

# Enterprise Automation Service

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The Enterprise Automation Service empowers agencies with end-to-end **Robotic Process Automation (RPA)** for high-scale, secure automation. Managed by WaTech, customers can leverage the UiPath SaaS platform to optimize the cost and simplify the implementation of RPA.

**What is RPA?** RPA is software that mimics human actions—reading screens, navigating systems, extracting data, and more. It transforms repetitive, error-prone tasks into streamlined, high-accuracy operations.

**How does it work?** Automation tools handle specific workflows, removing manual data entry and simplifying decisions. Key features include:

- Replicating user actions.
- AI for document processing.
- Notifications, integrations, and workflow testing.

## Why WaTech Enterprise Automation?

- Cost-efficient shared service leverages economies of scale.
- Reviewed and approved by WaTech's Office of Cybersecurity.
- Separate UiPath tenants ensure security and compliance.
- Supports Attended and Unattended Robots for versatile automation.
- Enables automation of legacy systems and workflows across multiple tools.
- Saves time, reduces errors, and boosts efficiency with AI-driven processes.

By using automation, agencies can eliminate or reduce time-consuming tasks like data entry, save staff hours, reduce errors and free your team for higher-value work.

## Intended customers

### Pre-service requirements

1. Existing customer of WaTech's [Communication & Productivity service](#).
2. Customer must use the Cloud service to support RPA robot servers within the customers' network. These costs will follow the normal Cloud service model.

### Maximize return on investment by automating processes that are:

- Well-documented and standardized (e.g., use process diagrams).
- Repetitive with consistent steps.
- Limited to less than four systems to reduce complexity.
- Error-prone when done manually, improving quality and customer service.

## Customer engagement

- WaTech IT Industry Forum - table.
- Requests for consultations on proposed process automations.
- Regular outreach and engagement throughout project lifespans.

## Helpful information

### Service availability

24/7/365

### Planned maintenance

N/A

### Related services

- [Cloud](#)
- [Communication & Productivity](#)

### How to request service

Submit a request for service through our [Customer Portal](#).

### Service owner

Mark Paul

## Action plan

### Current activity - KPIs

#### **Success rate of projects**

- Currently all projects that have started development have made it into production. Primary struggles have occurred prior to development, especially around attaining authorization to the variety of systems a complex automation process requires.
- Future of KPI: analysis into cost and value of automations. This expansion will be time consuming detailed analysis effort, however small scale and valuable data.

#### **Average automation lifespan**

- All successes are still in production. The oldest has been in production for two years. Will continue to monitor.
- Future of KPI: focus on expected lifespan, which can be affected by automation solutions designed to be a stopgap while modernization efforts happen, compared to long term automations that need maintenance upgrades to sustain.

#### **Number of robots in production**

- Seventeen robots in production as of April 2025 (Expanded from six robots in production as of Jan 2024), supporting six agencies.
- Future expansion of KPI: we want to improve analysis of robot usage, to make sure we're not over purchasing, and get the most value out of licenses. Starting with data pulls from UiPath Orchestrator and presenting data in Power BI dashboard.
- Uptime: UiPath Cloud Orchestrator - 100%. Reliable SaaS solution, any dip below 100% likely has a story behind it.

### One- to two-year goals

- Expand Enterprise Automation Service's Center of Excellence with additional advice, resources, and guides. For example, patterns for common processes: purchase cards, records/discovery, etc.
- Add new Artificial Intelligence and software tools available with service: SimpliGov, UiPath integration connectors, Azure AI.
- Reduce automation costs by managing shared licenses between customers.
- Increase the number of automations with existing customer agencies. Expand value of current investments.
- Expand the number of automation customers. Create new customer outreach efforts.
- Implement tools to provide real-time and historic bot usage, and other analytics to maximize agency ROI.

### Three- to five-year goals

- Increase scope of assistance provided for automation of processes. Analysis on viability and value for automation of process. Targeted advice on what specifics steps of a process require what type of automation. Implementation assistance for development and maintenance to reduce costs.
- Provide collection of modular solutions for common state of WA tasks, that can be used to speed up automation development.

## Service review and fully loaded service budget projection

### Revenue source

WaTech service resources paid for through administration fee on projects, and monthly charge of production robots/environments.

### Budget projection

Growth in customer base and projects needed to cover costs of WaTech staff assigned to stand up and run service.