

Learn to love the robot

Although we are familiar with physical robots (Marvin the Paranoid Android is my favourite), they are also software programmes that can improve processes.

The Centre for Management Consulting Excellence runs evening symposia – Showcases – whose purpose is sharing leading edge thinking of interest in management consulting. The Centre's 2019 report into *Consulting Skills for 2030* identified robotics as being an area where consulting skills in selling and delivering work would need to change by 2030. The Centre's Showcase 2020 programme therefore kicked off at the beginning of March with 'Learn to love the robot', featuring Robotic Process Automation.

The topic is timely. Automation and artificial intelligence will fundamentally change what 'work' means in the next few years. The message for consulting firms from this Showcase was: start now to gain maximum benefit in what will be a \$30bn market!

We were fortunate to have two RPA experts leading the symposium. Keith Stagner is CEO and Founder of T-Impact Ltd (<https://www.t-impact.com/>), which applies technologies to deliver rapid performance improvements, while Guy Kirkwood, is Chief Evangelist for UiPath, (<https://www.uipath.com/>) providers of RPA software and the fastest growing enterprise software company in history.

Not surprisingly given who we are, they directed their comments to management consultants. All should be interested as the ability of RPA to help consulting organisations deliver digital transformation to their customers is becoming ubiquitous. This is not confined to large practices; niche consulting companies have superb domain knowledge, which will really help scale RPA when working with their SME clients.

They pointed out that RPA as a Service, based on the cloud, offers smaller consulting companies the opportunity to provide variable pricing models to their customers; reducing risk and cost and enabling them to grow their own businesses faster and more effectively.

If you're new to this, the value of RPA implementation partners, like T-Impact, cannot be over-stated. The lessons that they have learned will shorten the time to value for both management consulting firms and their clients.

Likewise, if you want to get your own robot, head over to UiPath's web site at <https://www.uipath.com/start-trial> where you can get a community edition robot for free.

Our Showcases culminate with discussion groups which allow all to debate the topics under discussion. What did we take away? A determination to seriously consider using RPA for our clients and – if possible – in the work of the Centre itself.

We'll let you know how we get on!

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