


Automation Anywhere

Imagine Conference

New York

March 2018

The Myths, Truths and the Six “C”s of Automation

- RPA is a disruptive technology that is transforming operating models.
- Many organizations have already successfully performed automation POCs or Pilots.

- The next step is to scale
- At <XXX>, we have seen enterprises realize stronger results by adapting Practical RPA using six “C”s of automation:

400 – 800 million jobs
could be automated by
2030

- McKinsey

WHAT is Robotic Process Automation, WHERE can it be applied, and HOW do we start?

What is RPA?

Software that interacts with the presentation layer of applications, software, or website and, mimics work

Can extract, key-in, or validate data, make rules-based decisions, and transact across multiple applications

What can be automated?

Well defined processes without ambiguity

Involve high manual effort and high volumes

Rules based and repetitive

Process predictable structured data

What are the benefits?

No technology changes

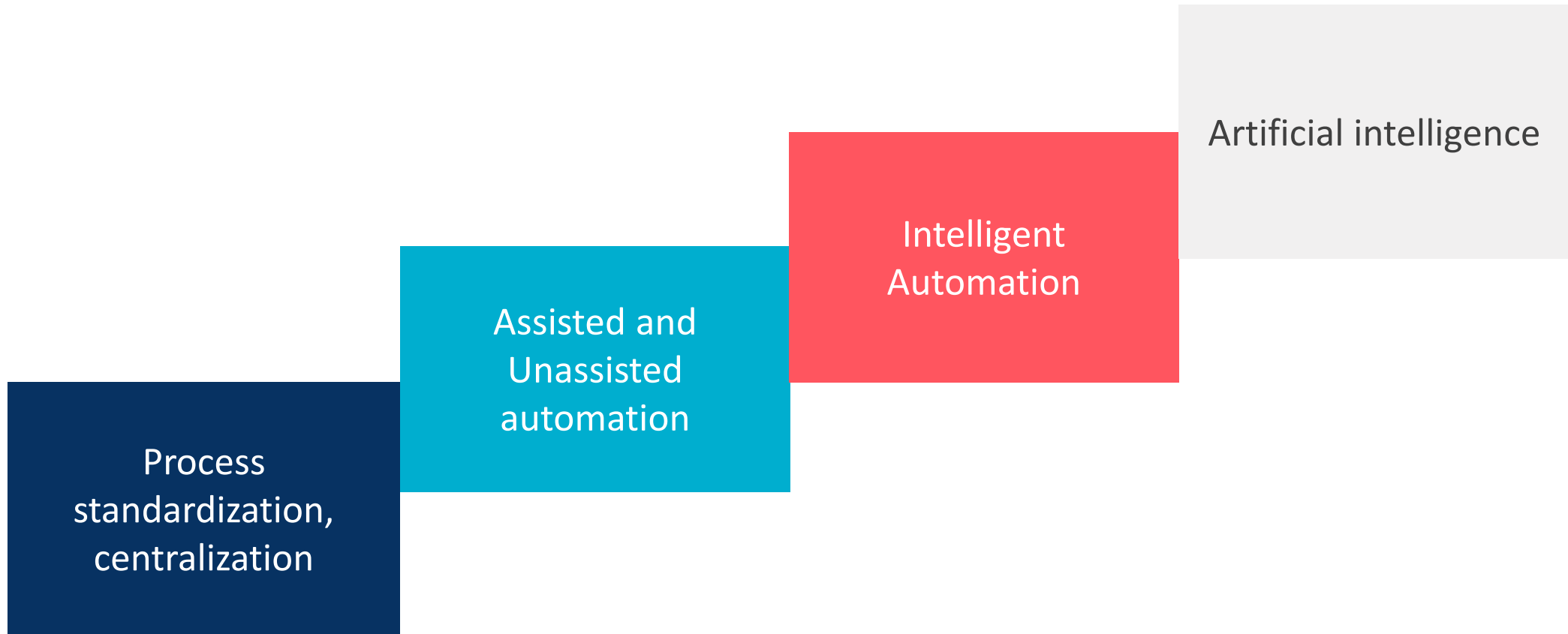
Non-intrusive

Relatively lower cost

Faster to deploy than classic automation

Faster, accurate, 24 x 7 and deliver high productivity

- RPA is part of an Intelligent Automation continuum



The Six C's of automation

Crossing the chasm

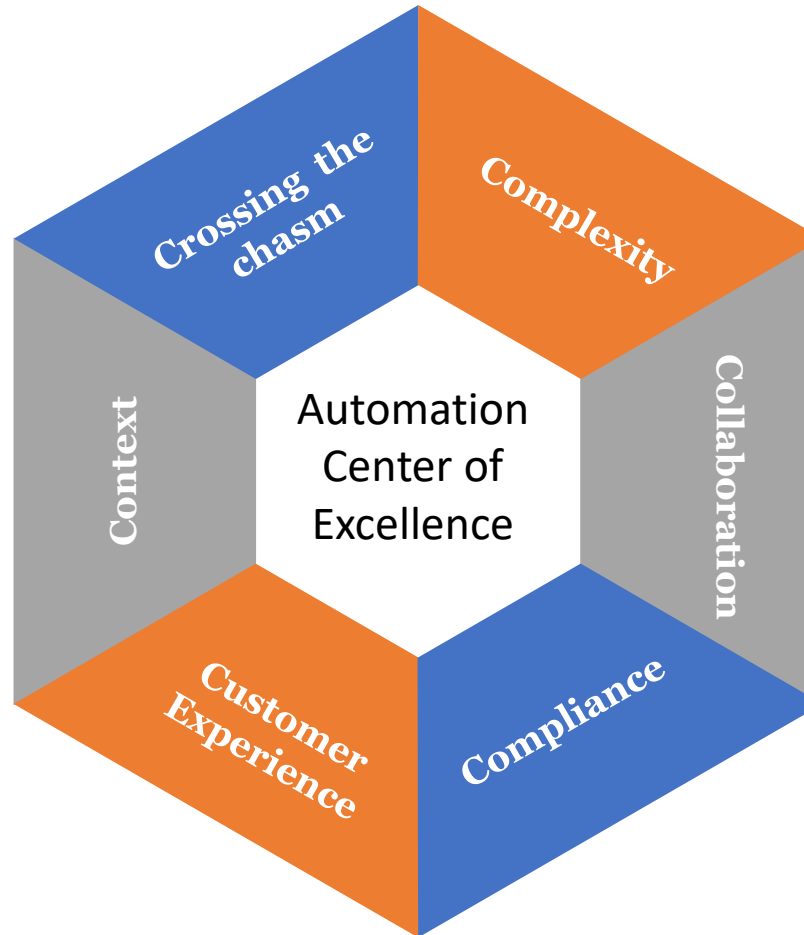
- **Good to Great**

Context

- **Horses for courses**

Customer Experience

- **User at the Center**



Complexity

- **End to End / Lowest hanging fruit?**

Collaboration

- **Culture and Team work**

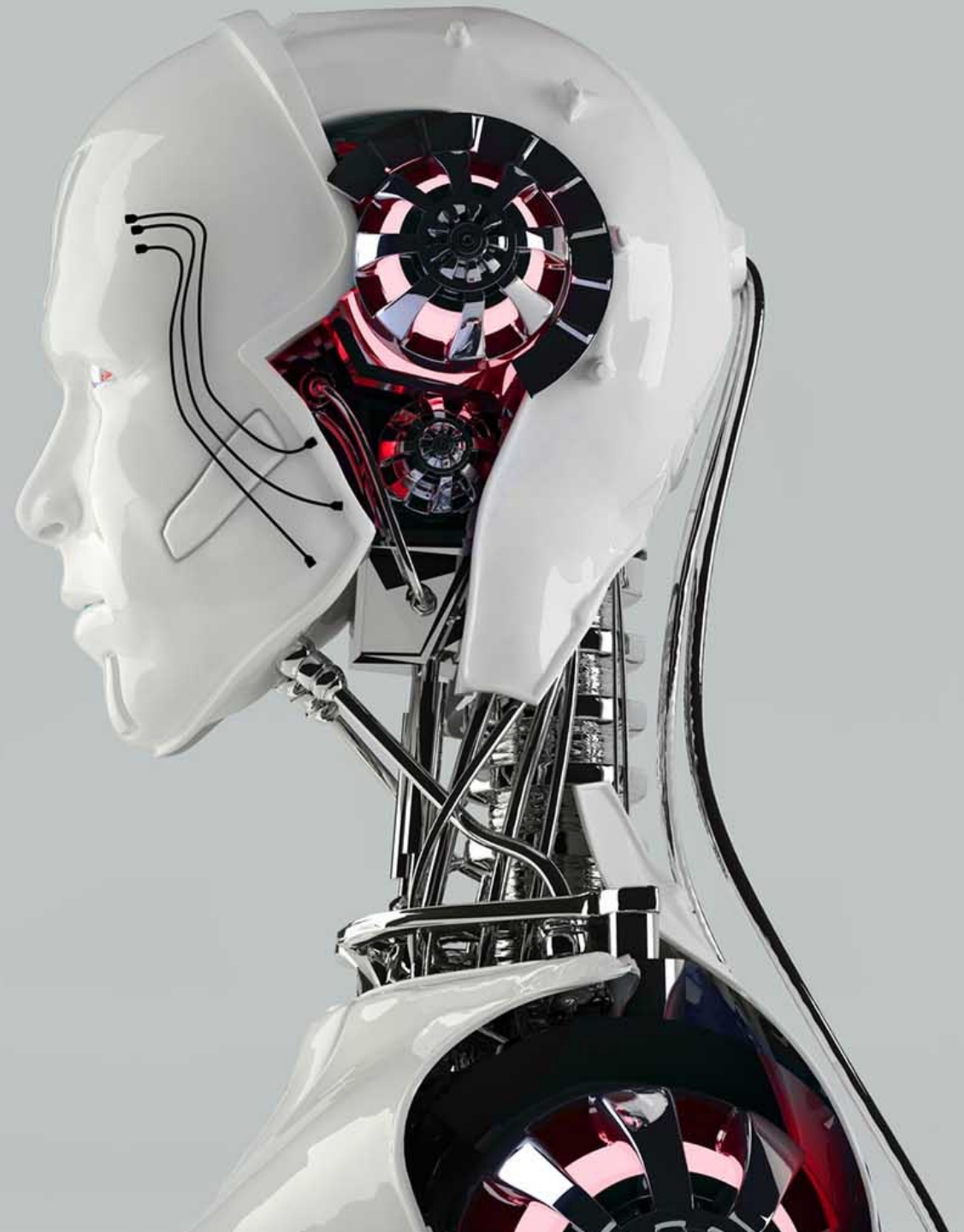
Compliance

- **Less Controls or More**

Is RPA a simple tool? Nothing new? Just like
Excel + Macros?

“I see no advantage in these new
clocks. They run no faster than
the ones made 100 years ago.”

– Henry Ford



RPA is a simple tool ... but RPA projects are complex

“Apparent Simplicity, Real Complexity”

WHAT

- Process selection
- Productivity
- Benefits
- Speed to Benefit

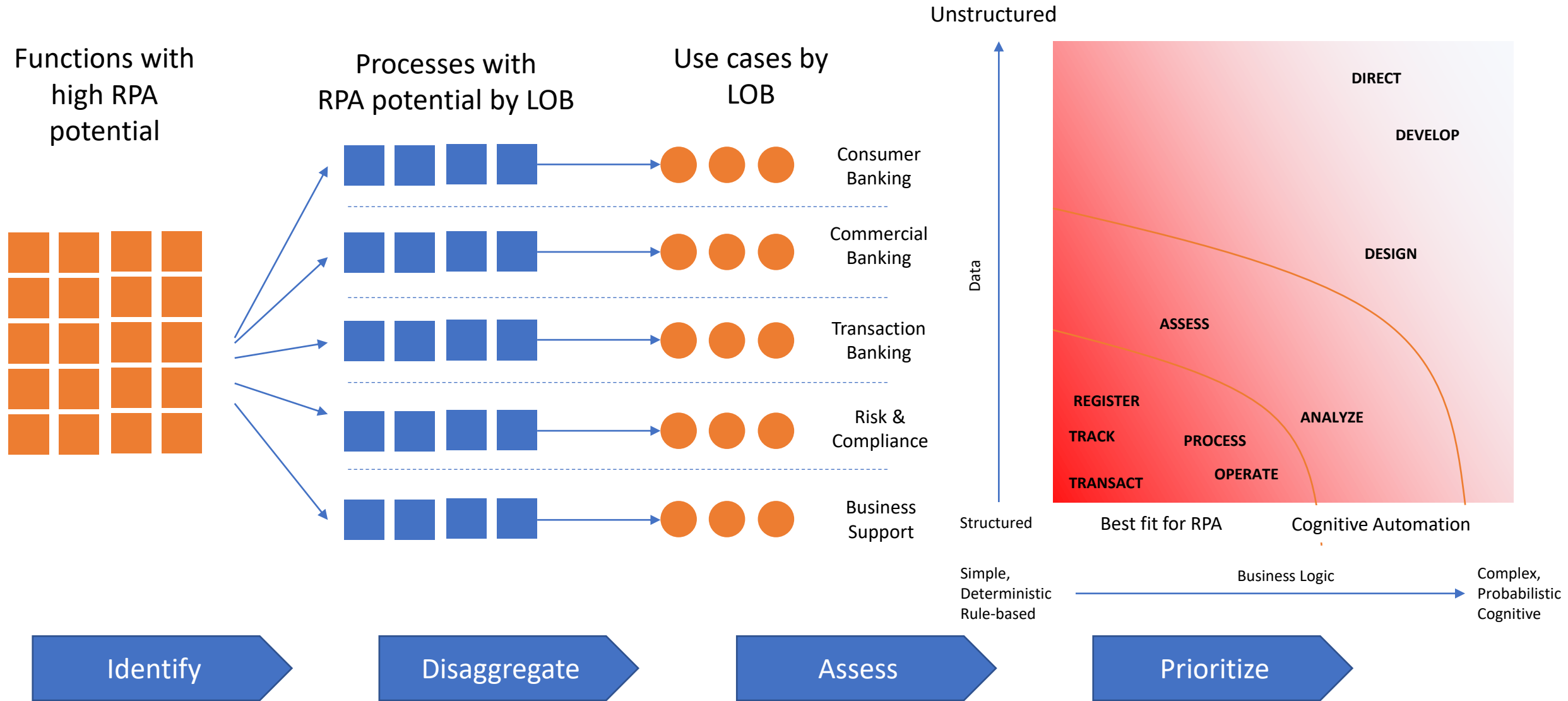
HOW

- Handling variances & exceptions
- Target state design

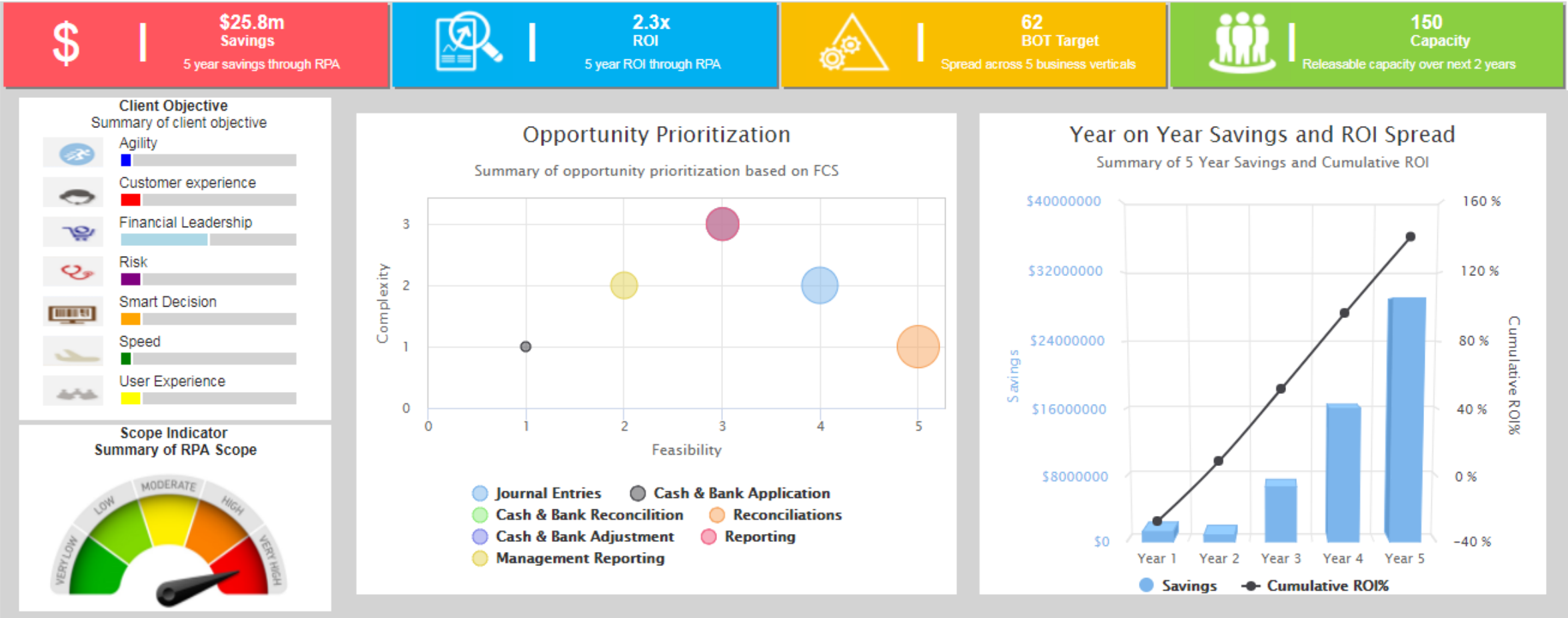
WORK OF THE FUTURE

- Tasks after automation
- New skills, roles & responsibilities
- Managing breaks & Knowledge

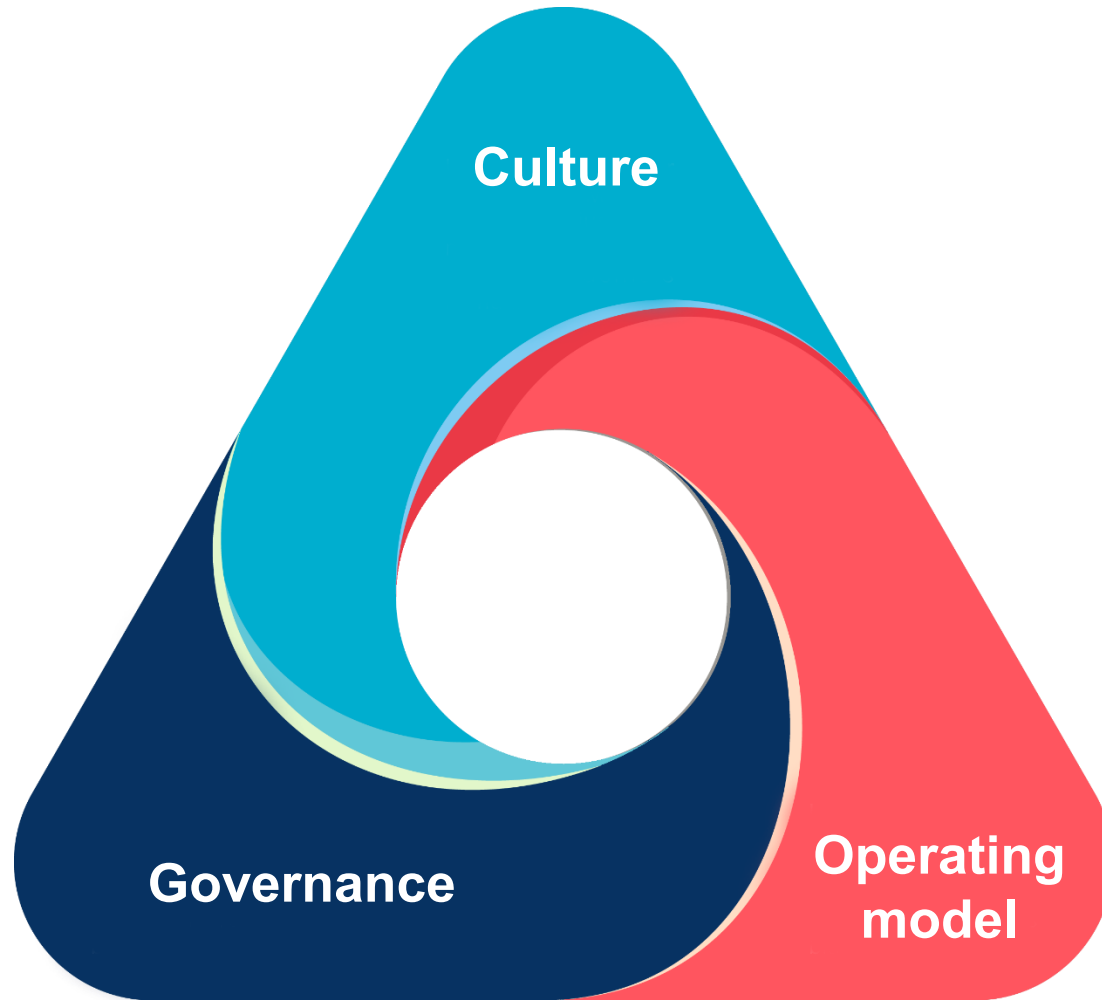
- A structured approach to prioritizing the best use cases,



Setting realistic ROI expectations,



... And driving automation through collaboration



“I want my process to deliver First Time Right”

Less scope for experimentation and learning

“I want high velocity in the delivery of BOTs”

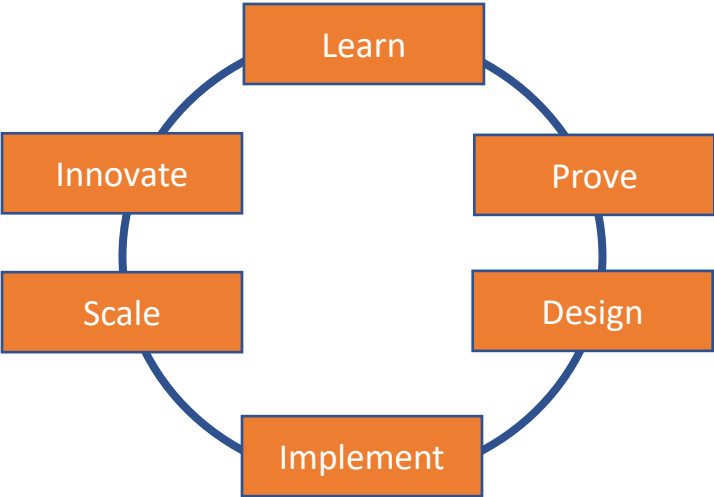
It takes time to develop organizational momentum before gaining velocity

“My BOTs did not show up to work today”

Digital workforce is harder to monitor and manage

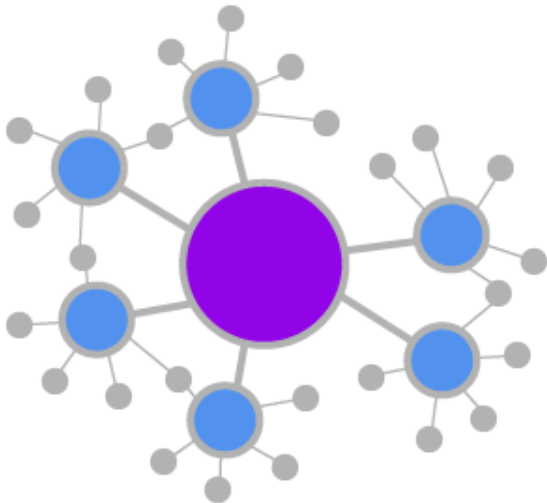
Successful collaboration models A large manufacturing client

1



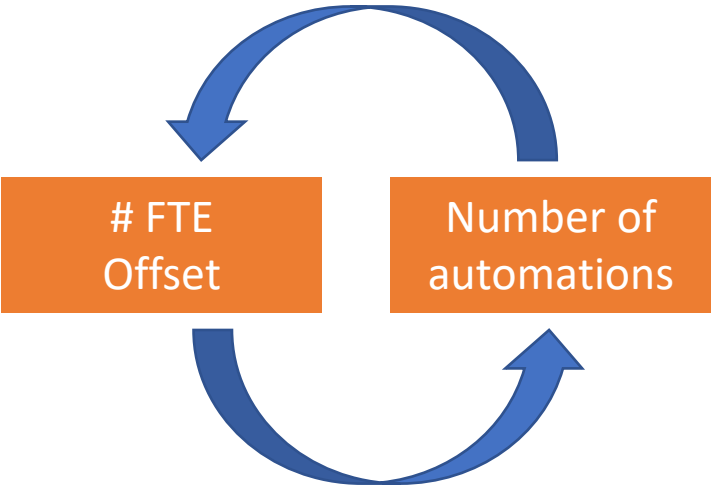
Technology adoption

2



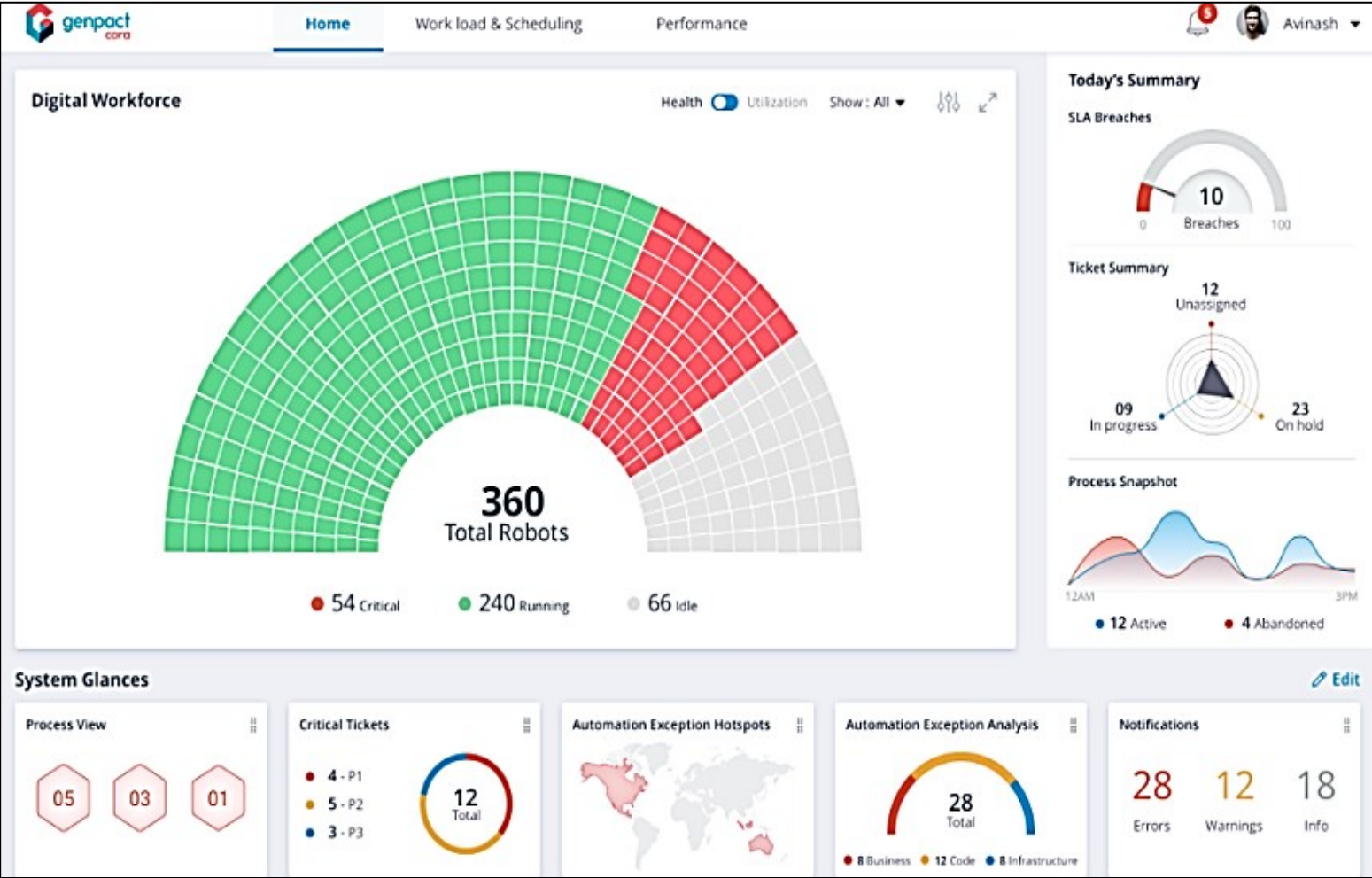
Multi-Hub and spoke model

3



Paradigm shift

Robust governance framework: A large CPG client



Automation Control Tower

Monitoring

Process tracking
Real-time reporting
SLA, KPI, Alerts & logging

Management

Upkeep, upgrades
Troubleshooting
Security
Self healing

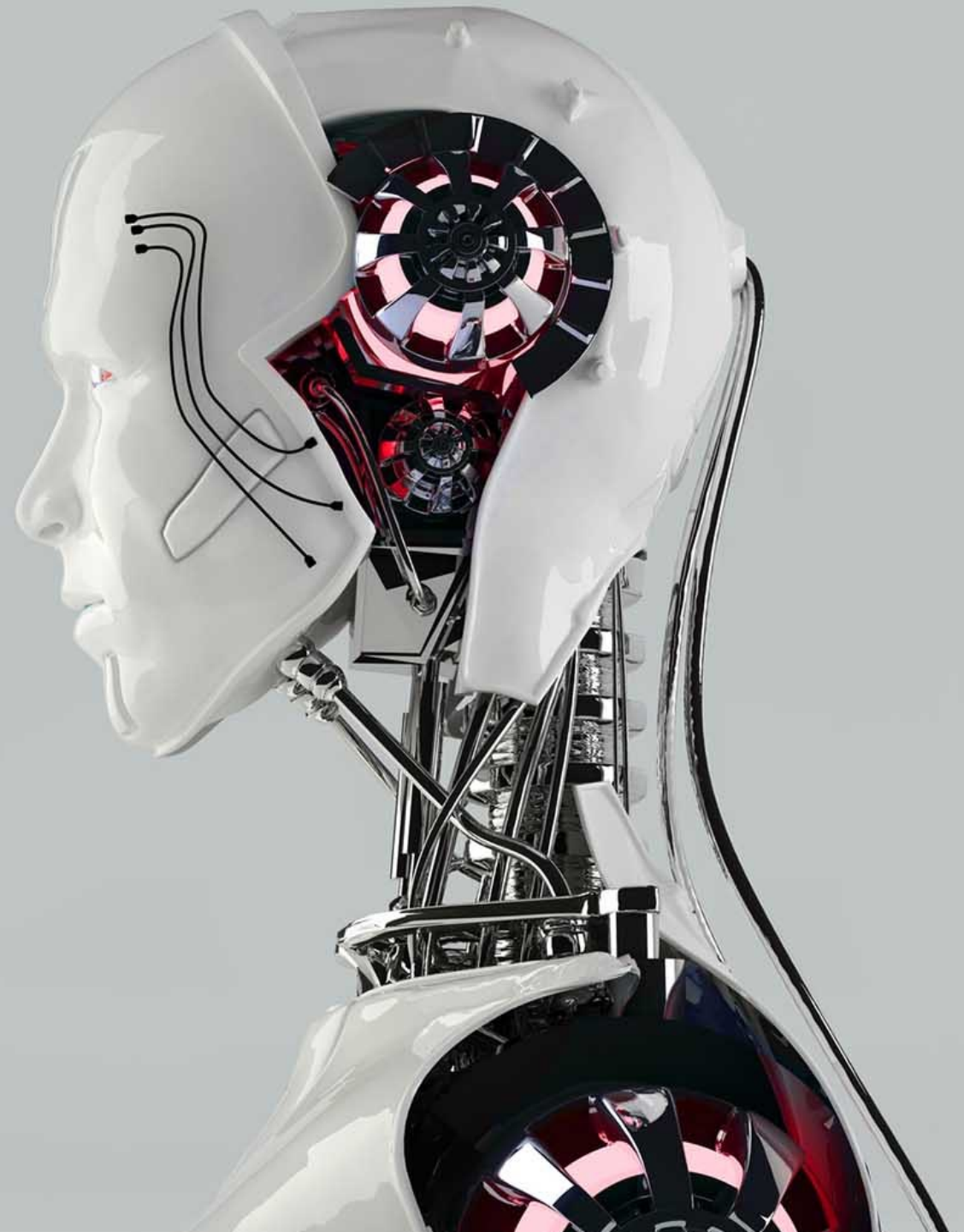
Visibility

Predictive Analytics
Proactive Maintenance
ROI calculators

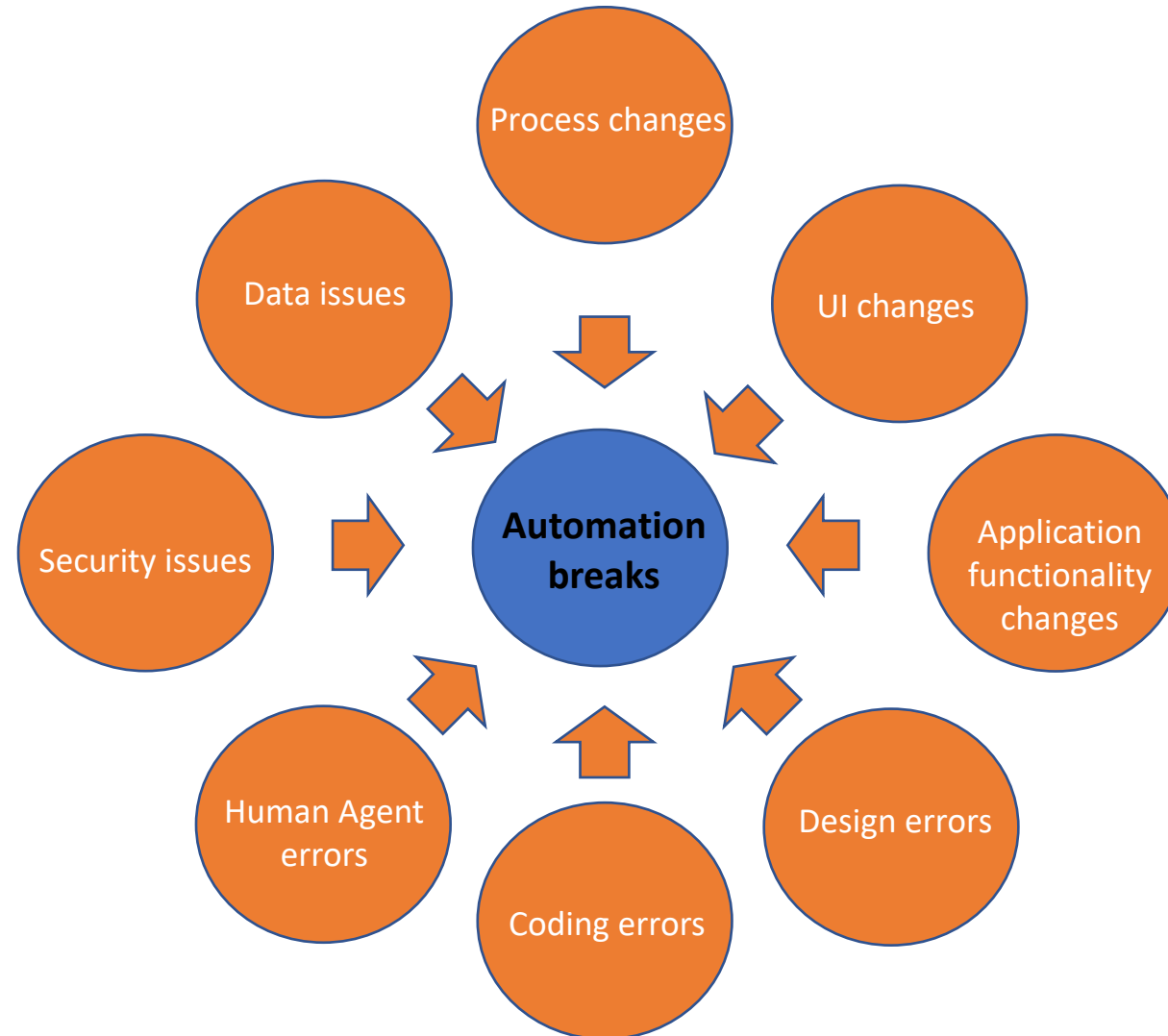
RPA improves accuracy of work

“If you automate a business process containing errors, Congrats, you are now the proud owner of an automated error generator.”

- Bill Gates



RPA improves accuracy ... but systems coupled through RPA can break down in new ways



Controls + Quality = Compliance

General RPA controls

- RDLC and change control
- Access related
- Audit logging
- Incident management
- Robot failover

Business process controls

- Data integrity
- Reconciliation control
- Transaction control
- Input/output control
- Error reporting/alerts

Security and Privacy controls

- Secure RPA configuration
- Secure SW enablement
- Data privacy controls
- Vulnerability management
- Data loss prevention
- Cyber incident response

BOT Life cycle controls

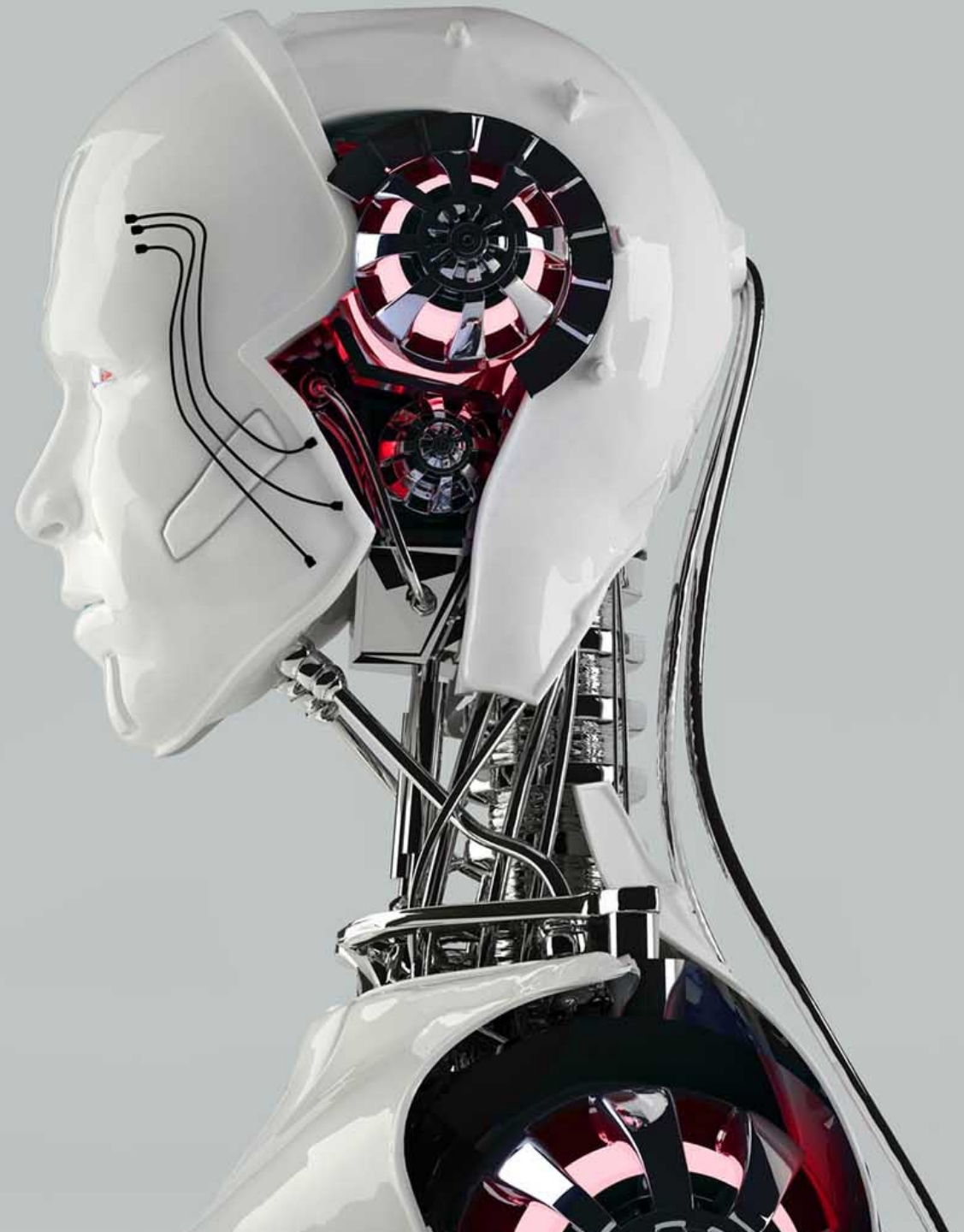
- Risk assessment
- Design reviews
- Pre-production checks
- Post-Go-Live checks
- On-going checks

Automation is a back-office initiative, not related to customer experience

“Press 44 if you are losing patience with our endless automated system.

Press 45 if you are feeling better now and wish to continue.

Press 46 if you are ...”



Customer experience doesn't break in the front end. Clients are exposed to your operations

Optimize operations

Make my operations efficient and compliant (“Back-to-Front”)

Interventions narrowly targeted to cost take out, neglect the impact on customer experience

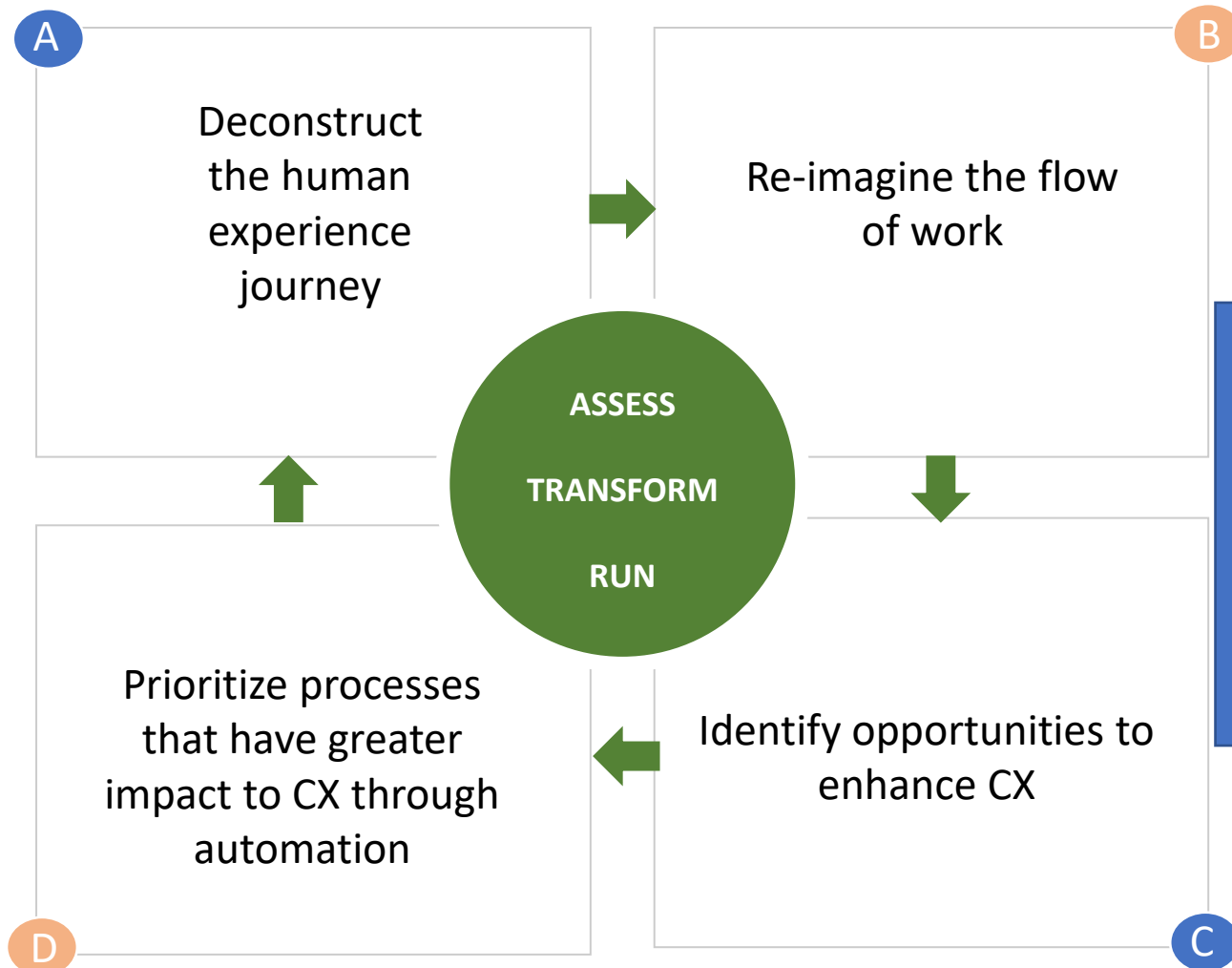
Create compelling journeys

Transform my customer experience (“Front-to-Back”)

Initiatives narrowly focused there fail to deliver impact because the root of problems is often elsewhere

Transform value proposition

Automation optimizes front office efforts and helps elevate customer experience



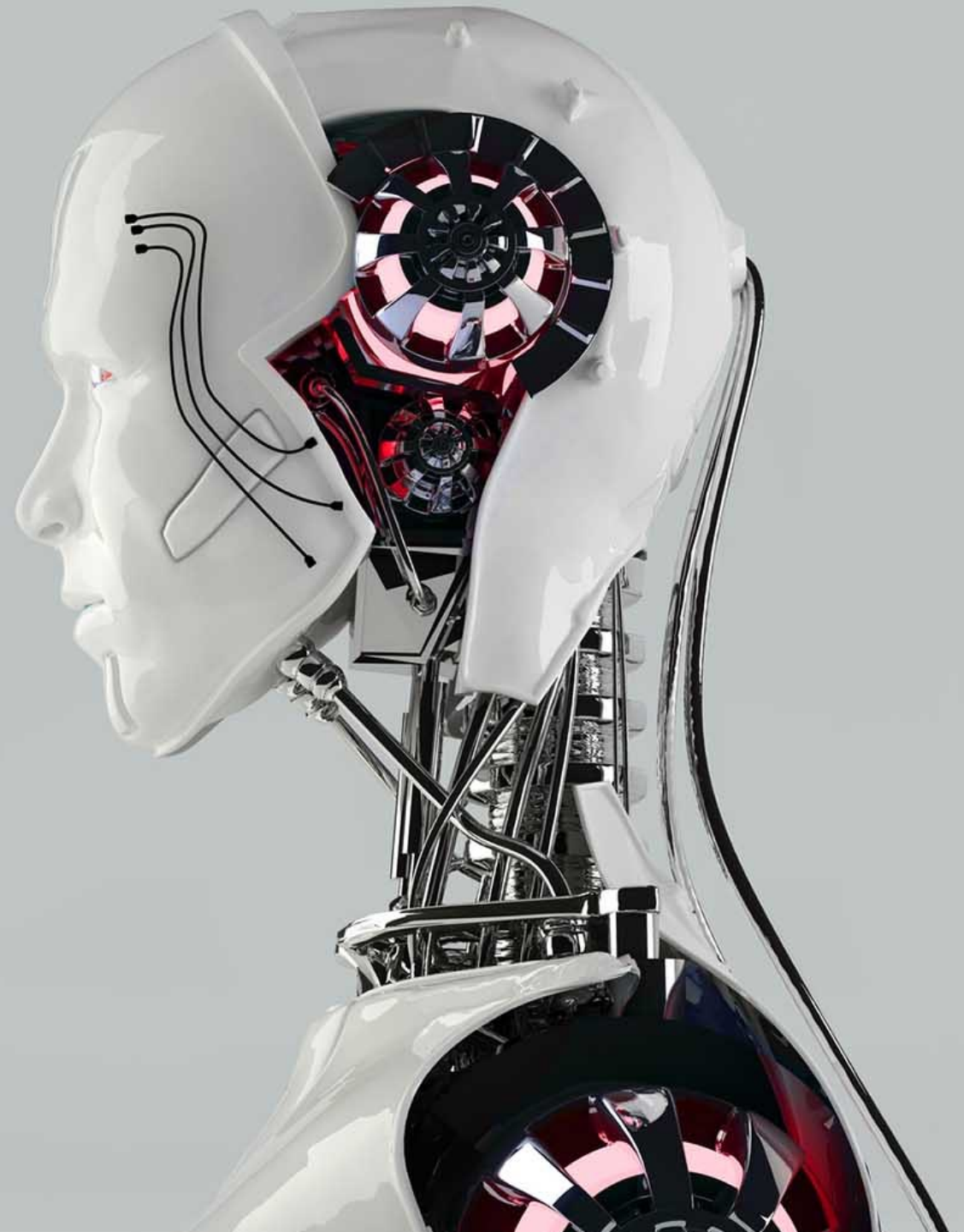
A medical devices company leverages Intelligent automation to achieve

- ✓ Reduction in registration time from 5 minutes to < 1 min
- ✓ Doubling of feedback capture
- ✓ 70% reduction in resolution time
- ✓ Easier monitoring of the new customer feedback process

More and better Data → Greater Accuracy →
Higher adoption of AI

You can't tell if a machine has gotten
smarter or if you've just lowered your
own standards of intelligence to such a
degree that the machine seems smart.

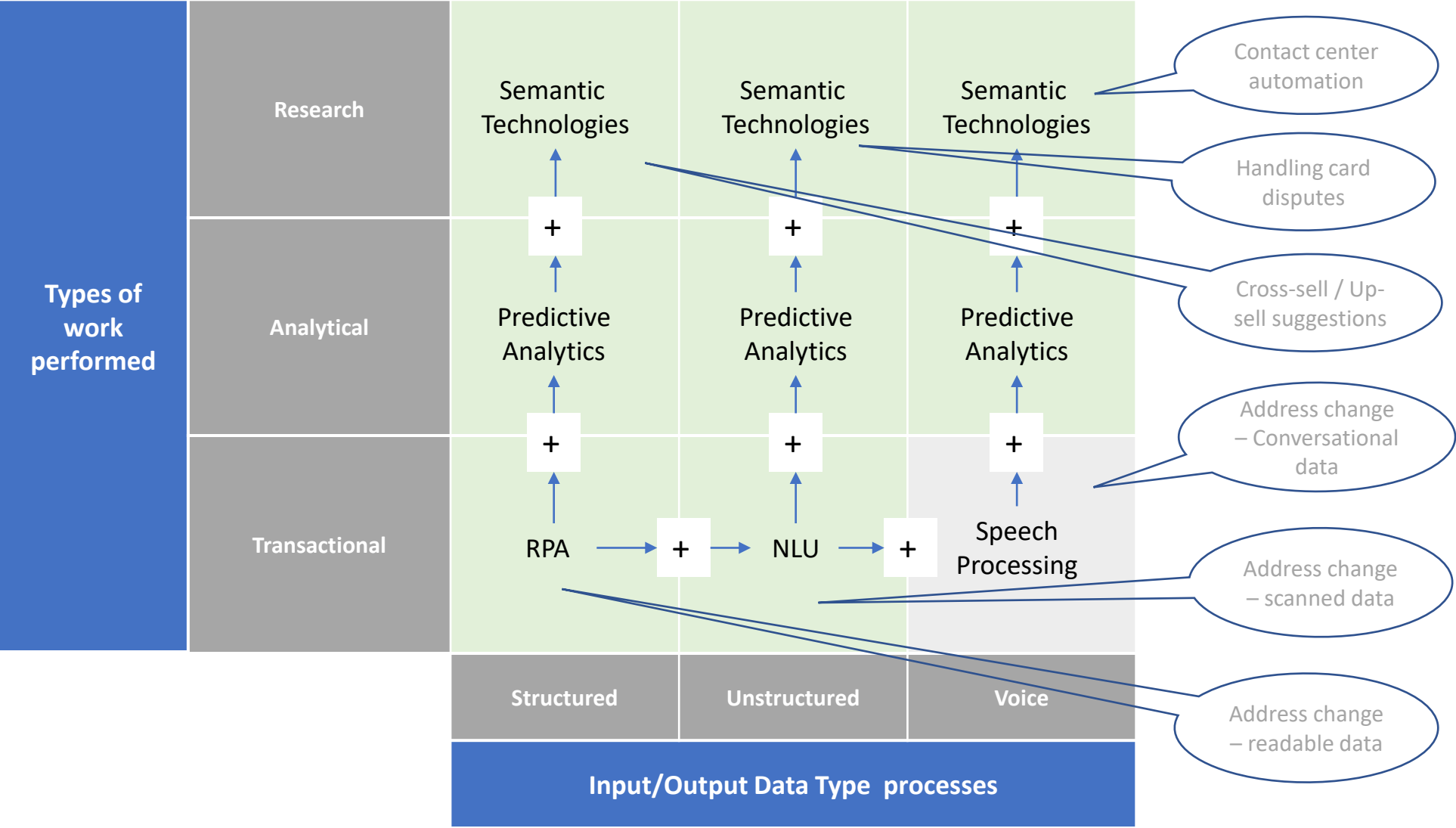
- Jaron Lanier



Humans have context, machines are narrow



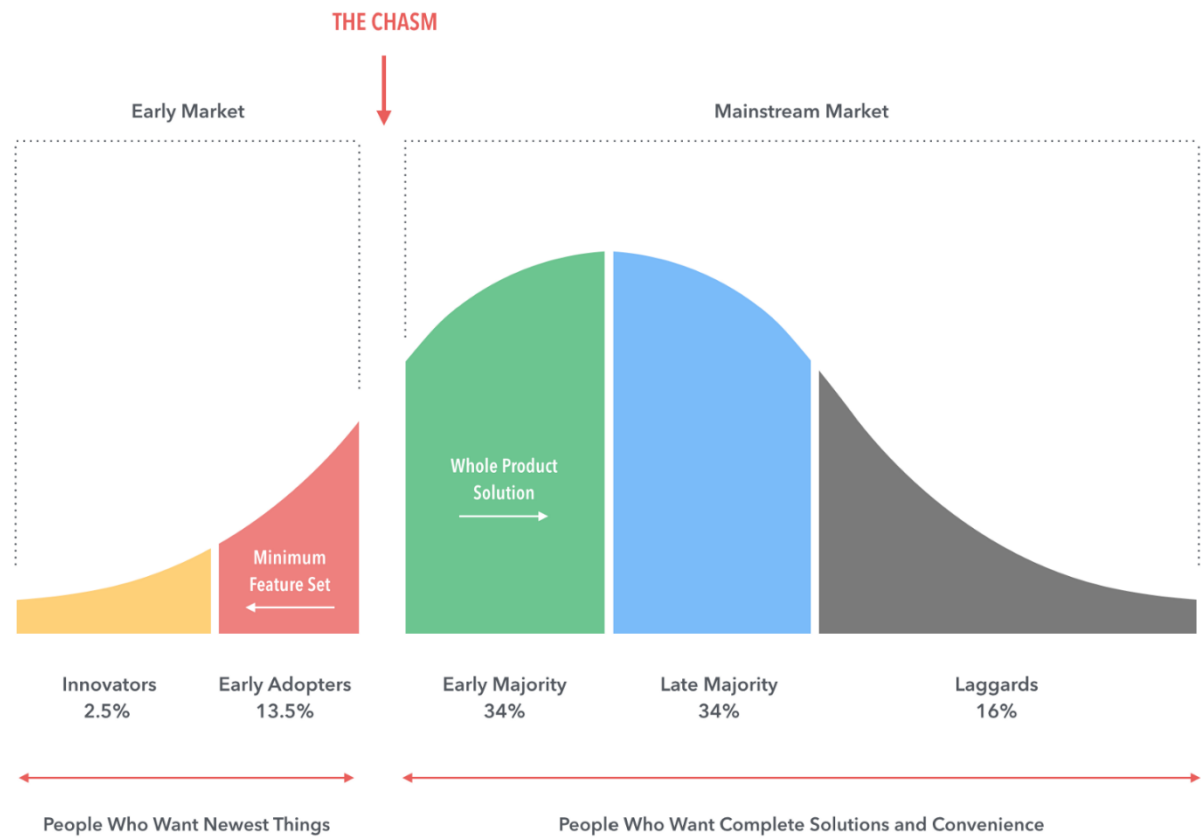
Data + Work type >> Context : The Taxonomy of Intelligent Automation



Crossing the chasm is the transformation from Good to Great,

“The Good”

- RPA Training
- Technology Proof-of-concept
- Start with FTE offset criteria
- Low tolerance for failure
- IT-like monitoring mechanism
- Knowledge management



“The Great”

- Evangelizing RPA
- Automation Proof-of-value
- Build momentum first
- Experimental and learning attitude
- Hybrid workforce management
- Reusable BOT development

... And a journey from RPA → IA → AI with the support of a digital ecosystem

Task Bots

Virtual, elastic, Machine agents

Intelligent Machines

Conversational, linguistic, visual Intelligent machines

Cognitive systems

Analytical, pattern detecting, adaptive, systems

The Six C's of automation

Crossing the chasm

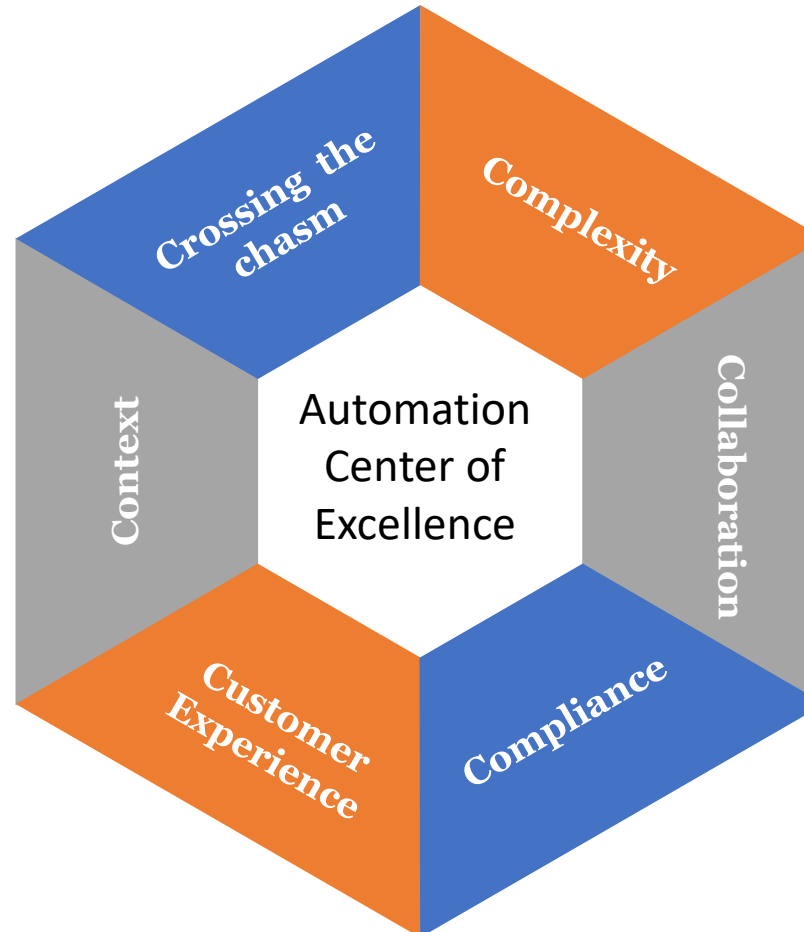
- Good to Great
- Adapting to a **digital-first world** through an Intelligent Automation **ecosystem**

Context

- **Contextualizing data for AI**
- Intelligent automation **Taxonomy**

Customer Experience

- **Customer centricity**
- **Reimagined** flow of work with focus on CX



Complexity

- **What** to automate and **How** to automate
- Embracing “**Work of the Future**”

Collaboration

- **Culture**
- **Operating model**
- **Governance**

Compliance

- **Controls**
- **Quality**

SMALL RPA → QUICK WINS → BUILD MOMENTUM → SCALE