

The Secret to Selecting your Perfect RPA Vendor

The right RPA vendor ensures value and successful automation ROI.

Every RPA vendor knows that it's a good time to work with bots. With the power of AI and technology, we bid goodbye to paper-heavy processes that take away precious time for innovative and productive tasks (and hopefully save some trees on the way). Robotic process automation (RPA) eliminates human-intensive, error-prone processes in your operations and replaces them with trackable and scalable bots, saving you up to [50% of operation cost](#).

RPA is not just a buzzword. At a time when business leaders are in pressing need to leverage automation to thrive in the new reality, a low investment threshold and quick, tangible ROI makes RPA the [prime starting point for digital transformation](#). But to be able to unlock real value, you need to have the right partner. This value model will guide you through the process and ensure you select the right partner for your RPA projects.

Download: [Our Tips for Selecting the Perfect RP Vendor](#)

The RPA vendor that will deliver values instead of a vanity project needs a balance of three elements: a good product (the bot itself), a good process to deliver that product (the vendor), and relevance to the industry (the community).

The Product

Although RPA-powered processes are [highly transferable across industries](#), RPA software products must align with your existing architecture and legacy systems.

Key questions to discover product automation capability include:

- What type of product or service does a vendor supply? Is the RPA software specifically designed for your target function and adapted to your systems?
- What is the scale of automation that the product can deliver?
- What is the speed of delivery? Will the implementation process require significant time and effort?

The discovery process is essential in avoiding bottlenecks down the line. The right vendor for your RPA projects will have a concrete, proven discovery process that can identify your problem area, qualify the process fit for automation, yield tangible results, and tailor a targeted RPA solution instead of an umbrella one.

On top of that, you also want to pay attention to analytics and scalability. Strong analytics and reporting distinguish great RPA products from good ones. A robust reporting function brings you valuable data and actionable insights to continually audit, measure and fine-tune your RPA products to optimize your processes and bring in maximum returns. In turn, this ensures that the product can match your organization's long-term growth and quickly adapt to any process changes.

[Saisystems 5DS process](#) can help you cut through vanity projects and set a strong foundation for high-value automation. This is the critical first step in ensuring your RPA-led digital transformation is trackable and scalable.

The RPA Vendor

Optimizing and scaling your processes is never a once-and-done deal. You need an RPA partner who can deliver quick results and go with you the long way.

Companies with strong ethics and integrity will prioritize solution fit over profit and is more interested in nurturing a mutually beneficial relationship with you than making quick bucks. They grow as you grow, and they succeed when you succeed. A hands-on, high-touch implementation process and concierge-level customer service can tell you whether the vendor is ready to go with you all the way.

If ethics and integrity are sometimes hard to confirm over a short period, commitment to technological advancement is easier to spot. A leading RPA vendor will always look for innovations in their solutions, visible in frequent product updates, robust development plans and a concrete roadmap.

The Community

Finally, a strong RPA vendor does not stay within its bubble of experience – they engage and stay relevant with the industry. Leading RPA vendors connect closely with the community they serve to understand clients' pain points and expand their expertise accordingly. Look for vendors who keep up-to-date with industry news and trends, and is a consistent thought leader in the industry.

The community can help speed up your vendor selection process by providing reviews and recommendations. Check out the vendors' portfolio: their area of expertise, certifications, and the clients they serve can reveal whether they are the right fit for your RPA project. Client recognition is the strongest testaments to a vendor's capabilities and service.

Selecting the right vendor is only the first step in your RPA-led digital transformation but undoubtedly the most critical one that will determine 90% of your success. This three-point value model will cut through the overwhelming amount of information you receive from vendors and ground your selection process in real values, not vanity.

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