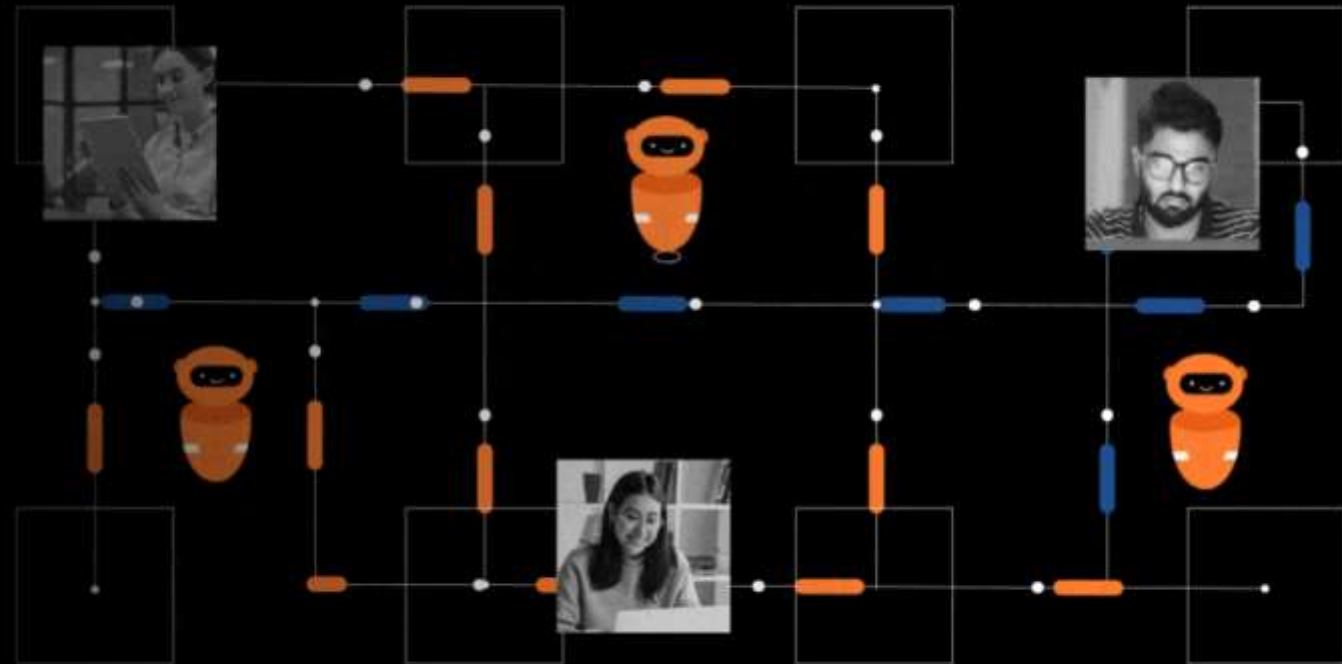
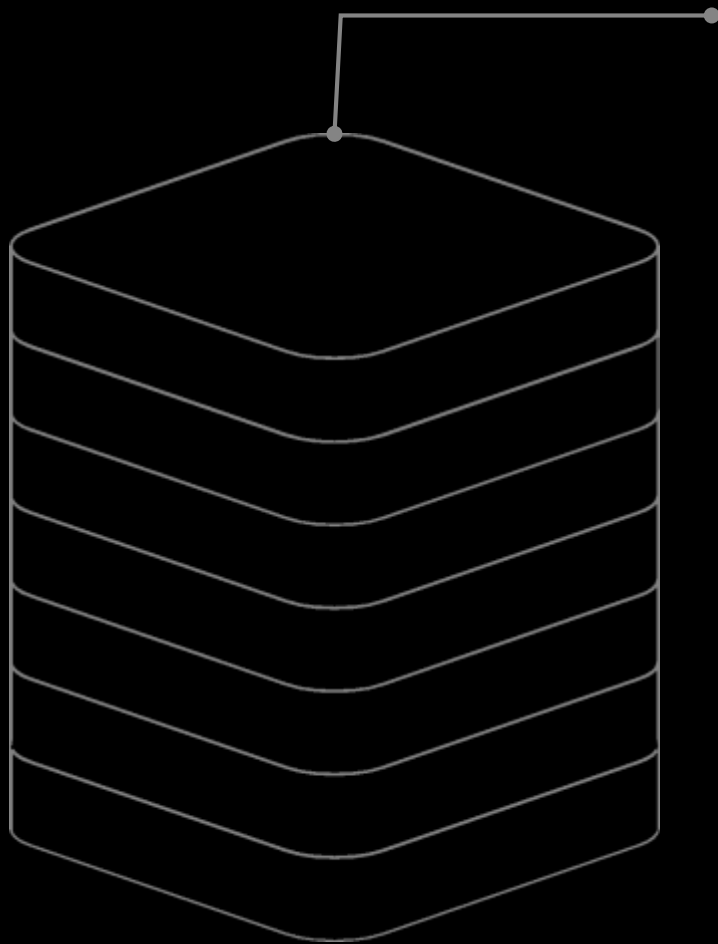
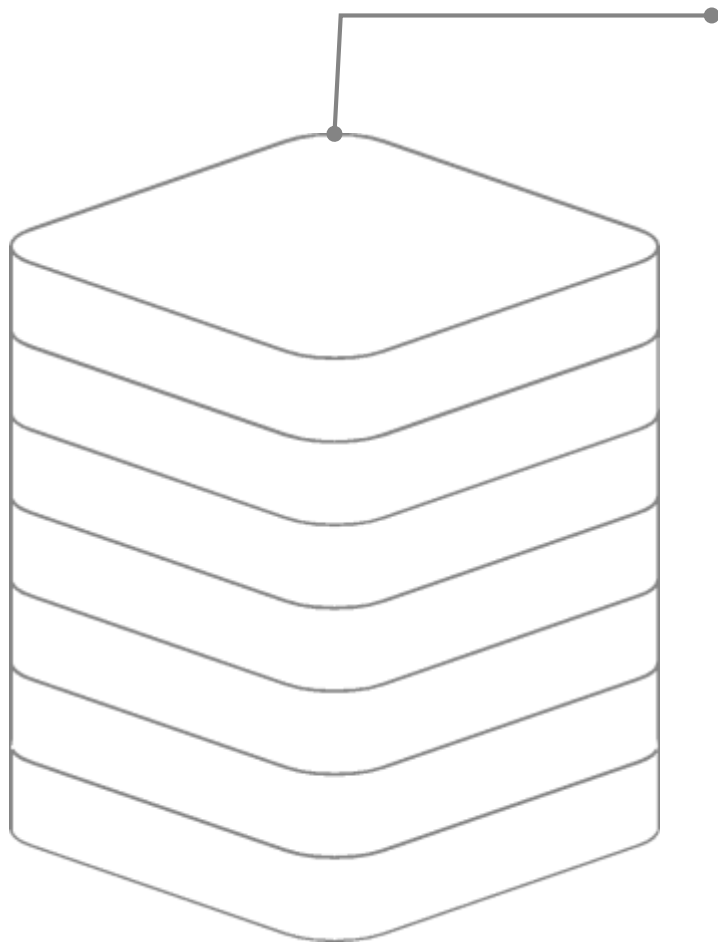


Seven steps to citizen development

Building an automation culture in your organization



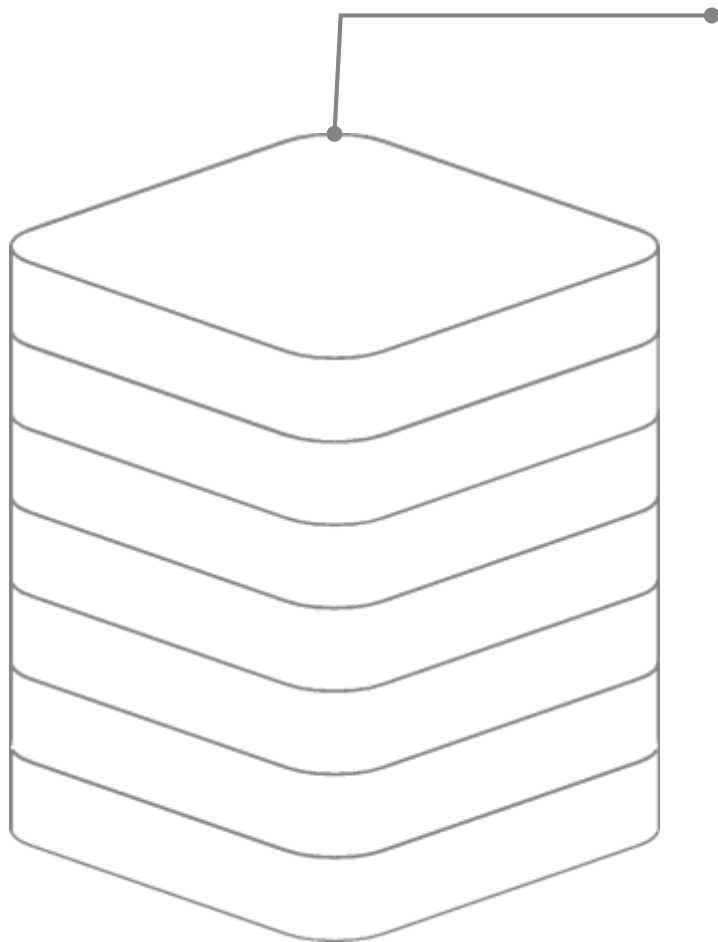


What stops rapid automation across organizations



50%

of RPA projects fail. They are often slow, centralized and target-led. ¹

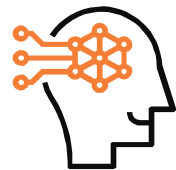


What stops rapid automation across organizations



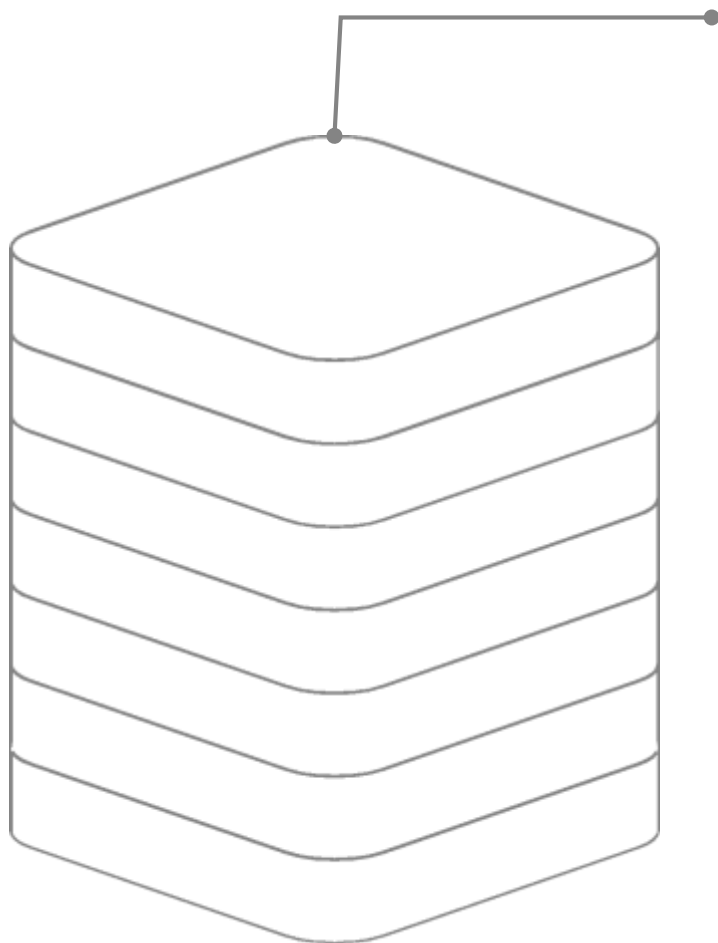
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91%

of office workers believe their employers should be more willing to invest in digital and technology skills training. ²

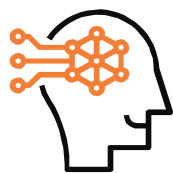


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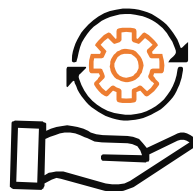
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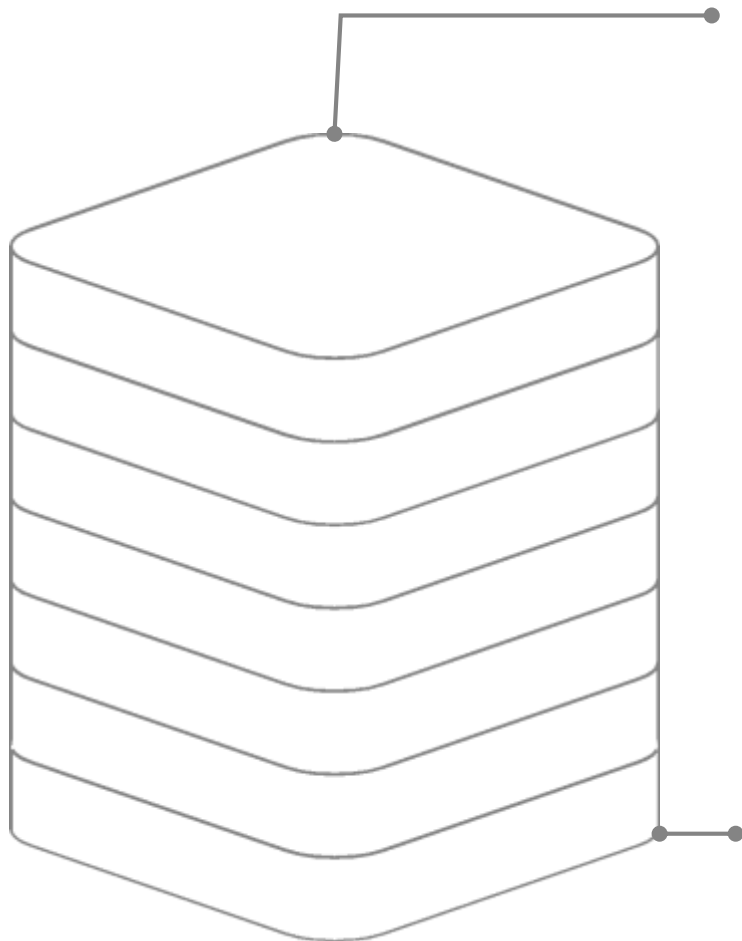
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Try citizen development

by training people to exponentially increase the reach & value of automation.



What stops rapid automation across organizations



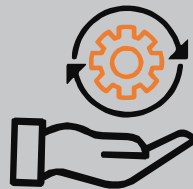
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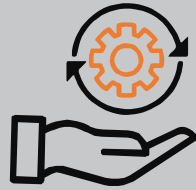
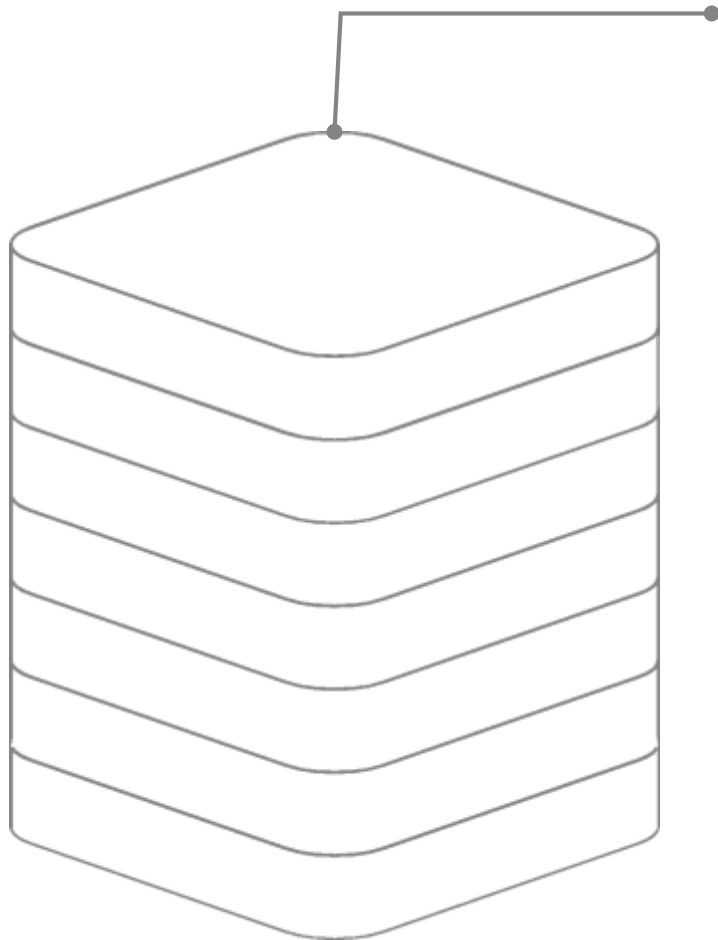
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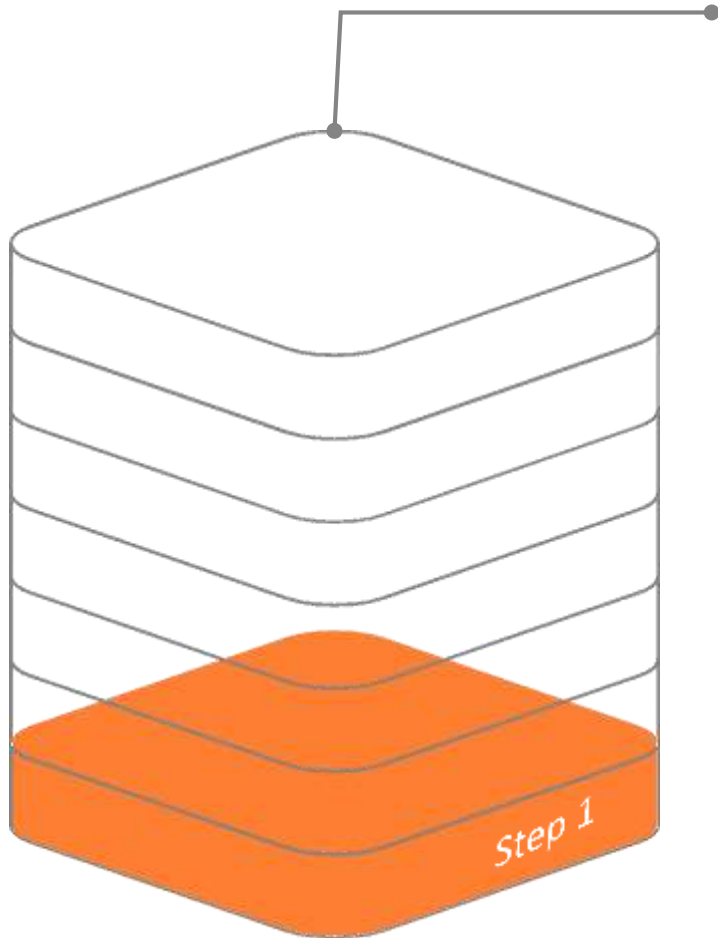


Our citizen development process

To find out what your employees are really capable of, follow our seven steps to successful citizen development

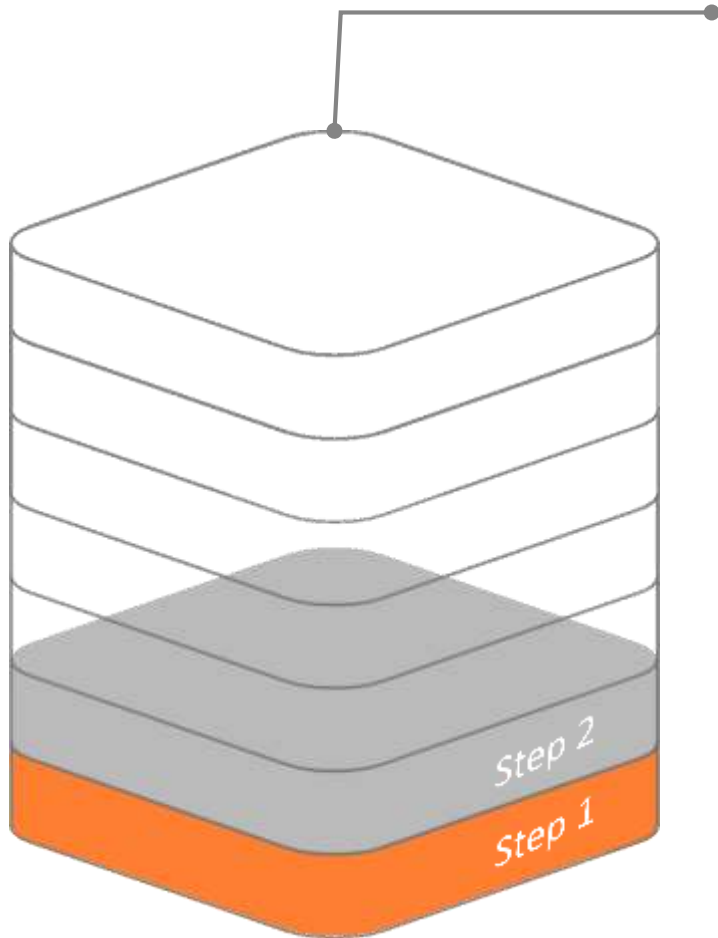
Step 1

Institutionalize standards to ensure quality, security and control



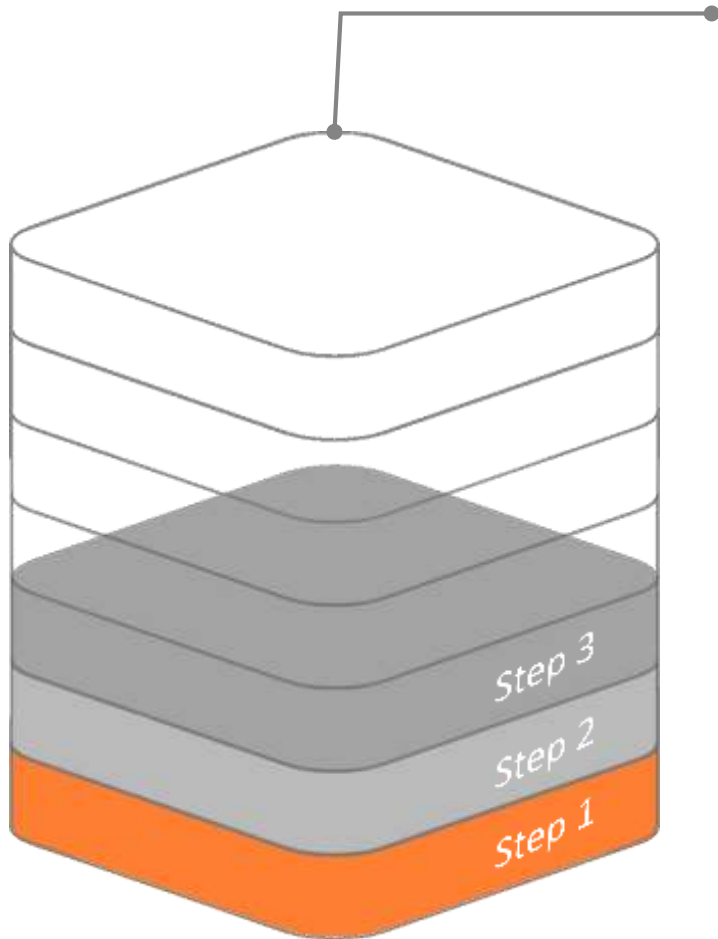
Step 2

Identifying the right business use cases that can be automated with potential return on investment



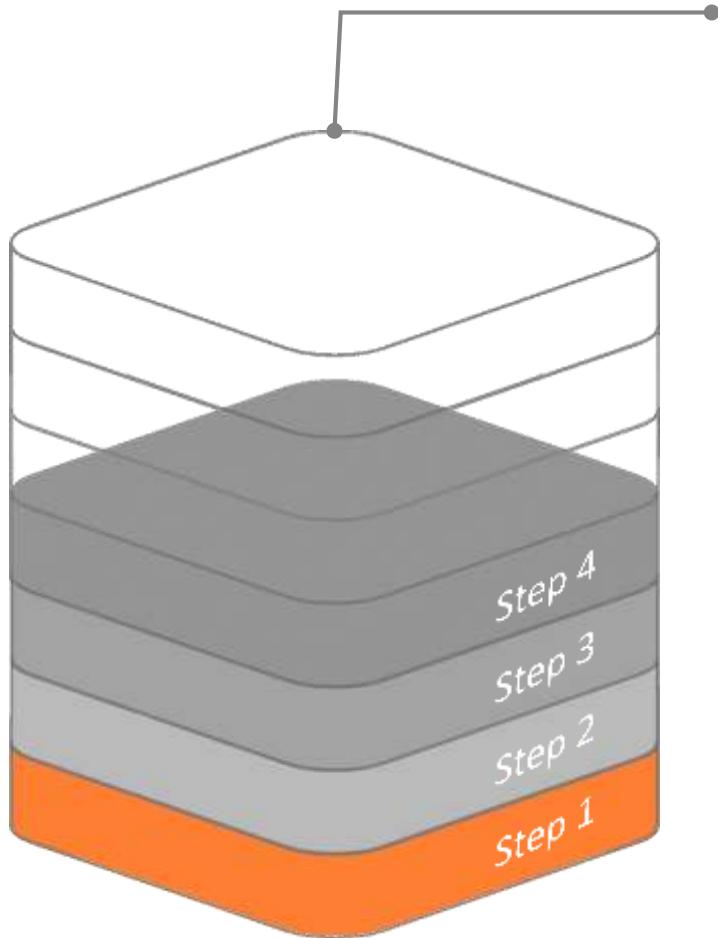
Step 3

Onboard citizen developers with training to develop an automation mindset through mentoring



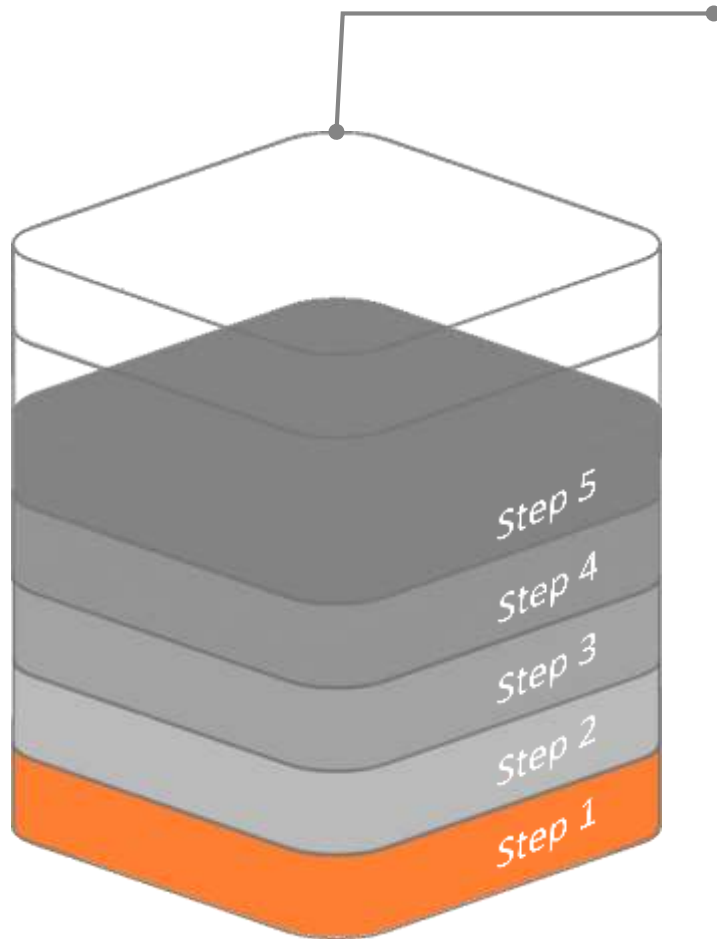
Step 4

Choose your citizen development no-code/low-code platform meeting the needs of both your end-users and your business



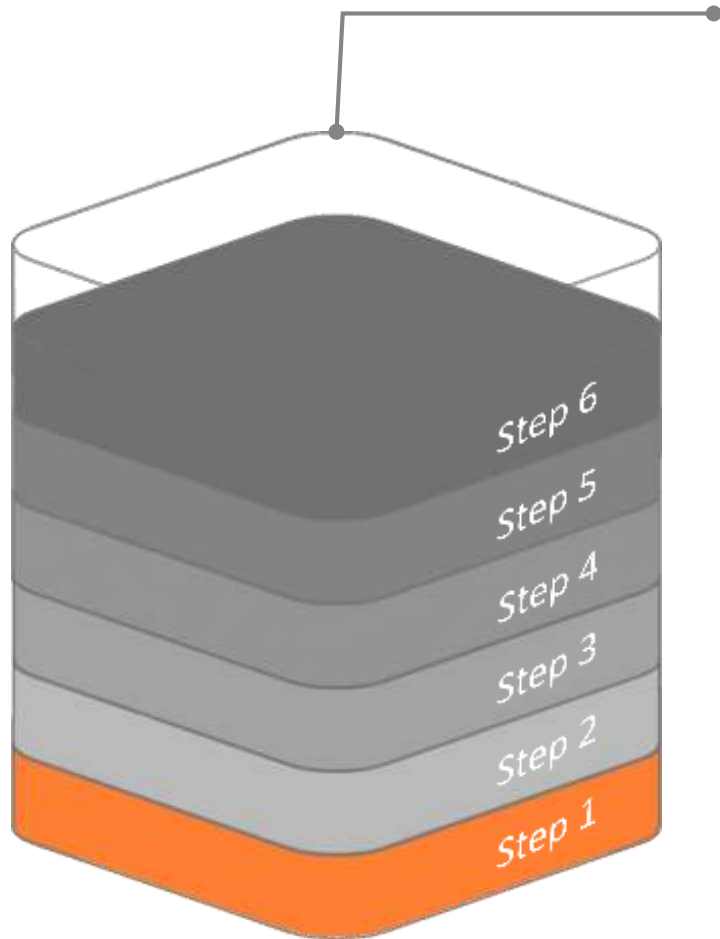
Step 5

Enable agile cross-functional teams for rapid prototyping and incremental delivery



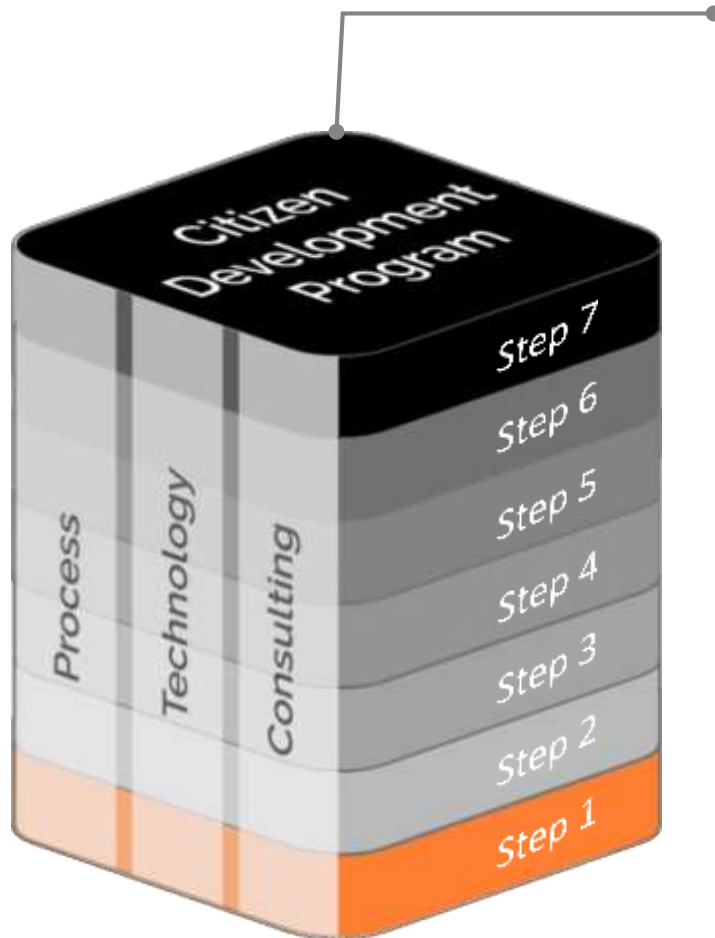
Step 6

Evaluate citizen-led automations for business impact and deployment across the organization



Step 7

Reward 'Power users' and watch them turn into program evangelists



True digital transformation happens when



Bots are useful not mothballed



People are given the power to make their own jobs more interesting



Employees focus on higher-value tasks – and on their customers



IT can focus on major enterprise projects and automation is scaled faster



Employees feel invested in and cared for and their morale gets a huge boost



The best bots can be shared across teams

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The best bots can be shared across teams



We tested **citizen development** across **two of our largest business units**. Within 4 months, citizen developers **developed** more than **100 bots**.



We achieved



We achieved

A horizontal line with a white circle at the end, indicating a progress or achievement level.

95%
hike in
efficiency

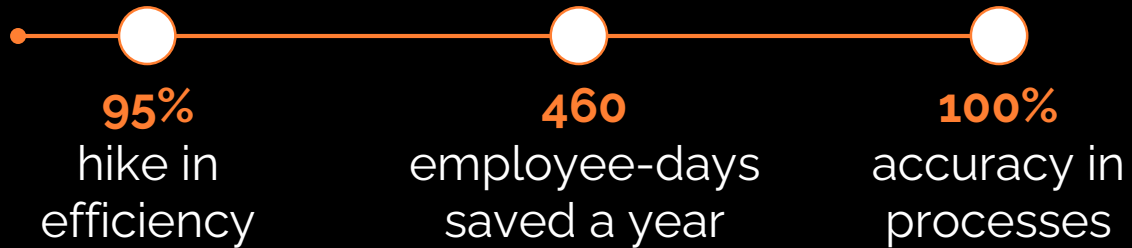


We achieved





We achieved



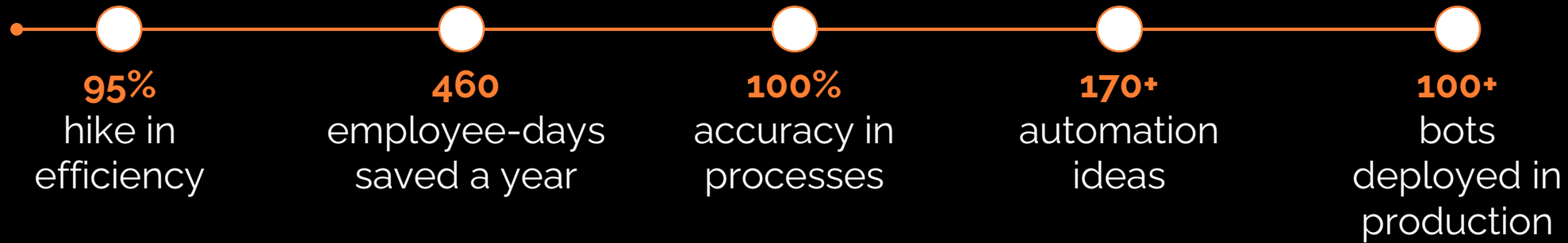


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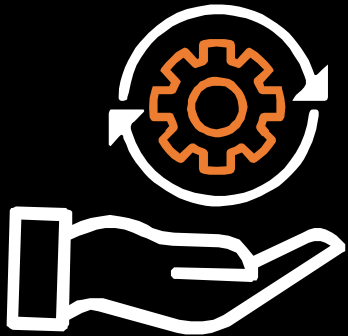


We achieved





Citizen Development Program



If you want to turbo-charge your digital transformation, scale automation, and discover what your people are truly capable of, check out the complete infographic here:

<https://www.firstsource.com/citizen-development-infographic/#citi-develop>

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