



Scaling Business Automation

- easy to get started, harder to continue



"Automation as an accelerator for digital transformation"



En webinar serie af digitale indspark



Welcome

DIGITAL
input

VARIOUS
topics

EXPERT
insights

20 + 10
minutes



A few practicalities



Questions?

As them in the chat window and we will try to answer in plenum.



Need to recap?

This DevoTalk is recorded and can be found on the devoteam website.
www.devotalks.dk



Want to know more?

Find more digital input at
www.devotalks.dk



Hi! My name is...

- Principal and Automation Lead
- MSc PM & PI
- 10 yrs in IT / SWD
- 10 yrs in Finance
- Digital Transformation
- Robotics
- 'How?'





To be or not to be: 'Stuck in the POC'

"The rapid adoption of RPA software has created a lot of hype in the market, *leading many organizations to jump into RPA initiatives without proper analysis, planning, and defined strategies and governance structures*. All this elevates the risk of errors by failing to automate the right processes, identify the right guardrails, and focus on security issues and access rights for the new virtual users."

Predicts 2019: RPA Evolution, Gartner

"The value of work done by robots is proven and confidence in robotics has grown significantly over the last year – top priorities for organizations adopting Robotic Process Automation are:
Increased productivity, improved customer experience and a happier workforce. *However, organizations are still struggling to scale robotic process automation, rising by only 1% in the last 12 months.*"

Deloitte Global RPA survey 2019

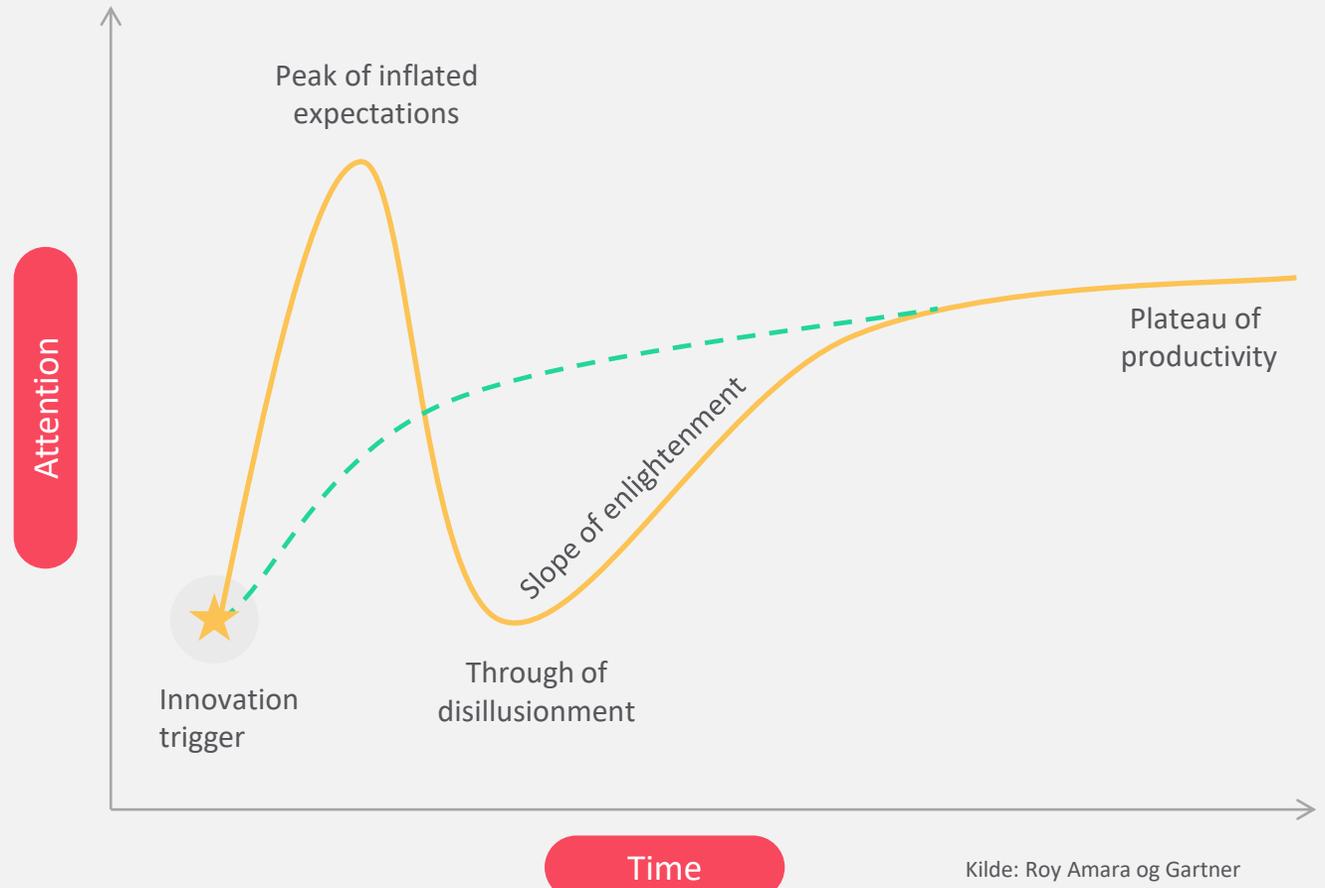
"One of the most annoying things about *disruptive technologies* is that they *disrupt*."

Mikkel K., Devoteam, 2020 ;-)

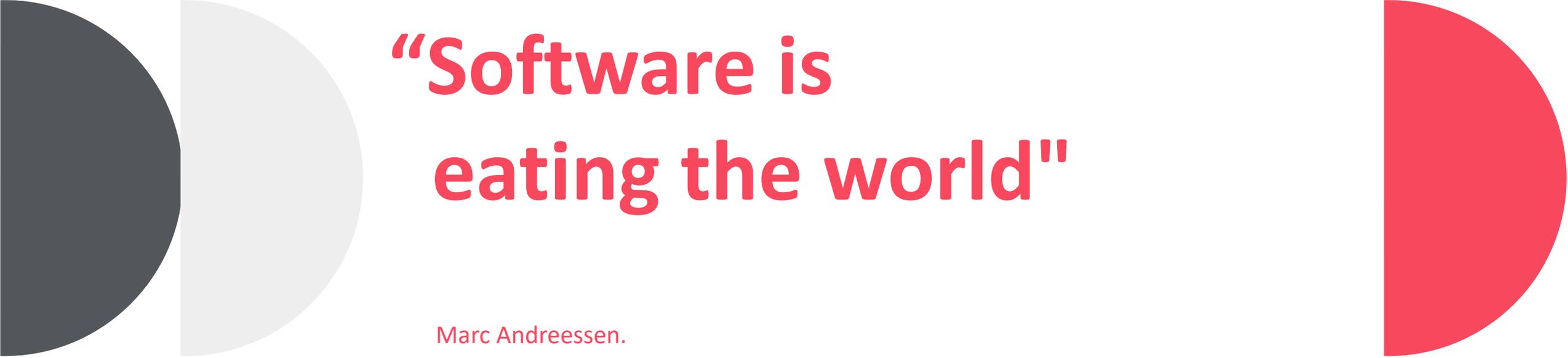




Whats new, really?



quote.



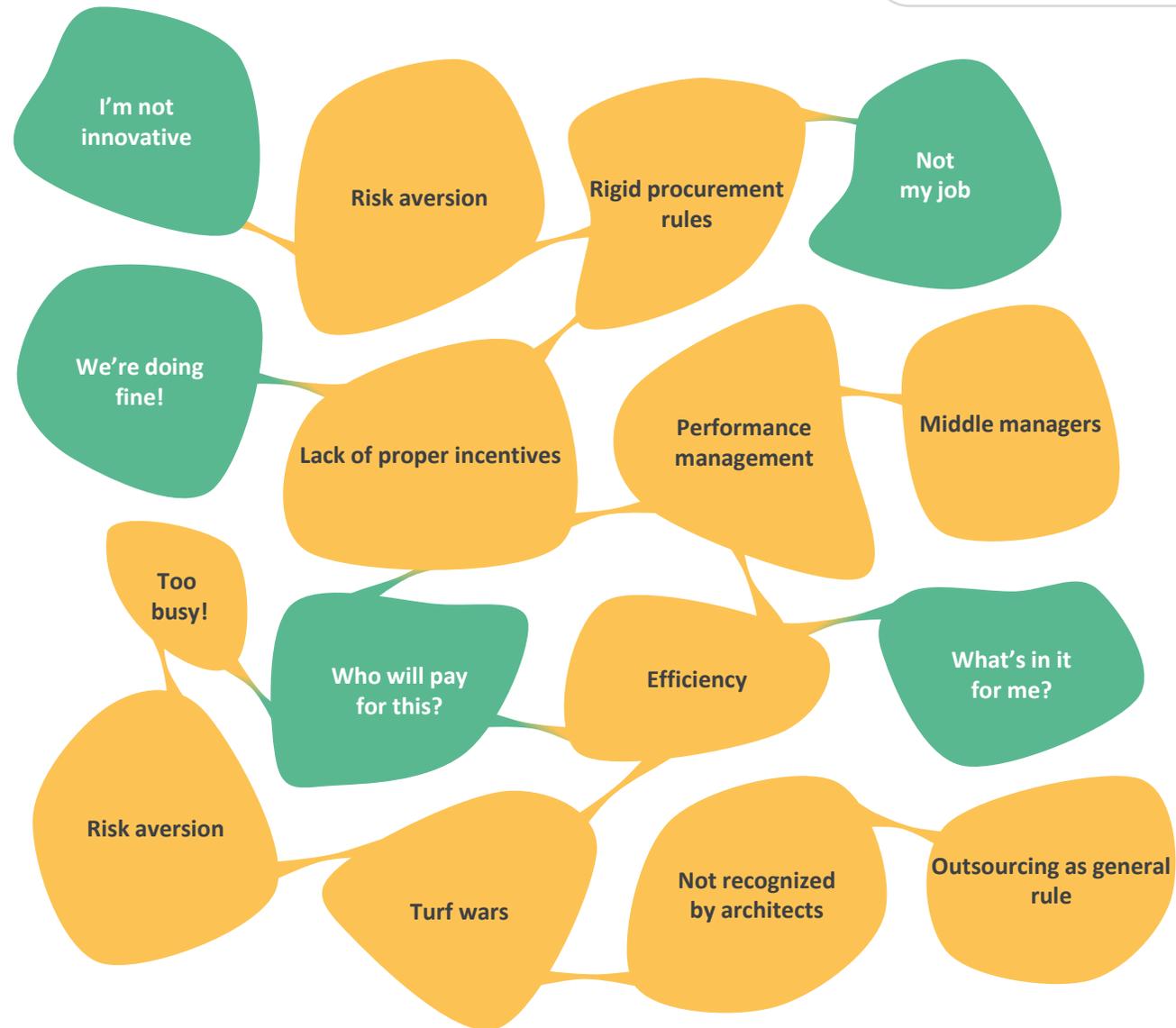
**“Software is
eating the world”**

Marc Andreessen.





Most companies are equipped with an effective way of killing the 'new'.



Is Software Robotics Business or IT?*

Ha! Never gonna happen. We will never put our trust in this 'duct tape and chewing gum' technology.

Plus if we let Business do their own thing, he will create a mess in no time and IT will get the blame as always...

This new thing, RPA sounds really great. Let's do it!



IT person, as we know them

This is not a substitute but an addition to your already great services!



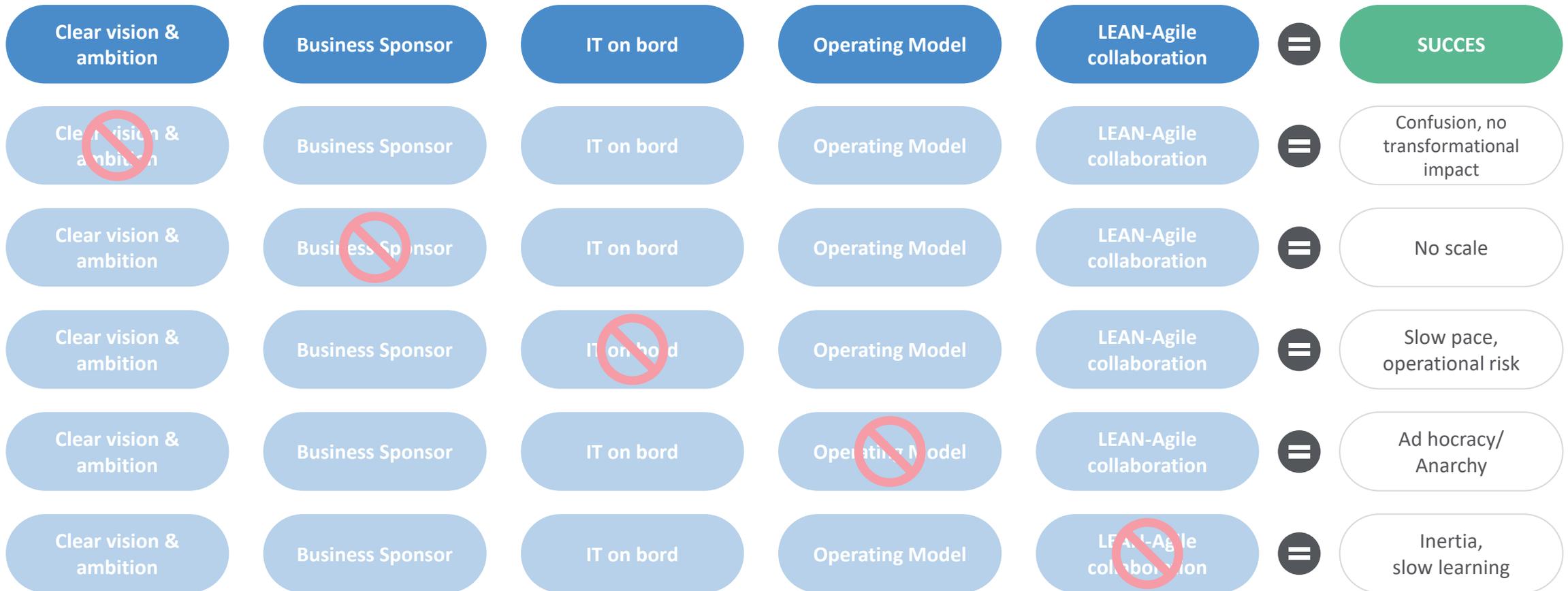
Typical Business person

God I am sick of waiting for IT. It always takes 6-12 months, even for the smallest change! And I need it now!

So, I will do whatever I can to bypass IT – and if my initiative fails, I can always blame it on her.

Barrierers for succesful Business Automation

A number of factors needs simultaneous attention to make it work.



Inspired by Knosters 'model for managing complex change'

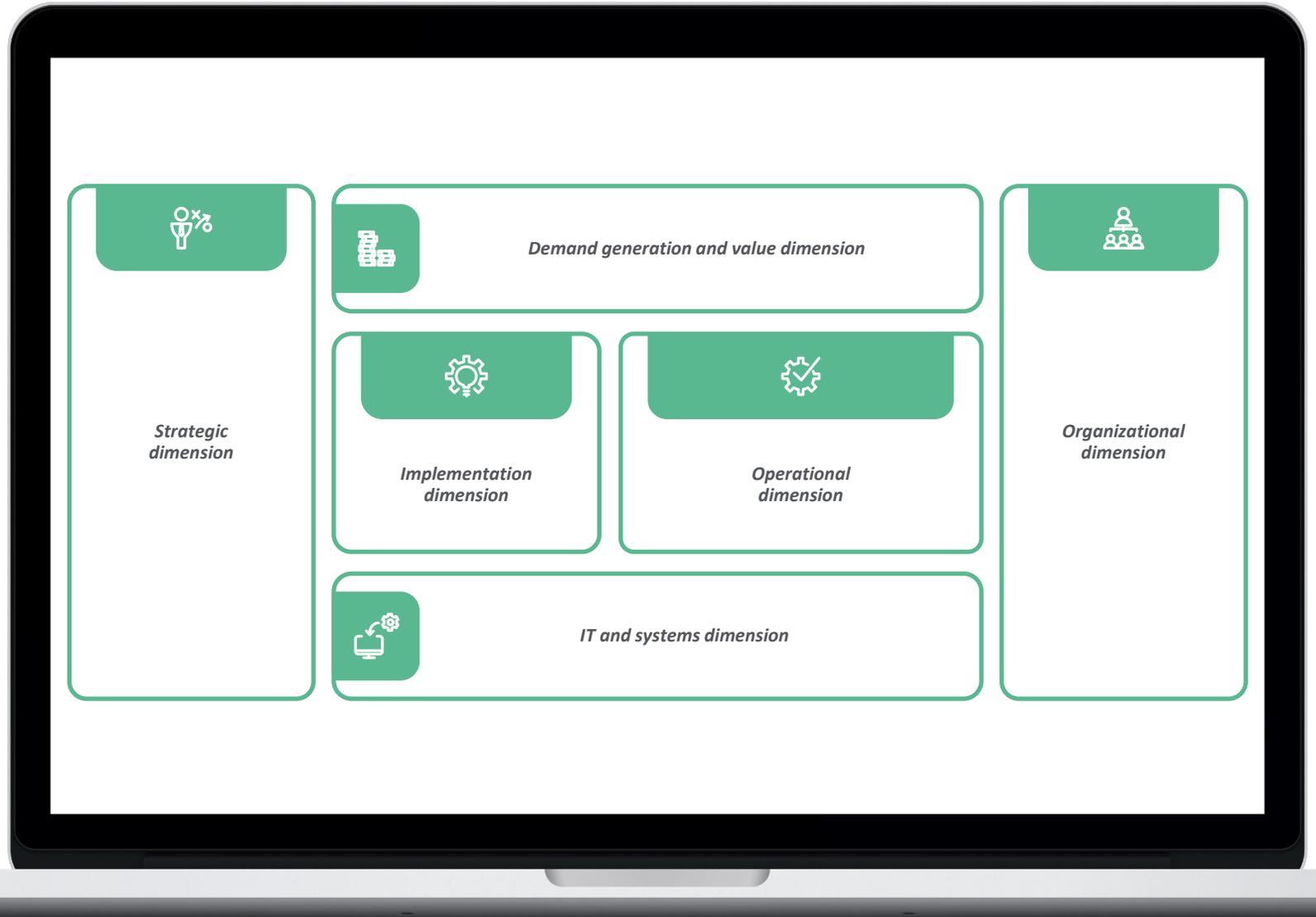


Business Automation raises a number of important questions within existing domains and disciplines...

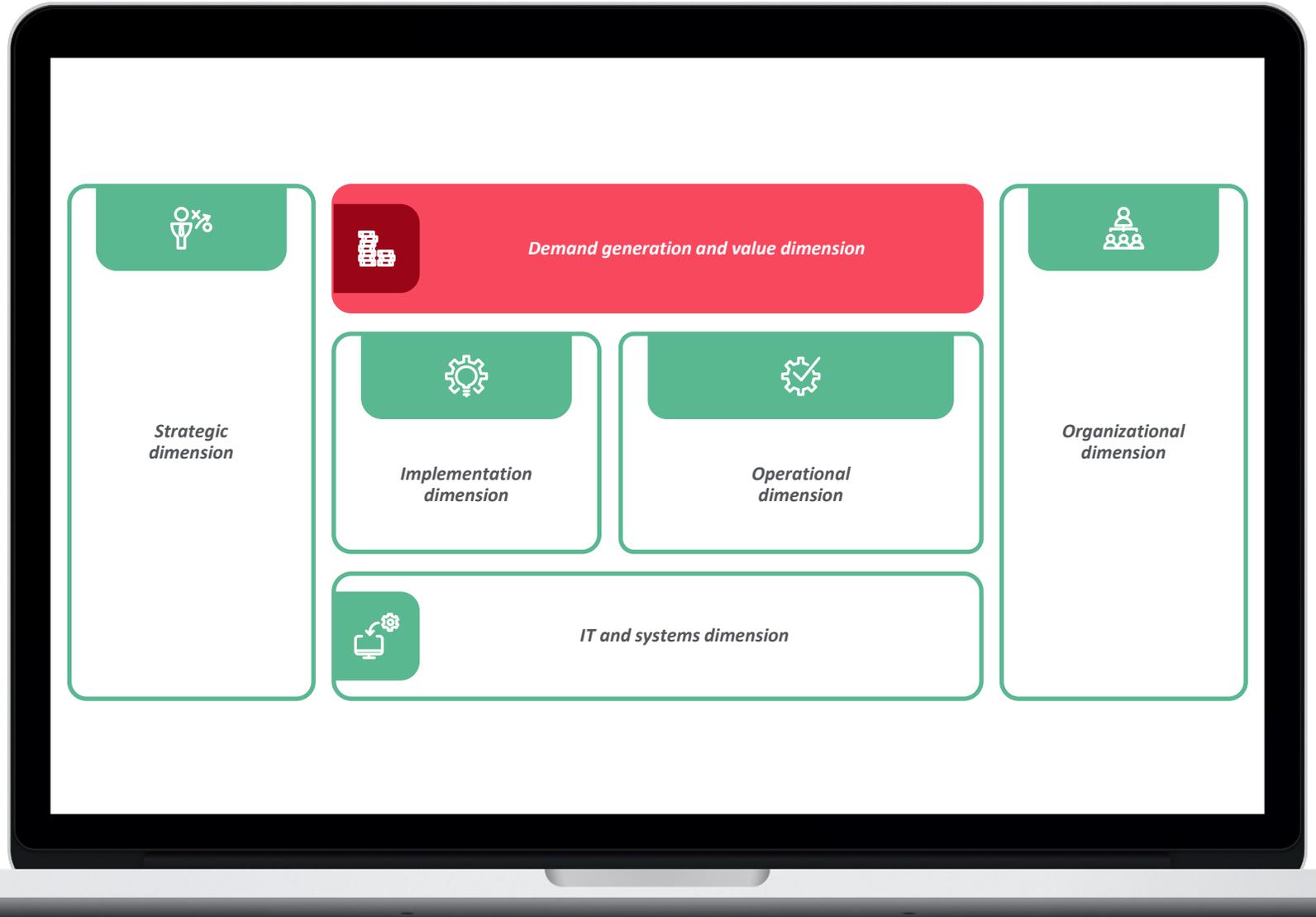


The answers are unique to every business

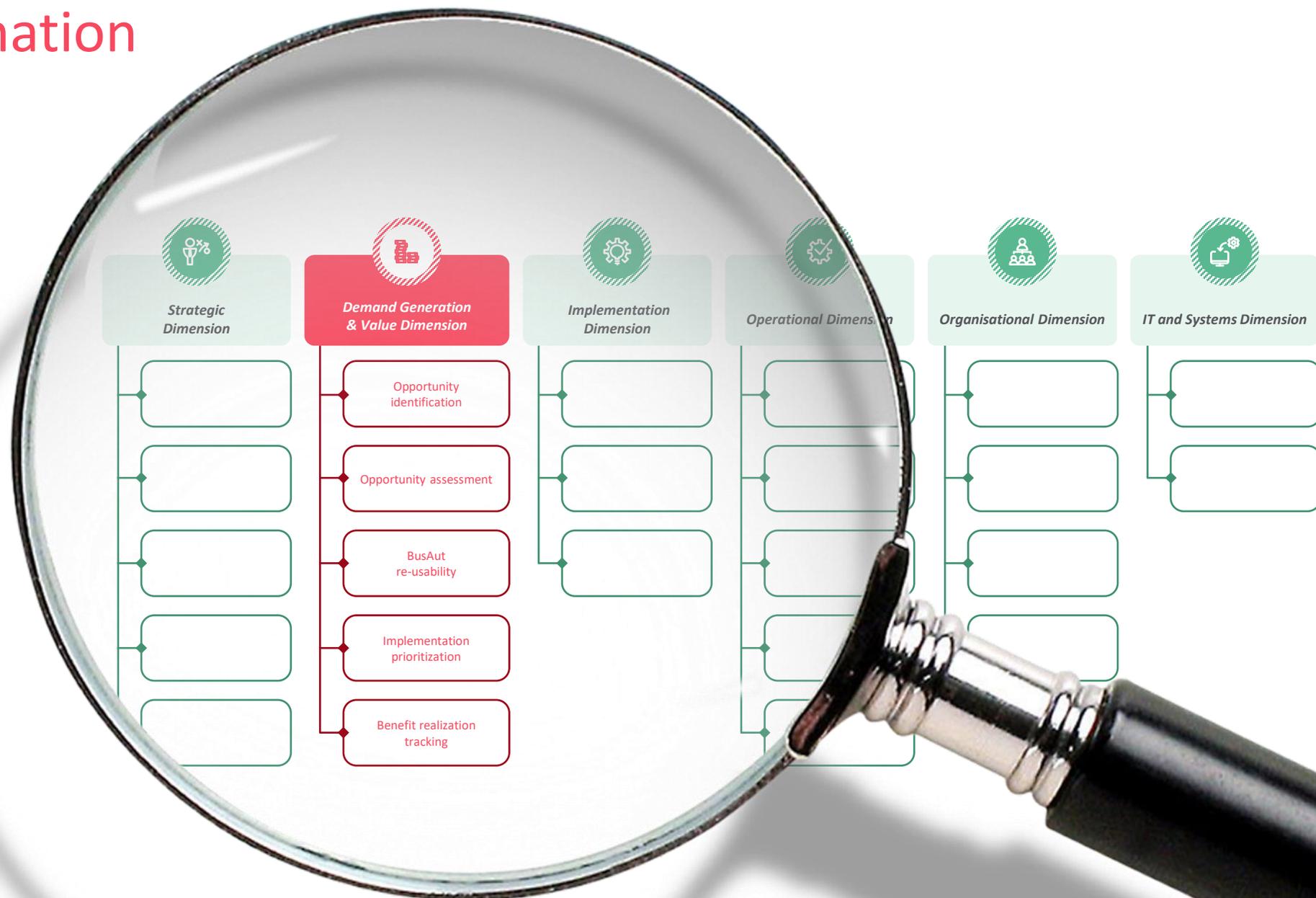
The Business Automation Operating Model



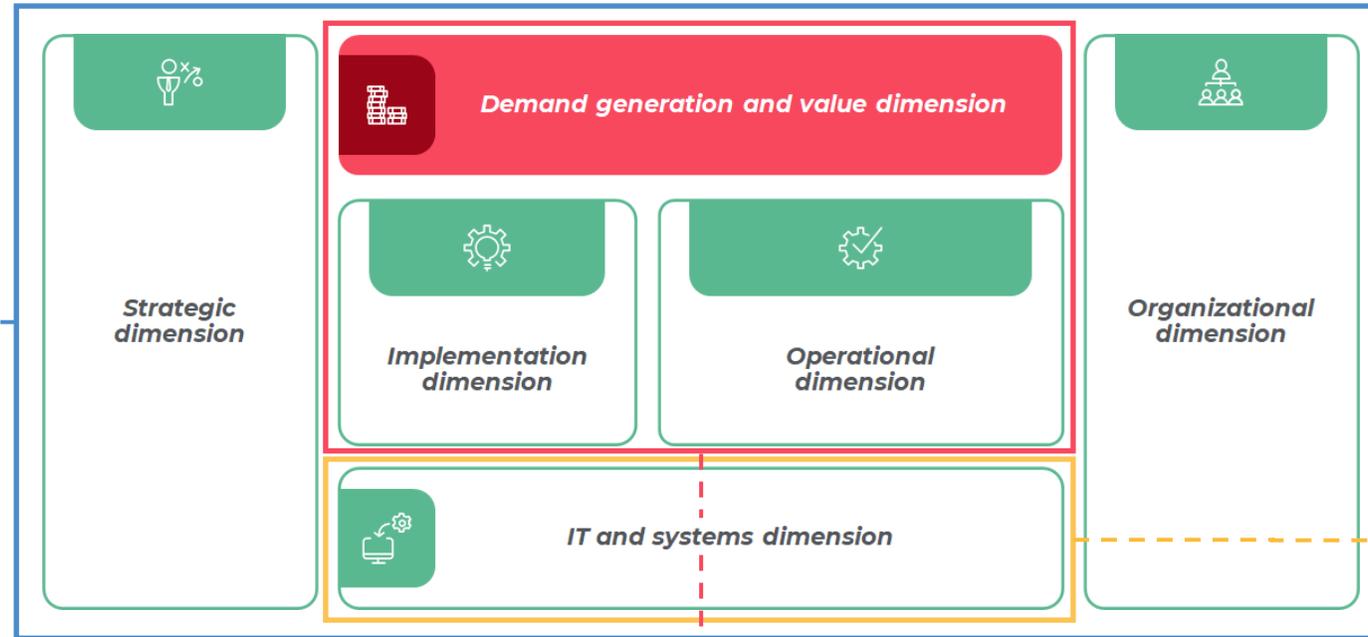
The Business Automation Operating Model



Business Automation Operating Model...



How it is all connected...



The operating model covers

areas way beyond the processes related to build and deploy Intelligent Automation. New tech adoption, learning and benefit realisation are a few examples.

The main focus

of the **methodology** is on the process of building and deploying **data enabled and automated processes** into production (the "delivery model"). And then on handling incidents and doing updates on **processes** already in production.

The key responsibilities of IT

is both securing a solid and scalable platform as well as governing the main controls related to deploying **Intelligent Automation**.

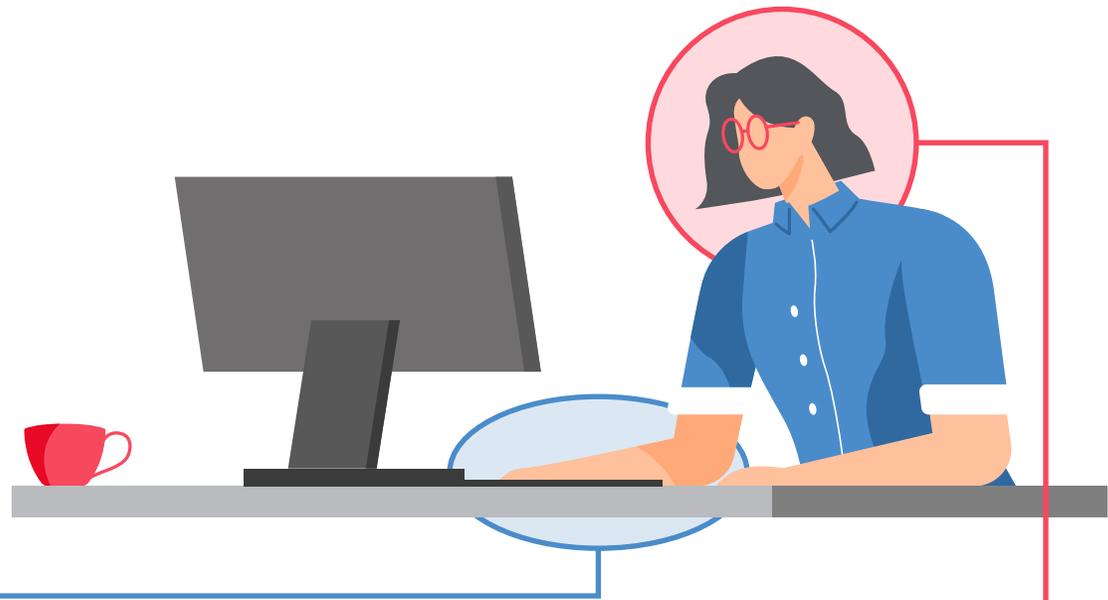
RPA is soooooo.....2020

"By 2022, 80% of RPA-centric automation implementations will derive their value from complementary technologies."

Gartner



From simple, rulebased automation towards Intelligent Automation



Robotic Desktop Automation

Attended Automation with manual intervention, scripts etc.



Robotic Process Automation

Unattended Automation With digital triggers and self service.



Machine Learning

Prescriptive analytics and decision logic/engines.



Artificial Intelligence,

Identify patterns in previous behaviour in order to add 'judgement' to future decisions. Advanced deductive analytics.



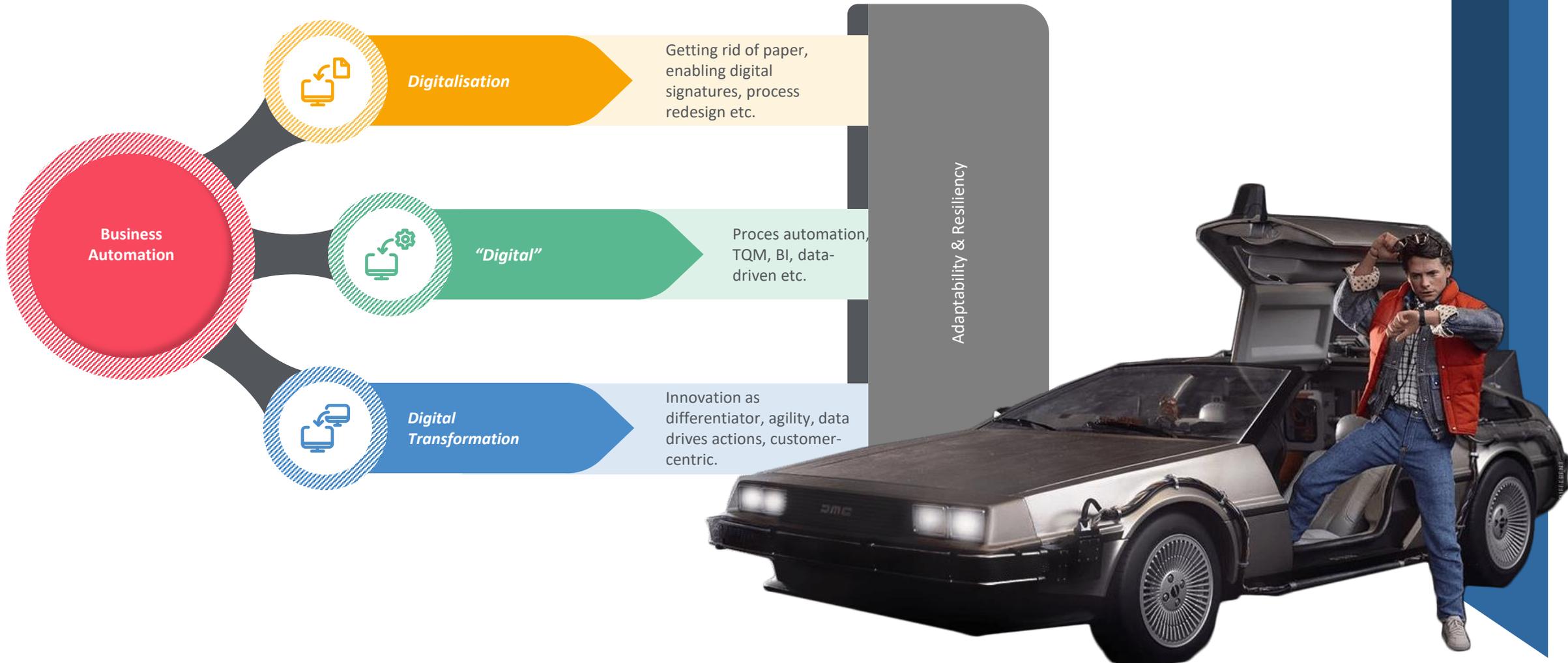
Systems that do (Procesdriven)



Systems that think (Datadriven)



Back to the future.



Conclusions



Three key takeaways

- ▶ Business Automation is all about 'new tech adoption'. Seen as a new capability it becomes strategic. Top-level sponsorship is needed.
- ▶ Results can be produced extremely fast with high ROI cycles – BUT the level of governance needs to match the risk-appetite.
- ▶ Approached the right way, Business Automation can boost innovation power and accelerate digital transformation. It's disruptive.



Two reflection-points:

- ▶ Where exactly, is the right place to anchor Business Automation in the organisation?
- ▶ What are good examples of 'white-collar-jobs' that will never be automated? Why?