

# Urgent process automation

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Crisis management requires companies to shift gears and drastically reduce reaction time. Many existing business processes are suddenly flooded with thousands of requests (e.g. short-time work requests), and new *ad hoc* processes need to be established quickly (e.g. COVID-19 credit requests). Manual processing puts a significant strain on organizations. Classical IT-application development (which typically takes two to six months) is too slow to solve these pain points. We help you realize short-term automation potential in order to reduce reaction time and relieve pain points in as little as one to two weeks.

## An emergency response plan that covers three main areas to help you to reduce reaction time

Set up project and infrastructure	Gather requirements and implement	Go-live and stabilization
<ul style="list-style-type: none"> <li>• Understand the pain points and basic requirements (e.g. need for mobile app, web application)</li> <li>• Pragmatically select the right IT platform to solve pain points quickly (e.g. low-code platforms, BPM platforms and RPA tools)</li> <li>• Set up project governance, create project plan and perform kick-off session</li> <li>• Acquire and set up chosen platform, either as a service (SaaS), on cloud servers or on own infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Capture the requirements and process flows</li> <li>• Sketch the resulting functions and user interfaces</li> <li>• Create a pragmatic detail specification for the solution, processes and user interfaces</li> <li>• Implement the specified solution</li> <li>• Submit minimally functional versions of the apps to the app stores, if applicable</li> <li>• Plan and conduct functional testing</li> </ul>	<ul style="list-style-type: none"> <li>• Plan and perform technical tests</li> <li>• Conduct data protection and IT security check</li> <li>• Plan and execute User Acceptance Testing (UAT)</li> <li>• Initiate go-live of mobile apps and web applications</li> <li>• Operational support for ongoing application operations</li> </ul>

## How can we help?

 <p><b>Set-up project and infrastructure</b></p>	<ul style="list-style-type: none"><li>• Discuss pain points and find pragmatic approaches, based on known low-code, BPM and RPA platforms, that can be implemented quickly</li><li>• Set up project governance, create project plan and perform kick-off session</li><li>• Prepare the infrastructure setup necessary to operate the chosen platform on the cloud, on the premises, or as an external service</li></ul>
 <p><b>Gather requirements and implement</b></p>	<ul style="list-style-type: none"><li>• Conduct guided requirements collection workshops and interactively discuss the most suitable solutions in terms of effort and time-to-market</li><li>• Sketch the resulting application functions, user interaction patterns, processes and user interfaces</li><li>• Specify implementation details such that the KPMG development teams can iteratively create a great solution in an agile fashion</li><li>• Implement the specified solution / applications and perform tests</li><li>• Interactively validate the solution with the client and decide on needed changes; give the client direct access to try the solution as it is coming to life</li></ul>
 <p><b>Go-Live and stabilization</b></p>	<ul style="list-style-type: none"><li>• Conduct testing to rule out critical defects and manage risk</li><li>• Conduct data protection and IT security check</li><li>• Plan and execute User Acceptance Testing (UAT)</li><li>• Initiate the go-live of the application</li><li>• Provide end-user training and operational support for ongoing application operations</li></ul>

## Your benefits

✓	<b>Rapid time to market:</b> Business processes can be developed and highly automated in a span of days to weeks. Your organization can quickly adapt to the new situation and adapt its processes flexibly.
✓	<b>Automation of non value-adding tasks:</b> Collecting and validating data, consolidating data, handling simple cases, creating, sending emails, etc. can typically be automated to a very high degree. Your employees can focus on the cases that need human intuition and experience.
✓	<b>Modern and efficient client interaction:</b> Your clients are accustomed to modern interaction patterns from their personal life. Apps, self-service platforms, interactive life chats, paperless digital forms, etc. are expected from every company. Be a digital leader in the eyes of your clients.

## Find additional KPMG COVID-19 resources here

<https://home.kpmg/ch/en/home/insights/2020/03/coronavirus-business-continuity-plan.html>

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