

# You've Got The Low Hanging Fruit, Now What?

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# FACILITATORS



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SERVICES



What's next after repetitive processes have been fully automated and the paper pushers have moved on?



Moving beyond cost and capacity gains



How to position improved customer experience as the value proposition



Improving speed or quality - What is the business case for each?



How do I automate to drive scale and quality?



How do I introduce the next generation of cognitive and machine learning technology?



# AGENDA

ASCENSION AUTOMATION TO AGILIFY  
JOURNEY

YOUR STARTING POINT

WHAT GOOD IS AUTOMATION?

EXPLORATION OF OTHER REASONS TO  
AUTOMATE

STRATEGIC AUTOMATION

OPPORTUNITY IDENTIFICATION (TABLE  
EXERCISE)

TABLE READOUTS

CONCLUSION



**800 year legacy**



**largest US non-profit**



**22 states & DC**



**141 hospitals**



**2500 sites of care**



**151,000 associates**



**22,900 beds**

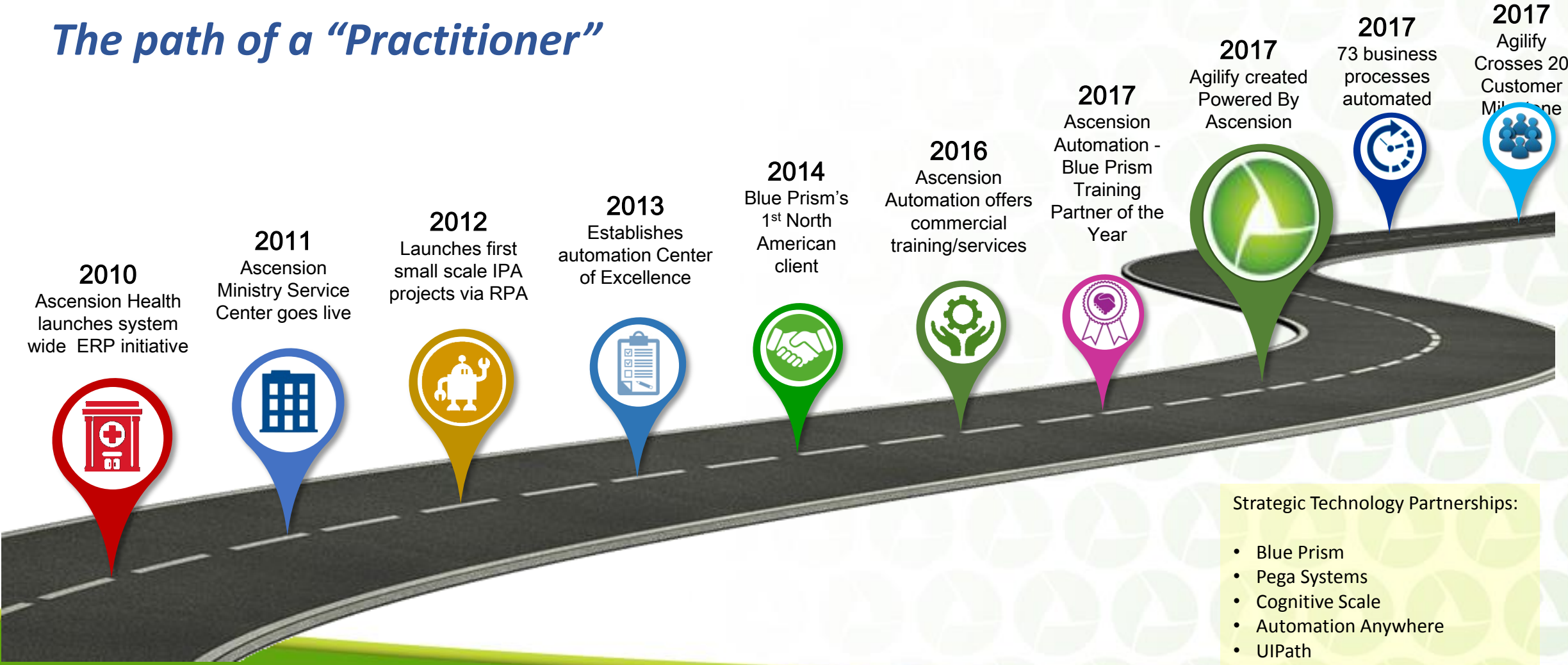


**\$1.8 billion in poverty care & community benefit**

# ASCENSION & AGILIFY AUTOMATION JOURNEY



## The path of a "Practitioner"



### Strategic Technology Partnerships:

- Blue Prism
- Pega Systems
- Cognitive Scale
- Automation Anywhere
- UiPath
- Trust Portal

# YOUR STARTING POINT MAY BE INFLUENCING YOUR OPPORTUNITY PERSPECTIVE



How did you first hear about IA?



What process area was first?



What was your first POC objective?



Client input? Involving your Global Process Owner.



Searching for the Pink Unicorn



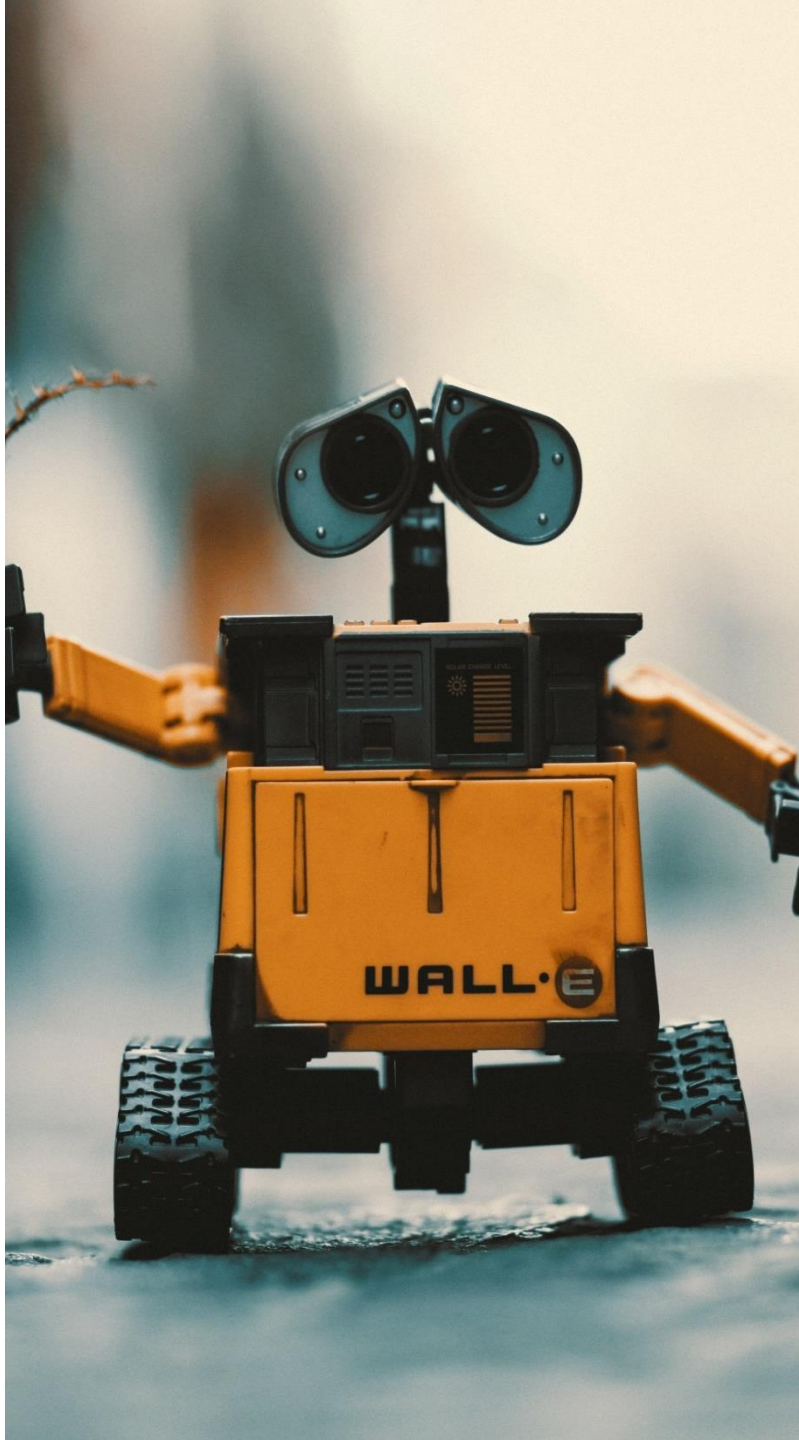
Automation operating model?



IT led or business led?



Prove a point, save some money, or solve a problem?



There is FAR more that Intelligent Automation can do for you.

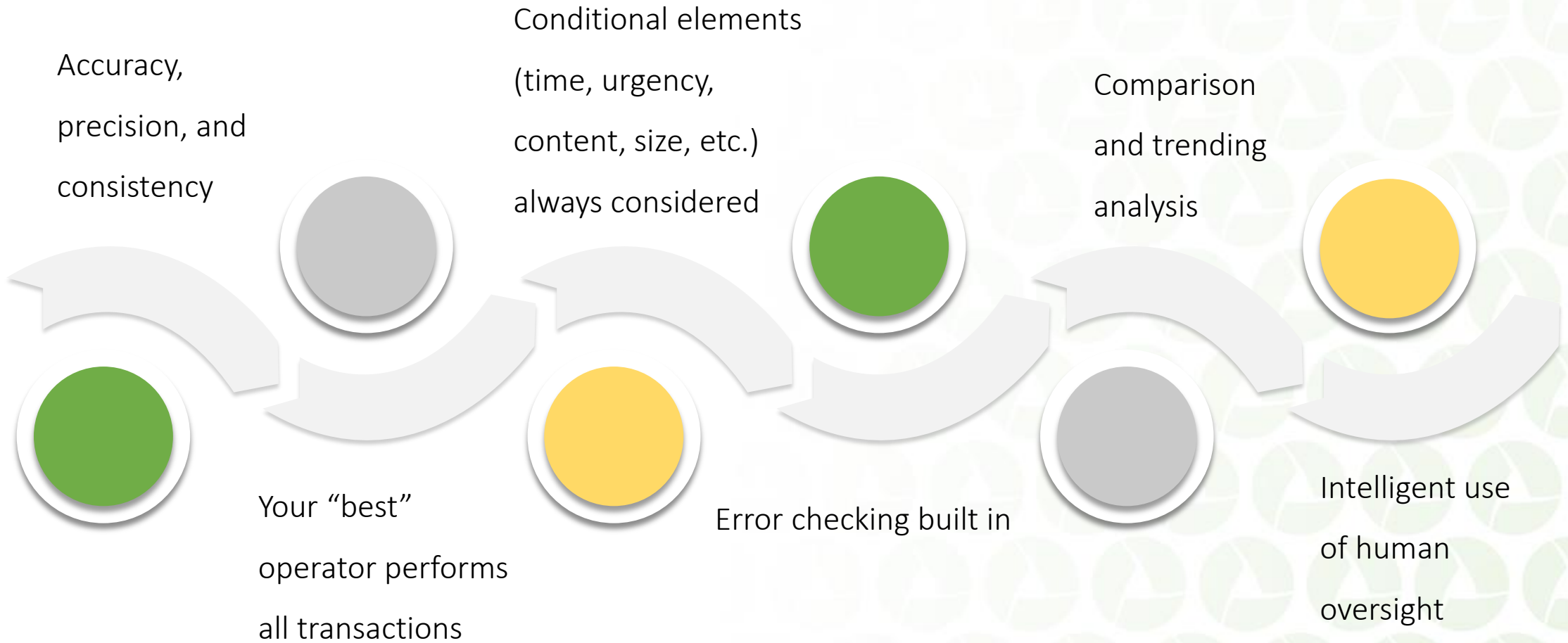


## What Good is Intelligent Automation?

- Do things that humans have traditionally been doing
- Operate 24 x 7 x 365
- Predictable results
- Does only what it is configured to do
- Isolate exceptions in a process
- Formalization of business rules
- Highly auditable record of action
- Conformance with process execution expectation
- Elimination of potential for human misbehavior
- Do things you would never pay a person to do
- Gather needed information for decision support



# HOW CAN INTELLIGENT AUTOMATION IMPROVE QUALITY?





# HOW CAN INTELLIGENT AUTOMATION REDUCE RISK?



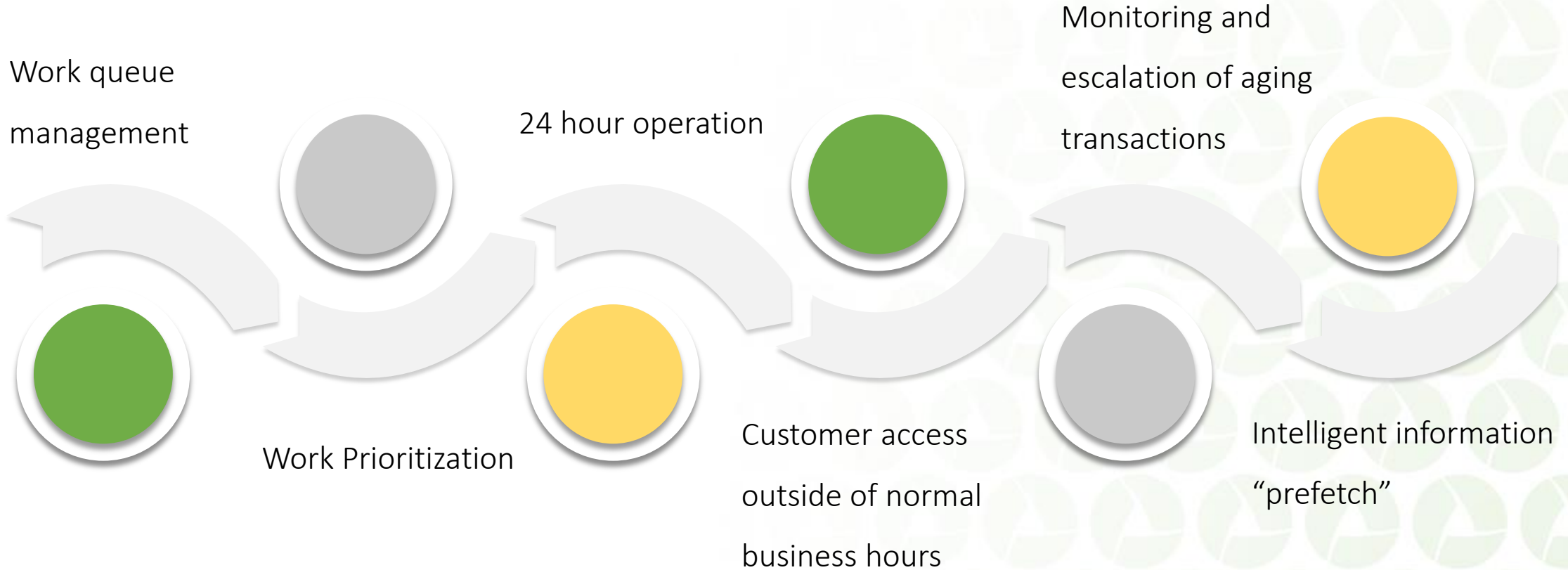
# QUESTIONS TO ASK

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- What controls are in place for this process?
- Why are those controls in place?
- Which processes are in heavy control service areas?
- Is the control in place because people are involved?
- Can the risk be eliminated?
- Can the control be automated?
- What if you took the human out of the equation?



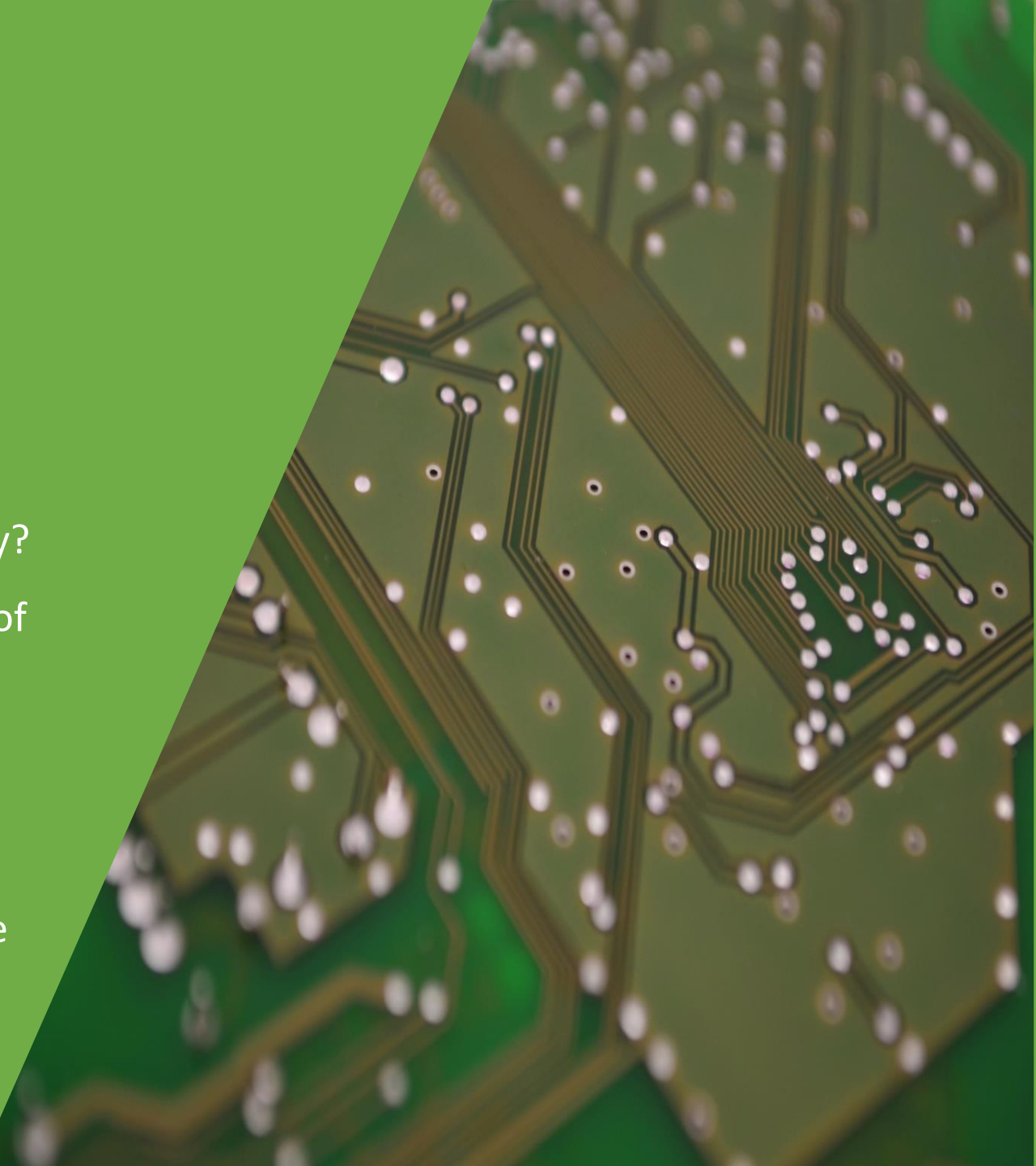
# HOW CAN INTELLIGENT AUTOMATION IMPROVE SPEED?



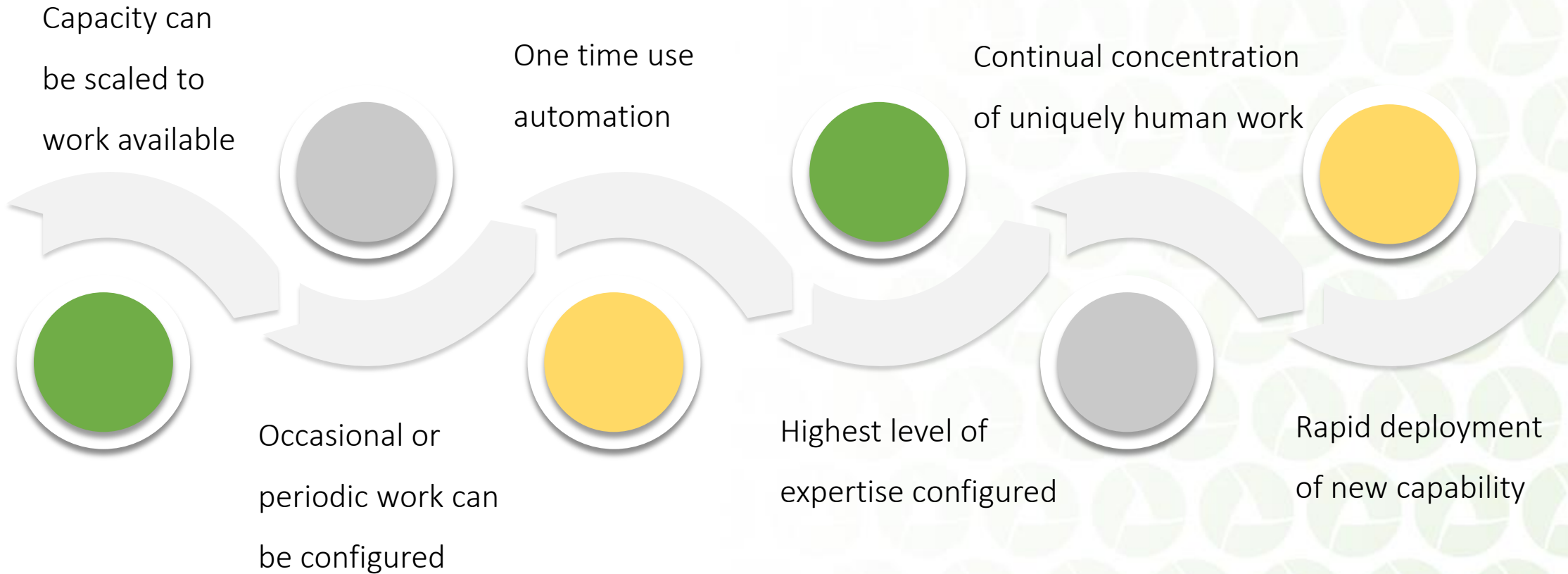
# QUESTIONS TO ASK

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- Where is speed limited to human capacity or availability?
- Where is work waiting on others without visibility?
- What services contain highly variable work urgency?
- Where would customers prefer to engage outside of business hours?
- What work could be self served that couldn't before?
- What transactions require lots of information to be gathered to process correctly?



# HOW CAN INTELLIGENT AUTOMATION IMPROVE YOUR SCALE?



# QUESTIONS TO ASK

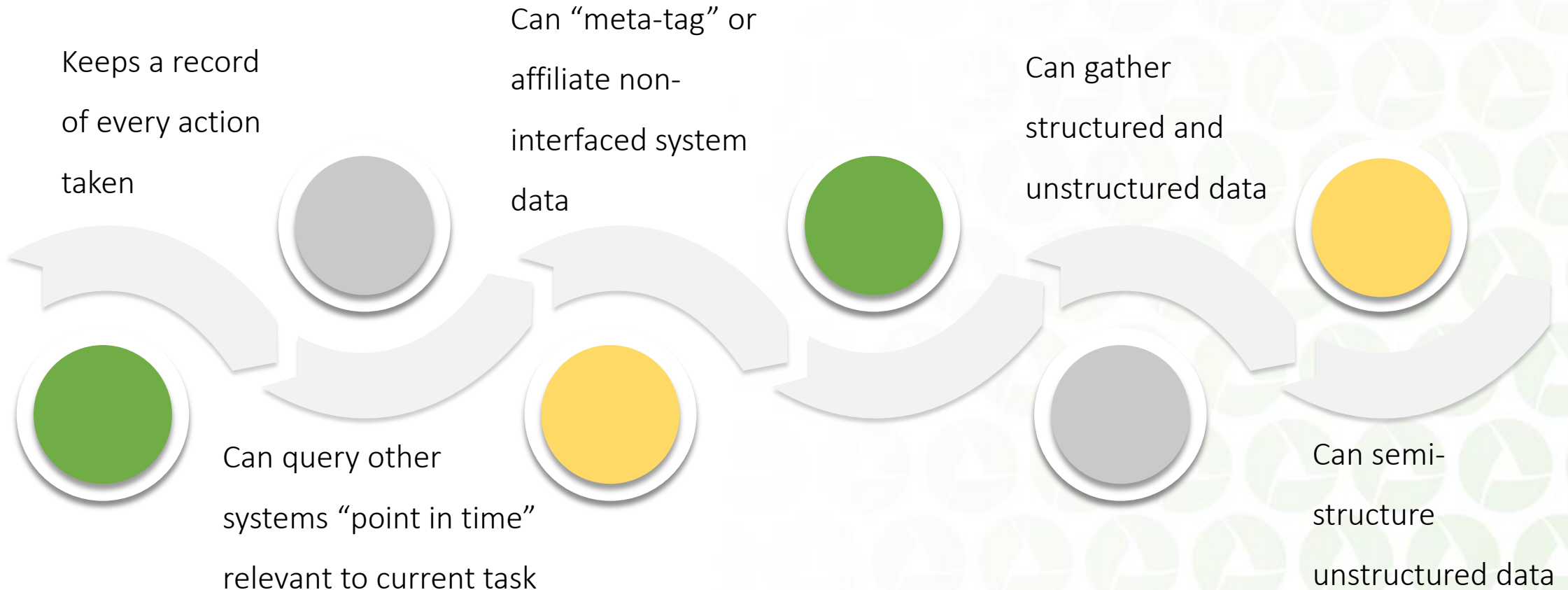
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- Where is there work you need to “staff up” for?
- What work do you do that is periodic? Monthly, annually?
- What have you said “no” to because you can’t staff up quickly enough?
- What has your business “hit you with” that caused major reprioritization?
- Where do you have highly skilled resources deployed that are really needed for just one thing?
- Where would you get a “win” if you told your business capacity was not an issue?





# HOW CAN INTELLIGENT AUTOMATION CREATE DATA YOU NEED FOR FUTURE ML SYSTEMS?



# QUESTIONS TO ASK

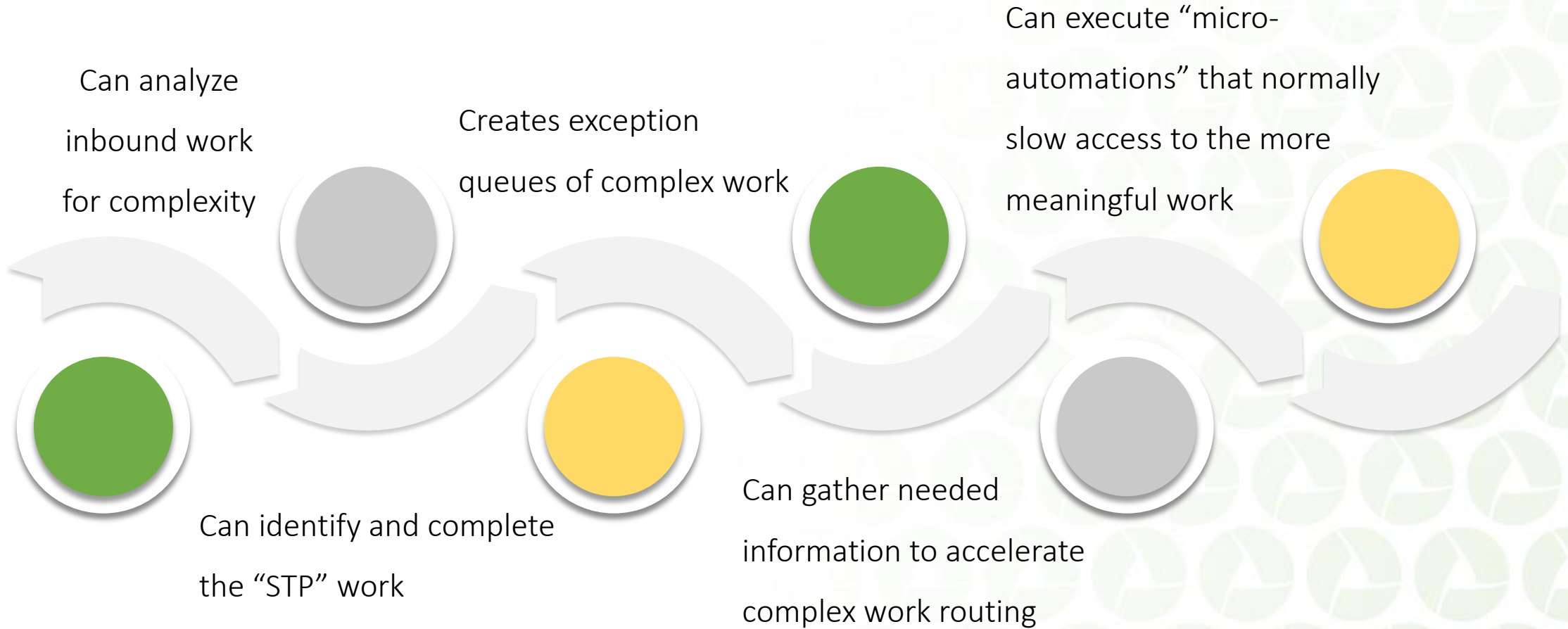
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Almost all major business applications were written to maximize their use of CPU and storage. As a result, critical data is discarded as transactions are processed. This data might just be the most important information you need to enable Machine Learning

- Where are you seriously lacking information about how something got done?
- What services or use cases might be considered for ML?
- Where would new, almost real time analytics be valuable?



# HOW CAN INTELLIGENT AUTOMATION INCREASE TIME SPENT IN “HUMAN-ONLY” WORK?

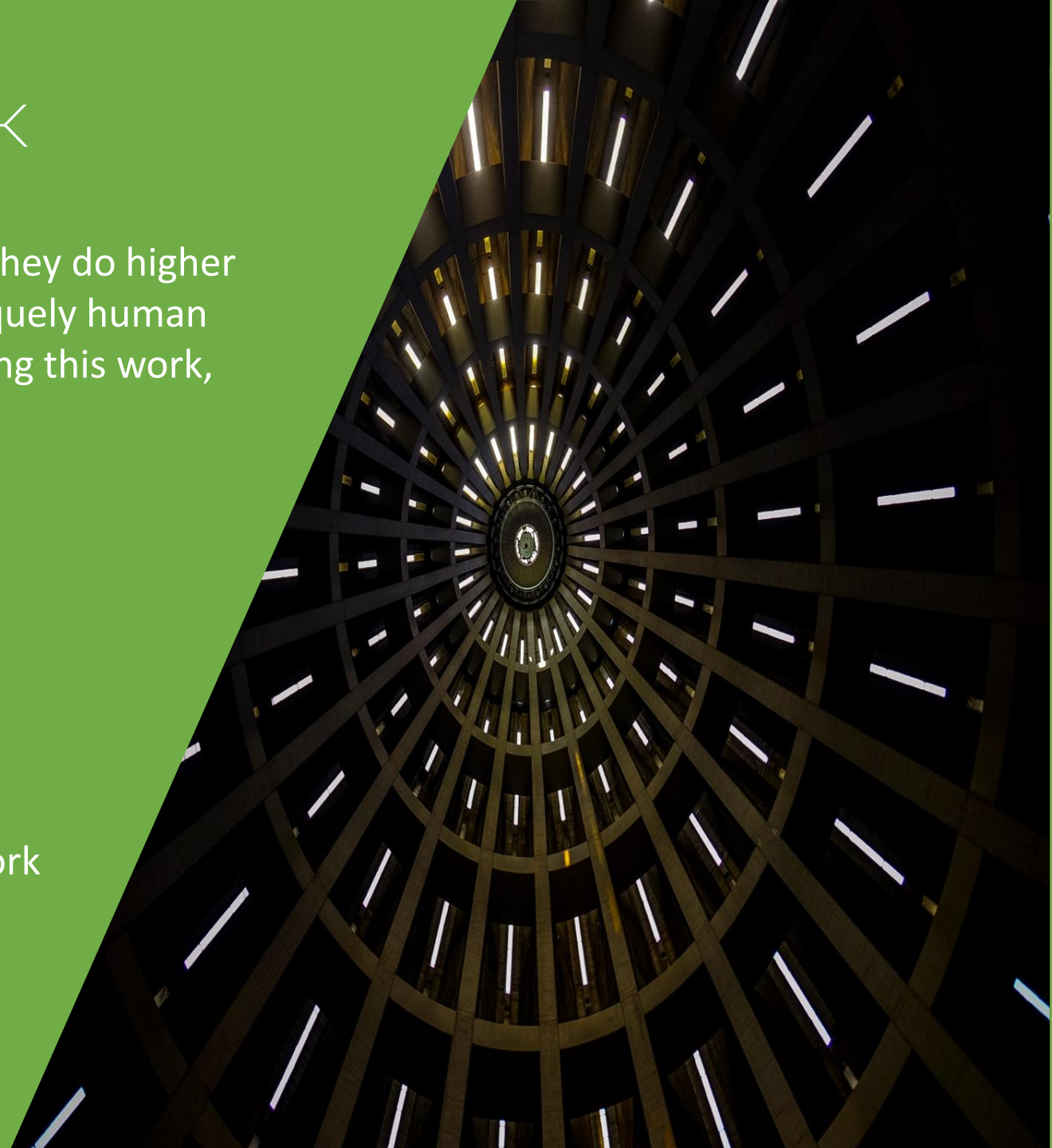


# QUESTIONS TO ASK

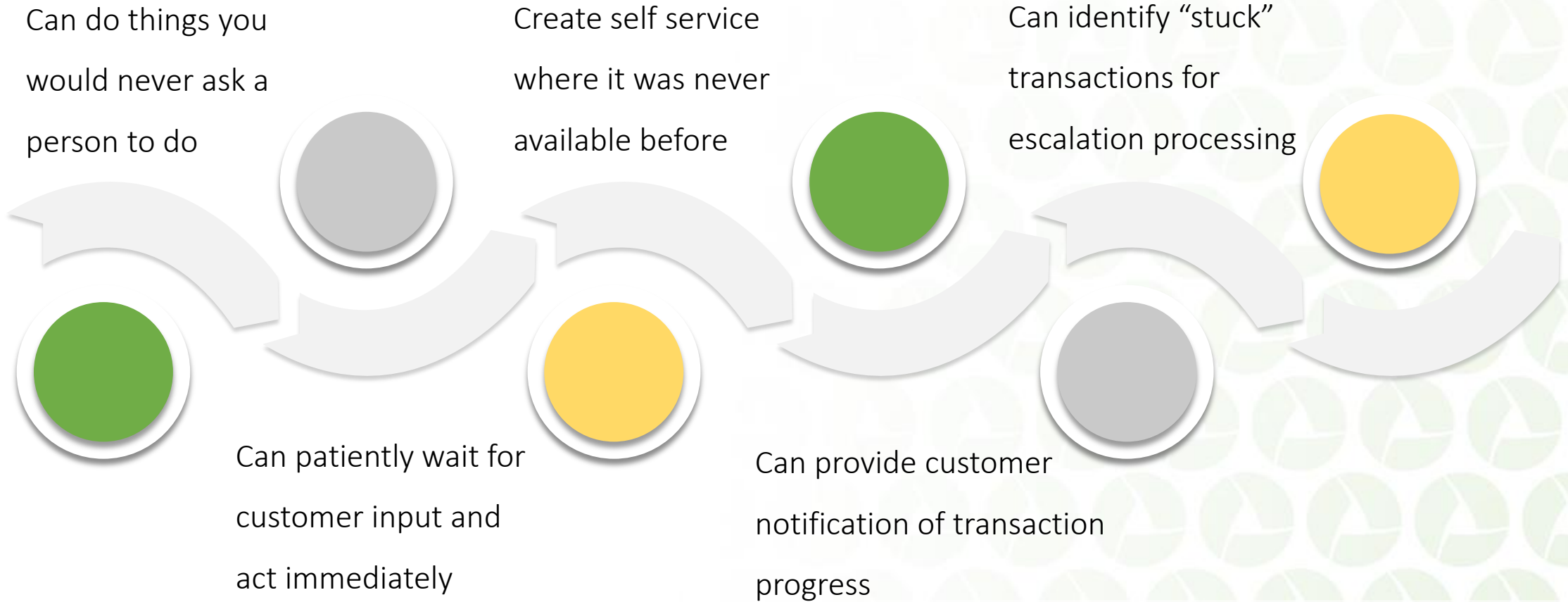
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It is known that employees are more engaged when they do higher value work. Studies show that many jobs engage uniquely human capabilities less than 10% of the time. By concentrating this work, employees feel far more engaged in their work.

- Where do you have jobs or roles that spend very little time in cognitive work?
- Where do you have highly skilled resources performing mostly mundane work “just in case”?
- Where do you have high turnover because the work is really just not much fun?



# How Can Intelligent Automation Create Impact CX?



# QUESTIONS TO ASK

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The new world of CX is now known to be driven by three fundamentals: Trust, Forgiveness and Effort. The previously intuitive world of CX has become more science based than ever before. Automation can have enormous impact on CX.

- What feedback have you received about a low trust in your ability to execute?
- Where can you dramatically reduce customer effort in the request or fulfillment of service?
- Where do single errors create major disruption?

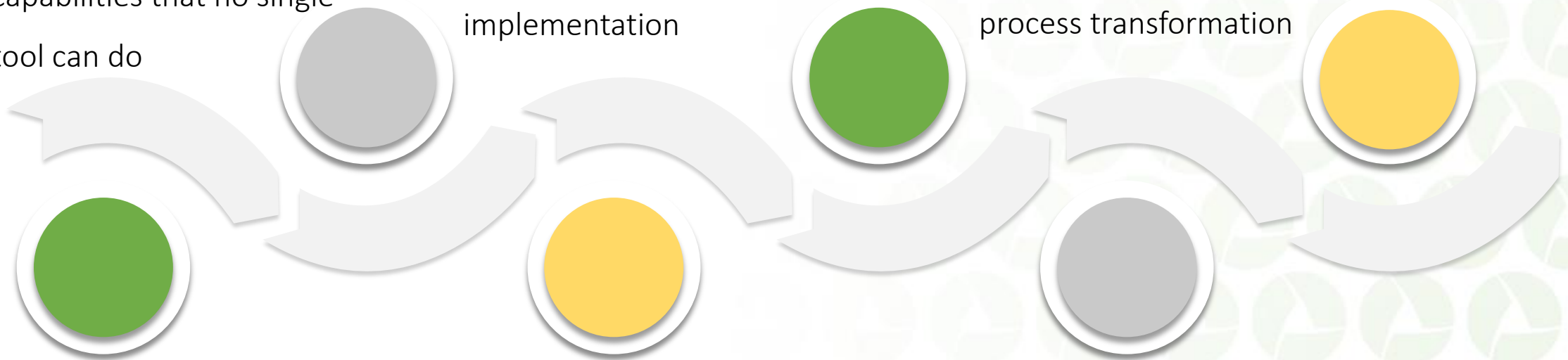


# HOW CAN INTELLIGENT AUTOMATION BE USED MORE STRATEGICALLY?

Can use multiple automation tools and capabilities that no single tool can do

Can be embedded in work teams to “flow” with strategic implementation

Should be a part of “design thinking” total end-to-end process transformation



Can free up capacity to work projects and programs

Is well suited to Agile methods that can rapidly improve execution capability

# QUESTIONS TO ASK

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After eating all of the low hanging fruit, many programs begin to suffer as they look for more of the same and can't find it. Intelligent Automation can be a highly valuable tool to accelerate core strategic programs for your company or your group.

- What are my top three strategic objectives?
- If you redesigned the process rather than tuned it, what would be possible?
- Where can total transformation occur with sustained automation releases?





# OPPORTUNITY IDENTIFICATION

## THINGS TO DO MONDAY

	<b>RISK</b>	
	<b>SPEED</b>	
	<b>SCALE</b>	
	<b>ENGAGEMENT</b>	
	<b>DATA FUEL</b>	
	<b>CUSTOMER EXPERIENCE</b>	
	<b>STRATEGIC AUTOMATION</b>	

Activity: Go back through the deck, grab your answers to the questions and capture them here. At your table share your answers and the things you will take back to your company to begin working on.

# TABLE READOUTS

NOTABLE DISCUSSIONS OR OPPORTUNITIES	
	<b>RISK</b>
	<b>SPEED</b>
	<b>SCALE</b>
	<b>ENGAGEMENT</b>
	<b>DATA FUEL</b>
	<b>CUSTOMER EXPERIENCE</b>
	<b>STRATEGIC AUTOMATION</b>

Activity: Select someone at your table to share some of the discussion, conclusions and opportunities you revealed throughout the workshop. You will have 2-3 minutes to share with the group.

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# INTELLIGENT AUTOMATION WEEK CHICAGO

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