

# Robotics vs. Intelligent Automation – Cautionary Tales and Axioms



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19

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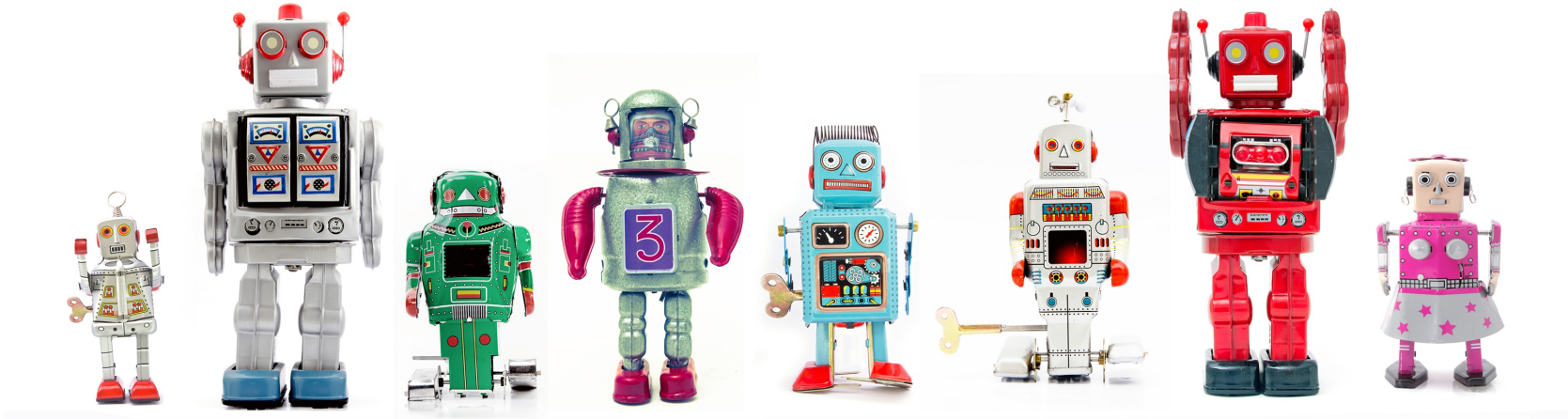
# The shiny object in a sea of cool new technology



- Up to 100% productivity gains
- Up to 65% cost savings
- Quick deployments
- Mega ROI...



# Organizations stampede to robotic platforms to capture their purported benefits of operational efficiency



# And it's a full on race to win



# Leading us all to be a hammer in search of a nail



**“When all you have is a hammer,  
everything looks like a nail” \***

“What they end up doing is they end up trying to build sophisticated business logic into a technology that grew up out of screen scraping”\*

*\*Alan Trefler Pega Q1 2019 earnings call*

# But we need to take off the blinders

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IBM Canada Ltd. Toronto Lab      System . . . . . : TORASB9C
                                Subsystem . . . . . : DINTER
                                Display . . . . . : QPADEV0005

User ID . . . . . : _____ Password . . . . . : _____
Program/procedure: _____ Menu . . . . . : _____
                                Current library. . . : _____

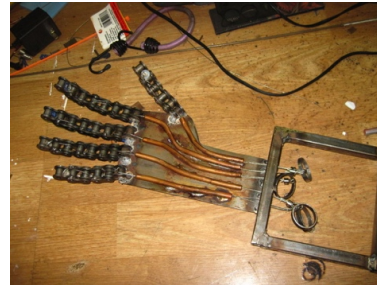
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*-----*

Ver/Rel/Mod : 520
Driver . . . : 500 XPF/500 SLIC
System . . . : TORASB9C
Owner . . . . : Steve Robinson u
Phone ext . . : 4123
Install date: 072688
System Usage: AD Development
Sec Level : 40

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```



# Otherwise we suffer our results.....



# The journey is much like the telephone- focus on intelligent automation

Today, we now have the smartest and most powerful thing in our hand and the business now needs to develop the intelligent automation north star.





# Let's revisit the opportunities that are somewhat standard for robots



Undertake structured, repeatable, computer based tasks



Use workflow enabled interaction systems



Access more than one system to complete a process



Do information search, collation or updates



**Brains in each hand, multiple actuations... will be brittle when one of your robots catches a cold**



# Put another way, it's all about a brain orchestrating to achieve harmony and to play different music



# To consider a robot for the enterprise

## 1

**Establish governance with enterprise architecture to determine how robot will be retired in future**

## 2

**If one side of robot is working with external system/ organization the next question you have to ask are**

- What changes will you have to deal with
- When will change occur
- What business impact could it have
- How to manage change, continuity of business and technology architecture
- Monitor for change without end consumer experience it (Proactivity)

## 3

**Understand roadmap of internal roadmap of external applications**

- What changes are coming
- What risks are there
- Timing

# Or you bought Technical Debt



# Not only do the robots need a brain driving the actions, but we also need dexterity





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Build for Change<sup>®</sup>