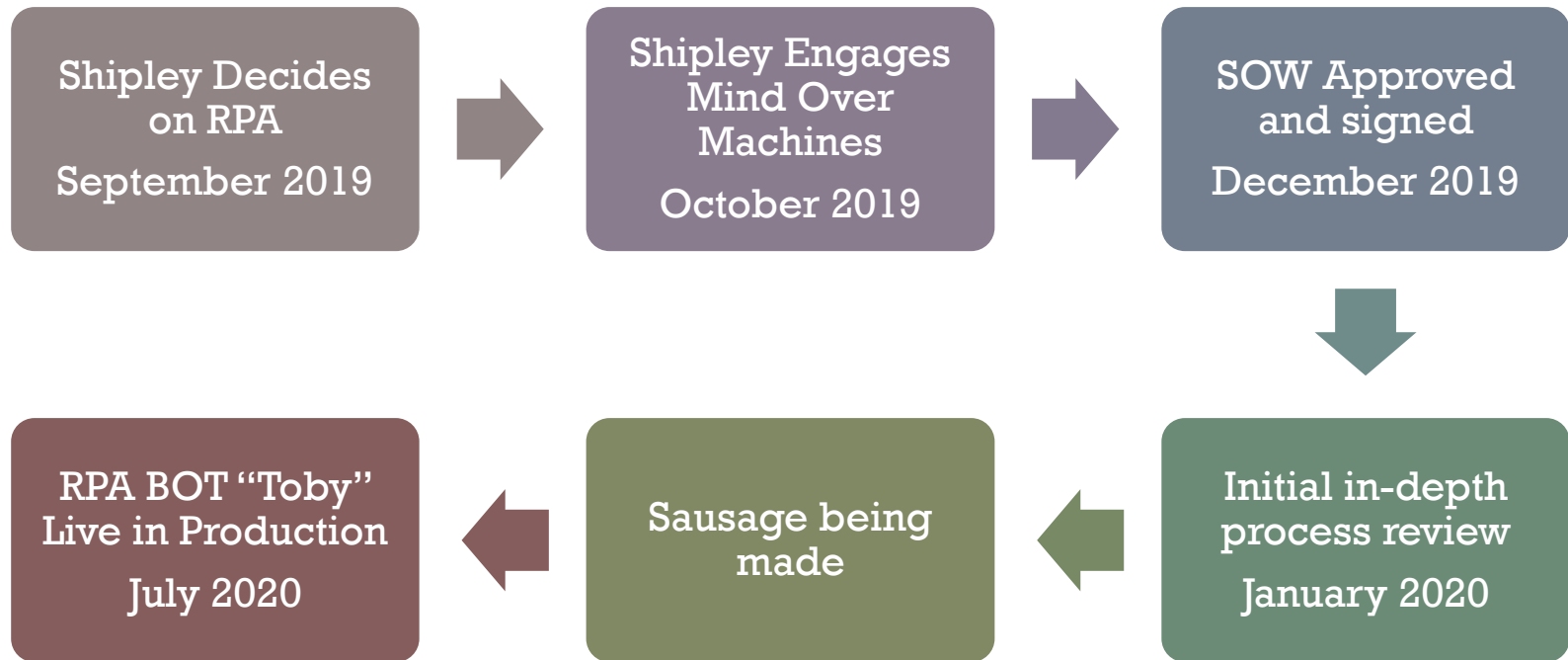




# SHIPLEY WHOLESALE FUELS

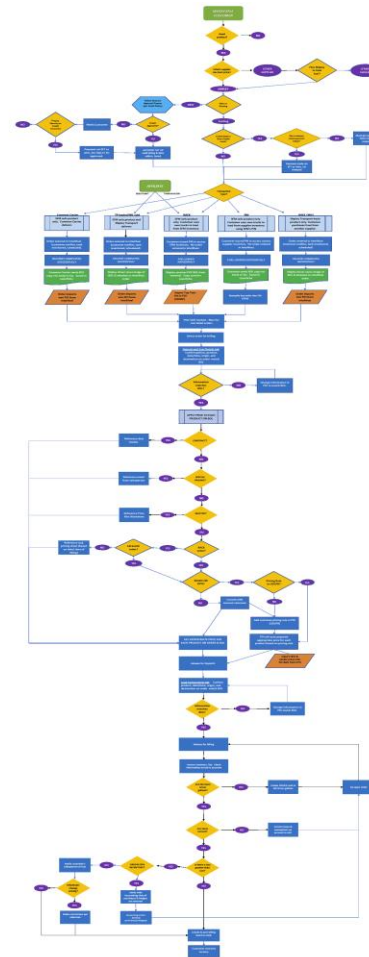
# PROJECT TIMELINE

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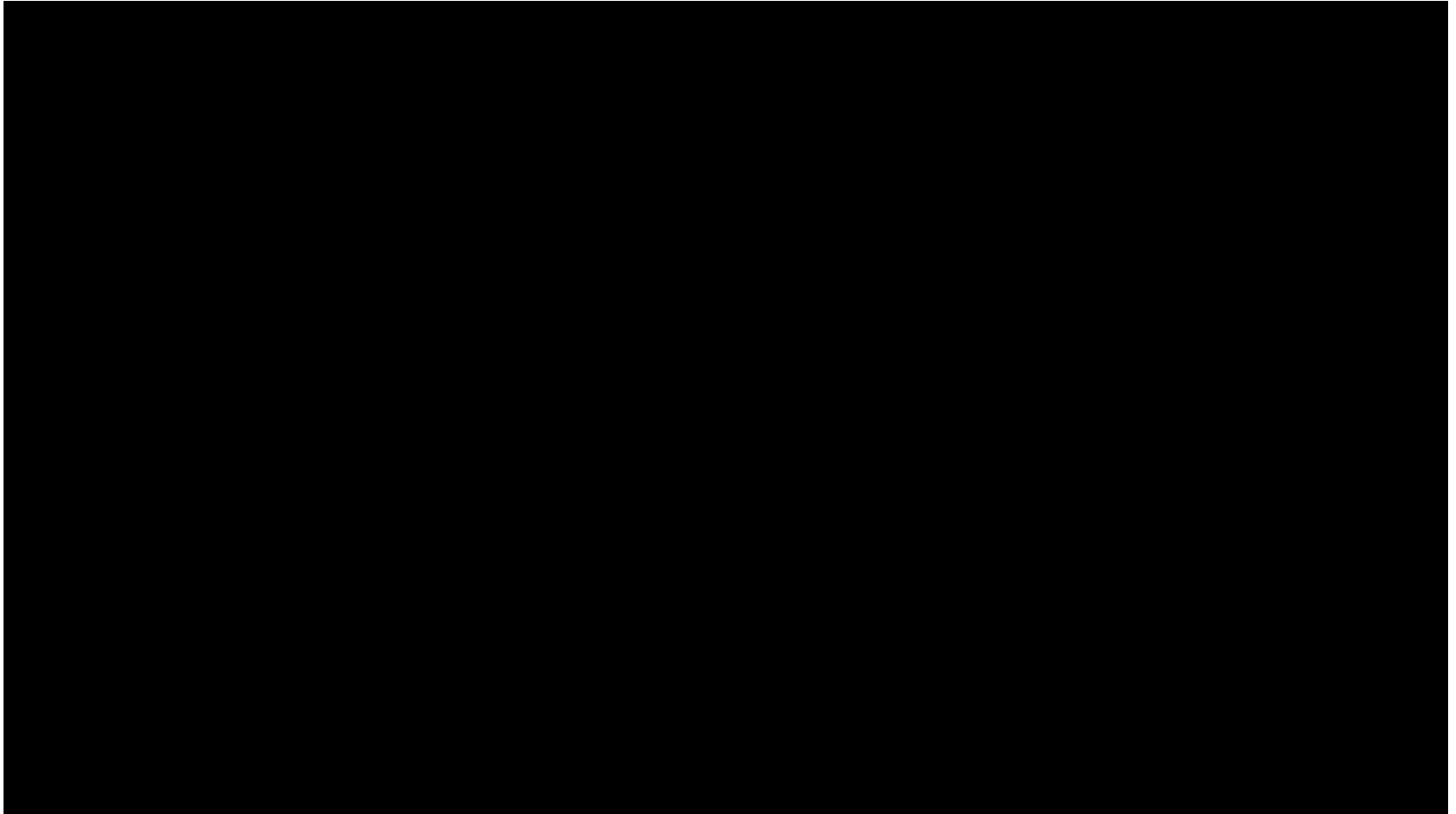


# ENSURING (HOPEFULLY) A SUCCESSFUL RPA PROJECT

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



# RPA IN ACTION



# EXPECTED RPA OUTCOMES



POWERED BY MINDOVERMACHINES

CENTER OF EXCELLENCE

## Automation Health Report

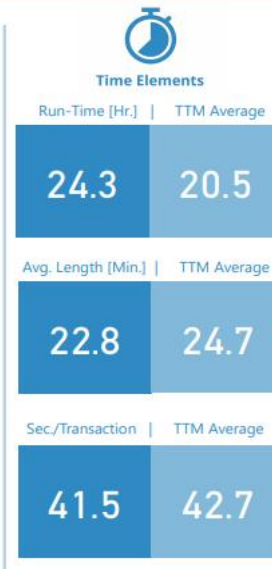
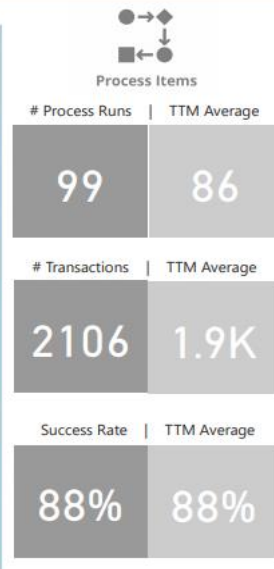
This is your Automation Health Report that will provide you with monthly insights into the metrics of your Automation activities.

### 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.

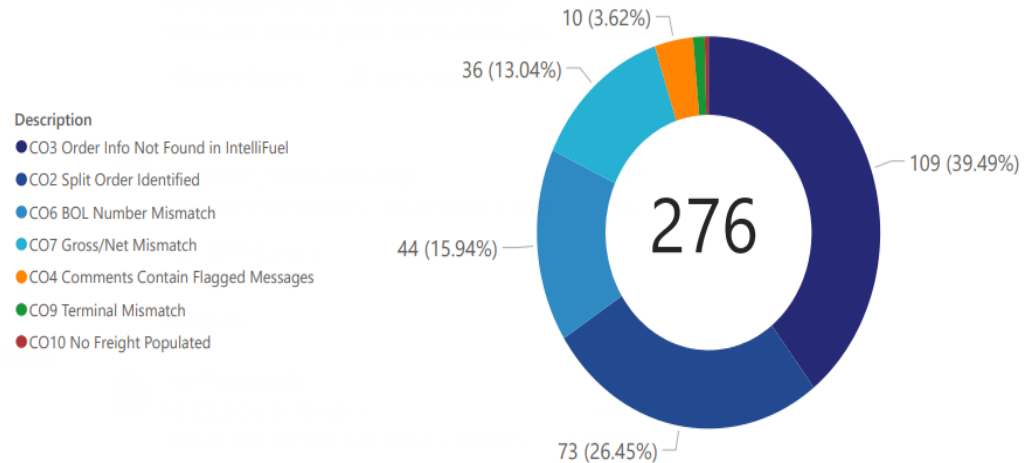
In addition, a **glossary** is provided at the end of this report to help define what terms are being used within.



# UNEXPECTED RPA OUTCOMES

- Business process improvement
- Problem Identification
- 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



Energy for Life

