

Securing specialist RPA skills in a challenging market

FDM's client, a global law firm, was looking to develop a self-sustaining RPA capability and grow the RPA team.



Challenge:

FDM's client had successfully been using Robotics Process Automation (RPA) to manage tasks across departments including finance and billing, marketing, data compliance and HR. In 2019, they were looking to grow their RPA team.

Being based in Belfast they were faced with a very competitive hiring market for these skills and had difficulties finding people who were trained and skilled in RPA. The firm was looking to bring on local resources that could easily fit into the team but that wouldn't incur the high costs of contractors.

"We explored a number of avenues to find the right talent for our team. FDM's service was exactly what we were looking for - it was less expensive than other avenues but gave us the same service. It also had the added benefit of flexible contract terms which suited us".

RPA Lead

Solution:

FDM partnered with the law firm to support them with well-rounded RPA talent who could take elements of both Business Analysis and RPA Development in their roles.

FDM's consultants underwent an intensive 12-week training programme, tailored for the client, to ensure the team were fully conversant with the automation software being used in the firm.

The 12-week training programme covered the following:

- SQL
- Excel
- WebApps
- RPA and BPMN
- Data Extraction

There are many distinct responsibilities in RPA and each FDM consultant is an RPA specialist, accountable for the lifecycle of their projects. This goes beyond a traditional RPA role, as our consultants are responsible for data discovery, analysis, development, user acceptance testing and bringing the process into production. They also provide maintenance support post project to troubleshoot and fix any issues.

The FDM team also take on additional responsibilities outside of their expected RPA role, such as producing presentations for prospective internal RPA customers, initiating weekly tech talks in the RPA team to ensure continuous development, maintaining IT infrastructure, developing the client's operating model and contributing to the client's long-term plans of automating various processes across departments globally.



The overall training they received was great! We were very pleased with the curriculum. We interviewed a number of candidates through FDM and selected four consultants who we felt would be the best fit for our team.

We initially onboarded the FDM team for six months to assess their capabilities and we've been very pleased with the results. Their technical capability is strong and we found that they have really integrated with the team and wider organisation. They get involved in various activities and initiatives, not related to RPA, and in doing so they make our work more visible and available to a wider internal audience.

I've been very pleased with this partnership with FDM and have recommended others to use their services also.

RPA Lead



Benefits:



Financial: The RPA team have been able to achieve significant financial benefits, reducing the time it takes to do certain tasks and improving accuracy across the entire organisation.



Qualitative: The FDM team have made distinct improvements to the way the client builds their robots and made a tangible contribution to the development of best practice.



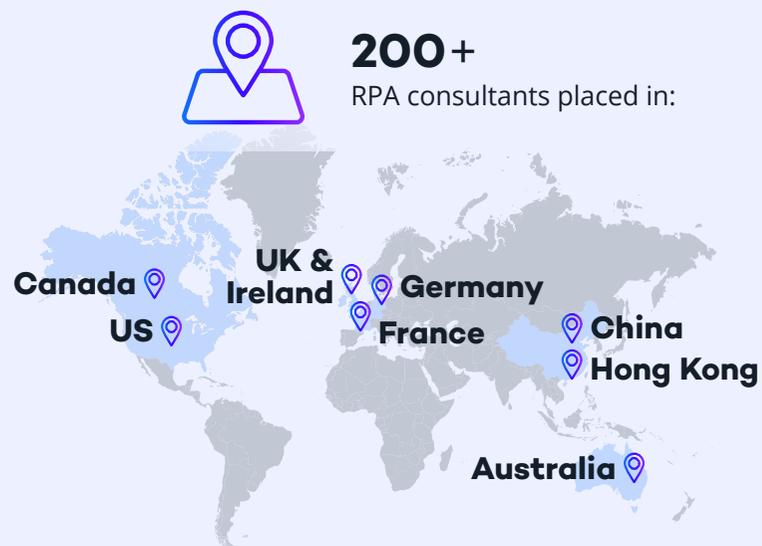
Scale at speed: The law firm has been able to save significant amounts of time and money in finding the skills they need. By using FDM, they were able to secure the exact skills they needed in just a few months as opposed to over a year if they had used traditional means to secure talent.



Future talent pipeline: The FDM team are a guaranteed resource for the client for a 24-month period. After this time, they may transition the team into permanent roles in-house, allowing for retention of knowledge and skills and longer-term planning.

Our work in RPA:

Over the last three years, FDM's RPA practice has grown significantly. We are now strategic partners with some of the biggest tool vendors such as UiPath and Automation Anywhere and work globally across various sectors.



We work across:



FDM consultants are working on RPA projects for:



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