Digital Transformation through Secure Intelligent Automation

Andy Burns
BLUE PRISM – EVANGELIST
If you wish to converse with me, define your terms.

— Voltaire
Origination of RPA:

Think of digital labor as a sourcing option –

What could be transformed within an organization if accurate, efficient, auditable workers were available in mass?

Are we willing to:

- Challenge the paradigms?
- Own our technical debt?
- Recognize that change may be iterative?

Digital transformation requires future thinking...
-noun
the theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.

Google/Oxford Languages

“The success of cognitive computing will not be measured by Turing tests or a computer’s ability to mimic humans. It will be measured in more practical ways, like return on investment, new market opportunities, diseases cured, and lives saved.”

— Dr. John Kelly III
IBM Senior Vice President for Research and Solutions (Dec 15, 2015)
2020 McKinsey Global Survey on AI

ONLINE SURVEY WAS IN THE FIELD FROM JUNE 9, 2020 TO JUNE 19, 2020, WITH 2,395 PARTICIPANTS

- 50% AI in at least one business function
- 32% Misperformed in marketing and sales
- >50% Process and measure
- 80% Other studies
Just Applying AI

PRESCRIPTION FOR FAILURE

Source: AI Global Survey 2019, IDC, May 2019

- Unrealistic expectations
- Lacked staff with necessary expertise
- Did not have the necessary data
- AI technology didn't perform as expected or promised
- Results were too disruptive to current business processes
- Output that wasn't actionable
- Lack of follow-up from the business units
- The business case wasn't well-enough understood
Digital Transformation

FUTURE THINKING

Purpose
- What is your business purpose? Why do you exist?
- Simple questions that so many businesses struggle with

Workflow
- What do you need to do to accomplish your purpose?
- Rise of mining because of lack of understanding

Workforce
- Assign to the correct resource
- Unify the workforce to accomplish
- Digital/human/AI

Digital Transformation
NHS Uses IA and the Digital Workforce

IN THE CLOUD TO REACT TO THE CHANGING HEALTHCARE LANDSCAPE

NHS – In just two months, they delivered several critical processes and returned thousands of working hours to the Trust and its staff and deliver value back to the NHS, including:

- COVID-19 antibody testing
- NHS email application processing
- Care home shopping delivery

- **10,500** hours saved in one month
- **19,000** care home email applications verified and processed
- **1,500** hours of admin. time saved
- **1,000,000** shopping delivery slot codes sent to care homes
- **27,000** care homes supplied with vouchers
- **11** seconds to create a new patient and book a COVID-19 test
Build your Vision

ROBOTIC OPERATION MODEL
blueprism®

A Digital Workforce for Every Enterprise