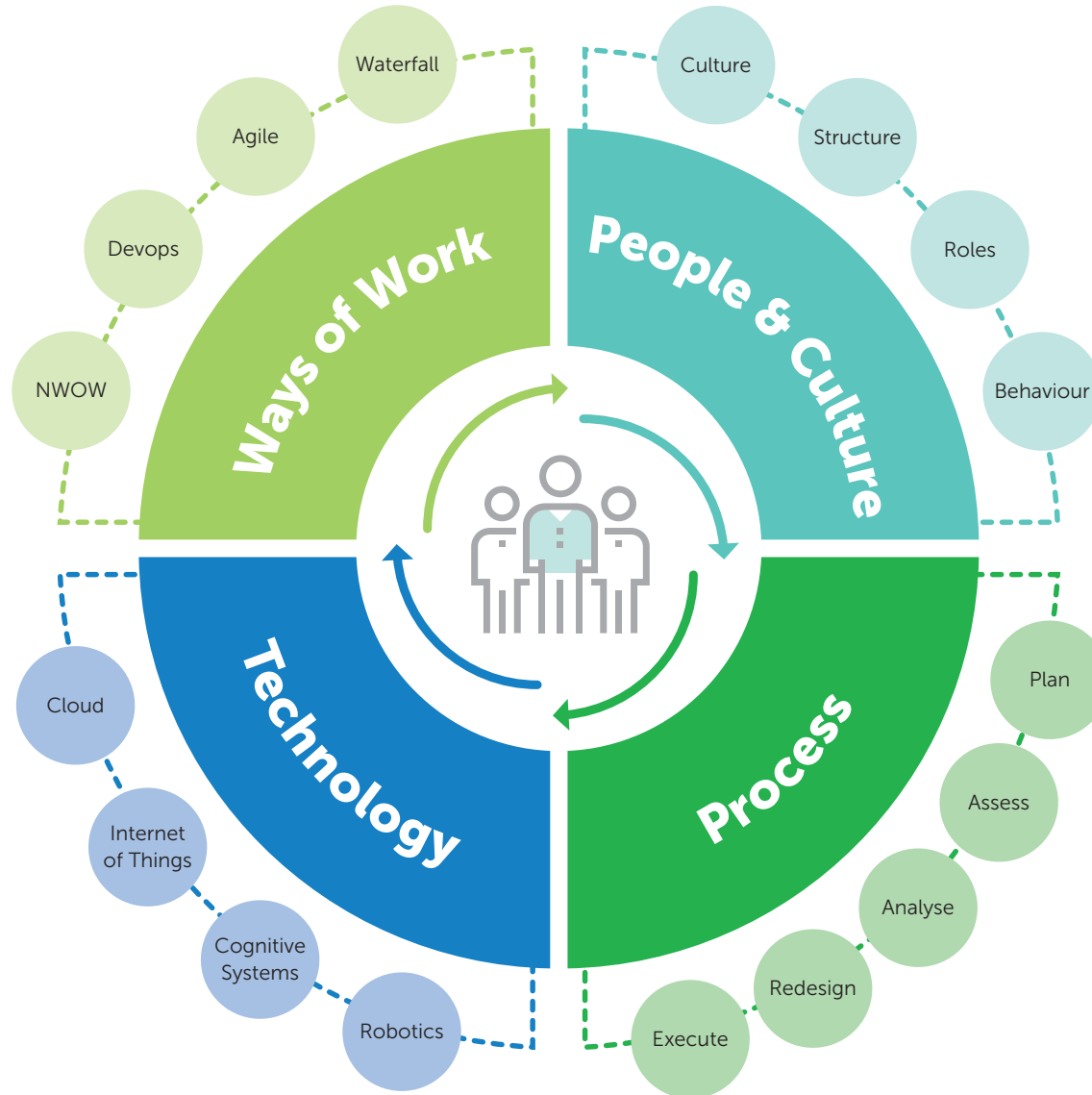


THE WORLD THAT WE LIVE IN

Context for Robotics and Intelligent Automation

We need to deliver faster, in an iterative way and with less at our disposal

Technology enhancements are enabling speed to market, competitive advantage and improved client focus

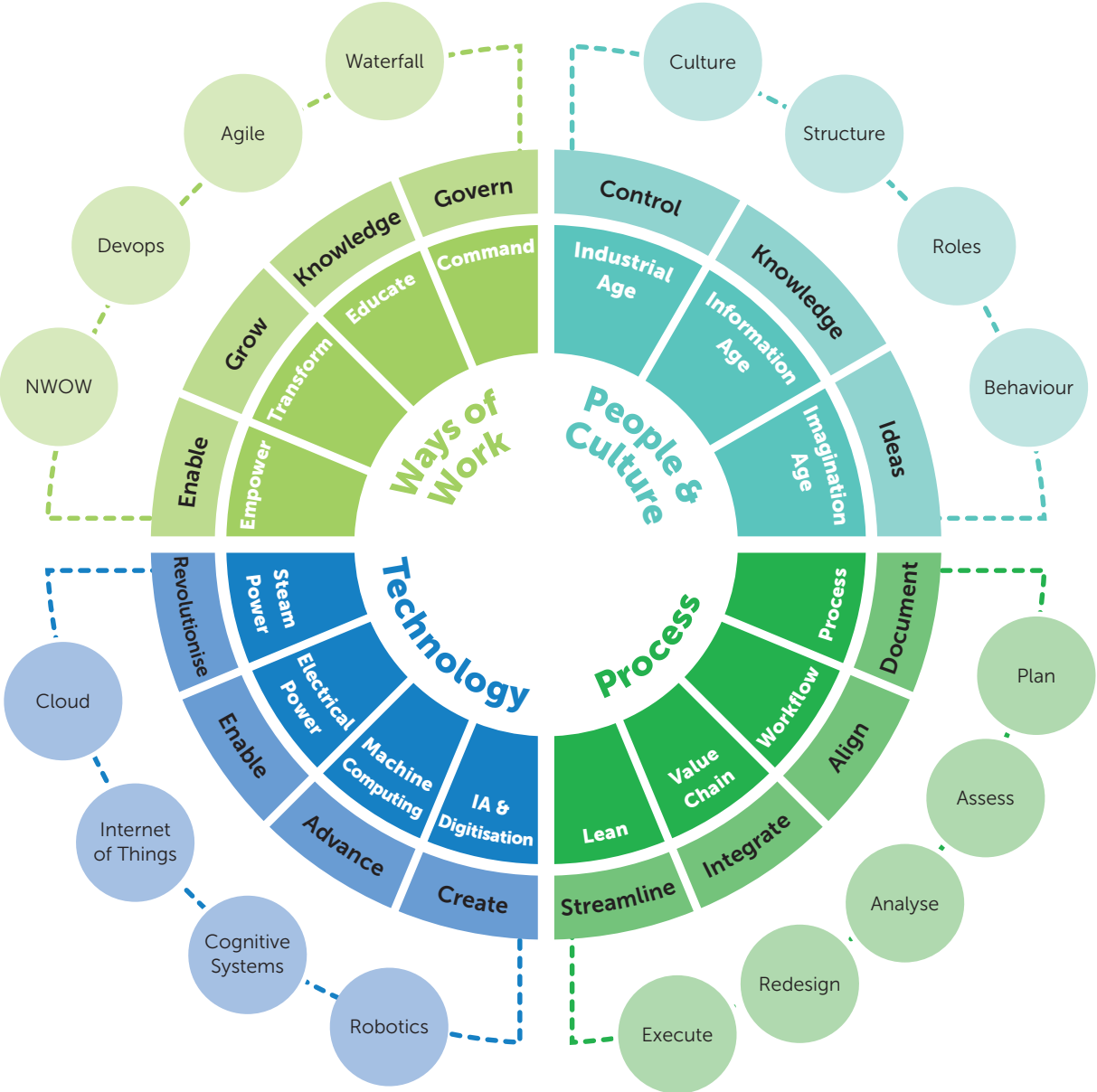


We need to align our culture, structure, roles, competencies to accommodate Technology and Ways of work requirements

Intelligent Automation drives a more modern approach to process utilisation

THE WORLD THAT WE LIVE IN

Context for Robotics and Intelligent Automation



Key elements impacted by intelligent automation

Main movements over the ages

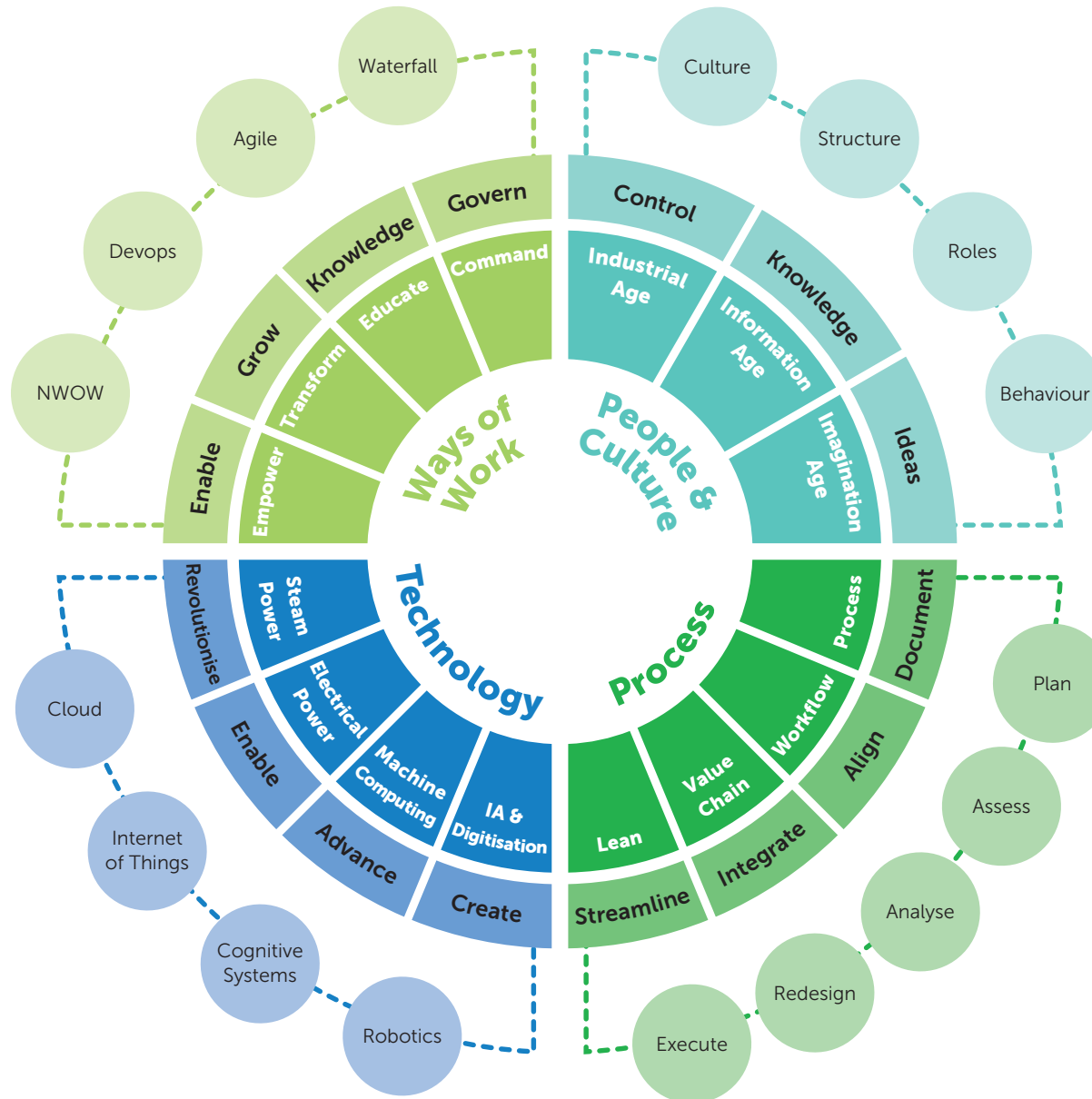
How we recognise it in business

THE WORLD THAT WE LIVE IN

Context for Robotics and Intelligent Automation

Observations

- Organisations attempt to move towards Agile and DevOps without applying basic principles first
- The environments do not always support New Ways of Work principles
- Cross skilled resources with knowledge and depth are rare
- Leadership and management styles do not always support the nurturing of a self organizing mindset
- Governance is often forfeited, in waterfall it is embedded in the process; in NWOW it is embedded in the human



Observations

- Intelligent Automation (IA) is real, and will formulate a critical part an organisational strategy
- Introducing Intelligent Automation into the environment will have an impact on both people and process
- The project and people change management of Intelligent Automation initiatives requires a different approach
- The management and support of a robot is different to the management and support of a human

Observations

- People and culture evolve at a slower pace than technology
- People strategies (culture; workforce management; skills etc.) are often dealt with too late
- Change resilience needs to be embedded in the DNA of the organisation
- New ways of work requires organizational redesign work for it to land

Observations

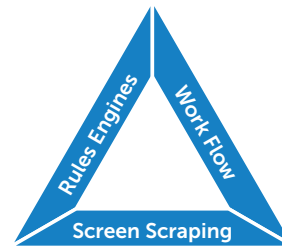
- Lean principles need to be applied to process flows before Intelligent Automation can begin
- Integrating robots with people requires careful planning and management
- Many processes can be automated, but not all processes should be automated
- A robot can do many aspects of a job, but will never completely replace the need for human intervention
- Aspects of processes are robotised and it is done incrementally
- The age in which we design processes influences the how; what and why

ROBOTICS AND INTELLIGENT AUTOMATION TECHNOLOGY

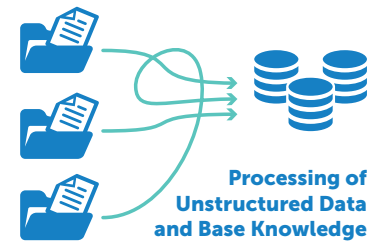
WHAT IS HAPPENING?

With the introduction of Intelligent Automation, organisations are given the opportunity to introduce disruptive technologies that will position them to be competitive in a fast paced, changing business landscape.

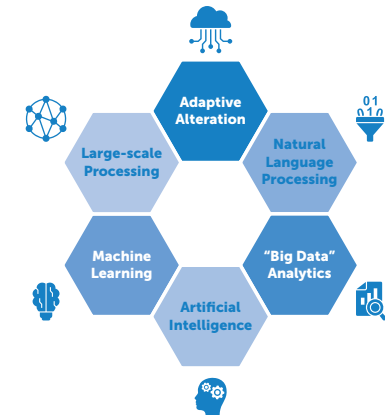
Our aim is to work closely with the solution design teams to enable the effective build landing of the Intelligent Automation / Digitisation solutions.



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1

Basic Robotic Process Automation

- Macro-based applets
- Screen scraping data collection
- Work flow
- Vision-type building blocks
- Process mapping
- Business process management (BPM)

2

Enhanced Process Automation

- Build-in knowledge repository
- Learning Capabilities (e.g., 'learning assist' by watching and recording)
- Ability to work with unstructured data
- Pattern recognition
- Reading source data manuals (e.g. Natural Language Processing (NLP))

3

Cognitive Automation

- Artificial Intelligence
- Teaching versus Programming
- Natural language recognition and processing
- Self-optimization/self-learning
- Digestion of super data sets
- Predictive analytics
- Hypothesis generation
- Evidence-based learning

THE IMPACT

- Intelligent Automation (IA) is real, and will formulate a critical part of an organisational strategy.
- Introducing Intelligent Automation into the environment will have an impact on both people and process.
- The project and people change management of Intelligent Automation initiatives requires a different approach.
- The management and support of a robot is different to the management and support of a human.

BIZMOD OFFERINGS

- All about IA (bringing the business up to speed on the journey of IA and the associated language used).
- Assisting our clients in choosing IA/ Robotics vendors through a project based RFI, RFP, RFQ process.
- Augmenting client resource capabilities with skilled professionals.

ROBOTICS AND INTELLIGENT AUTOMATION

NEW WAYS OF WORK

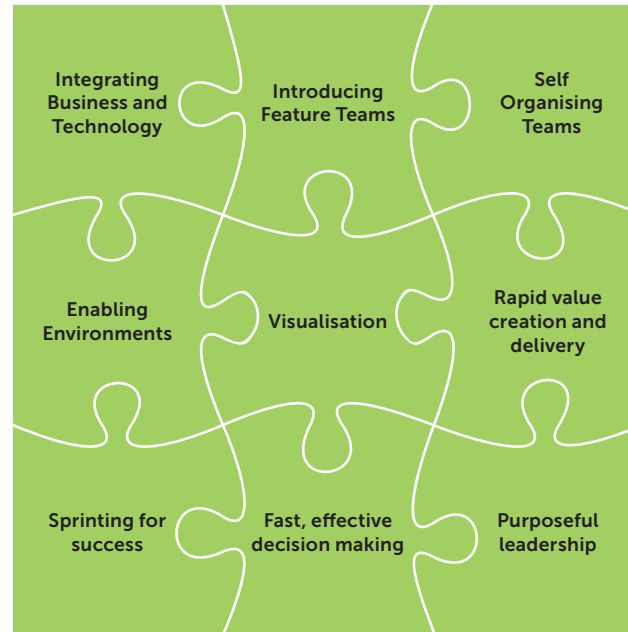
WHAT IS HAPPENING?

Keeping pace requires a significant shift in the way we think work is done.

Landing an improved way of working is complicated as it involves the adjustment of multiple business levers and it requires commitment across the entire organisation.

In previous working methods governance is embedded in the processes, in the new ways of working it is embedded in the knowledge worker.

Enabling the people of an organisation to keep up with technology requires a completely different approach to the way it was done before. The way we plan; lead and manage our teams needs to evolve. All of this needs to happen in a world where there is a lot of ambiguity and unknowns.



THE IMPACT

- Organisations attempt to move towards Agile and DevOps without applying basic principles first.
- The environments do not always support New Ways of Work principles.
- Cross skilled resources with knowledge and depth are rare.
- Leadership and management styles do not always support the nurturing of a self organising mindset.
- Governance is often forfeited, in waterfall it is embedded in the process; in NWOW it is embedded in the human.

BIZMOD OFFERINGS

- Methods and guidelines to New Ways of Work (bringing the business as well as the build and deployment teams up to speed on the improved ways of working).
- Organisational architecture (how to modernise your organisational structure to align to the new ways of working).
- Embedding practices aligned to modern working methods.
- Flexible staffing solutions.

ROBOTICS AND INTELLIGENT AUTOMATION

PEOPLE & CULTURE

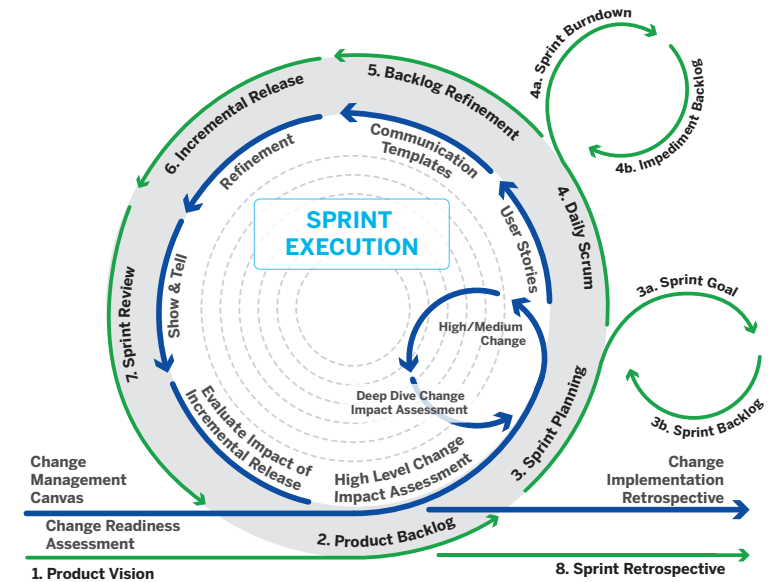
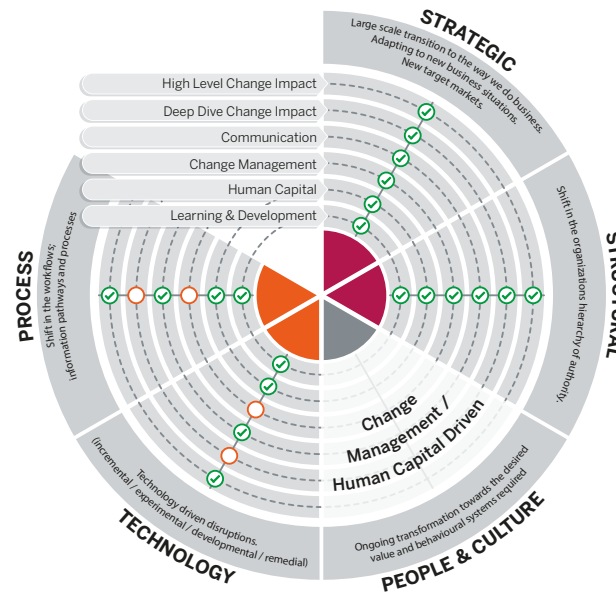
WHAT IS HAPPENING?

Technology is being developed and implemented at a rapid pace and in many cases the organisation is struggling to keep up.

Smaller change is now introduced continuously and quickly and the impact is accumulated over time.

The impact on staff, workforce planning and support functions is not completely understood or planned.

The impact of IA on people, culture and support functions requires us to transform into being more adaptable; structures needs to be aligned to new strategies and ways of work.



THE IMPACT

- People and culture evolve at a slower pace than technology.
- People strategies (culture; workforce management; skills etc.) are often dealt with too late.
- Change resilience needs to be embedded in the DNA of the organisation.
- New ways of work requires organisational redesign work for it to land.

BIZMOD OFFERINGS

- Business and Human Capital Change management capabilities.
- Methods and guidelines to driving change in an agile world.
- Change impact assessment specific to IA.
- Methods and guidelines for workforce planning dealing specifically with the impact of IA on the workforce.
- Skilled and knowledgeable professionals to shape and drive the work.

ROBOTICS AND INTELLIGENT AUTOMATION

PROCESS

WHAT IS HAPPENING?

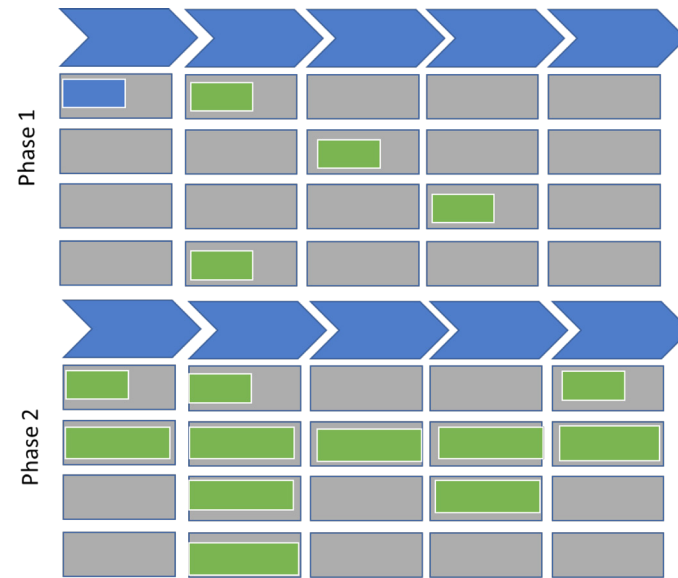
The impact of landing intelligent automation solutions is not always significant at the time of implementation.

However, over time more aspects of a single work flow or functional area are replaced by automation. The impact specifically on supporting areas and workforce becomes significant.

It is critical to plan; track and manage these changes as the medium and long term impact can be significant.

Intelligent Automation success is based on being able to identify the aspects of a value chain, process flow or process activities that should be automated. In addition there is a need to introduce LEAN concepts to unlock efficiencies and effectiveness in the proposed processes.

The alignment between people; process and technology is crucial to ensuring successful landing of these solutions. The alignment between design; build and deploy is also critical.



THE IMPACT

- Lean principles need to be applied to process flows before Intelligent Automation can begin.
- Integrating robots with people requires careful planning and management.
- Many processes can be automated, but not all processes should be automated.
- A robot can do many aspects of a job, but will never completely replace the need for human intervention.
- Aspects of processes are robotised and it is done incrementally.
- The age in which we design processes influences the how; what and why.

BIZMOD OFFERINGS

- Using a project based approach to help our clients determine what they can automate.
- Prioritising automation possibilities and developing next steps plan.
- Methods and guidelines to process mapping for IA initiatives.
- Planning methods and guidelines for IA (mapping and tracking the impacts of iterative implementation).
- Augmenting client resources capabilities with skilled professionals.