# Unifying frontline services with the back-office

Delivered by Tom Wright, Head of Digital Engagement



01 Human and Robot Collaboration

Verbal Logical processing communication 24/7 Repetitive tasks Unstructured Compassion Rules Information Planning Unemotional Emotion decisions Accuracy Subjective thought Consistency

#### 02 **Automation Use Cases**



### **End-to-end Transformation**

















### <sup>•</sup>03 **NDL Digital Transformation Suite**

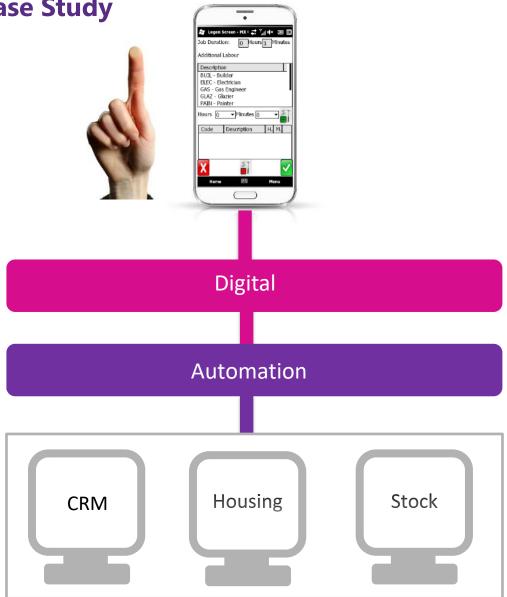


Everything you need to assist you on your digital journey.

Digital

Automation

04 Moray Council Case Study





- A Digital Transformation Suite
- Developed and supported by NDL
- Public Sector specialists
- Open architecture choice of Cognitive Services
- Buoyant User Community
- Let us know your ideas!



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tom.wright@ndl.co.uk

www.NDL.co.uk

