



Reducing Tool Proliferation & Enabling Shared Services Transformation Through Intelligent Automation Tools



Evan Kruger and Steve Tsuchiyama



Introductions & Agenda



Steve Tsuchiyama

VP Automation Anywhere Product

Steve is the VP of Product for Automation Anywhere Process Discovery and Co-Pilot tools with more than 20 years in software product development. Steve has helped develop products for startups and established firms, focusing on AI tools that provide enterprise scalability and cloud-native deployment.



Evan Kruger

Deloitte Consulting LLP | Automation Anywhere Alliance Manager

Evan is a Consulting Manager in Strategy and Analytics with over 15 years experience in operations and technology transformations across digital platforms. Evan develops and leads enterprise AI strategy and deployment programs for Fortune 500 organizations.

Agenda

- How tool proliferation caused operational challenges?
- How to increase productivity without retooling everything?
- How to use AI to uncover opportunities to improve productivity?
- How to integrate Customer facing tools in the ecosystem without disrupting everything?
- How to build the case for change, and unleash transformational opportunities?
- How does this actually work? (Real World Examples)
- How you can start and make impact in as little as 4-8 weeks?

Question #1

How tool proliferation caused operational challenges?

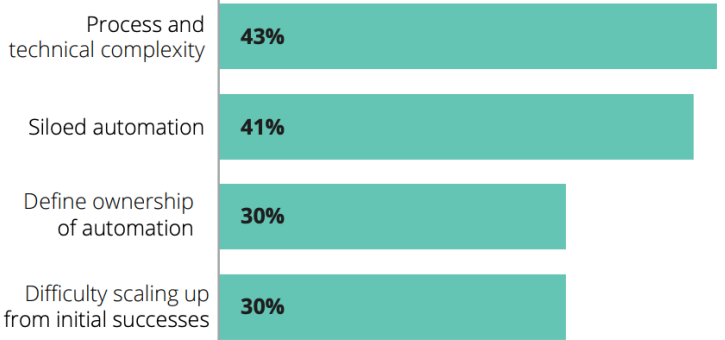


Challenges with tool proliferation

“Automate and standardize your processes”¹

96% of shared services leaders believe their robotic process automation, machine learning and artificial intelligence investments are just as, if not more, critical in 2022 and going forward.

Top challenges to automation²



Likely causes of top challenges

- Point solution tools create process complexity and systems no longer integrate across the technical landscape (e.g. Cost prohibitive)
- Tools with native automation capabilities (SAP) do not work outside of their ecosystem of tools (with Workday or Call-Center tools)
- Process owners and technology owners have separate responsibilities and ownership does not reside with one clear person
- Scaling automation is challenging from a business case and deployment cost perspective, marooning process owners

Challenges we will address today:

#1	#2	#3	#4
Point Solutions	Metrics that Matter	Legacy Tooling	Scaling
Historically, Shared Service teams have been able to provide value through ‘point solutions’ that drive value at individual teams.	Measurement of success has been driven by KPI’s for individual processes, not from the customer perspective.	Getting rid of legacy tools can reduce process complexity, but can be challenging based on user-needs of the legacy tool.	How do you scale effectively for these new and automated tools, supporting the thousand of employees delivering for our customers (internal / external)

¹Top-3 Key Issues for Shared Service Leaders – Gartner <https://www.gartner.com/en/finance/role/shared-service-leaders>

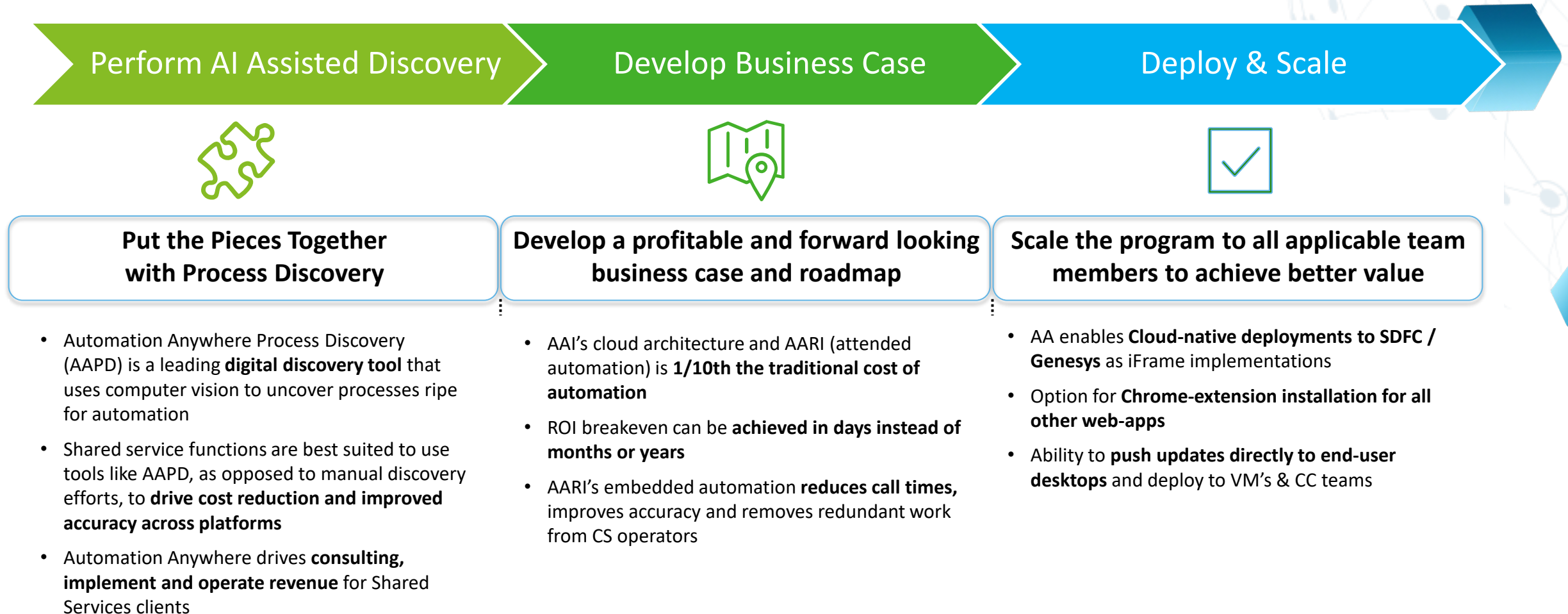
²Deloitte 2021 Shared Services and Outsourcing Survey

Question #2

How to increase productivity without retooling everything?



How to remove non-deflected processes

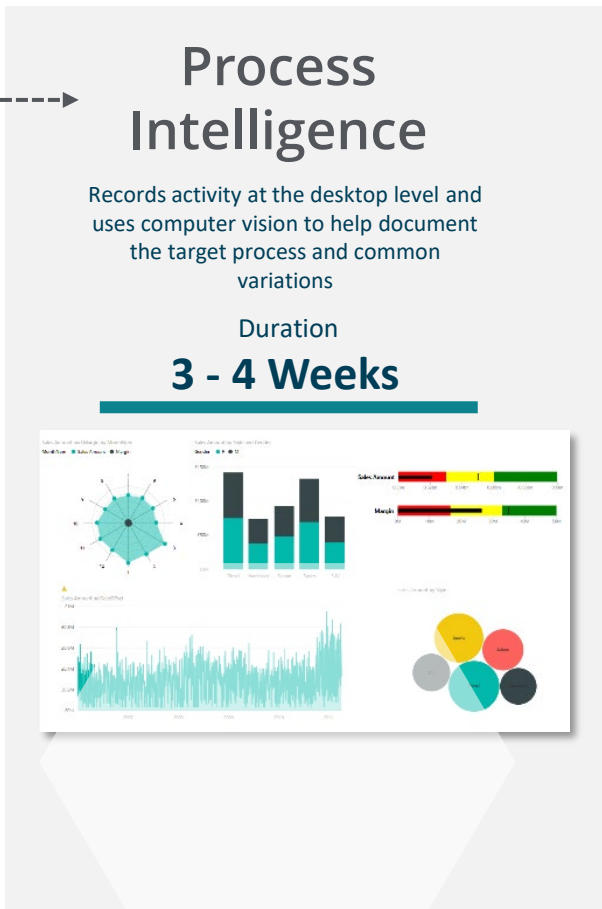
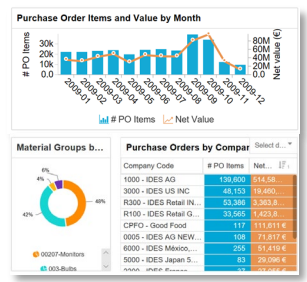
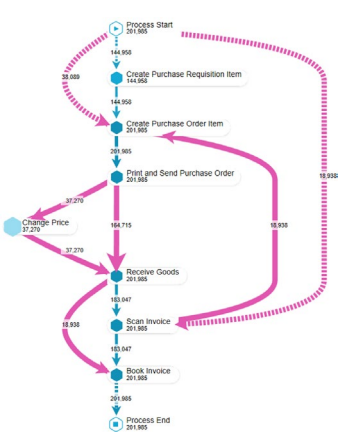
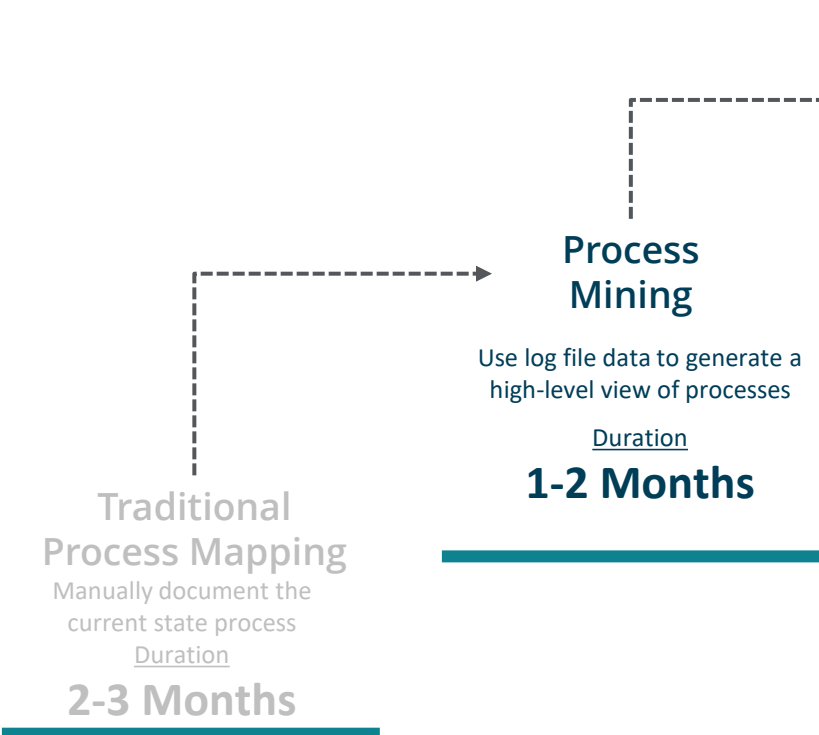


Question #3

How to use AI to uncover opportunities to improve productivity?



Overview: Process Intelligence | What is it?



What is Process Intelligence?

Using AI-driven technology, our method of process discovery generates process documentation automatically, allowing processes to be mapped in record time.

Discovery and Documentation

Once deployed, we can easily uncover processes with high automation potential, detailing both the frequency and duration of the activities, providing a factual basis to calculate ROI on all automation opportunities.

What does this mean?

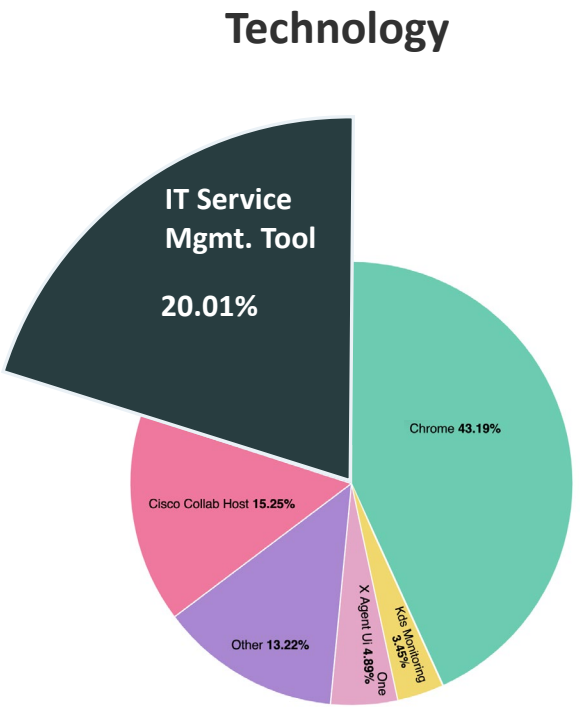
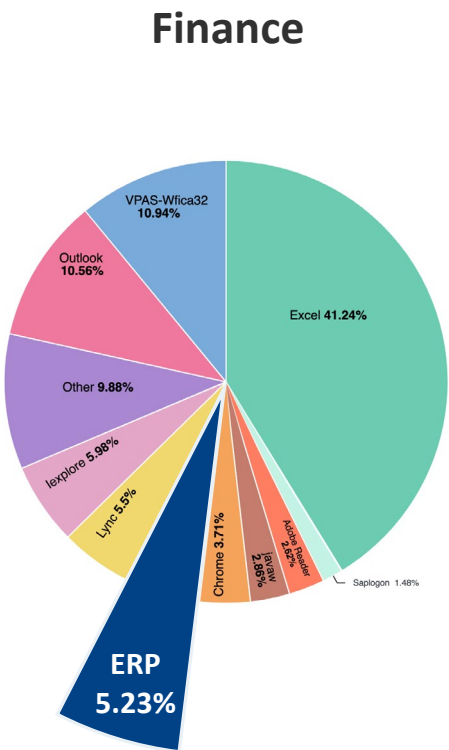
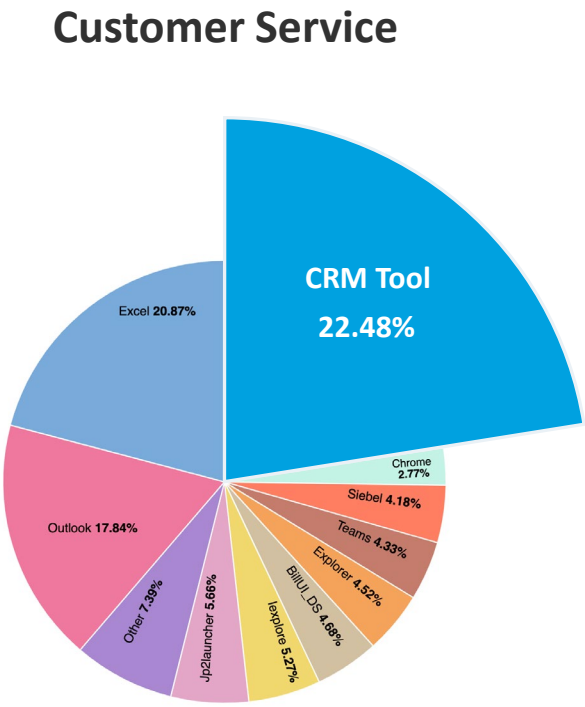
This saves weeks of business analysis time during the Process Identification stage, allowing value from Digital Transformation to be delivered sooner.

Process Intelligence captures and records processes in the background – meaning no disruption to day-to-day business.

Difference Between Process Mining and Discovery

Core systems offer great automation potential, but data suggests fragmented processes in Customer Centers requires interacting with multiple systems / tools to complete.

Identifying processes with traditional methods does not showcase the full value potential, and Process Mining only focuses on core systems.



Traditional process mining misses out on 75-90+% of tasks that can be automated.

The screenshot displays the DataCamp dashboard interface. At the top, there's a header with a blue hexagonal logo on the left and a blue hexagonal logo on the right. Below the header, the dashboard is divided into three main sections: 'Data Collected', 'Events Collected', and a table of collected data.

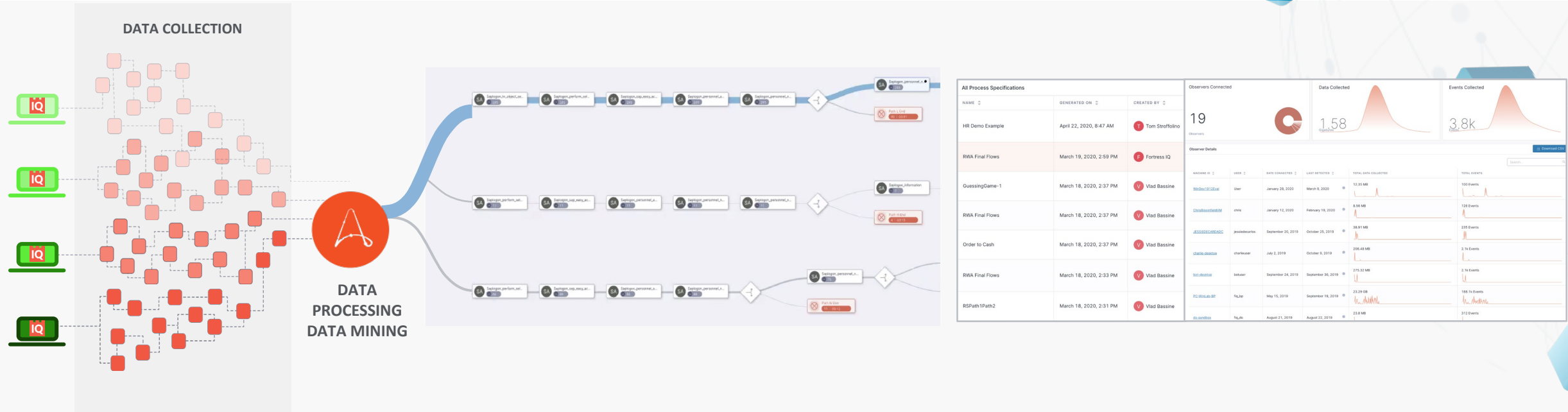
Data Collected: This section shows a red circular progress indicator with a white 'C' inside, indicating 1.58% completion. To the right, there's a red line graph showing a single peak.

Events Collected: This section shows a red line graph with a single peak, labeled '3.8k'.

Table of Collected Data: The table lists the following data points:

User	Date Connected	Last Detected	Total Data Collected	Total Events
User	January 25, 2020	March 6, 2020	12.30 MB	100 Events
ana	January 15, 2020	February 18, 2020	8.95 MB	128 Events
prashantkumar	September 20, 2019	October 23, 2019	38.91 MB	233 Events
charlesoper	July 2, 2019	October 6, 2019	234.43 MB	2 To Events
balasar	September 24, 2019	September 30, 2019	275.21 MB	2 To Events
NaSa	May 15, 2019	September 18, 2019	23.39 MB	184 To Events
NaSa	August 21, 2019	August 22, 2019	23.5 MB	312 Events

How does AA Process Discovery work?



Key Benefits



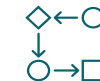
SIGNIFICANTLY REDUCE THE COST OF DISCOVERY ACTIVITIES

Accelerate the identification of process optimization and automation opportunities, reducing timelines to implementation



ENHANCE CONFIDENCE IN IDENTIFIED BENEFITS

- Provide rigorous fact-based support to benefits assessment using actual data, allowing you to swiftly move onto discussions around transformation and delivering value



○ INCREASE
PROCESS TRANSPARENCY

- Digital Discovery captures front and back-end system data to provide an end-to-end view of processes across an organization



**SUPPORT BETTER
INVESTMENT CHOICES**

Digital Discovery will enable you to move up the value curve to access the high value, end to end opportunities



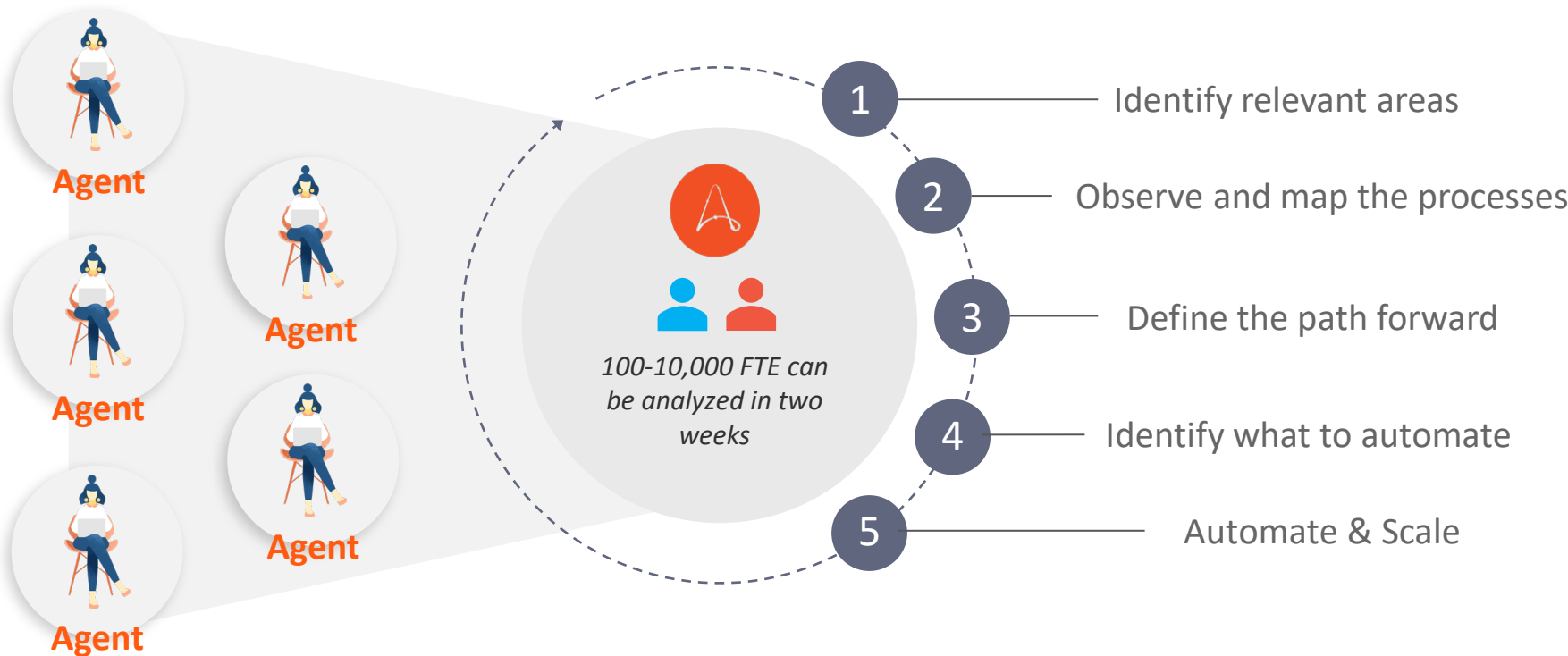
EXPEDITE BENEFITS REALISATION

Reduce the leakage between opportunities identified and implemented. Monitor bot performance in real-time following implementation to enable benefits realization

How to Uncover Opportunity?

Opportunity in Shared Services

Digital Discovery is designed to **identify multi-system processes that are performed on a high-volume basis across a large pool of resources**, ideal for identifying productivity opportunities in Shared Services



Question #4

How to integrate Customer facing tools in the ecosystem without disrupting everything?

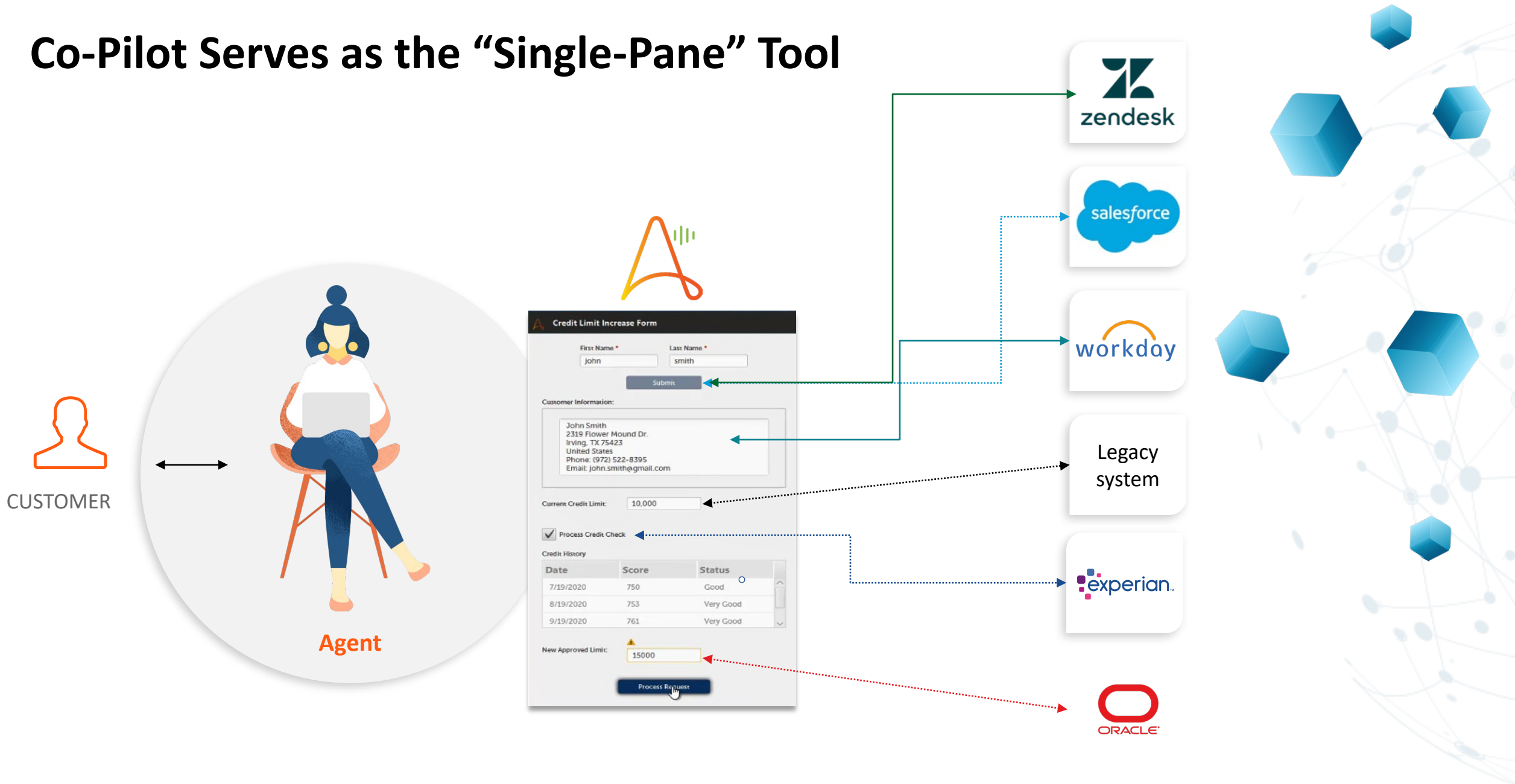


Simple processes is hard in a fragmented app landscape

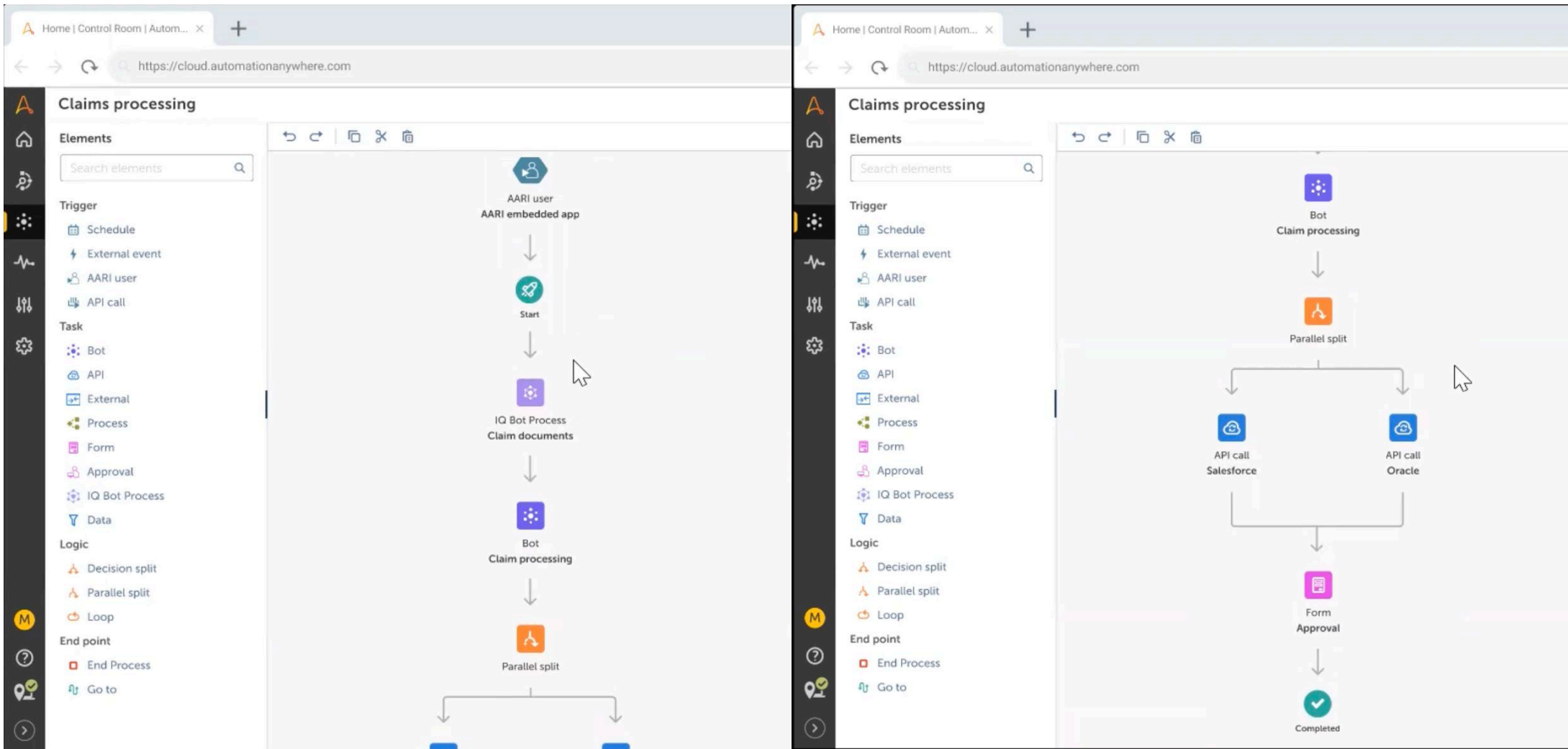




Co-Pilot Serves as the “Single-Pane” Tool

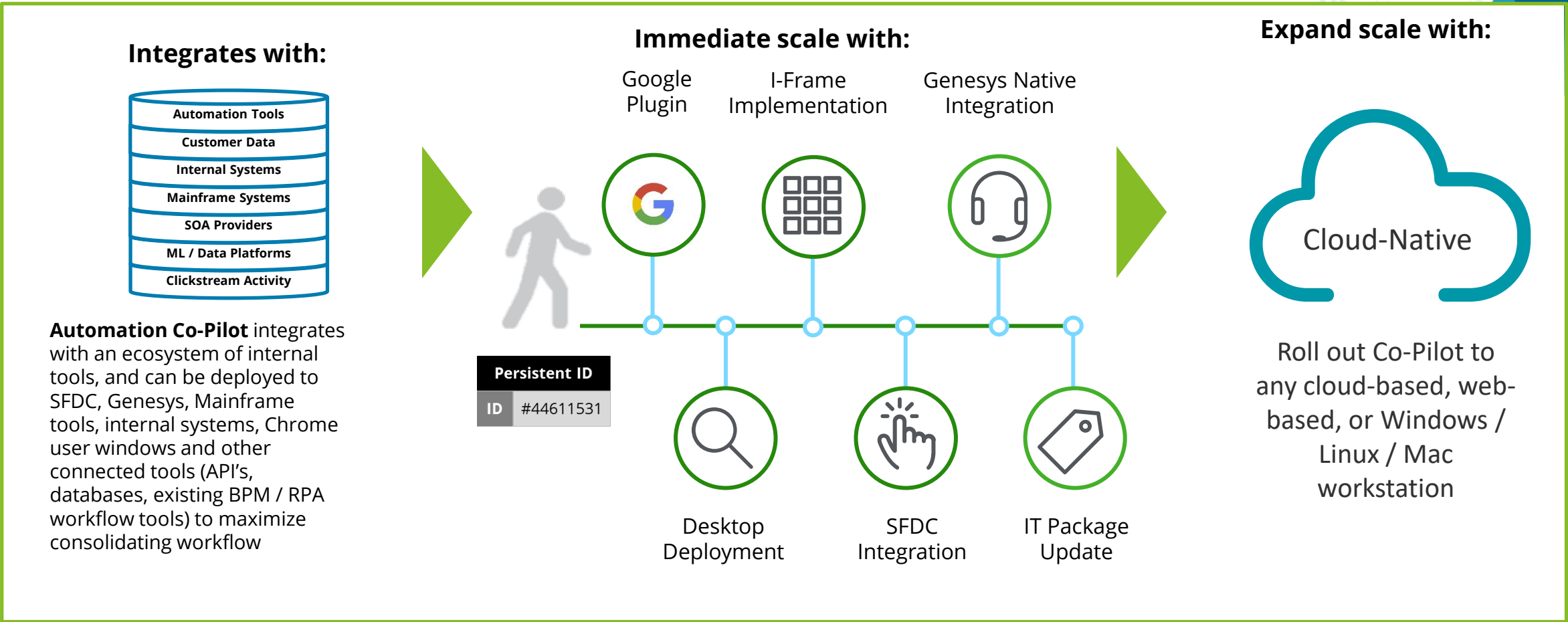


Building a Co-Pilot in the connected ecosystem



Build with Drag and drop functionality to include API calls to multiple systems, RPA automations, OCR/ICR, Forms, and Human in the loop processing.

Deploying Scalable Solutions for SS Tools



Question #5

How to build the case for change, and unleash transformational opportunities?



A Business Case for Change

CO-PILOT



Savings Scale Immediately

At a lower cost / desk, savings start scaling at 10 minutes per day per person



Easier to add use-cases

A shared digital-assistant accesses the ecosystem of tools in shared-services



Full return at 2000 Desks

A large project has a net-positive, one-year return at 2000 desks using Co-Pilot

Customer Agents

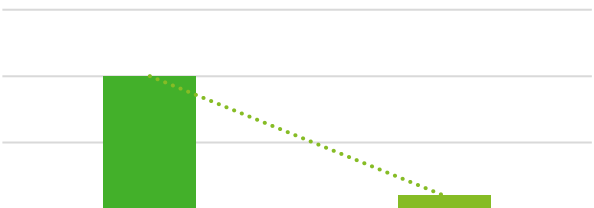
\$35K Fully-Loaded

10 Mins / day savings¹ =
\$850 / yr.



Annual License Cost

Traditional VS Co-Pilot



¹Based on 1760 hours / year and 260 working days, assuming offshore/ near-shore FTE

OTHER TOOLS



Huge Hurdle Time

At larger per desk cost, savings do not start until nearly 1 hour savings per day per person



Hard to add use-cases

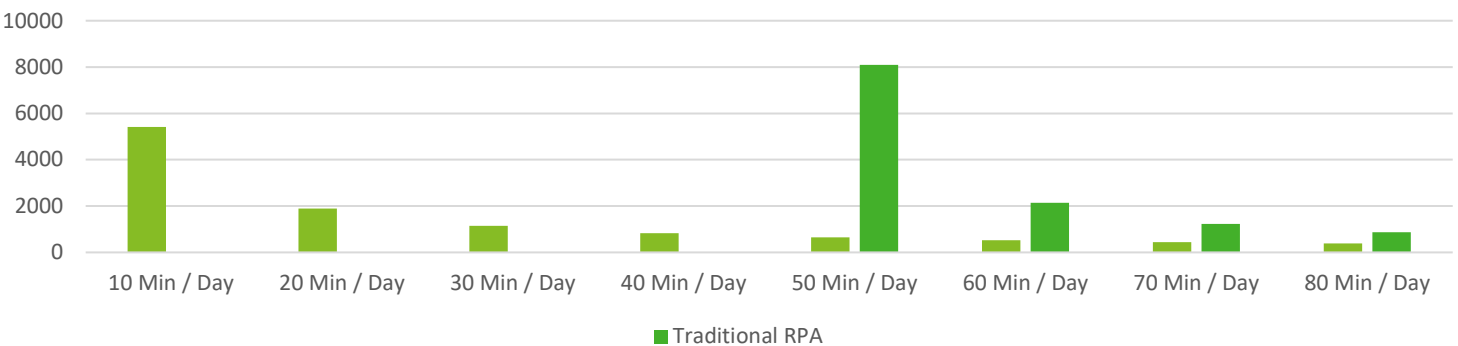
A dedicated automation sits at each desk, slowing down deployment and use (value-capture) of each process



No return till 8000 Desks

A large project will not return a dollar in the first year, and likely, not ever.

1 Year ROI potential by Desk and Productivity Improvement



Additional Benefits of Using the Tool



Increase agent's productivity with a single-pane interface for work

Enable agents with intelligent end-to-end automation across core systems



Transform back-end operations and architecture

With users removed from interfacing with legacy tools, you can update / upgrade systems as needed



Scale adoption and expand savings (core system license rationalization)

Drag and drop tooling integrates with existing orchestration tools and highlights areas of opportunity across multiple back-office tools at a 10X ROI business case

Question #6

How does this actually work?
(Real World Examples)



A Life Sciences Company Improves Customer Experience By Equipping 20,000 Agents With A Digital Assistant Challenge

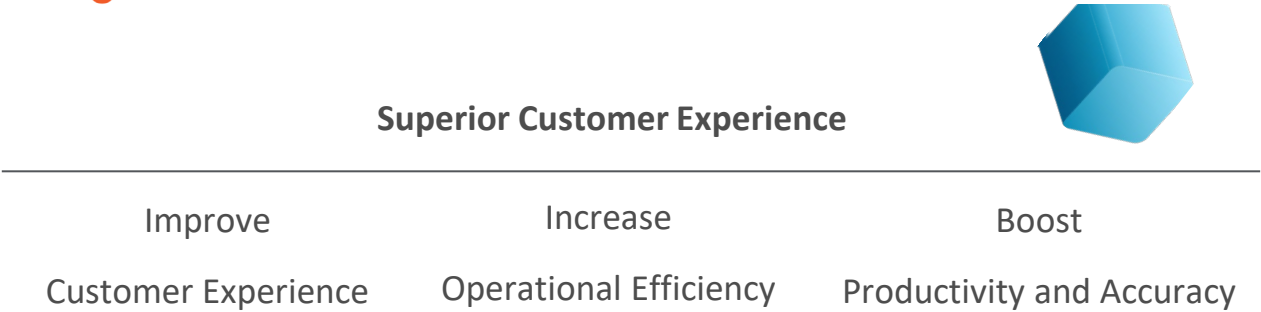
The company needed a way to digitally upscale contact center agents and improve the call experience at scale while moving away from legacy homegrown solutions.

Solution

Streamline call experience and enable the agents to work more efficiently by giving every agent a Digital Worker. Bring the power of cloud-native automation directly into Genesys Cloud CX with speed and trust. Scale quickly and easily manage future upgrades with cloud-native platform.

Automation Anywhere for Contact Center integrates with Genesys Cloud CX to:

- Provide automation directly in the Genesys user interface and Automation Anywhere Robotic Interface provides agents single pane of glass
- Assist agents to respond quickly to customers without switching applications
- Connect to data across any system beyond what is available through APIs
- IQBot handles thousands of faxes from pharmacies



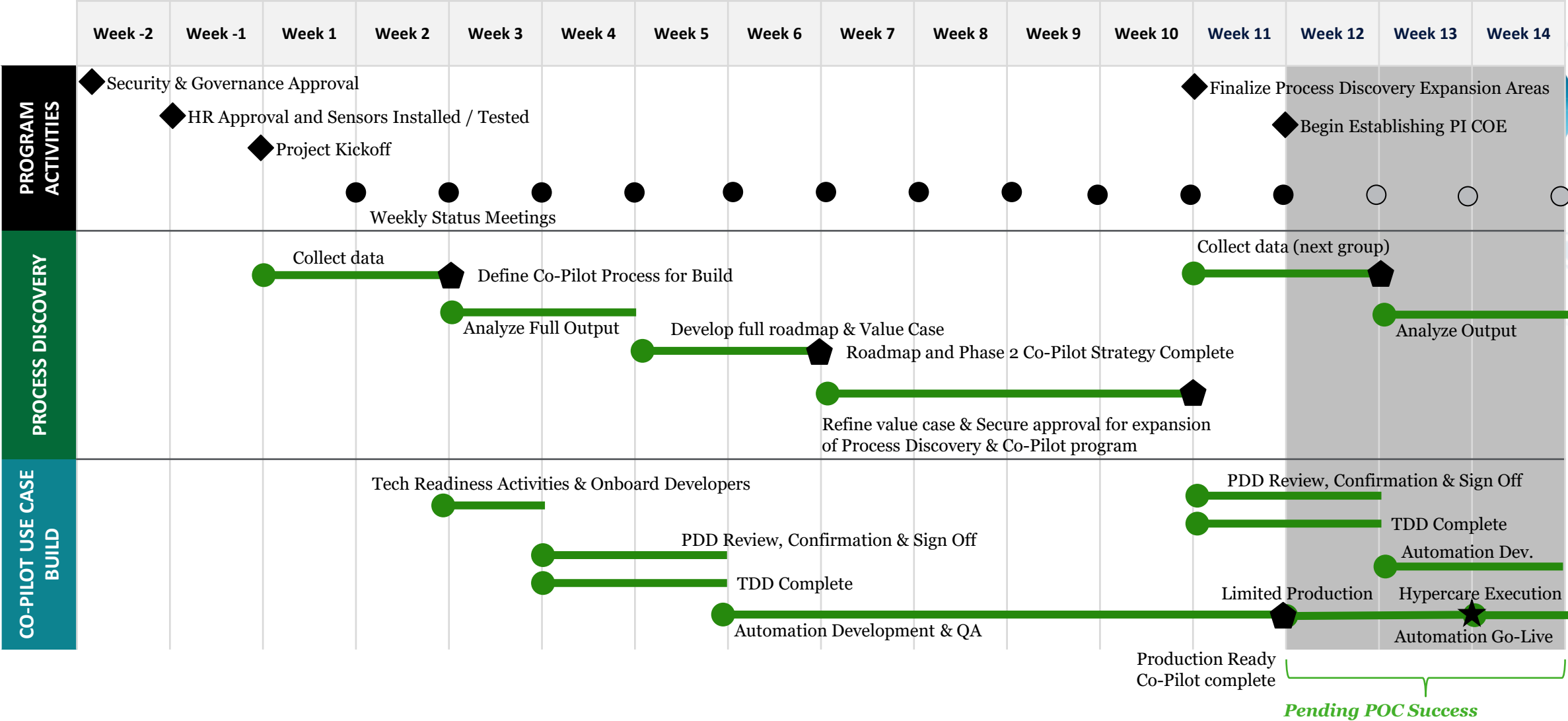
Question #7

How you can start and make impact in as little as 4-8 weeks?



What does an example POC look like?

11 Weeks provides enough time for a rapid evaluation of 1 group, and 1 Co-Pilot build



Wrap up and Q&A

Perform AI Assisted Discovery



Put the Pieces Together with Process Discovery

Develop Business Case

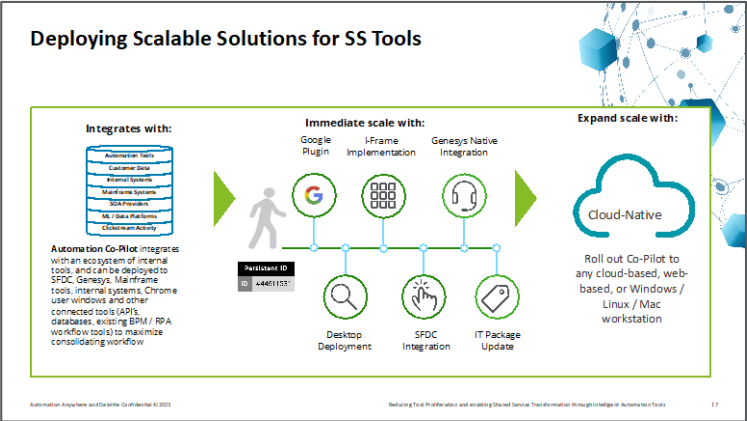
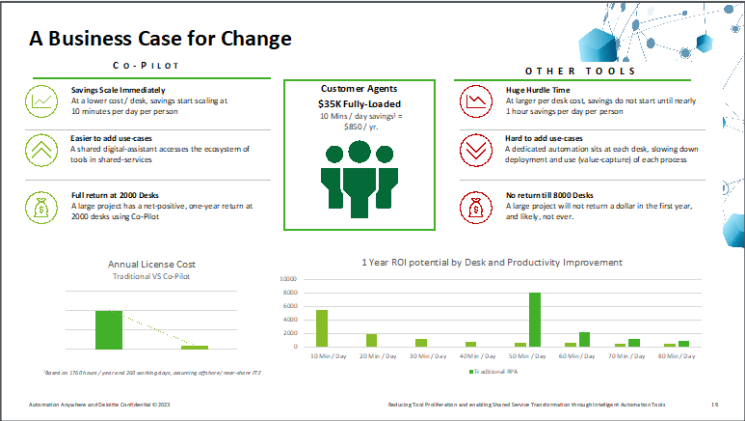
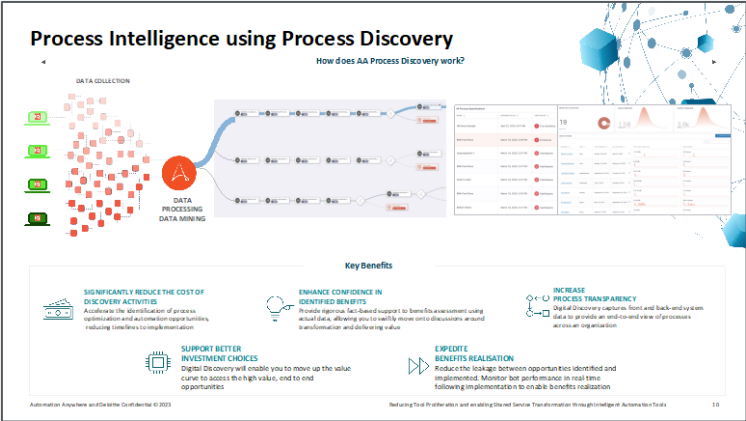


Develop a profitable and forward looking business case and roadmap

Deploy & Scale



Scale the program to all applicable team members to achieve better value





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evkruger@deloitte.com

Get Involved

- Reach out to Steve and Evan to understand potential partnership opportunities
- Reach out to your teams to understand tool proliferation and dispersion when it comes to shared service functions
- Try Process Discovery!

