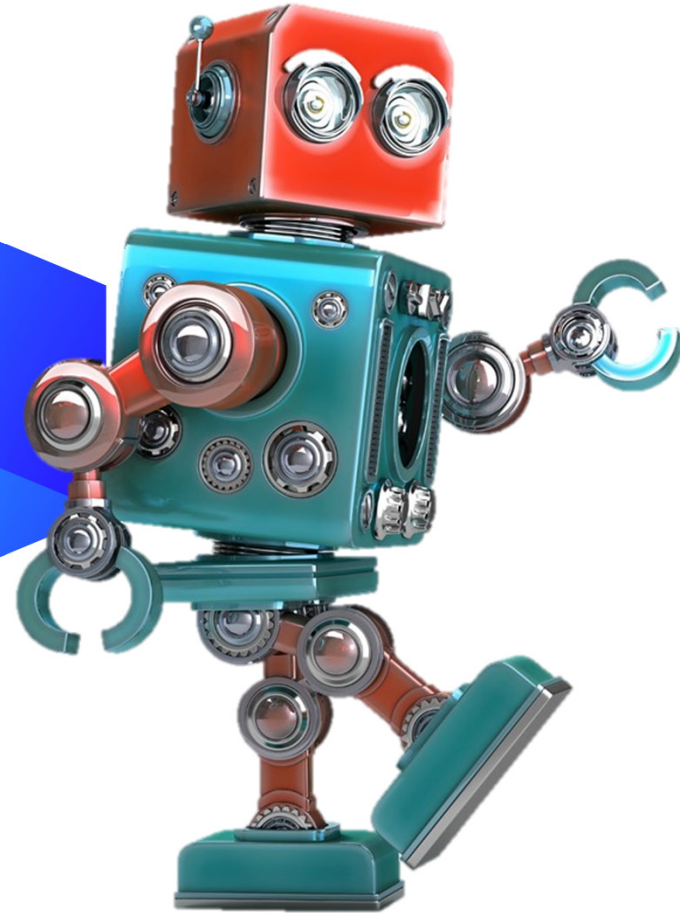




# INTELLIGENT AUTOMATION IS A JOURNEY

May 2018



strategy | consulting | digital | technology | operations

# DIGITAL DISRUPTION

has pushed 52% of fortune 500 out of business since 2000.

**85%**

of all **customer interactions** will be serviced with no humans in 2023.

**2023**

**Virtual assistants will take charge** of regular front-office jobs.

**2027**

The term “**opening hours**” will no longer be needed due to virtual workforce providing 24/7 service.

**89%**

Of people have **positive** or neutral **attitude** to virtual agents.

Firms that successfully **implement** artificial

**INTELLIGENT**

could **increase productivity and profitability** on

**CEB38%** until 2035.

**AI HAS CREATED THE SINGLE BIGGEST TECHNOLOGY REVOLUTION THE WORLD HAS EVER SEEN.**

**99%**

Insurance/banking clerks

**68%**

Accountant Controllers

**47%**

of current job positions will disappear by 2030

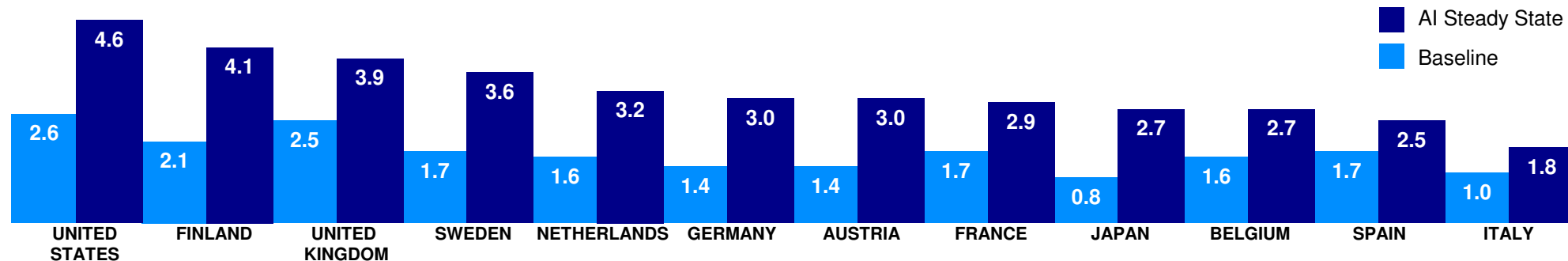
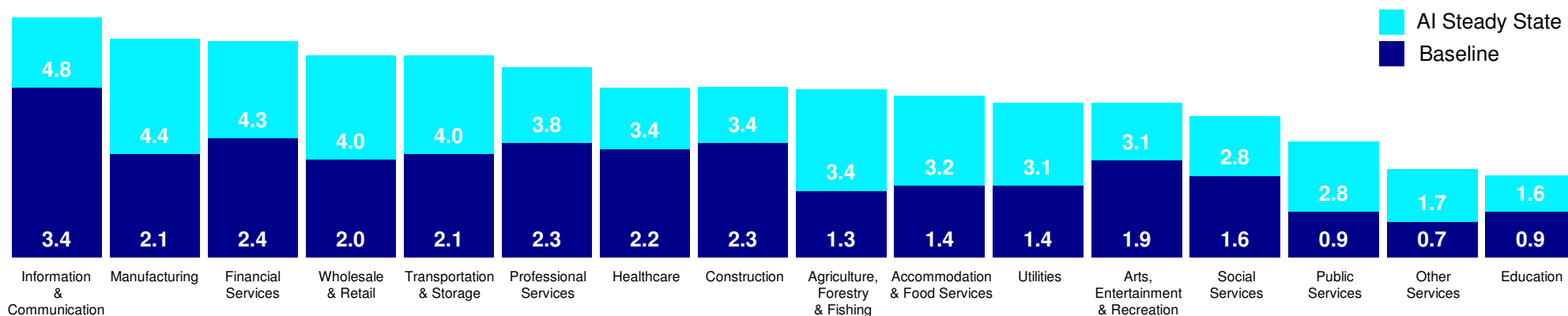
**94%**

Call center operators

## AI WILL BE EVEN MORE DISRUPTIVE

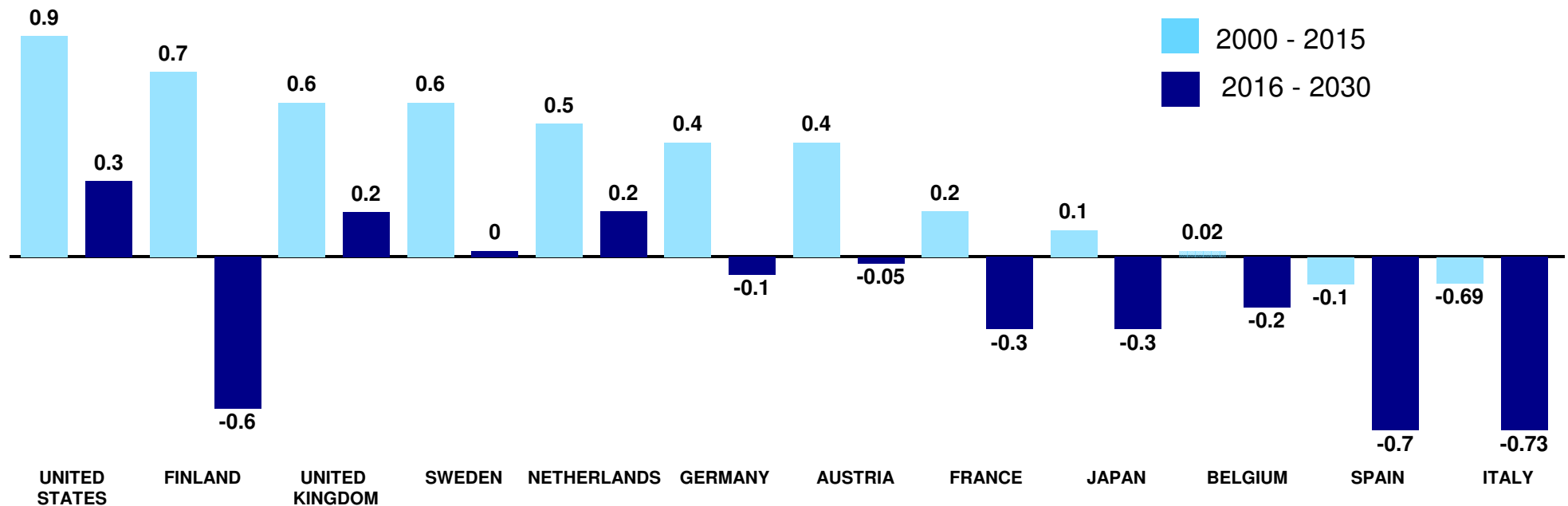
# AI PAVES THE WAY TO FASTER ECONOMIC GROWTH

Annual growth rates in 2035 of gross value added (a close approximation of GDP), where AI has been absorbed into the economy.



# HUMAN WORKFORCE DECREASES

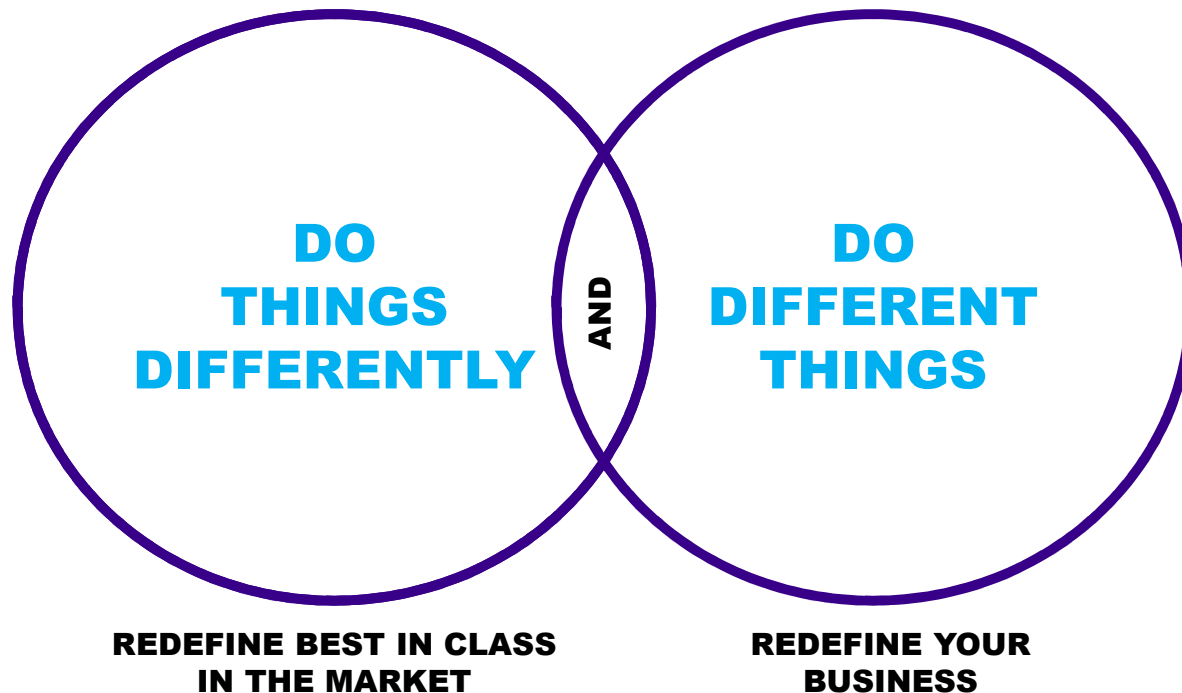
As populations age and birth rates slow, fewer people are available to pick up the slack in the workforce.



**Growth of working age population** (% , annual average growth over the period)

Source: Oxford Economics

# AI IS GOING TO IMPACT OUR BUSINESS. YOU NEED TO DECIDE HOW YOU WILL ADAPT...



## ... AND ITS TIME TO START WITH **INTELLIGENT AUTOMATION** NOW!

# INTELLIGENT AUTOMATION IS THE SMART COMBINATION OF RPA AND AI

## ROBOTIC PROCESS AUTOMATIO N

Use of software to 'mimic' the actions a human user would perform on a PC at scale to **automate business processes** that are highly **repetitive**, **rule-based** and use **structured data**

AUTOMATE

## INTELLIGENT AUTOMATION

Combination of Robotic Process Automation and Artificial Intelligence solutions to execute **complex processes** with **human-like judgement**






## ARTIFICIAL INTELLIGENC E

**Computer systems** able to **perform tasks** normally **requiring human intelligence**, such as decision-making, speech recognition, visual perception and translation between languages

SENSE, COMPREHEND,  
ACT, LEARN

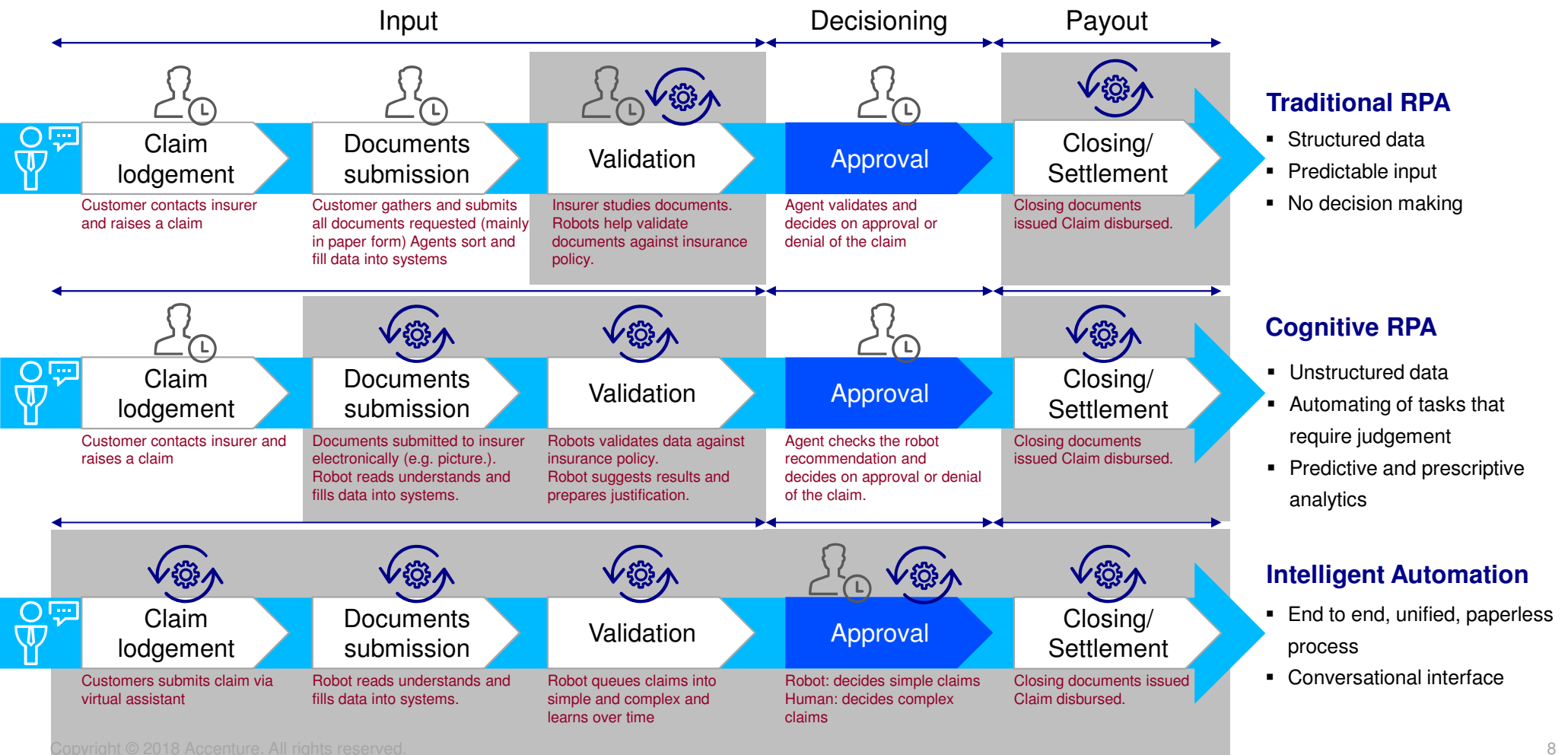


# INTELLIGENT AUTOMATION COMPONENTS

	TECHNOLOGY	PURPOSE
SENSE	<div>  <p><b>Text/language</b></p> <ul style="list-style-type: none"> <li>▪ Natural Language Processing</li> <li>▪ Text to speech</li> <li>▪ Language detection</li> <li>▪ Language translation\</li> </ul> </div> <div>  <p><b>Vision</b></p> <ul style="list-style-type: none"> <li>▪ Computer vision</li> <li>▪ Object recognition</li> <li>▪ Object tracking</li> <li>▪ Face recognition</li> <li>▪ OCR</li> <li>▪ Biometrics</li> </ul> </div> <div>  <p><b>Sound</b></p> <ul style="list-style-type: none"> <li>▪ Speech recognition</li> <li>▪ Speech To Text</li> <li>▪ Language detection</li> <li>▪ Tone analyzer</li> <li>▪ Sound recognition</li> <li>▪ Emotion detection</li> </ul> </div>	<p><b>Sense</b> Capture different kind of data from an environment via sensors.</p> <p><b>Communicate</b> Understand, generate, and analyze natural language.</p> <p><b>Perceive / Understand</b> Perform initial processing of sensory information to recognize objects and persons in images, words in sound.</p>
COMPREHEND	<div>  <p><b>Machine &amp; Deep learning, Advanced Analytics</b> Content Classification and understand</p> </div>	<p><b>Know</b> Framework for representing the knowledge. Know facts about the world, and be able to retrieve them.</p> <p><b>Reason</b> Given a knowledge base and rules of inference, draw logical conclusions to generate new facts and make predictions.</p> <p><b>Learn</b> Acquire new knowledge or abilities from examples or experience.</p>
ACT	<div>  <p><b>Robotic Process Automation</b></p> </div>	<p><b>Act and Execute</b> Manipulate actuators in an environment to take actions.</p> <p><b>Plan</b> Manage tasks, organize activities, utilize virtual workforce capacity.</p>

# JOURNEY TO COGNITIVE ENTERPRISE

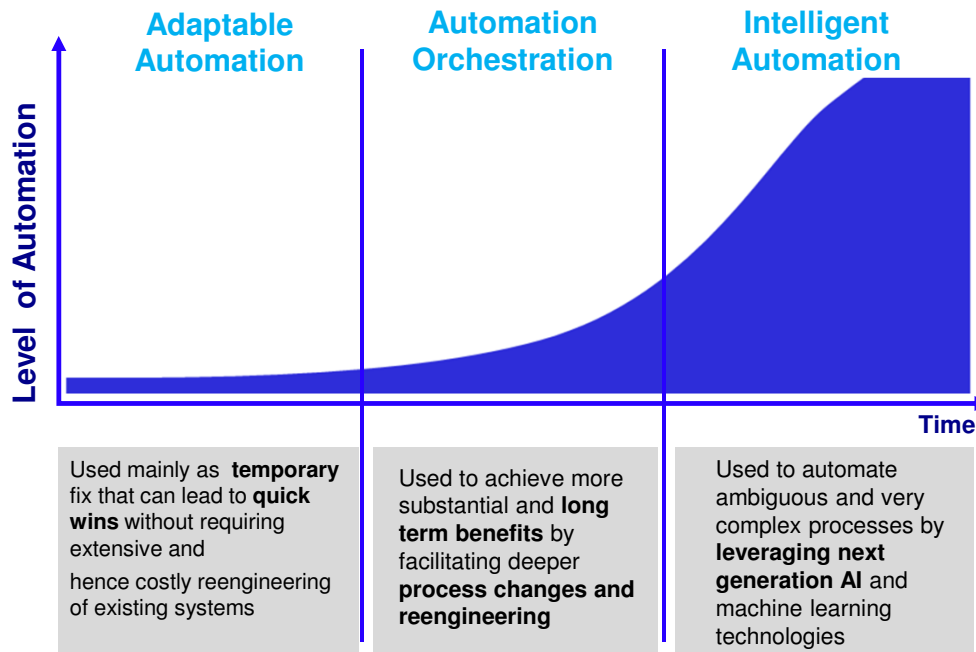
## Insurance claim processing example





# MAKING THE RIGHT START FOR EXPONENTIAL GROWTH

Intelligent Automation is a journey with exponential growth potential...



Intelligent Automation has the potential to **fundamentally change the way companies operate**. It is more than a technology trend: it is a new way to think about how business processes are designed, delivered, and managed.

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...if following ground rules are applied.



Take a holistic view

IA is a tool in a toolkit like lean-process maps or six-sigma methodologies. **Combine tools** to achieve better results.



IA is a journey

Positioning **automation as a way to transform** how things are done vs. doing the same things but using robots.



Too much focus on cost savings

**Focus on all benefits** i.e. auditability, business continuity mgmt., flexible workforce, customer experience **and new revenue stream**



Get the basics right

**Standardize, manage docs, digitize** to a) increase IA potential, b) accelerate IA implementation and c) reduce implementation and maintenance cost.



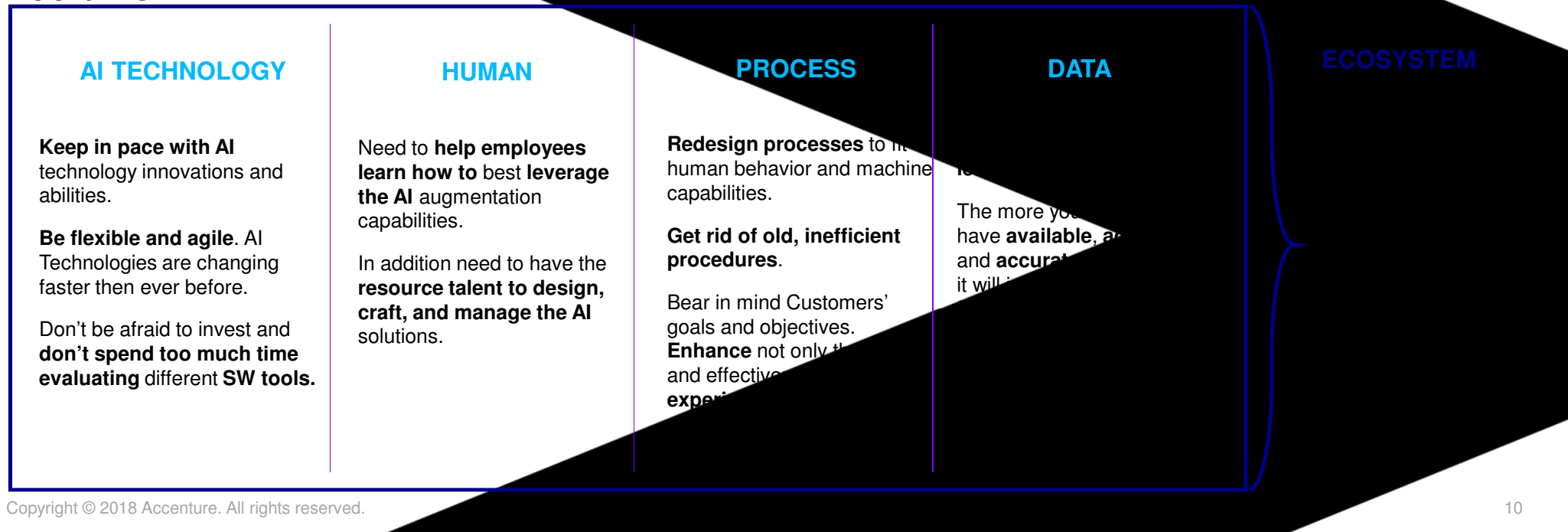
Treat it as a change program

It requires willingness of the corporate culture to rapidly **adopt new ways of working**, operate in a more agile way and fundamentally start to rethink about the concept of work itself.

# ACCELERATE AUTOMATION SUCCESS

$$\text{AUTOMATION BUSINESS VALUE} = \text{AI TECH} \times [\text{HUMAN} \times \text{PROCESS} \times \text{DATA}]$$

## Applying IA without transformation



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**Q&A**

# **INTELLIGENT AUTOMATION IS A JOURNEY**

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