

When to Kill a Bot & Why Would You?

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Digital Workforce Leader

Koch Business Solutions

digital
work
force

 **KOCH**TM
BUSINESS SOLUTIONS



Agenda/Overview

- Koch Industries Overview
- Our CoE – A Brief History
- Bot Stories & Outcomes
- Takeaways and Recap
- Q & A

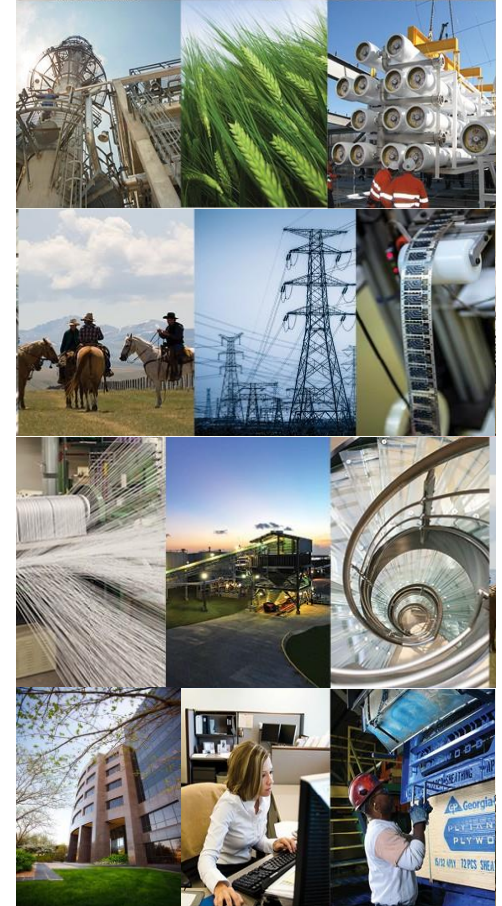




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Koch Industries Overview



Global Scale

More than 120,000 employees

Presence in about 60 countries

Headquartered in Wichita, Kansas

Private Ownership

One of the largest privately held companies in America with \$100 Billion in annual revenues

Distinctive Corporate Culture

Market-Based Management®

Diverse Industry involvement

refining, chemicals, and biofuels; forest and consumer products; fertilizers; polymers and fibers; process and pollution control equipment and technologies; electronics; information systems; commodity trading; minerals; energy; glass; ranching; and investments



Koch Business Solutions
Center of Excellence

A Brief History

POC

- June 2016
- 12 hour limit
Prove/Disprove
Technology
- No CoE

Commercialize

- January 2017
- Establish & Execute
Strategy
- Couple Dozen Users
- 10-20 use cases
- 2 CoE Practitioners

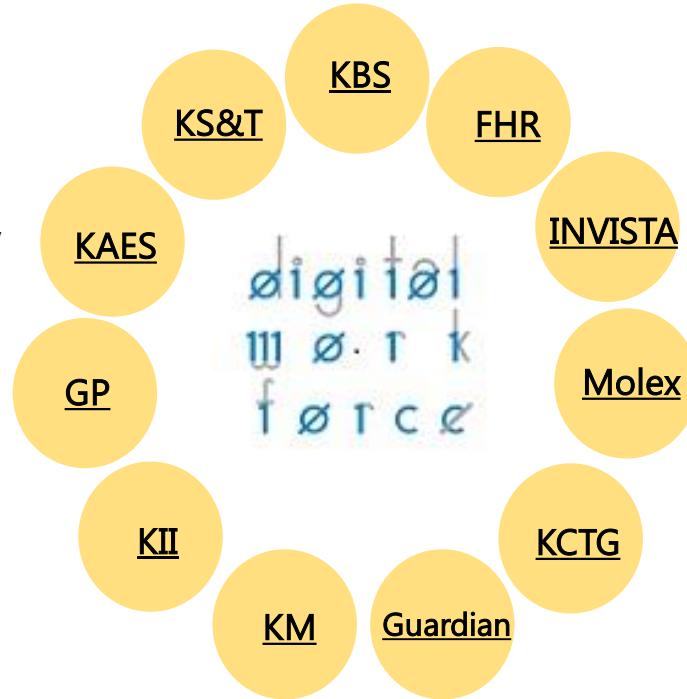
Scale and Advance

- Current
- Hundreds of users
- Hundreds of
Production Use
Cases
- 7 CoE Practitioners

Digital Workforce Center of Excellence Structure

Business Accountability

- Opportunity identification, evaluation, and prioritization
- Bot Building
- Benefits Tracking
- Process Management
- Tier 1 & 2 Support
- Risk/Compliance
- IT Security
- Organizational Change Management



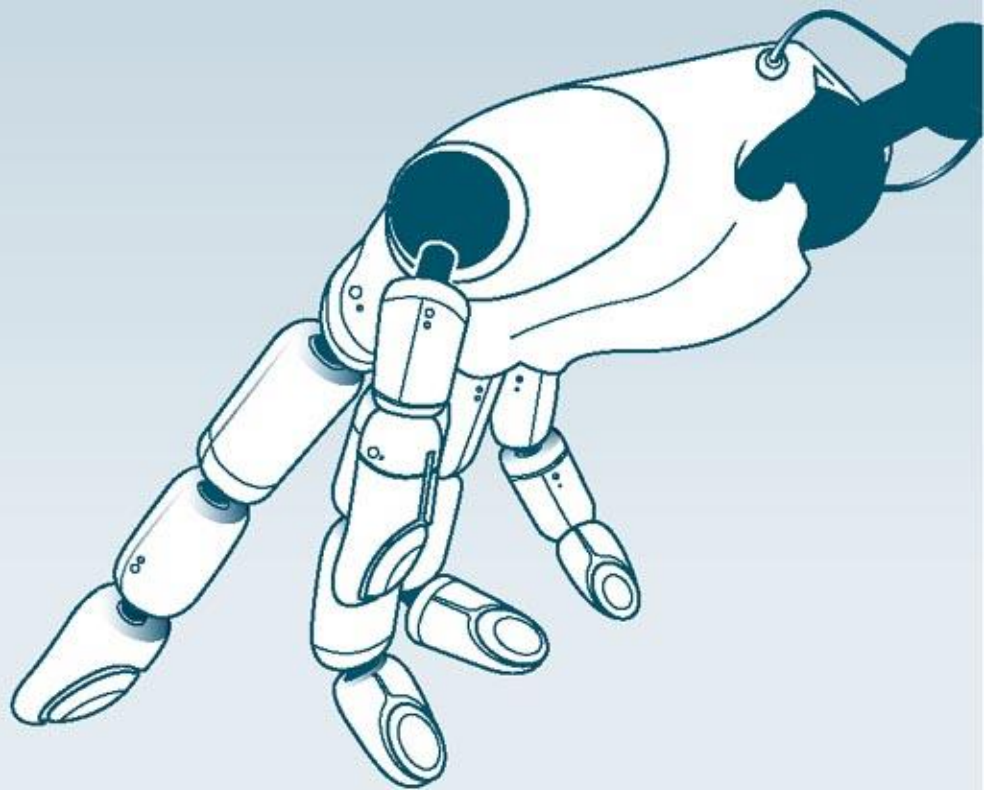
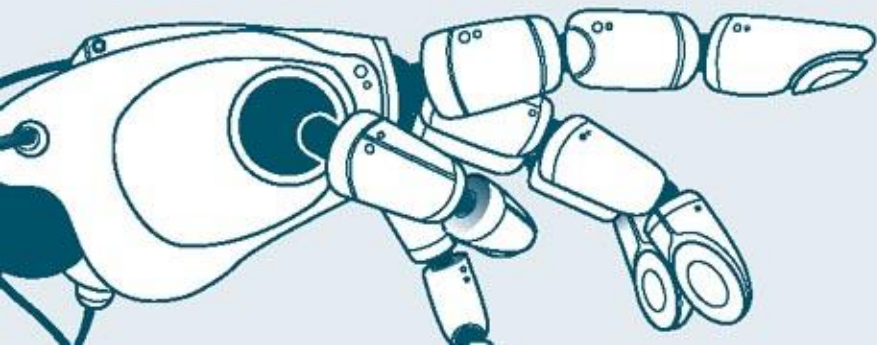
KBS C.O.E. Accountability

- Leveraged Platform
- Strategic Vendor Relationship
- Market/Technology Knowledge
- Consolidated Benefits Tracking
- Tier 3 Support
- Governance
- Training

KBS Optional Services

- Consulting (Prioritization, Identification, Awareness)
- Bot Building

WOULD
YOU
KILL IT?





TO IT OR NOT TO IT



Not Bot Ready



Underwater Bot



Digital Project Resources



Uphill Battle



Right time, Wrong Value

Top Three Key Takeaways

1. Align your program with your business & IT strategies
2. Be prepared to adjust - people, process, and technology
3. Revisit the value prop continuously



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