

Scope of intelligent automation strategy ambition

■ Piloting (1 to 10 automations) n=161 ■ Implementing (11 to 50 automations) and scaling (51+ automations) n=159

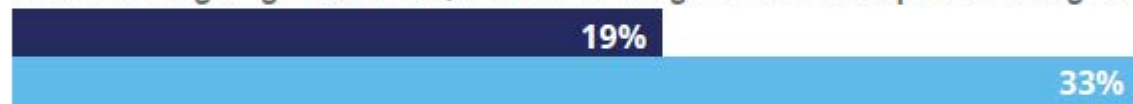
We are automating what we do today and incorporating some process change



We are automating what we do today and incorporating process change across functional boundaries



We are reimagining what we do, and are focusing on end-to-end process change and customer-centricity



We do not have an intelligent automation strategy in place



We are automating what we do today without fundamentally changing

