Accelerating the Journey to Intelligent Automation

Beyond the tactical RPA Hype and into DPA reality

Francis Carden VP, Digital Automation and Robotics

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BACKWARD
DAY

Why are people getting RPA backwards?

The “promise” of RPA ;

- Automate tedious tasks
- Return hours to the business
- Generate rapid return on investment
- Be easy to build and deploy
- Low IT involvement
- Does not rely on API’s
- Non-invasive
- Reduction in errors
- On-ramp to Digital Transformation

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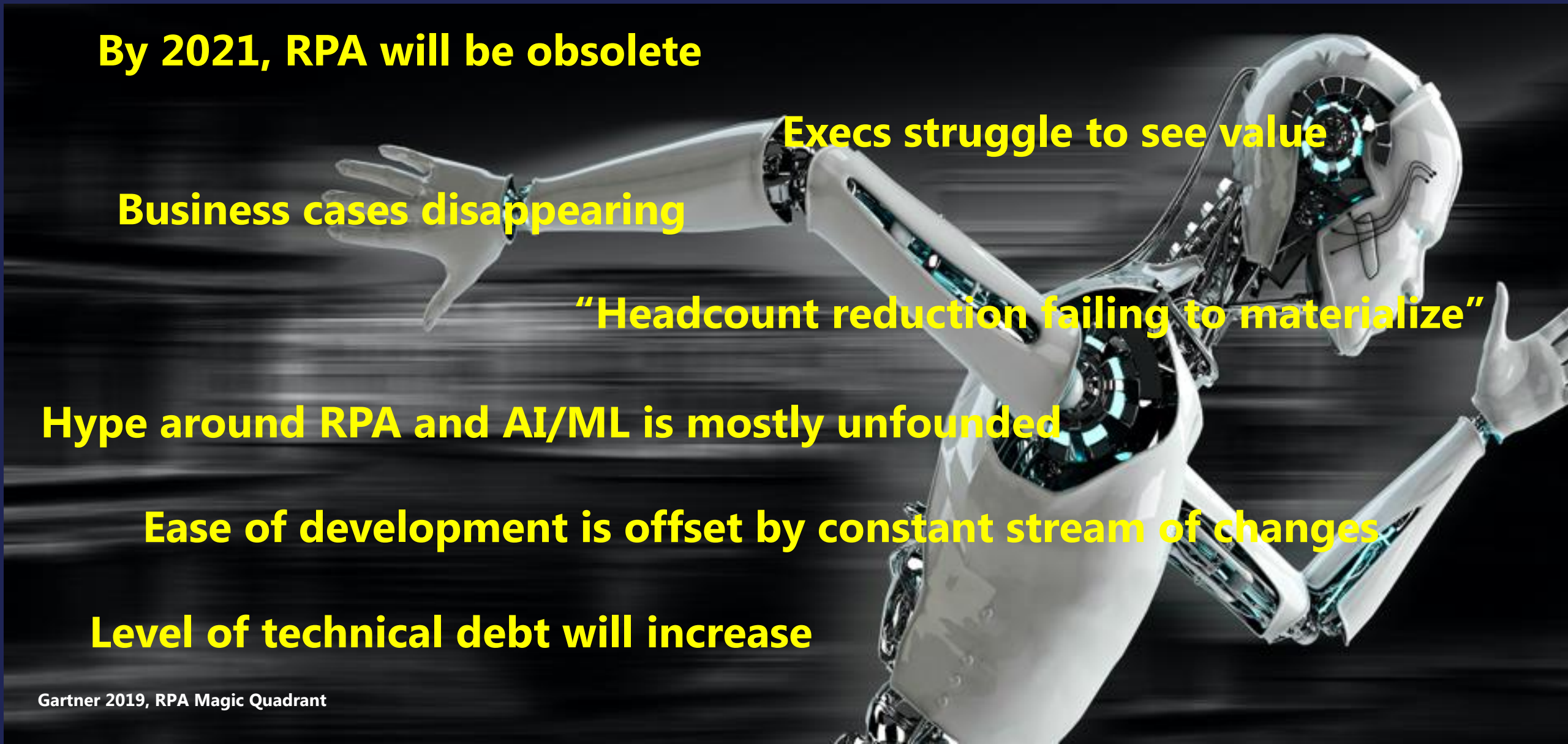
RPA is the platform for Intelligent Automation - NOT



By 2021, RPA will be obsolete

Execs struggle to see value

Business cases disappearing

"Headcount reduction failing to materialize"

Hype around RPA and AI/ML is mostly unfounded

Ease of development is offset by constant stream of changes

Level of technical debt will increase

Gartner 2019, RPA Magic Quadrant

30-50%

RPA projects fail.

Get Ready for Robots, EY, 2016

90%

Don't think they're maximizing capabilities of RPA

Business Case Planning for Robotic Process Automation, Infosys, 2018

4%

RPA Deployments Scale*

*50 or more bots
The robots are ready. Are you? Deloitte Global RPA Survey, 2018

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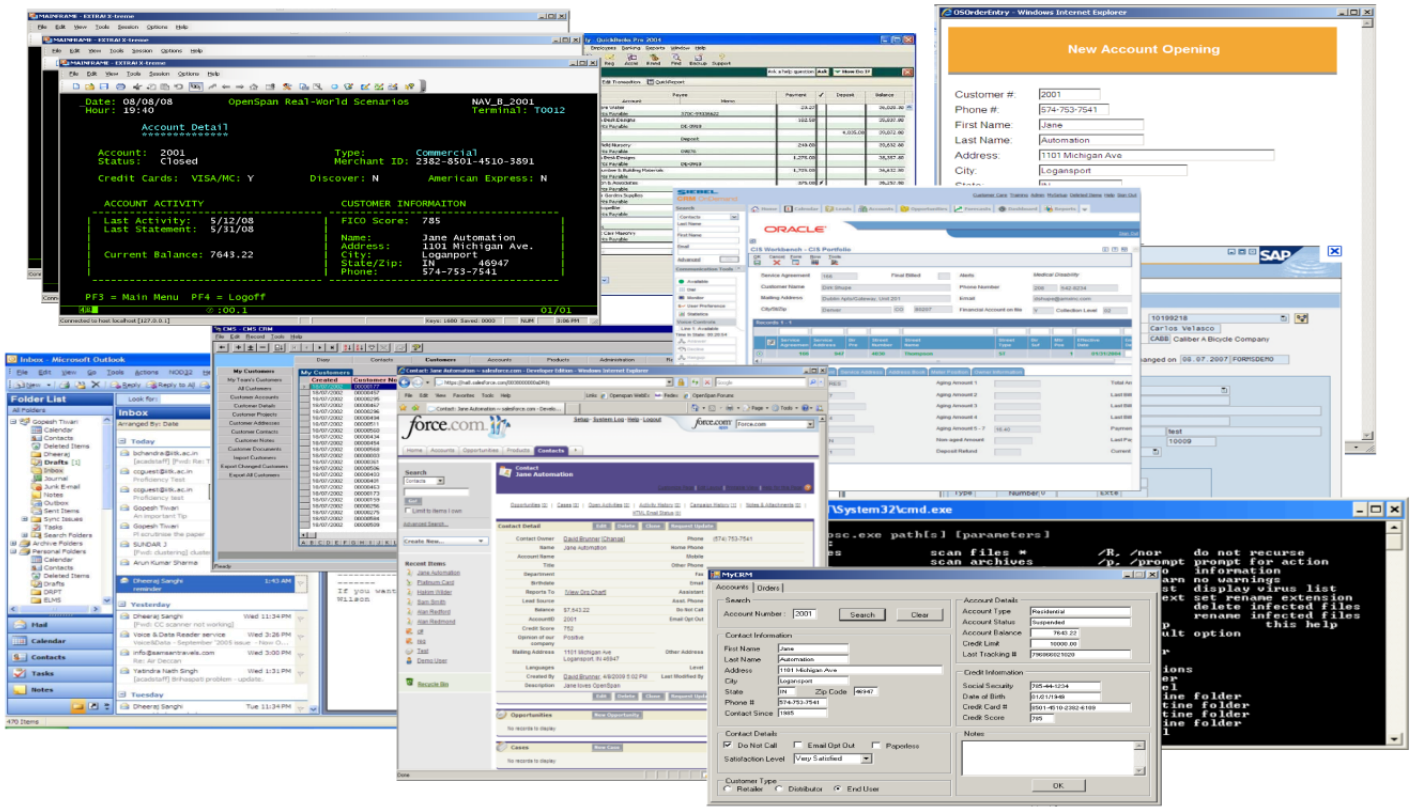
Pega RPA at scale – use cases

	Industry	How Pega is used (example)	Client and Scale
RPA Attended at Scale	Telco	Reduce call times, eliminate manual tasks, rework and errors	**Australian Telco** - **35,000** desktop robotics deployed to every call center agent desktop
	Financial Services	Front and middle office, speeding customer and employee facing processes	**Global Bank** - **20,000** desktop licenses deployed live in 18 months
RPA Listen bots (Workforce Intelligence)	Outsourcer	Identify wasted hours on idle time and unnecessary steps	**Financial Services -** improved productivity by 10-15% across the workforce
	Healthcare	Accurately quantify and improve over 500 work standards	**Provider – 1750** desktop licenses – ROI across the workforce before any automation
	Financial Services	Inquire into account info	**Credit Union** – **10,000** WFI seats - identify processes ripe for Pega Digital Process Automation platform.
RPA Unattended	Financial services	Replace human rote processes with Robotics and Pega Platform	**US Bank** over **200** RPA unattended bots deployed alongside **2000** RPA attended bots. Reduced tasks by 50%. Goal is to build every robot with a goal to replace with Intelligent Automation
	Utilities	Eliminate rote work in back office finance	**West Coast Electricity –** Automated 100 FTE's worth of work and reduced volume of manual tasks by 30%

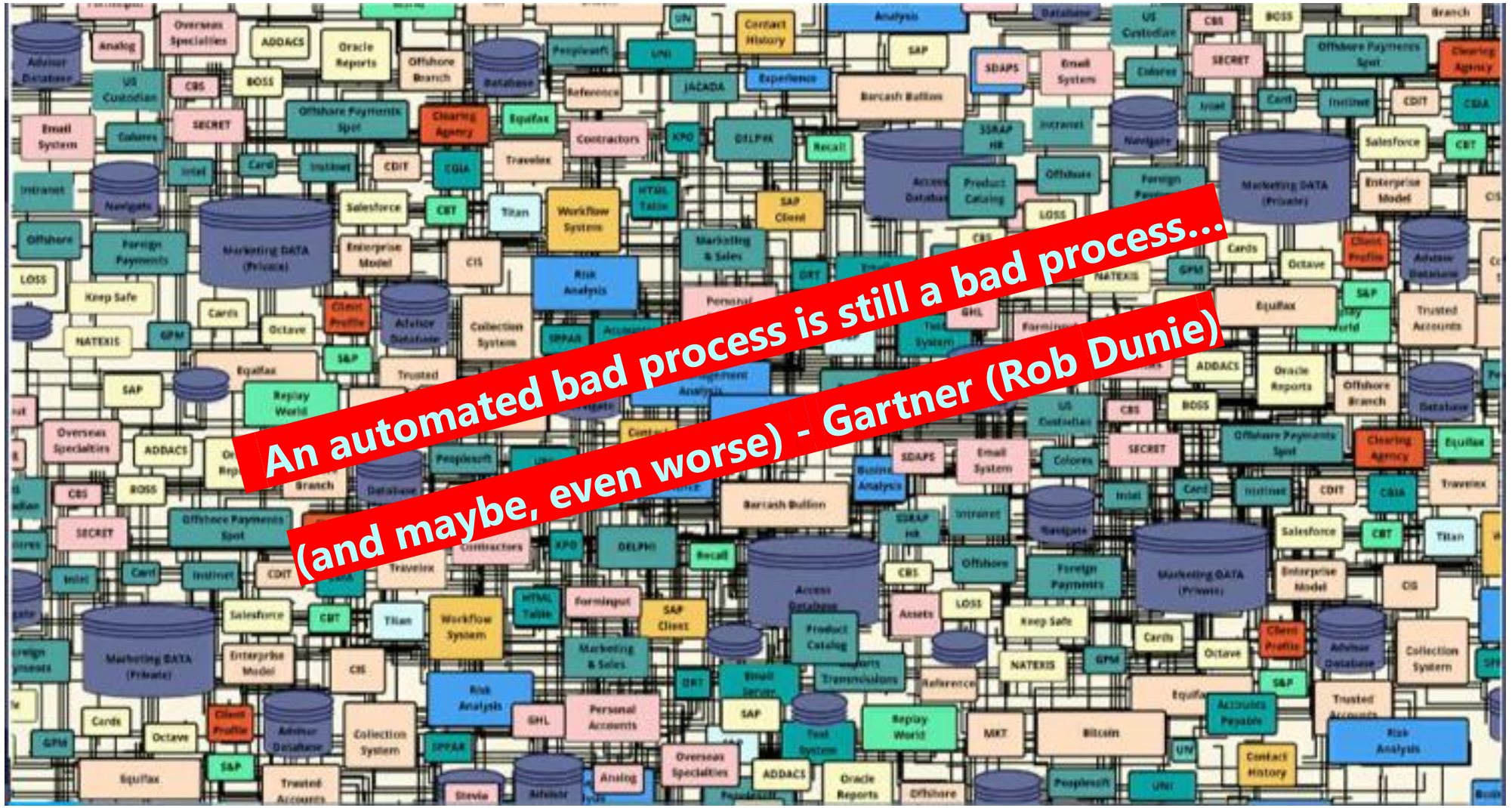
What is RPA trying to solve?

Many tasks remain manual – Desktop Users lost in a maze of applications



- Cluttered desktop results in long process and call times – and expense
- 3rd party and old legacy applications can be closed to integration
- Cost and delays building API's inhibit process optimization and digital acceleration
- Biz need to drive more throughout at same cost (if they can't change)

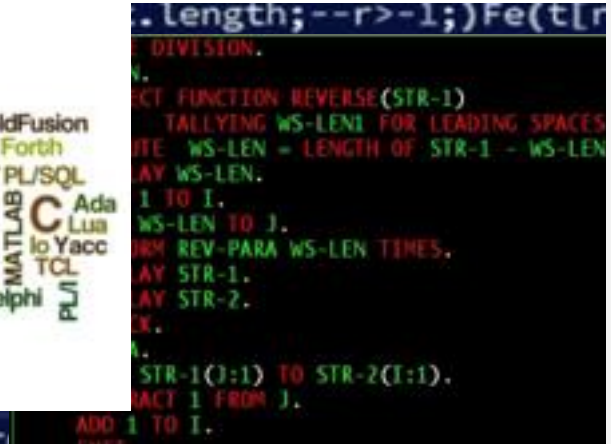
What does RPA not solve? – Enterprise legacy debt

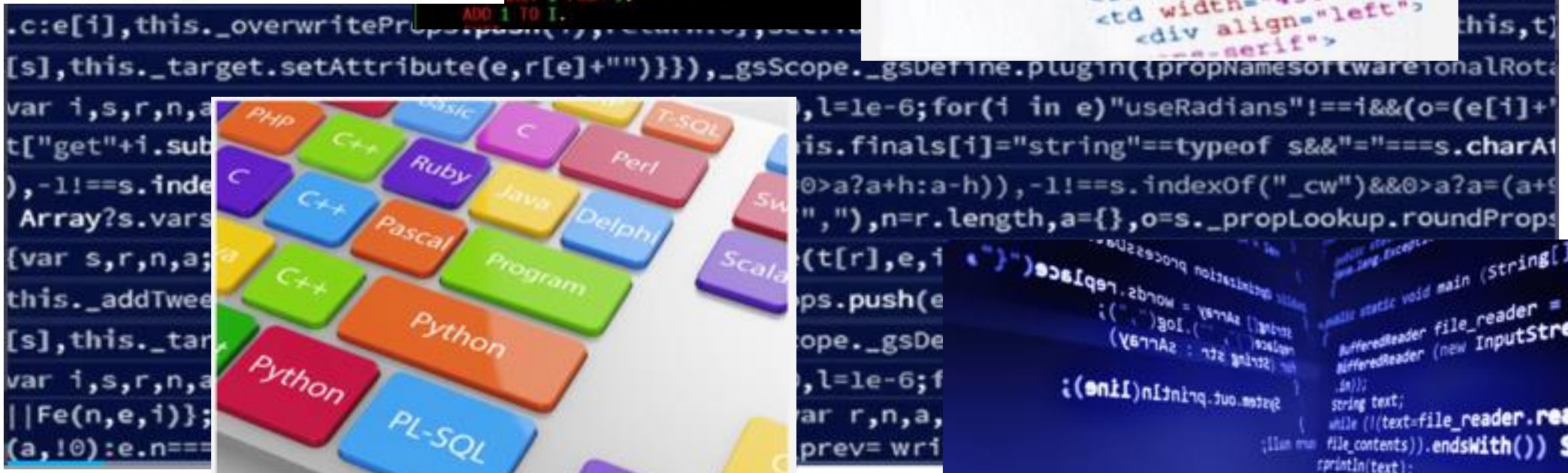


STOP

Building your automation in silos

STOP Coding the old way (now 50+ years old)





Productivity tools are *good but not the answer*

Not built for managing data or processes

Limited data access controls

Restricted to e-mail based workflows

Scripts/Macros

Wrapping old legacy automation with RPA is a bridge too far

DIGITAL
REVOLUTION

Gartner 2019, RPA Magic Quadrant

Intelligent Automation platforms change the game

Gartner

iBPMs Suite

FORRESTER®

Digital Process Automation

FORRESTER®

Real-Time Decisions & AI

Gartner

End-to-End Work Management

"The highest reference customer rating for customer usability.
The best ability to build, maintain, and change complex cases.
The Pega Platform™ offers one of the most comprehensive sets of features in the market."

Gartner

INTELLIGENT AUTOMATION is a platform of many parts

- Collaborative modeling
- Smart forms and user experience
- Business rules/modeling
- Robotic process automation
- Dynamic case management
- Document support
- Process and flow design
- Low-code/no-code
- Mobile engagement
- API support
- Data virtualization

- Customer journey metrics
- IoT support
- Deployment options
- Analytics
- Integrations
- Guardrails and governance
- Life-cycle management
- Enterprise scalability
- Artificial intelligence
- Digital workplace

The Forrester Wave™:
Digital Process Automation Software,
Q3 2017

Pega Robotic Automation

Fully Integrated into Pega Infinity™

Front & back office task bots

Employee facing processes

Workforce Intelligence bots that listen

Personal robots for everyone

RPA Attended

RPA Unattended

Back office process bots

- Banking
- Insurance
- Healthcare
- Telecoms
- Retail

API bots

- Data pages
- Web services

Email and chat bots

Document bots ABBYY Amazon/Google

Robot to human to customer collaboration

Low-code bot orchestration

Robot Manager Rules Engine BPM

System Integrated bots

Intelligent Bots - AI/ML/NLP

Case Management governance

Unparalleled scale & security

Intelligent Automation Platform

GO!!!

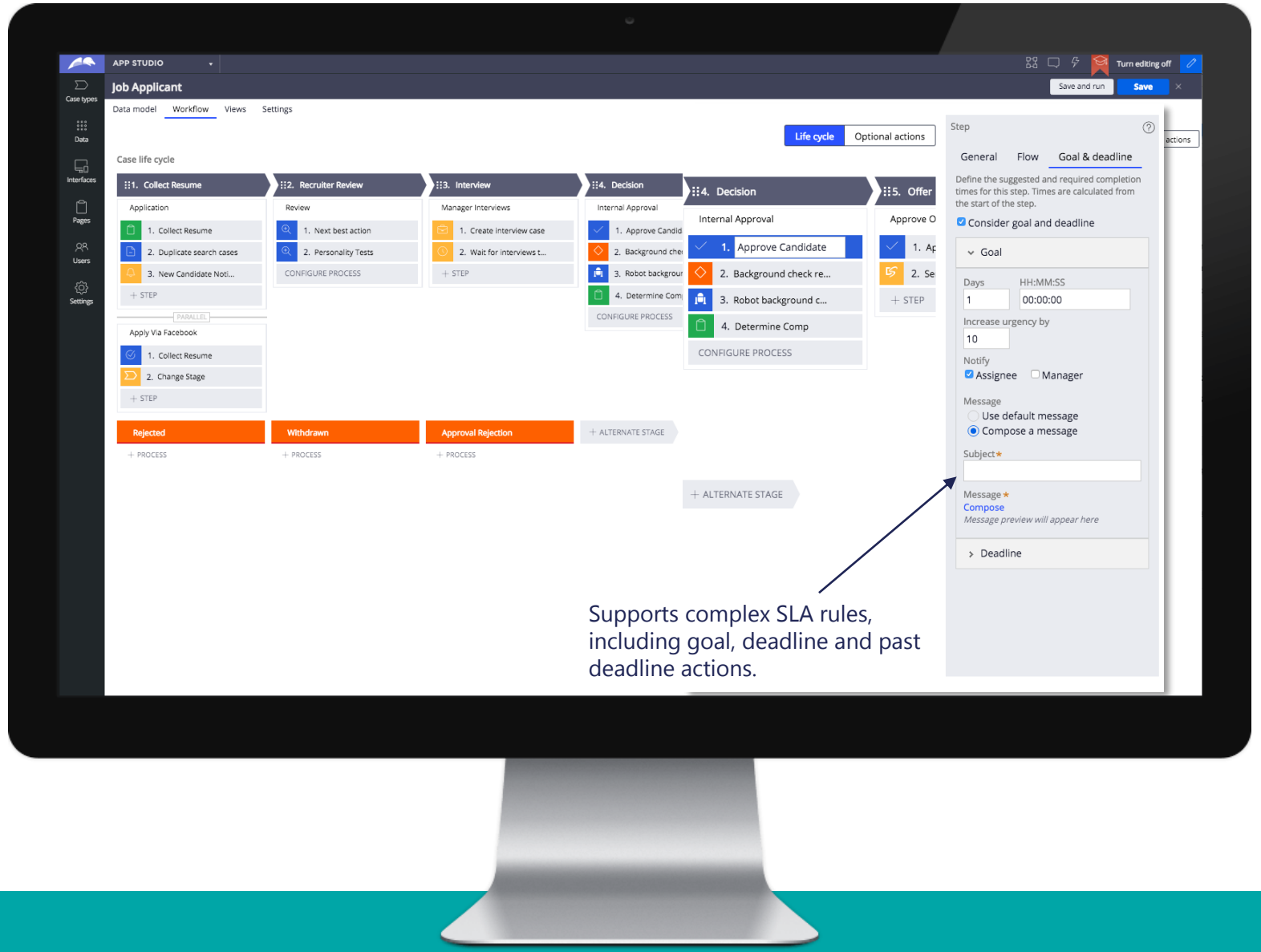
From case management and low-code to application in days

Collect Resume	Recruiter Review	Interview	Decision	Offer	Accepted
New Candidate Personal Information Professional History Duplicate Search Cases	Phone Screens Personality Tests	Create Interview Cases Wait for Interviews	Approve Candidate Background Check Robot Background Check Determine Comp	Approve Offer Send Via DocuSign	Send Email Create Case

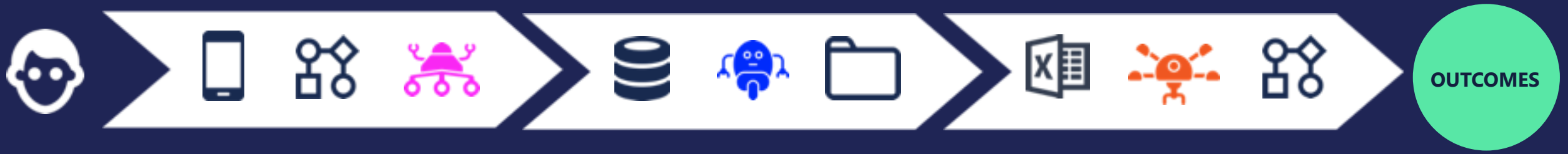
Rejected	Withdrawn

With Pega low-code

- No-code, visual metaphor allowing business to define outcomes.
- Unifies the key aspects of work including processes, decisions, workflows, SLA, and worker in a singular interface.
- **Assign work to humans, RPA bots, and systems.**
- Embed meaningful AI and ML at the start, middle or end
- Automation at SCALE



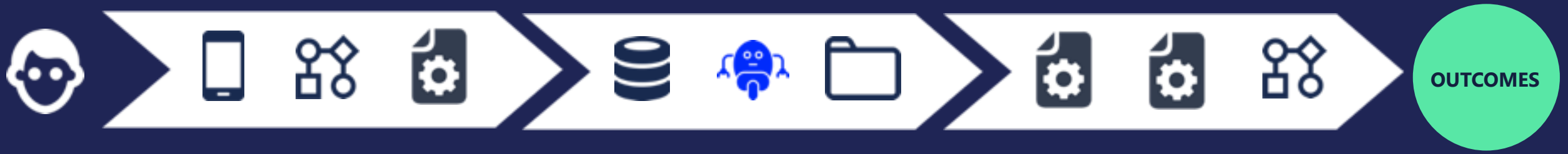
Leverage RPA bots to accelerate your Intelligent Automation strategy



"Taking an end-to-end view of the outcome…is better than applying a robotic Band-Aid to a particular pain point."

McKinsey&Company

Replace RPA bots with enterprise integration when applicable



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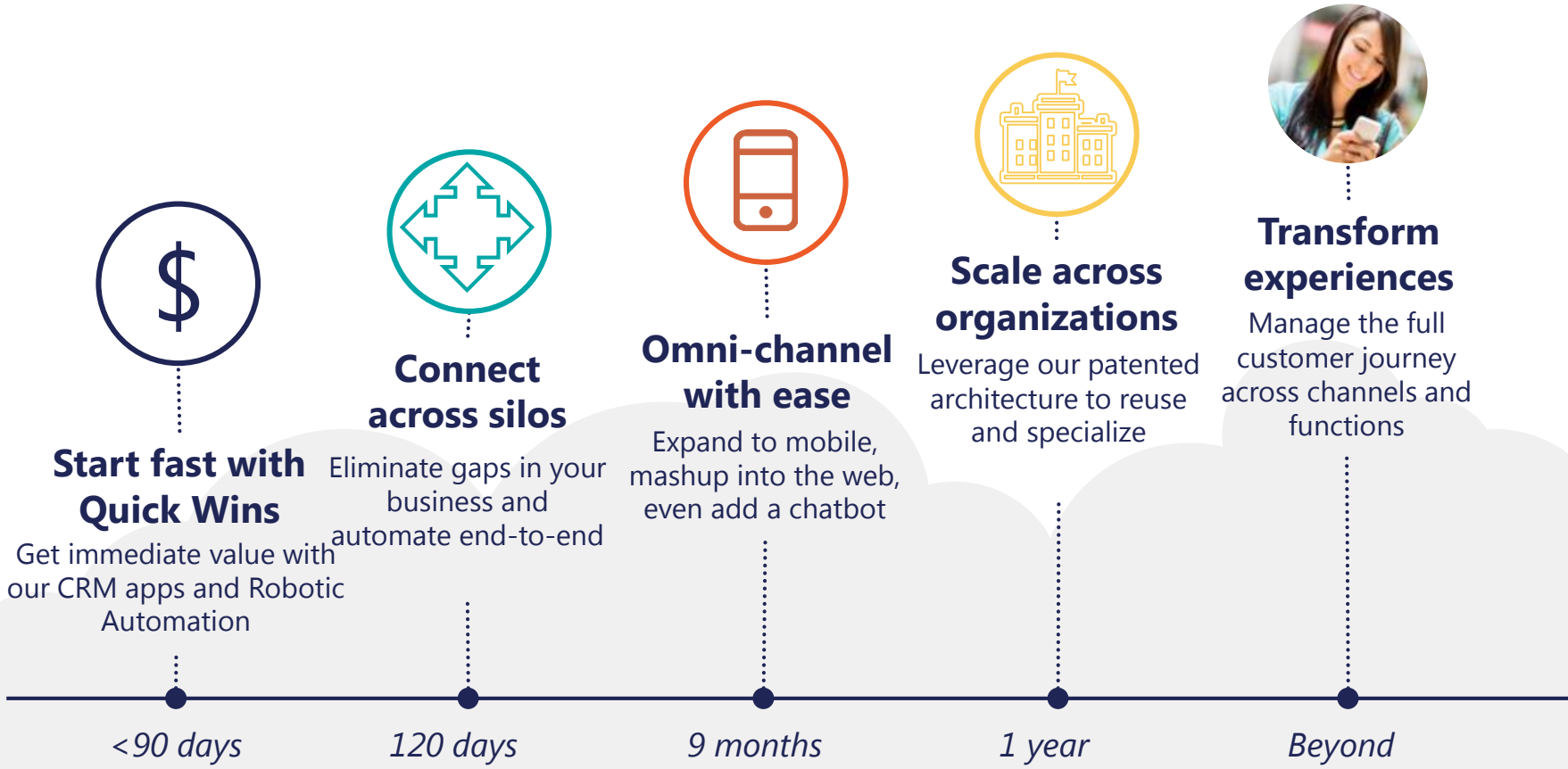
McKinsey&Company

A proven path to get you to value fast and scale without limits in 30 days.

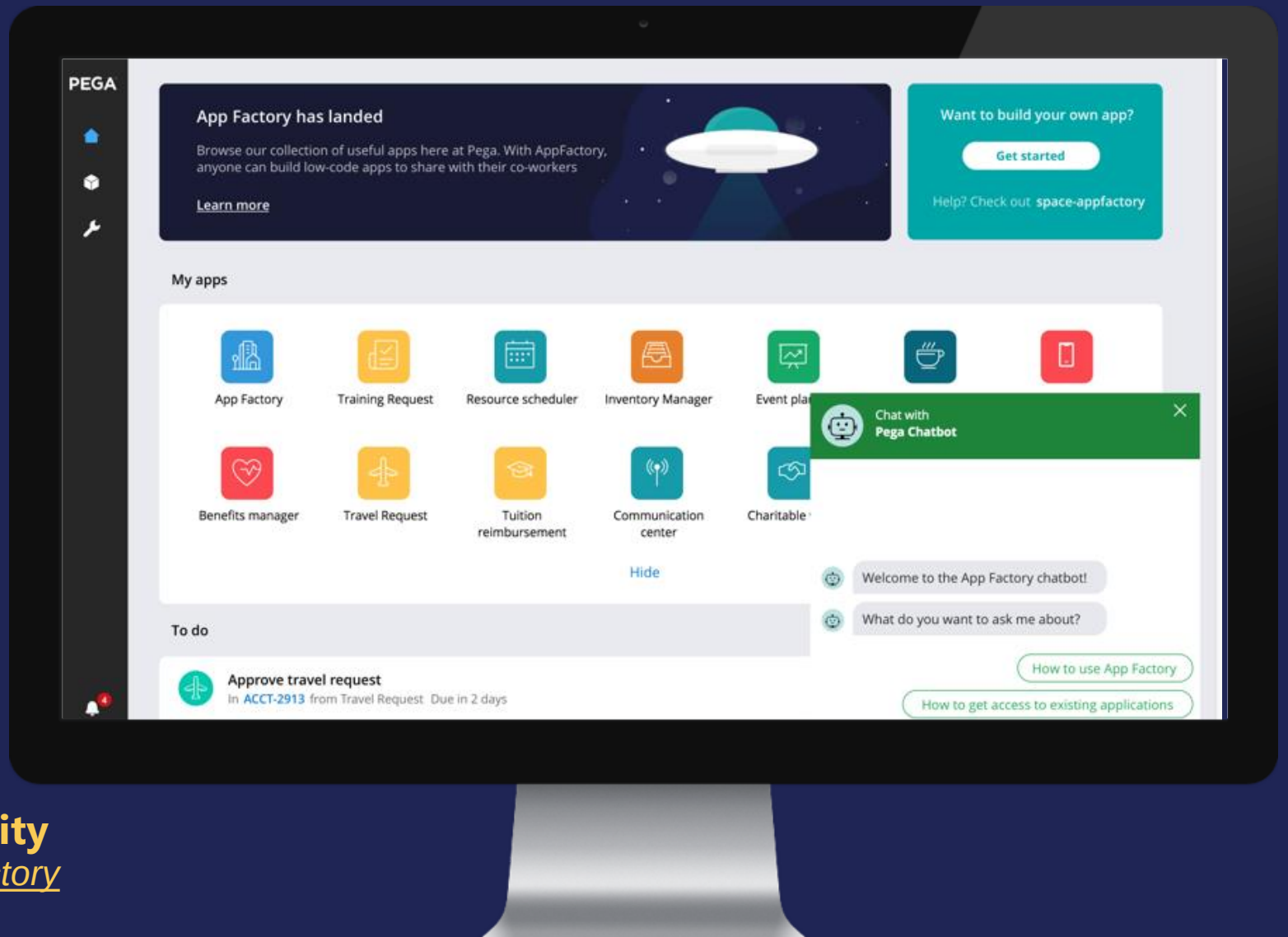
- Rapid Delivery delivers rapid ROI.
- 40,000+ certified professionals globally.
- Agile tools and DevOps baked in.
- Global ecosystem of technology and delivery partners.



Pega Enterprise Low-Code Factory

Providing the tools, training, and guidelines for anyone to quickly develop enterprise apps

- Employees gain the *freedom* and *confidence* to build the apps they need to succeed.
- IT has the *control* to ensure every app is created within organizational guardrails—whether it's one or 1,000.
- Organizations can now *operationalize and scale* low-code development company-wide.



Learn more on the Pega Community

https://community.pega.com/low-code-factory

The Pega Infinity™ low-code approach

Builder / Maker

Actively builds and designs apps
Seamless communication with IT

Professional Developer

Achieves greater productivity
Freed to focus on higher value tasks

Enterprise IT

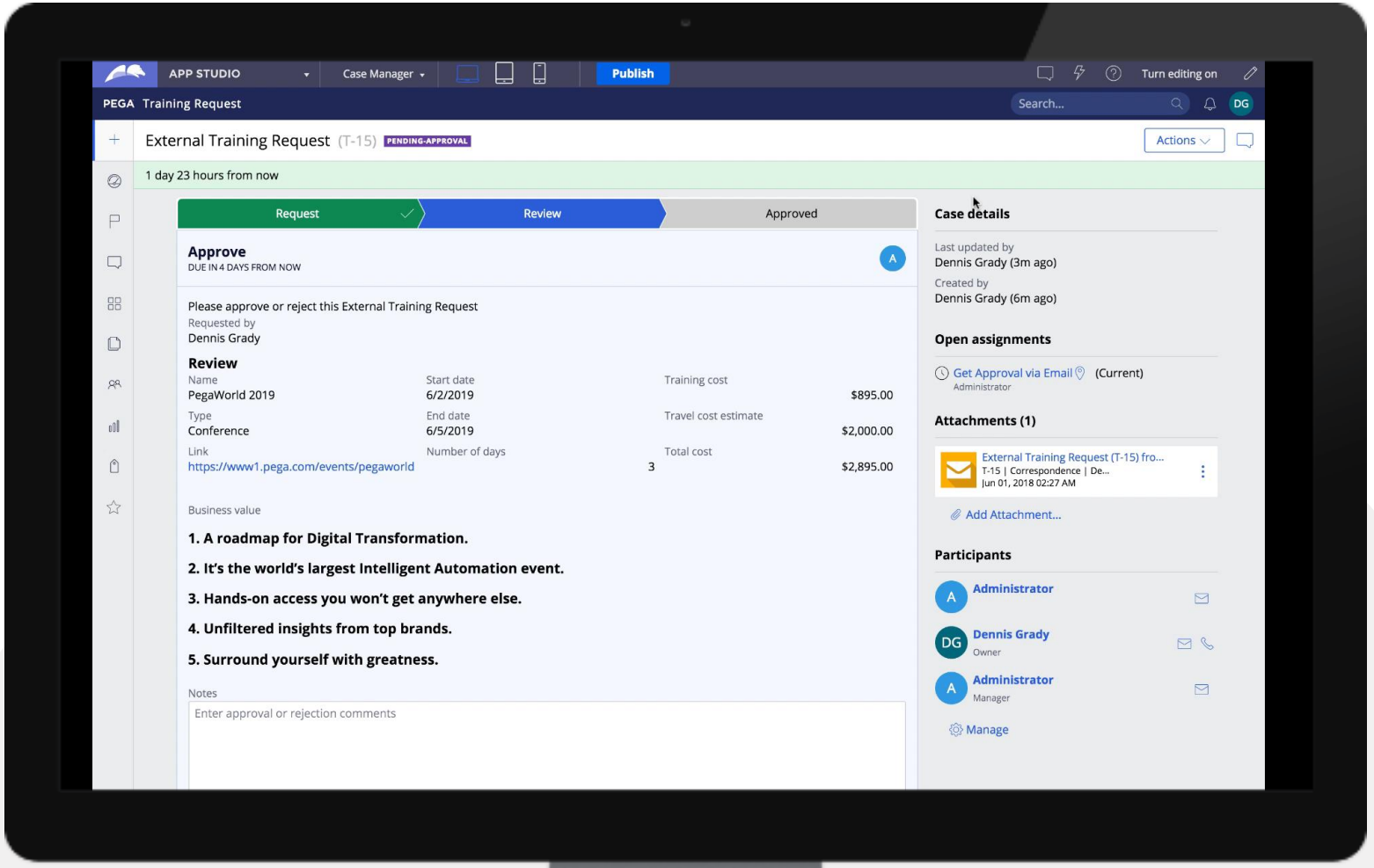
Supports a platform for innovation
Avoids risks to business

Real-time, continuous collaboration

With **Agile Workbench, Agile Studio, and Directly Capture Objectives (DCO)**

Pega Infinity™

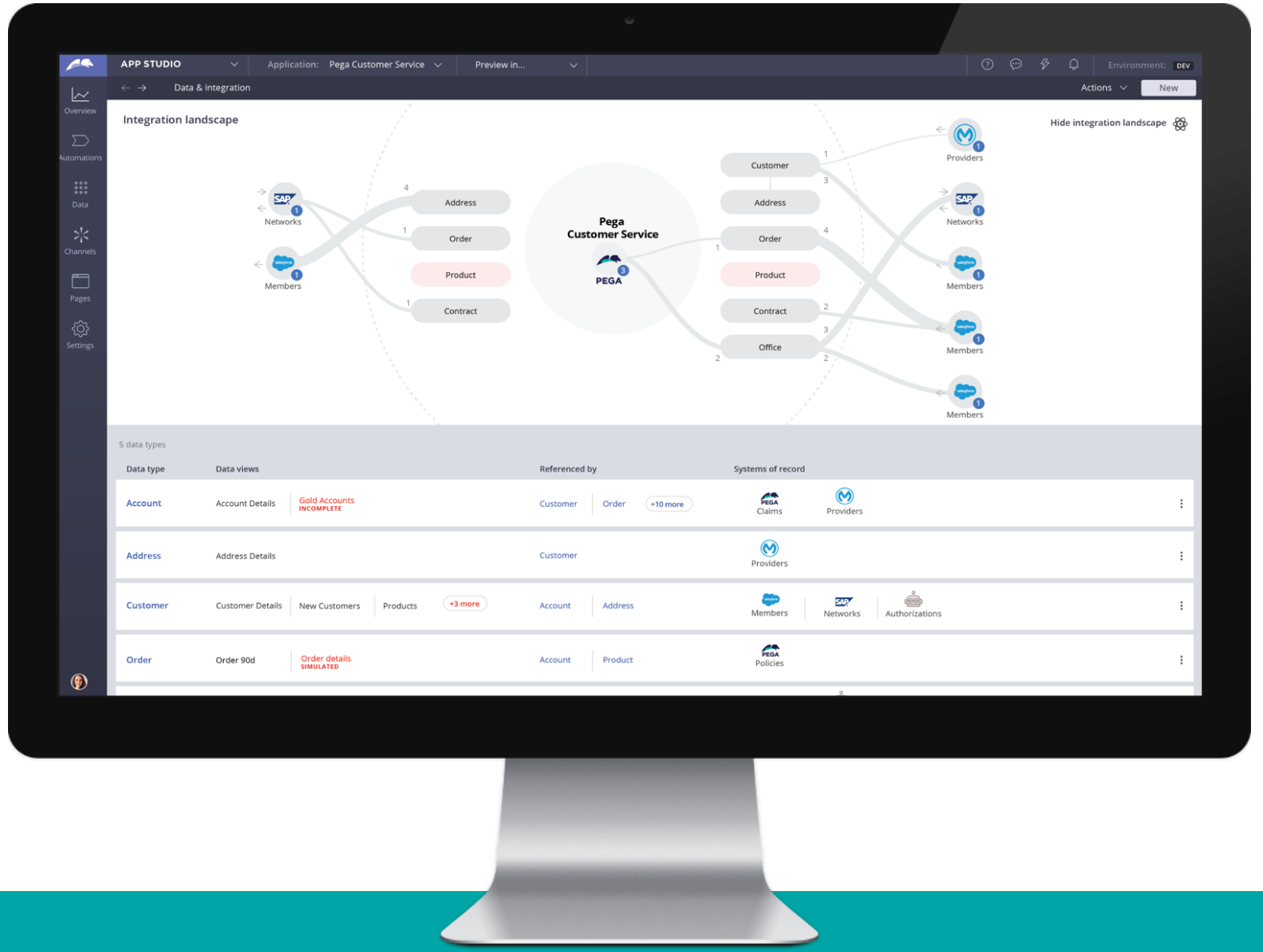
- In-app editing that breaks silos between IT and business.
- Quickly iterate by bringing business closer to app development.
- Plan, manage, and execute quickly with a continuous experience across project management and development.



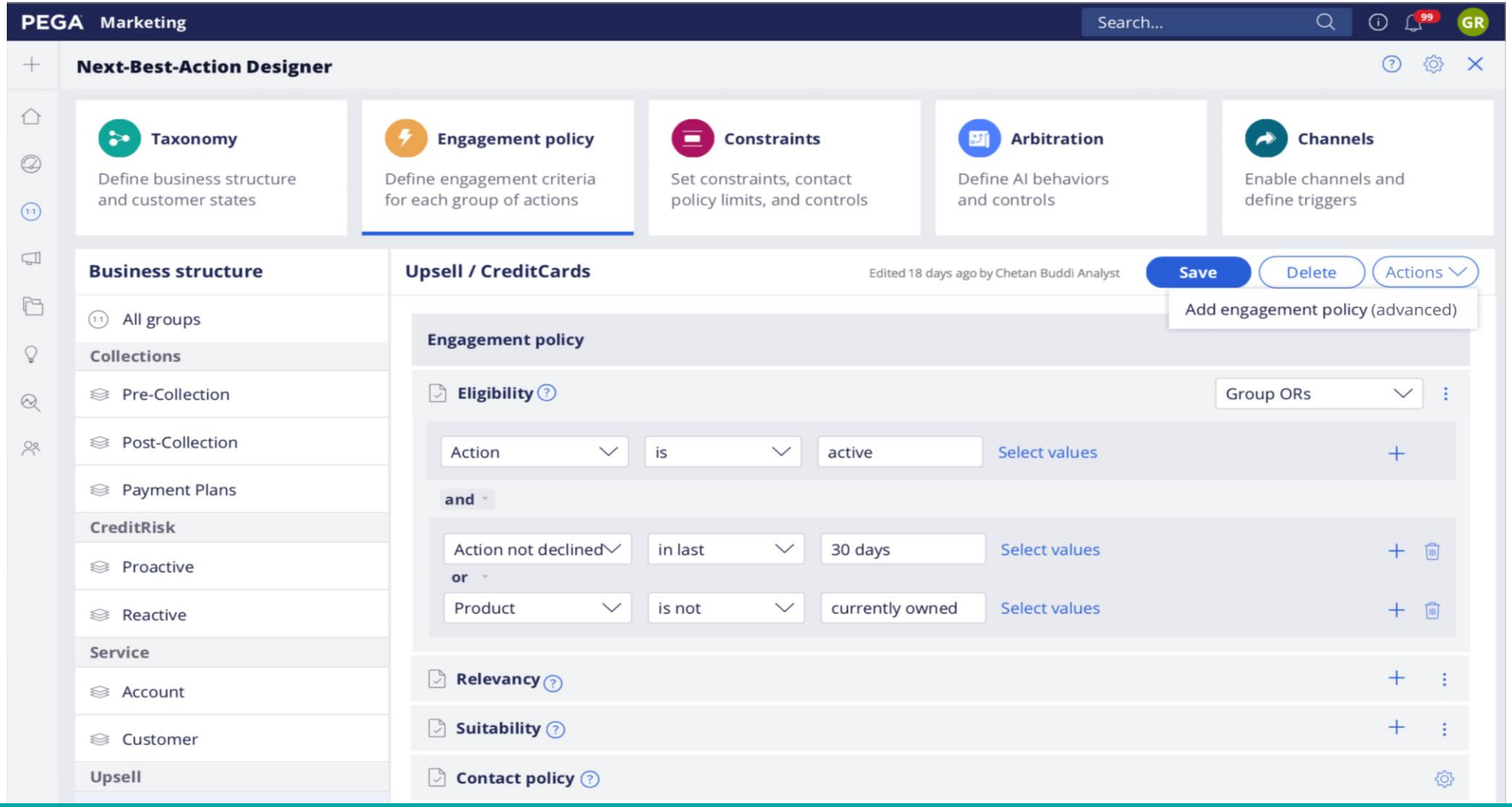
Visual Integration without no-code

With **Integration Designer**

- Quickly and easily access data across all back-end systems.
- Live apps pull data in real time, on-demand, and with no back-end storage reconfiguration needed.
- Data virtualization layer decouples data from applications.

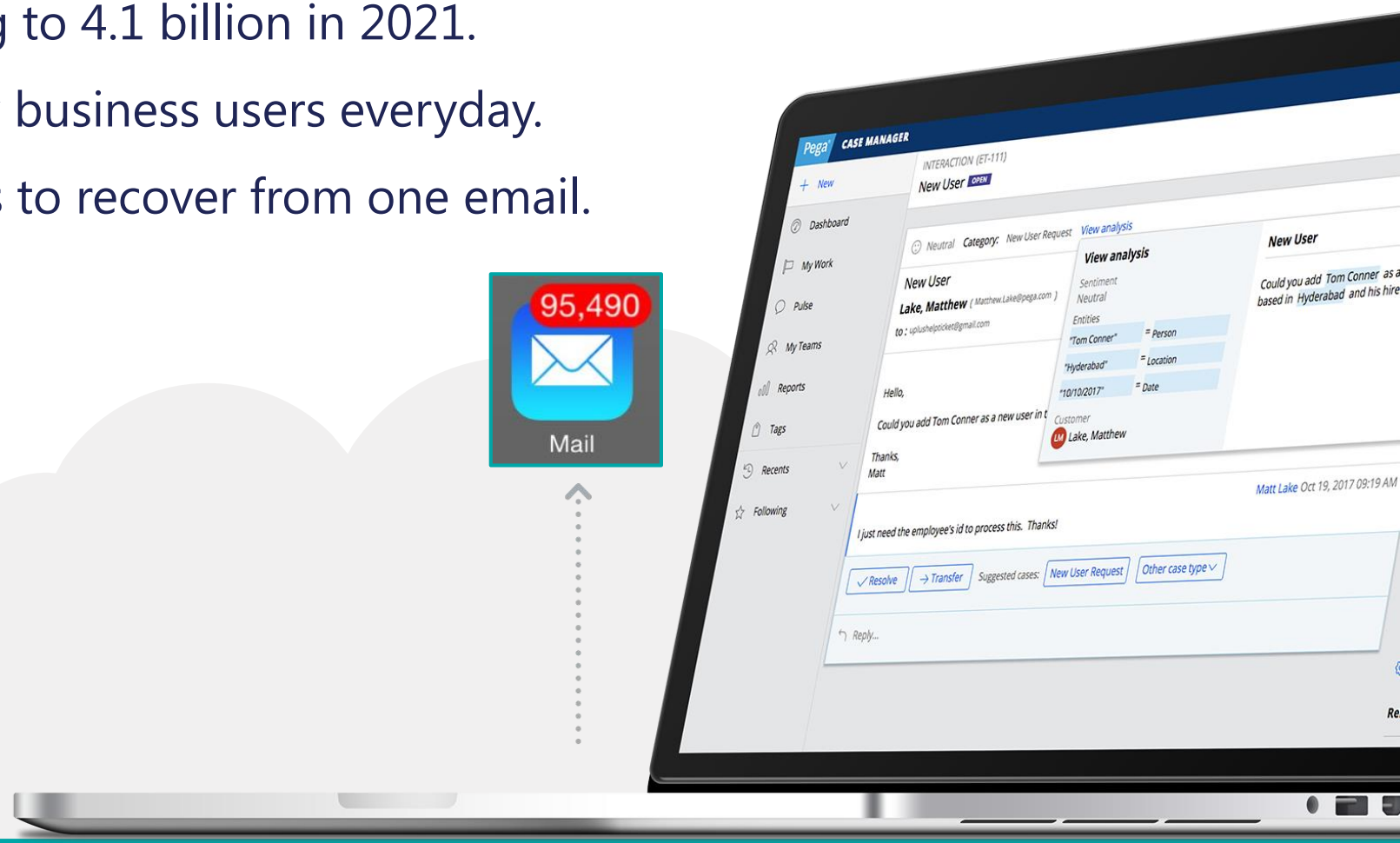


Next Best Action low-code designer



Email - a leading “manual" workforce tool

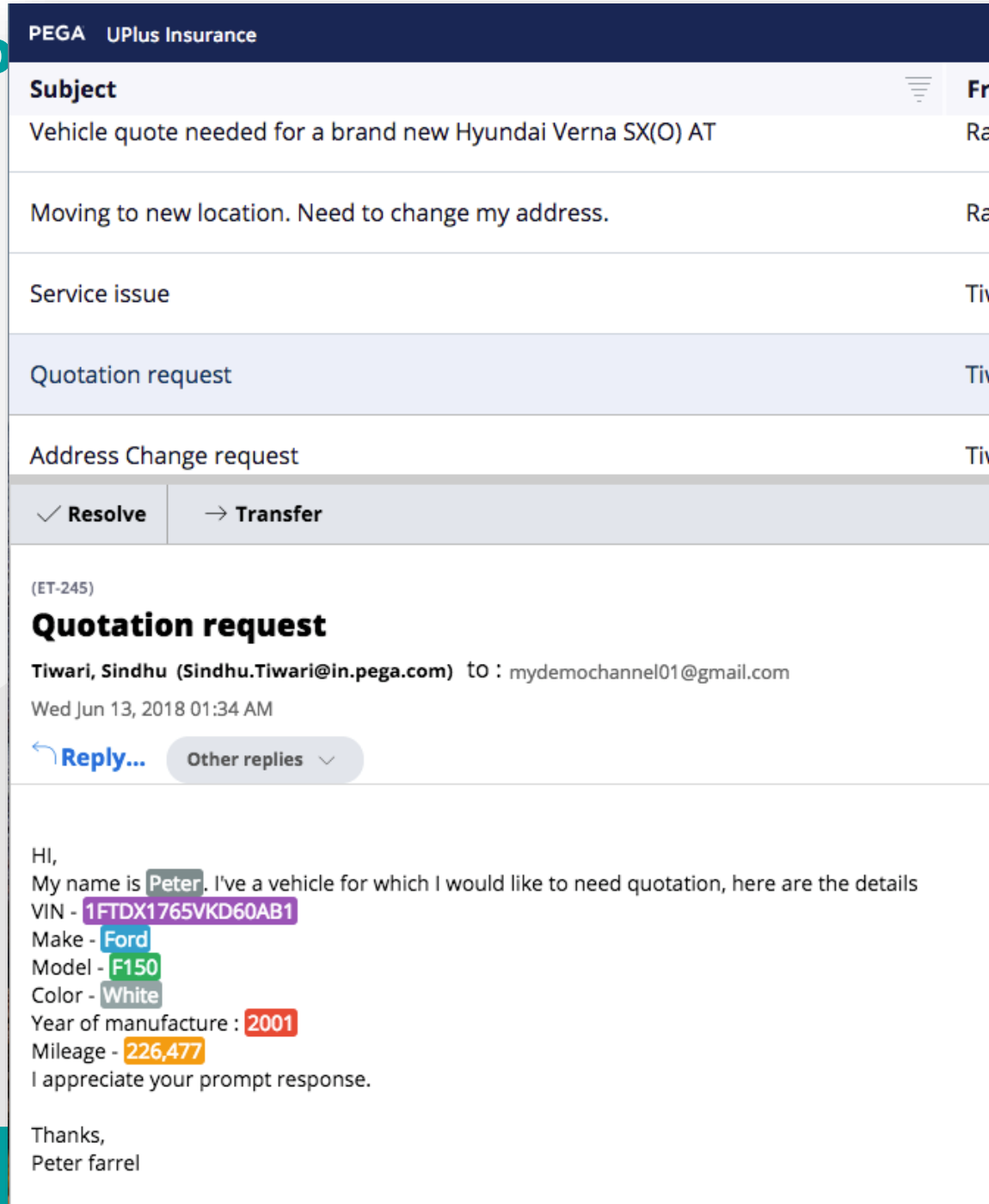
- Email is still the most used and trusted-enterprise channel.
- Over 3.7 billion email users, rising to 4.1 billion in 2021.
- Over 125 emails sent/received by business users everyday.
- Average person takes 64 seconds to recover from one email.



Email bots – automated out of the bo

Breathe “automation” life into emails

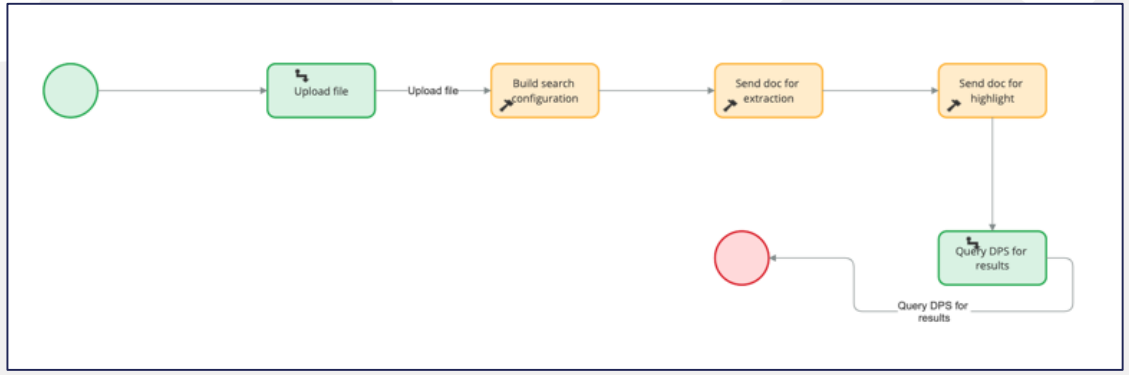
- Add an inbound email channel with a few clicks
- Automated response to email in seconds – the right way
- Always-on NLP read emails
  - You set the SLA’s
  - You set bots automation determination percentage
- Artificial intelligence makes triaging extremely fast.
  - Automates case routing
  - Maps entities to fields
  - NLP and text analysis viewer for manual validation
  - Fully automate or recommend replies

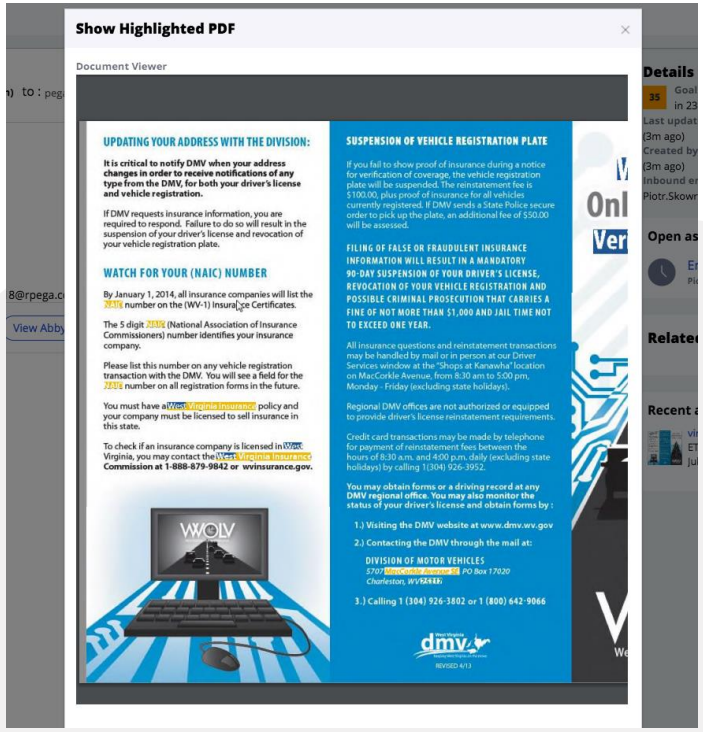


Document Bots

One service to serve all needs

- **Optical Character Recognition** and **Highlighting** capabilities
- Extract text from pictures and highlight entities (OOTB integration with **Email bot** channels)
- Available to **process flows for enhanced automation**
- structured documents and form analysis
- On-premise, on the server, on the client or on the cloud (multi-tenant)



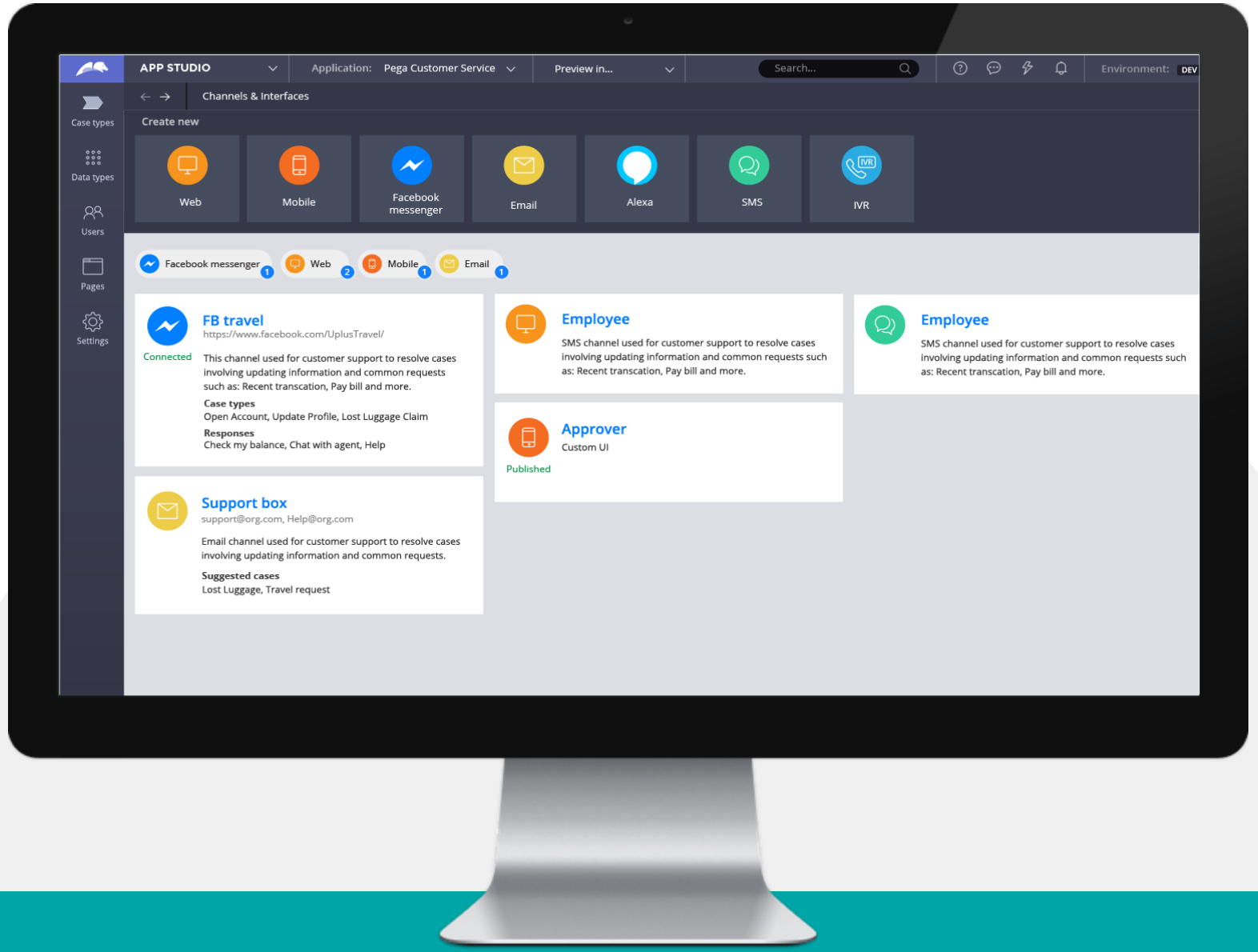


Limitless potential to connect and integrate

With **Mashup, APIs, and Pega Market Place**

Pega Infinity™

- Extend your apps to multiple channels
- Join, contribute or benefit from shared resources
- Easily connect your apps to external sources.
- Integrate your apps to your critical business systems
- REAL RE-USABILITY



PEGA

Go from idea to app in minutes with Pega

- Learn more on the Pega Community
  community.pega.com/low-code-factory
- Sign up for a free trial:
  Pega.com/platform

Build apps ***12x faster*** with the broadest selection of low-code app dev capabilities

PEGA®
Build for Change®