

How do you ensure you  
are automating  
intelligently?

■ ■ ■  
The better the question. The better the answer.  
The better the world works.



**EY**

Building a better  
working world

# What is Intelligent Automation?

**Innovation** enabled by an integrated suite of digital tools, using **existing applications** and interfaces, leading to **cost reduction, improved customer experience** and **staff satisfaction**

## Digital Worker

- Entering data into systems
- Processing data
- Communicating: emails, text, Social media
- Rule based decision

Process automation



Advanced analytics



## Digital Analyst

- Data manipulation
- Predictive analytics
- Data visualisation

Intelligent Automation



## Digital Talker

- Communication focused
- Predictive Behaviour
- Text and Voice

Chatbots & sentiment analysis



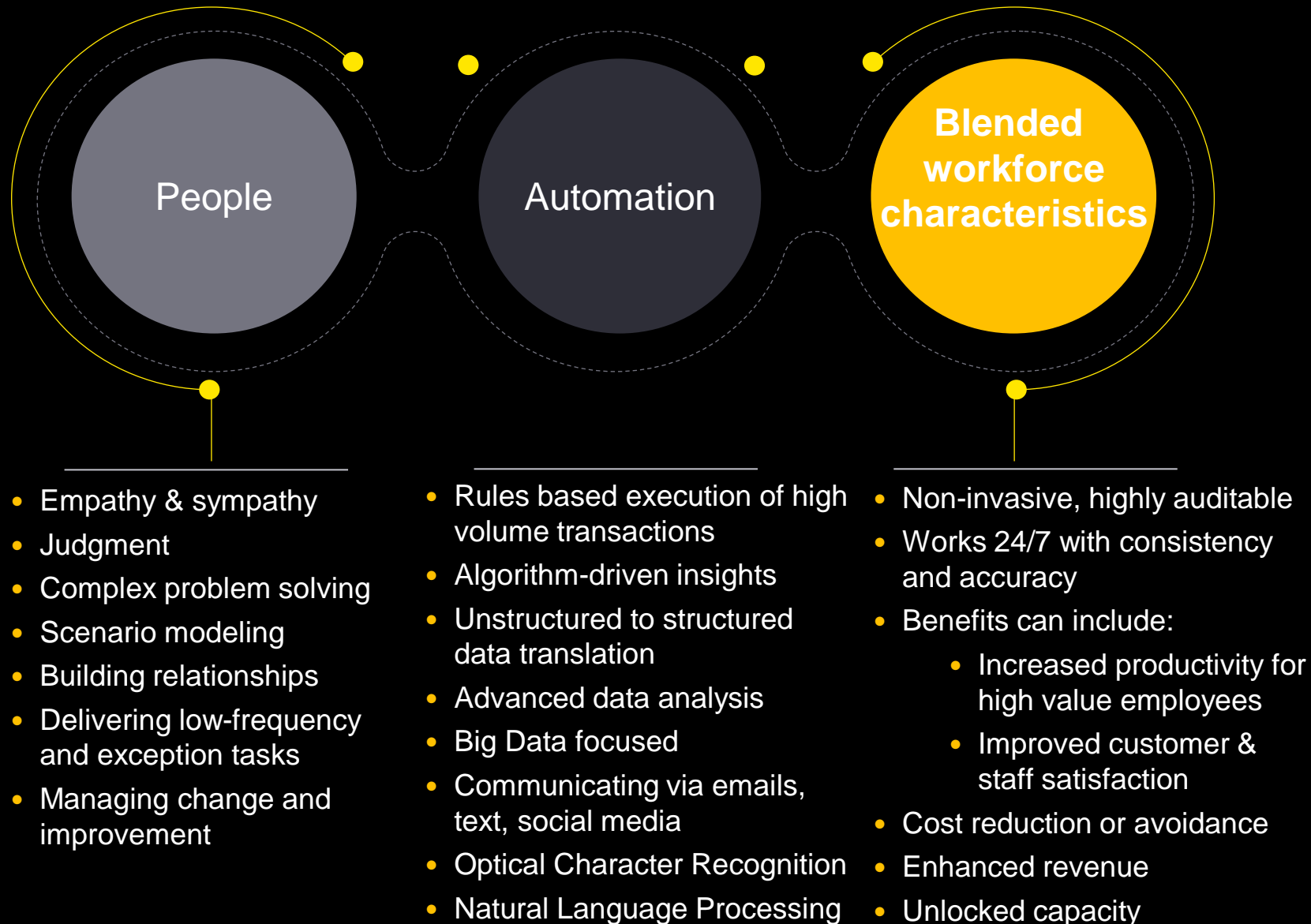
Machine learning & AI



## Digital Thinker

- Algorithm driven insights
- Unstructured to structured translation
- Big Data focused

# Building a blended workforce



# Intelligent Automation guiding principles

## **#1** Focus on purpose and business issues first

Building a “programme” that activates multiple functions and Business Units (BUs) around a common purpose and set of success metrics, is the best method to scale and achieve significant benefits

## Plan for process and organisational change **#2**

To ensure automation efforts lead to real improvement, it is necessary to evaluate organisation changes to roles, responsibilities and reporting structures

## **#3** Consider IA solutions holistically

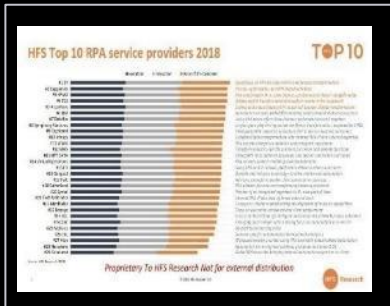
Intelligent Automation (IA) is a spectrum of technologies that should work together. Assessing the impact of Robotic Process Automation (RPA) and various forms of AI together is best

## Use a balanced implementation approach **#4**

We believe it is important to IA strategy, operating model and delivery to be in sync with each other to ensure longer term success and avoid delays in reaching the Automation ROI



# EY has been recognised as a leader in Intelligent Automation globally



HFS Research named EY  
**#1 RPA Service Provider**  
 Globally 2018



EY is named Forrester Wave  
 leader for **RPA Services** —  
 Q4,2019

EY has one of the largest and most holistic IA practices, this includes:

- 1,300+ Automation consultants
- 1,000+ Projects delivered
- 1,300+ Virtual workers in production
- 2,000,000 people hours saved
- 150+ Public Sector specific process library



First and only Platinum  
 Delivery Provider as of  
 Feb 2019. Largest user in  
 the world



EY ranked **#1** in IT  
 services consulting by  
 Gartner

## EMEA RPA Newcomer Award at the Blue Prism Awards 2020

The banner features a blue geometric background. At the top, it reads 'Winners for the RPA Newcomer of the Year Award: Best New Implementation of Blue Prism'. Below this, the EMEA logo is shown next to the South Kesteven District Council crest. To the right is the Blue Prism logo with the tagline 'A Digital Workforce for Every Enterprise'. At the bottom right, a box contains the text 'The Excellence in Connected-RPA Awards 2020' and 'REGIONAL ALL-STAR WINNER'.