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Stop Listening to Your Heart, Let Workforce Intelligence Guide You

Albert Hahm and Greg Price
Ernst & Young

Introductions



Albert Hahm

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Robotics & Intelligent Automation
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25 year career focused on implementation of technology-backed business transformation programs. Multitude of technologies implemented include robotics, digital process automation (DPA), automated decisioning (i.e. Business Rules), mathematical optimization, enterprise resource planning (ERP), and artificial intelligence (AI) solutions. Experienced in delivery of technology based solutions and the implementation of process and people changes necessary to ensure effective and sustainable results.

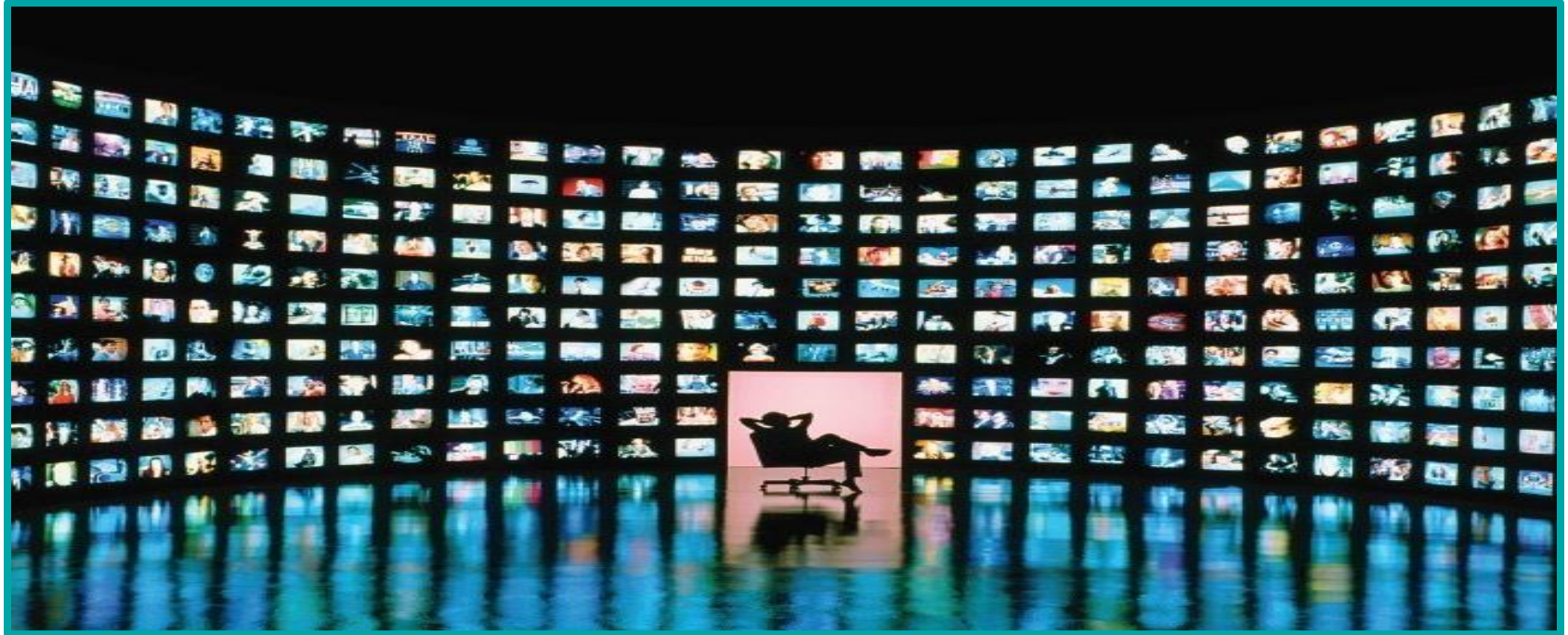


Greg Price

Pega Sector Leader, Insurance
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Pega focused consultancy practice leader with 25 years of experience providing business transformation through digital process technologies, value case development and positioning, adoption leadership and delivery leadership. A background of skills surrounding strategic execution, applications architecture and program leadership with experience in each phase of the software development life cycle utilizing agile and iterative development methodologies.

Wouldn't it be great if I could see what my people were doing and how they were doing it?



What are the business objectives? What we are trying to gain?

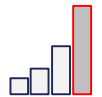
1 Cost vs. Benefit



Fast ROI



Drive cost efficiencies



Avoid rising future costs

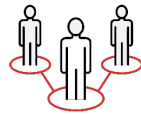


Accurately measure & monitor ROI

2 Productivity with Quality



Improve accuracy



Untether human workforce



Improve data quality via technology

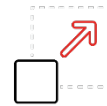


Leverage humans for their strengths

3 Scale with Control



Automate everything



Design a scalable operations model



Create an extensible strategy



Implement Governance

4 Manage Risk



Balance cost & implementation risk



Enable Innovation



Increase process compliance control



Better manage business value

Why Workforce Intelligence? Qualitative vs. Quantitative

Traditional qualitative approach:

Interviews, walkthroughs, time & motion studies

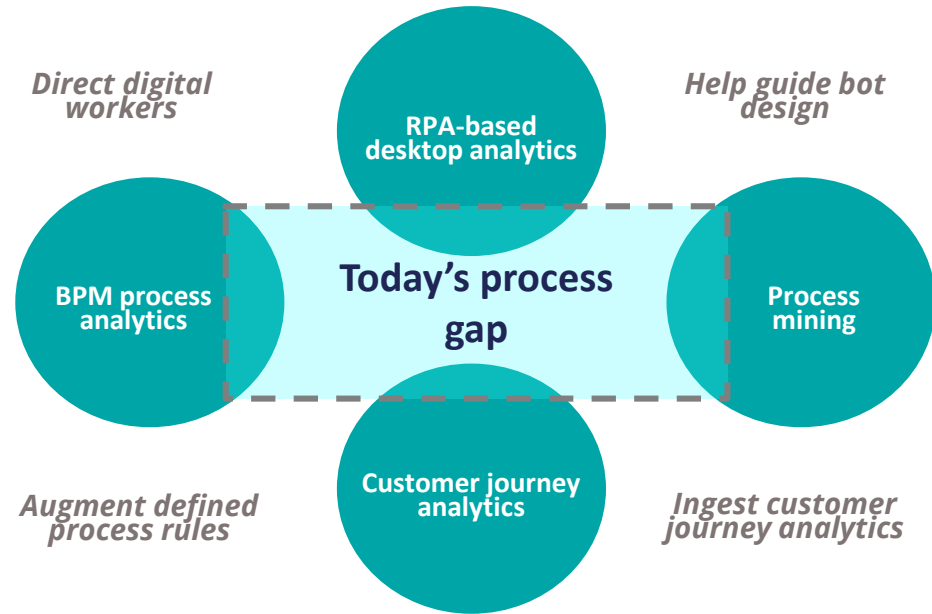
New quantitative approach:

WFI provides a data driven approach

Historically, process discovery and analysis are highly manual and time consuming tasks that often yield many rabbit holes before uncovering true value

- Time consuming and expensive**
 As part of any process improvement activity, process discovery is essential for setting a baseline and creating a future vision. This is currently a manual, time consuming and ultimately, expensive journey
- Relies primarily on qualitative input**
 This adds significant cost to process improvement initiatives, including automation, CX improvement, knowledge transfer, and business requirements definition
- Bad information = Bad results**
 Traditional discovery often relies on staff input and may be anecdotal, incomplete, biased, or in the worst case completely inaccurate information

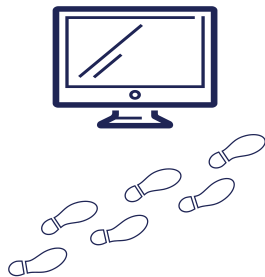
Forrester has identified this 'process gap', especially in the context of accelerating process automation¹



1. FORRESTER: 'RPA Vendors Are On A Mission To Close The Process Gap', from The Forrester Wave: Robotic Process Automation, Q2 2018

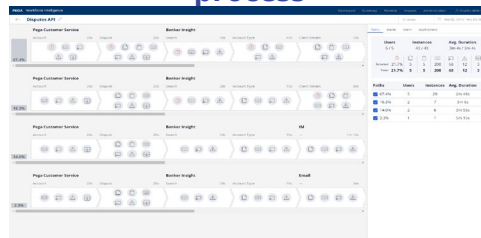
Use Automation to enable Automation by driving insight through data

1 Leverage digital footprints



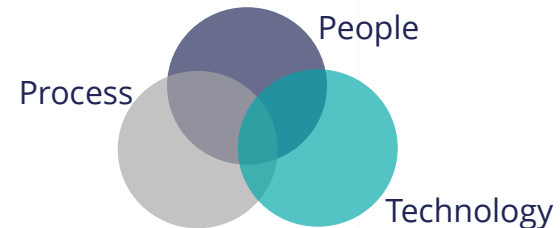
- ▶ People leave **digital “footprints”** during the performance of almost all activities
- ▶ Workforce Intelligence will **capture and extract these footprints** and provide quantitative data

2 Visualize and assess the process



- ▶ Workforce Intelligence will **analyze desktop movement** and provide multiple visages into its findings
- ▶ WFI **User Intelligence** offers a view into the DILO of employees
- ▶ WFI **Activity Intelligence** reveals the performance and execution of activities
- ▶ WFI **Application Intelligence** will uncover the usage of software
- ▶ WFI **Opportunity finder** will offer suggestions to increase productivity

3 Unlock insights and value



- Teams can **focus on delivering improvements** which drive value to your business
- ▶ Prioritized Automation Opportunities
 - ▶ Performance issues identification
 - ▶ Training opportunities
 - ▶ Process improvement opportunities
 - ▶ Simplification
 - ▶ Productivity
 - ▶ Compliance
 - ▶ Application lifecycle management

Workforce Intelligence (WFI) offers a solution to the challenges of the traditional time and motion study with large sample empirical data



Assumption free
quantitative approach to
focus efforts



Transparent and
unbiased insights based
on real process data



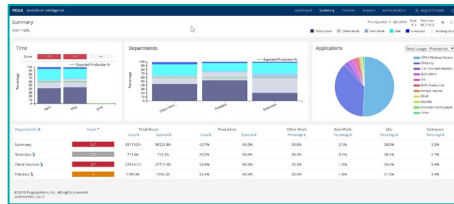
Fast-tracked visualisation
& analysis providing
foundational insights



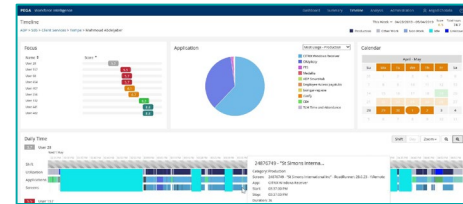
Visibility to manage
ongoing operations and
associated change

Example WFI dashboards:

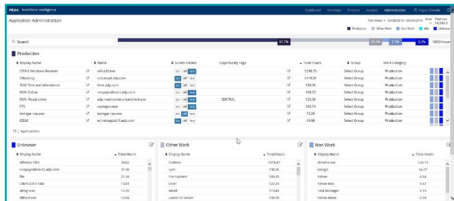
Summary Dashboard



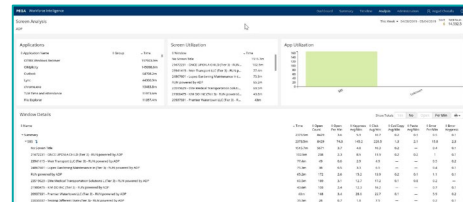
Timeline View



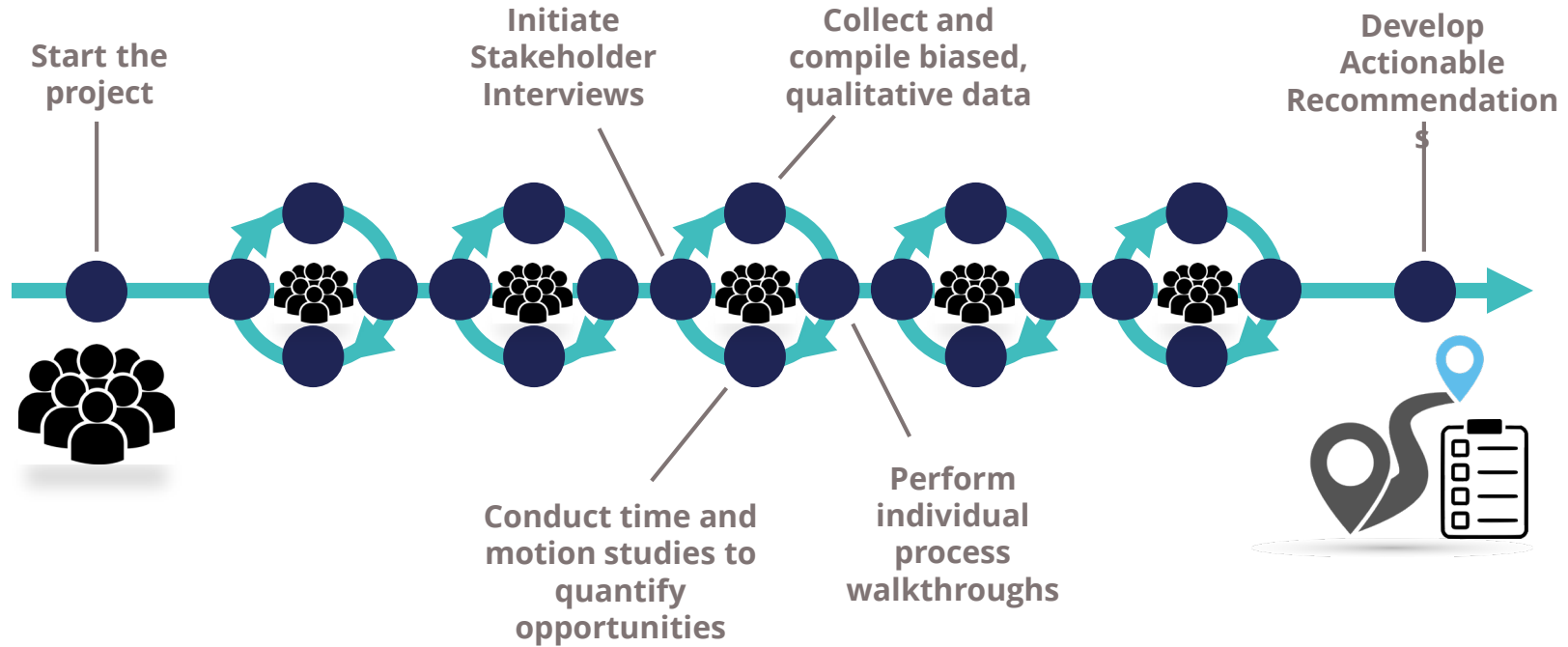
Application Categorization



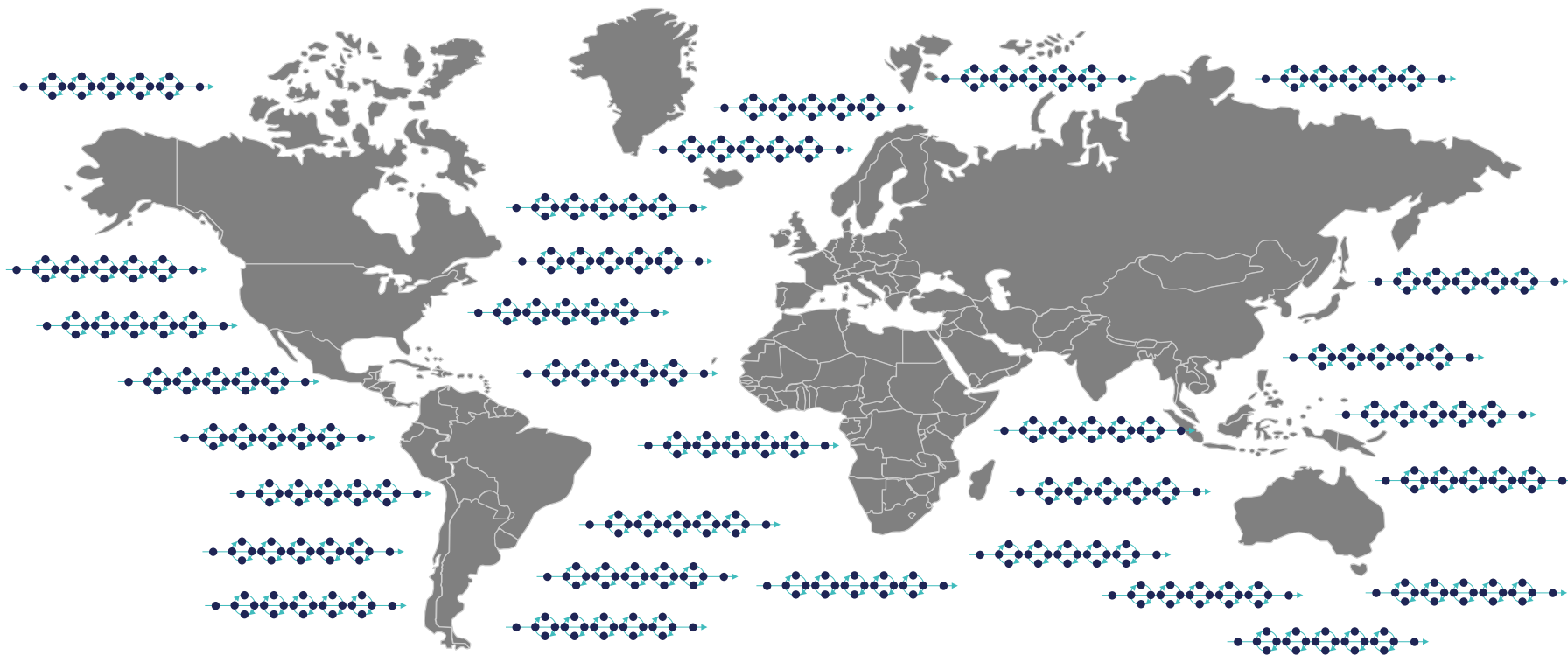
Screen Analysis



What is the value of using a Quantitative, Data driven approach?

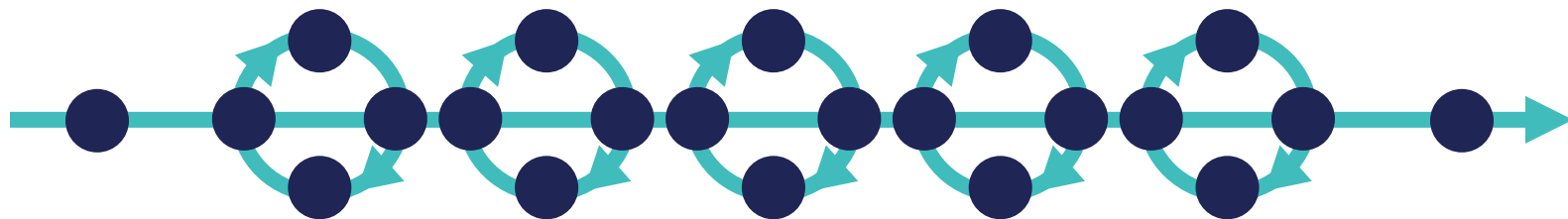


What does this look like for a global organization? In order to be Exhaustive it is Exhausting and Expensive

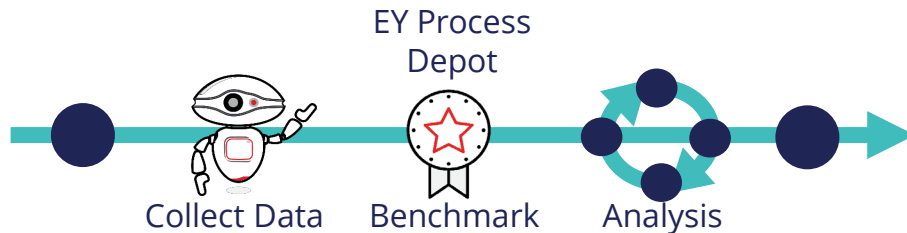


What is the value of using a Quantitative, Data driven approach? Focus & Scalability

Before WFI



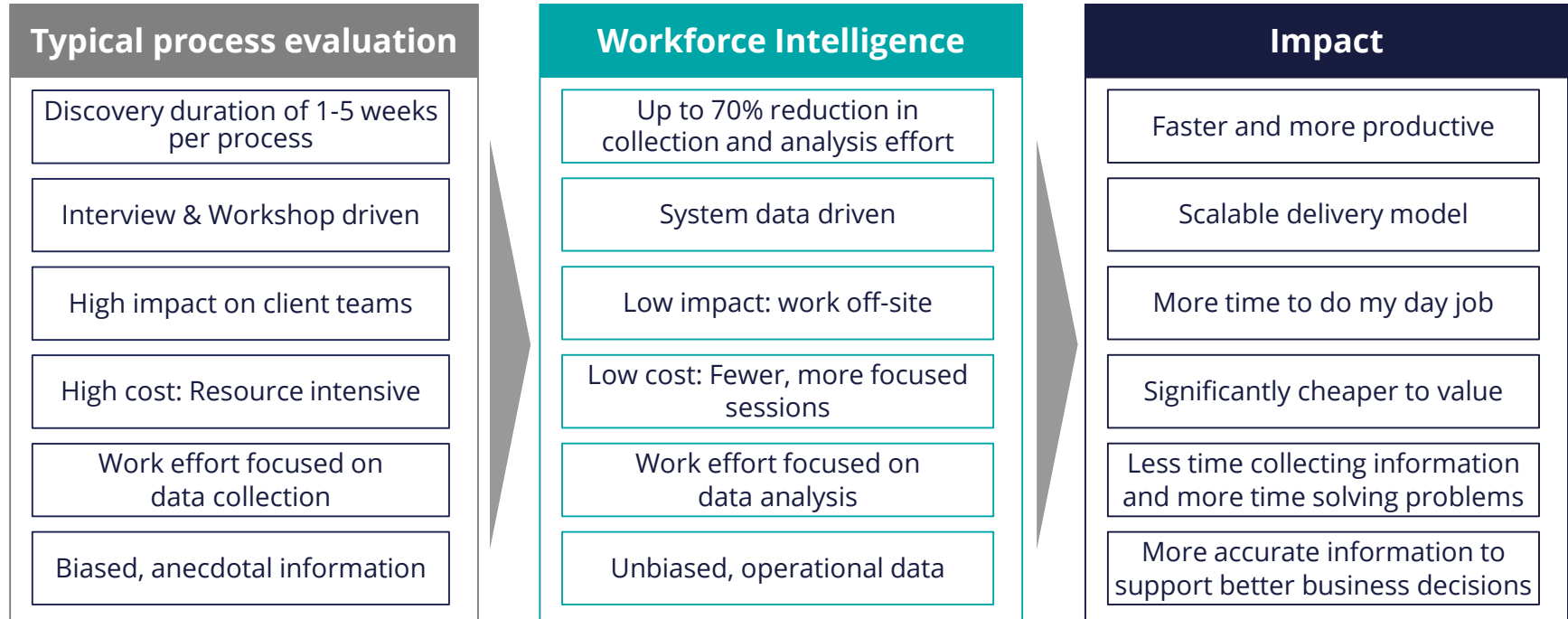
After WFI



With real quantitative cost data, We can focus our calories in specific targeted areas



By automating this work, WFI provides a faster, cheaper and more accurate path to understanding and improving processes

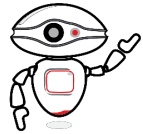


It's not all unicorns and rainbows: There are pitfalls and lessons learned



Think beyond automation

WFI will give you transparency to improvement opportunities outside of automation.



Don't assume automation equates to Robotics

It simply does not. Just because you can do it in Robotics doesn't mean you should.



More information will give you deeper insights

From the early stages, focus on leveraging additional data sources to get a broader and deeper perspective.



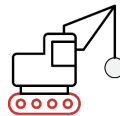
Focus on areas with scale

The benefits of a data driven approach increase with scale. Focus on the big rocks to uncover greater value for initial efforts.



Don't fear the "Big Brother" objection

Our clients work through the cultural stigma to obtain real value through transparency.



WFI can be one of the most disruptive tools to improve business

WFI has potential value well beyond its original purpose of identifying automation opportunities.

**Ask a better question,
Get a better answer,
Build a better working world.**

The question we've been asking is:

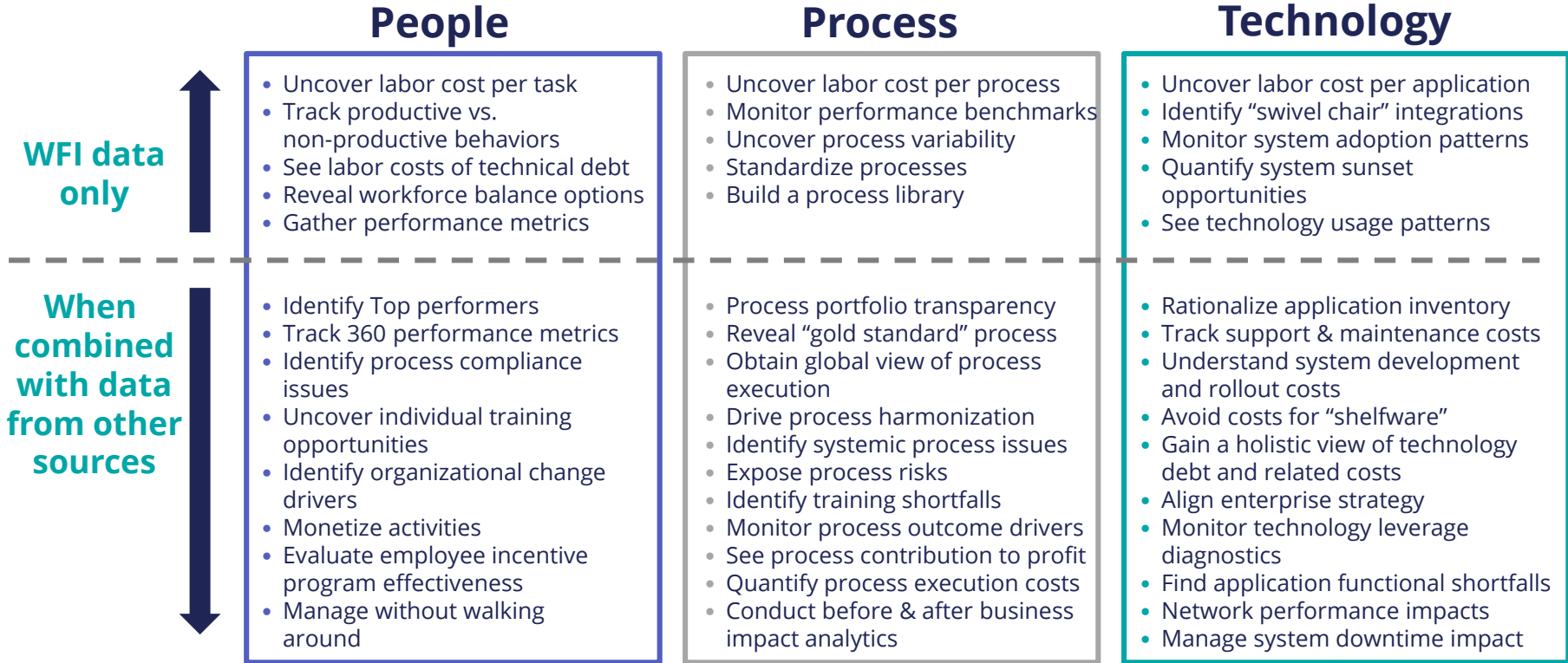
What should I automate?

The better question is:

How can WFI improve my business?

What can we expect to learn

How can WFI help my business?





Q&A



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