Digital Transformation 2.0

Transforming business operations with Touchless Service Design

Simon Greenwood

Intelligent Augmentation Evangelist

22 November 2019

CGI

Experience the commitment®

Intelligent Automation Spectrum

Improve outcomes, boost productivity and increase staff morale

 Basic Automation Human triggered Simple rules based Single system (swivel-chair operators) Enterprise-level Complex processes and decision support Optical Character Recognition (OCR) Intelligence, basic reasoning Unstructured & big data Simple web chatbot integration (e.g. FAQ) 				Artificial
 Basic Automation Human or system-tiggered Simple rules based Single system Screen scraping, scripts, macros, workflows Enterprise-level Enterprise-level Automation Automation Automation Automation Supported by basic analytics / decision support. Optical Character Recognition (OCR) Intelligent dcument processing Structured data Multiple system (swivel-chair operators) Enterprise-level Simple web chatbot integration (e.g. FAQ) Automation Complex processes and decisions Supported by basic analytics / decision support. Optical Character Recognition (OCR) Intelligent dcument processing Structured data Simple web chatbot integration (e.g. FAQ) Augmented & virtual reality Augmented & virtual reality 			Algorithmic	Intelligence
Basic Automation Automation Full end-to-end autonomy, hypothesizing, reasoning • Human triggered • Human or system- triggered • Supported by basic analytics / decision support • Machine learning, narrow intelligence, basic reasoning • Deep learning, deep neural networks, AI • Single system • Structured data • Optical Character Recognition (OCR) • Intelligent document processing • Unstructured & big data • Full speech recognition and generation • Structured data • Multiple system (swivel-chair operators) • Structured data • Structured data • Natural Language Processing (NLP), chatbots • Augmented & virtual reality	Robotic Process	Enhanced Process Automation	Automation Complex processes and 	Cognitive technology capable of emulating human capability including empathy
 Human triggered Simple rules based Single system Screen scraping, scripts, macros, workflows Multiple system (swivel-chair operators) Enterprise-level Augmented data Simple web chatbot integration (e.g. FAQ) Machine learning, narrow intelligence, basic reasoning Machine learning, narrow intelligence, basic reasoning Unstructured & big data IoT integration Natural Language Processing (NLP), chatbots Augmented & virtual reality 	Basic Automation Automation Human or system	Supported by basic	decisionsSupported by predictive / prescriptive analytics	 Full end-to-end autonomy, hypothesizing, reasoning Deep learning, deep
	 Human triggered Simple rules based Single system Screen scraping, scripts, macros, workflows Rules based, high-volume processes (business & IT) Front, middle, back office Structured data Multiple system (swivel-chair operators) Enterprise-level 	 analytics / decision support Optical Character Recognition (OCR) Intelligent document processing Structured and unstructured data Simple web chatbot integration (e.g. FAQ) 	 Machine learning, narrow intelligence, basic reasoning Unstructured & big data IoT integration Natural Language Processing (NLP), chatbots 	 neural networks, AI Full speech recognition and generation Fully capable virtual agents, omni-channel Augmented & virtual reality
			i	
				\~~(



Touchless Service Design

Touchless Service Design methodology

Stage	Description
1 Engage	Engage stakeholders Focus on the needs and experience for both citizens and staff. Baseline current service metrics, capture forecast service demand and define vision for service outcomes improvements.
2 Assess	Assess service Conduct end to end review through a lean six sigma and digital transformation lens. Capture service current state including processes, channels, work allocation, business rules, pains and constraints.
3 Design	Design touchless service Define end-to-end touchless service across customer, business user, process and technology. Adopt digital and automation capabilities to minimise need for staff interaction.
4 Transform	Transform service delivery Build, test and deploy new service. Establish service dashboard to monitor key performance indicators service health and outputs. Train staff to handle business exceptions.
5 Embed	Embed change Fine tune service operations, capture exceptions and amend service design based on required business outcomes e.g. reduce processing time, minimise business exceptions.
6 Manage	Manage service Amend service based on changes to both business needs and applications. Provide infrastructure, application and business processing support to sustain or increase go live business benefits.

CG

CGI

Questions

Please continue the conversation at our stand



simon.greenwood@cgi.com +44 (0) 7717 766 309

Simon Greenwood



Rob Cells rob.cells@cgi.com +44 (0) 7780 626 455



Steve Taylor

stephen.taylor@cgi.com +44 (0) 7818 015 548