



## Avanade Reduces Automation Build by ~50% with Blueprint while Decreasing Automation TCO and Increasing ROI

### Key Demographics

#### Industry

Global Professional Services

#### Employees

56,000

#### Customer Since

2021

#### Annual Revenue

\$2 Billion

### Results Achieved

#### ~50% Decrease

in Build Time

#### 20% Reduction

in Automation Total Cost of Ownership (TCO)

#### 30% Increase

in ROI

Avanade is a global professional services company that provides innovative digital and cloud services, business solutions, and design-led experiences delivered through the Microsoft platform. Founded as a joint venture between the Microsoft Corporation and Accenture LLP, Avanade specializes in IT consulting and services with AI, business analytics, cloud, application services, digital transformation, modern workplace, security services, technology, and managed services offerings.

A core part of Avanade's illustrious Managed Services offering is managing and executing an organization's business processes. Currently, Avanade builds, manages, optimizes, and modernizes a series of automations on behalf of their clients and oversees a collective portfolio of bots in the millions. Within this service and practice, Avanade assumes a client's business processes using the client's infrastructure, technology, resources, and network.

*"When we run and ingest automation estates through Blueprint, the analytics that come out for our internal teams is eye-opening."*


- Frank Catone, Global Intelligent Automation Director, Avanade

### The Challenges

#### Challenge #1 – Restrained Scale and Speed

*There was an inability to innovate and keep pace with the speed that business needed. Core business processes changed over time, and there was difficulty optimizing automations fast enough.*

One of the biggest challenges Avanade's Managed Services encountered included restrained scale and speed in managing their customers' automations. There was an inability to innovate and keep



pace with the speed that business needed. Core business processes changed frequently and it was difficult keeping automations optimized, innovative, and aligned with the changing business at the rate needed.

Like all organizations that have implemented automation, many of their digital workers were built on legacy technology. These automated processes were implemented on first-generation platforms at the time of implementation.

As a result, Avanade identified a real opportunity to convert existing automations to a newer generation RPA platform like Microsoft Power Automate, and convert micro-tactical automations to broader end-to-end process automations. This drastically reduces automation overhead instead of having 7 or 8 automations for one process in an outdated tool.


***“A lot of the automations we inherit were built 3, 4, 5, 6, even 7 years ago, whereas the latest release of the RPA platform is much further down the road and advanced. That’s if the objective is to simply upgrade to the latest version of the same vendor’s tool. But the vendors evolve differently and there are new entrants to the market with a new class of intelligent automation solutions offering much more robust and complete capabilities that significantly lower operational expenses.”***

Newer platform capabilities enabling more end-to-end automation but not having a clear, fast, and effective path to get there was only one part of the problem. Another part was the support that automation demands. As enterprise architecture changes, whether it’s an application upgrade or an application change – like something as simple as upgrading internet browsers from Internet Explorer to Microsoft Edge – any automations impacted by those changes needed to be retooled and sometimes re-trained. This can be simple for one automation, but the effort is staggering when you have compartmentalized automations on legacy technologies.

## **Challenge #2 – Legacy Automation Deficiencies**

***Because automations were built and deployed on early versions of RPA platforms, they were challenging to optimize and update, leading to a deficiency in delivery excellence.***

The other challenge Avanade was encountering was poor customer experiences due to legacy automation deficiencies. Again, because automations were built and deployed on early versions of RPA platforms, they were challenging to optimize and update, leading to a deficiency in delivery excellence. The PDDs (Process Design Document), the SMEs (Subject Matter Experts), and the people that created those automations were either non-existent, or the knowledge was inaccurate and outdated due to the natural evolution of the automated business process, turnover, etc. So the challenge was two-fold: understanding what the process did and if it should, in fact, be optimized or upgraded.



In modernizing automations for newer-generation RPA platforms or upgraded versions of the same vendor, developers would often discover that the automation shouldn't be carried forward and should instead be retired because the maintenance and support it required outweighed the value it was delivering. But, this discovery was only made after extensive effort and investigation had already been invested. A solution that provided this information and data upfront was needed.

***“Modernizing automations is complex because there are difficulties on both sides. There’s the tech difficulty on the platform side and the process difficulty on the other because an automation may have been built some time ago and things have changed.”***

With the growing interest of their clients and all ROI-laden benefits they identified with moving from legacy RPA tools to newer-generation platforms, Avanade needed a solution that facilitated automation re-platforming to modernize all the digital workforces they managed. They needed something that could add intelligence to business process change and ease the dependence on development.

***“There’s a lot of organizations out there with messy automation estates seeing underwhelming ROI. It’s a big reason why we’re seeing so many migration motions to optimize those estates on Microsoft Power Automate.”***

Essentially, Avanade’s Automation Factory team needed a solution for their automation teams that support millions of bots across numerous clients that are expensive, are missing the mark on ROI, and require real optimization and re-platforming to better intelligent automation platforms to deliver improved total cost of ownership and ROI.

## **Solution**

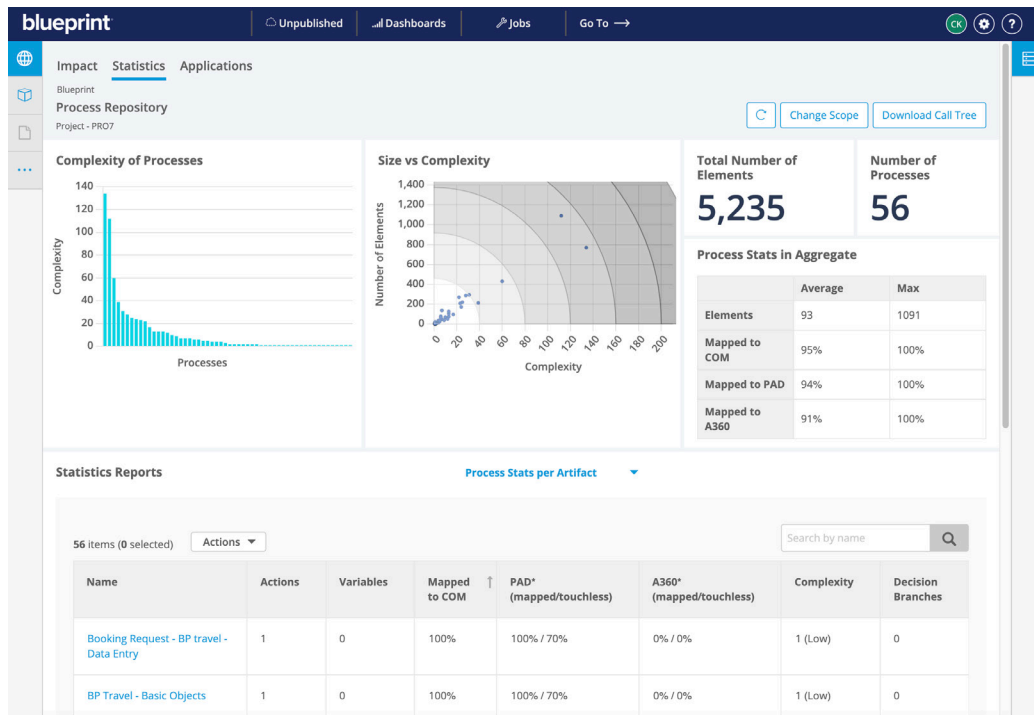
To enable scale and speed in modernizing their clients’ automation estates and optimizing the entire lifecycle of their automation portfolios, Avanade partnered with Blueprint.

Using Blueprint’s Automation Re-platforming capabilities, Avanade’s Automation Factory Team could ingest entire automation estates and understand an estate’s complexities, utilization, actions, and derive value from just a lift and shift motion. This is possible due to Blueprint’s Common Object Model, a vast library of commands, services, and actions that also enables the instant visualization of the portability of automation portfolios into other RPA tools.

***“We can grab a client’s existing automation estate, understand it, rationalize it, and get control of it in weeks versus months in manual tools with manual resources.”***

- Frank Catone, Global Intelligent Automation Director, Avanade

Blueprint's COM maps automation estates into the leading RPA vendors, so Avanade's Automation Factory Team can see how much of an estate can be re-platformed, how much effort is required, and understand what can happen at scale.



Frank Catone, Avanade's Global Intelligent Automation Director explains, "When re-platforming automated processes, we were able to move past spending a lot of time just looking for like to like and migrating that code manually. With Blueprint, we're able to clearly see if that process should even be carried over. Should it be retired? Should it be optimized? And if so, which parts? Does it make sense to migrate? We can now get this insight quickly and clearly with Blueprint."

As a benefit of their partnership, Avanade and Blueprint are now able to build comprehensive, fact-based business cases for automation modernization and re-platforming. Whether the client is interested in simply migrating digital workforces or optimizing them, Blueprint and Avanade can show them a path while tying it all back to business value through decreased licensing fees or taking advantage of more infrastructure extensibility.

**"Our partnership with Avanade enables organizations to completely modernize and optimize their automation estates seamlessly. It also helps them to realize the full potential of intelligent automation by moving to newer generation, best-in-class solutions like Power Automate to bridge their internal silos, support business priorities, and enable business and IT teams to shorten the time to value while increasing their returns."**

- Dan Shimmerman, Blueprint CEO

In terms of extensibility, there is no better example than Microsoft. Moving automation operations to Microsoft Power Automate has quickly become a major interest for many of Avanade's clients because of the reduction in TCO it presents. The reality is, an automation running in any other leading RPA vendor can be 30-80% cheaper in Microsoft Power Automate because of the reduced cost of licensing and accessible infrastructure that can support that automation. There are also benefits to be made on the design and deployment sides of automation. For example, Avanade can deploy automations 25% faster for their customers with Power Automate, which can open Excel with one click instead of having to code 10 actions to do the same in another RPA tool.

Blueprint also delivers value to Avanade's Automation Factory Team far beyond migration and re-platforming.

Digital Blueprints are used as a digital source of truth for the automations Avanade manages. The source material for the automations sitting in PDDs or in the head of an SME is no longer accurate or relevant because many automations might be 2-4 years old. When automation estates are ingested into Blueprint, Digital Blueprints are automatically created, providing one source of truth moving forward if changes are ever made or needed, radically lowering maintenance costs.

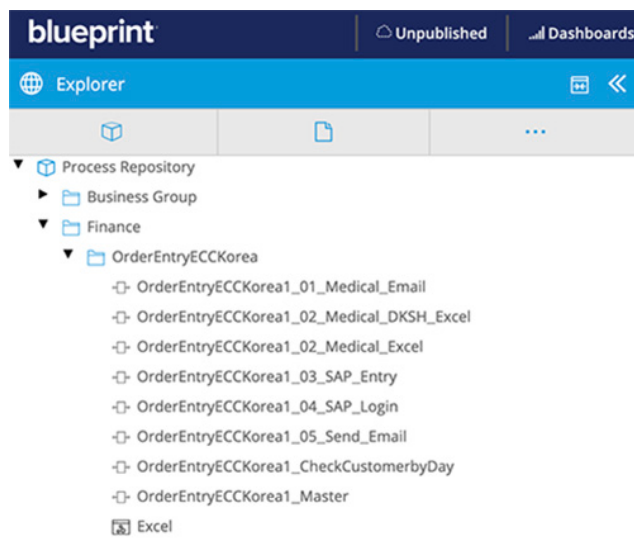
In the case where clients approach Avanade to optimize their automation estate, they're able to ingest that estate into Blueprint, digitize the entire estate, analyze it with the analytics Blueprint provides, and then make the optimizations fit to reduce costs and improve quality.


## Outcome

***"When migrating automation estates, there are a few pieces to the process: design, build, test, and deploy. The analytics Blueprint provides has allowed us to take out 40-60% of our build cycles, but with Blueprint's analytics, we're also able to accelerate and improve design, testing, and deployment."***

- Frank Catone, Global Intelligent Automation Director, Avanade

By using Blueprint, Avanade is able to easily flip entire automation accounts into Microsoft Power Automate and showcase to their clients all the intelligent, end-to-end automation that's unlocked, while lowering their own operational expenses.





# 40-60%

Blueprint enables Avanade to reduce the build effort by 40-60% and modernize automation estates at scale.

When migrating automation estates, the analytics Blueprint provides enables Avanade's Automation Factory Team to take out roughly 40-60% of their build effort and modernize automation estates at scale versus doing it manually. To put that into dollars, a simple automation to be re-platformed would cost roughly \$20,000. If an organization were to try that alone, the figure would be closer to \$30,000, but because of Avanade's expertise, they're able to bring it down to \$20K. By using Blueprint, Avanade is able to shave another ~50% off because of the acceleration and decreased effort from the build process and get that figure down to ~\$10,000.

There are two major clients they have been able to do this for:

# 27%

Reduction in Total Cost of Ownership

The first, a major Global Communications & High Tech Company. By leveraging Avanade's Legacy Automation Migration Factory and the Blueprint's re-platforming and automation analytics capabilities, they were able to migrate the client's existing automations over to Microsoft Power Automate and save Avanade's Operations Team 27% in TCO each year.

# 30%

Optimize automations 30% faster

The second is a Global Software Company. By using Blueprint, Avanade was able to migrate the client's existing automations over to Microsoft Power Automate which not only saved Avanade's Operations Team 20% in TCO each year, but it also enabled the team to optimize the automations 30% faster with Microsoft Power Automate and cut deployment time down by 30% resulting in increased ROI and client business impact.

## About Blueprint

Blueprint Software Systems helps organizations design, assess, and improve their automated processes to increase the value their digital workers deliver while reducing operating costs. Blueprint's platform ingests entire automation portfolios and delivers invaluable insight and analytics into those estates, indicating where there are redundancies, overly complex automations, and re-platforming opportunities to migrate entire digital workforces to new generation intelligent automation platforms at a fraction of the cost and quicker than any other option available.

Blueprint: Improve your processes. Improve your business.

For more information, visit [www.blueprintsys.com](http://www.blueprintsys.com).