



Letting intelligent automation take flight

Oracle OpenWorld

October 2018



Discussion Topics

1

Looking at **intelligent automation** with a new perspective

2

From customer experience to **employee experience**

3

How KPMG is using intelligent automation to **improve employee productivity** and **transform the employee experience**

The implications of intelligent automation across the enterprise

EXTERNAL

INTERNAL

1.

THE SERVICES WE
PROVIDE TO CLIENTS



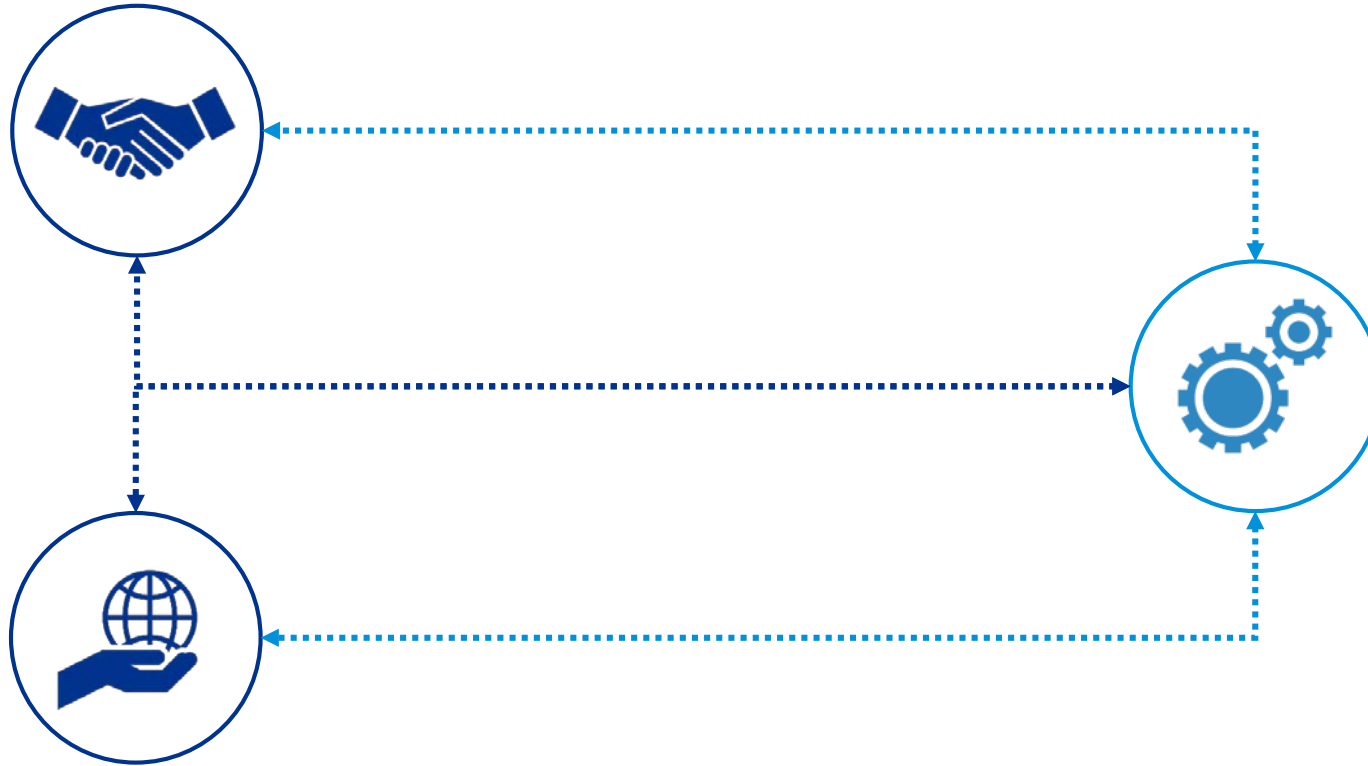
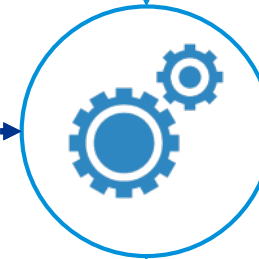
2.

HOW WE PROVIDE
SERVICES TO CLIENTS



3.

HOW WE OPERATE
THE BUSINESS AT
THE CORE



The spectrum of technologies range from basic automation to intelligent automation

ACT

like a human



RULES

Basic process automation

- Macro-based applets
- Screen level and OCR data collection
- Workflow automation
- Process mapping
- Self executing

LEARN

Enhanced automation

- Built-in knowledge repository
- Learning capabilities
- Ability to work with unstructured data
- Pattern recognition
- Reading source data manuals
- Natural language processing

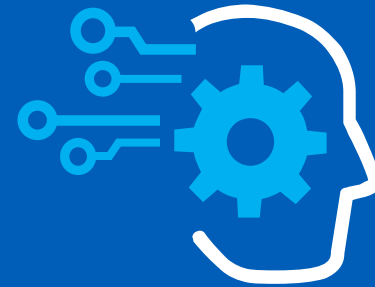
REASON

Cognitive automation

- Artificial intelligence
- Natural language recognition and processing
- Self-learning (sometimes self optimizing)
- Processing of super data sets
- Predictive analytics/hypothesis generation
- Evidence-based learning

THINK

like a human



Digital marketplace evolution

2010

Customer experience

Digital Customer Management

Digital marketing

Mobile

Focus on the front



2016

Aligning operations

Digital Business Strategy

Digital Supply Chain

Disruptive Business Models

Focus on the middle & back



TODAY

Employee experience

Hyper Automation

Digital Employee Assistance

Workforce Intelligence

Connecting front, middle & back



The 21st Century Enterprise excels across four key pillars, each enabled by technology



Customer Engagement

Personalization, Customization, Co-creation & Collaboration

A 21st Century Enterprise delivers the best customer experience, leveraging data collected from customers to learn & personalize experiences.



Changing Nature & Value of Assets

Data-as-an-Asset, Intellectual Property, Shared Assets, Networks & Alliances

A 21st Century Enterprise unlocks value from non-traditional assets - data, alliances, networks, agility, and other intangibles.



Everything as a Service

Services vs products, Subscription models, X-as-a-Service

A 21st Century Enterprise is more nimble and scales infinitely faster by accessing services versus growing internal functions and infrastructure



Workforce of the Future

Automation & augmentation, contingent workforces, increased collaboration

A 21st Century Enterprise is lean, utilizes smart automation and accesses skills on demand through platforms and alternative employment models.



New Tech Enablers

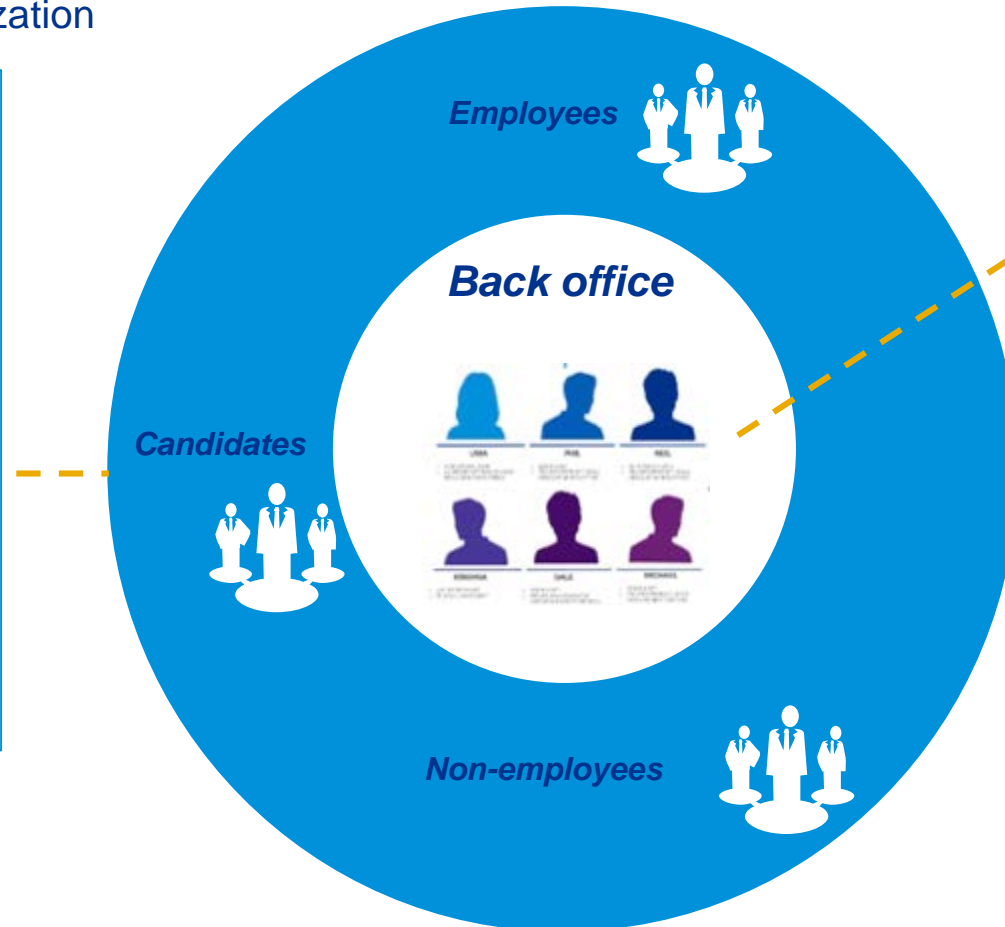
Intelligent Automation, Internet of Things, Blockchain, Augmented and Virtual Reality

A 21st Century Enterprise is enabled by state of the art technology which augments and improves employee performance.

A shift to the employee experience

Enhancing the employee experience for the organization

An **employee** should be able to **instantly** find quality information, get personalized answers to questions, **automate** processes and tasks related to HR from a channel of their choice.



Enhancing the back-office employee experience and driving process efficiencies

Personnel should be able to **instantly** find quality information, **automate** key business processes, get **insights** from analytics to **augment** their decision making, from their natural **application or channel** of choice.

Moving your ERP to the cloud is great, but...



Your back-office teams are still performing manual processes



Your employees are still confused about where to go for self-service or information



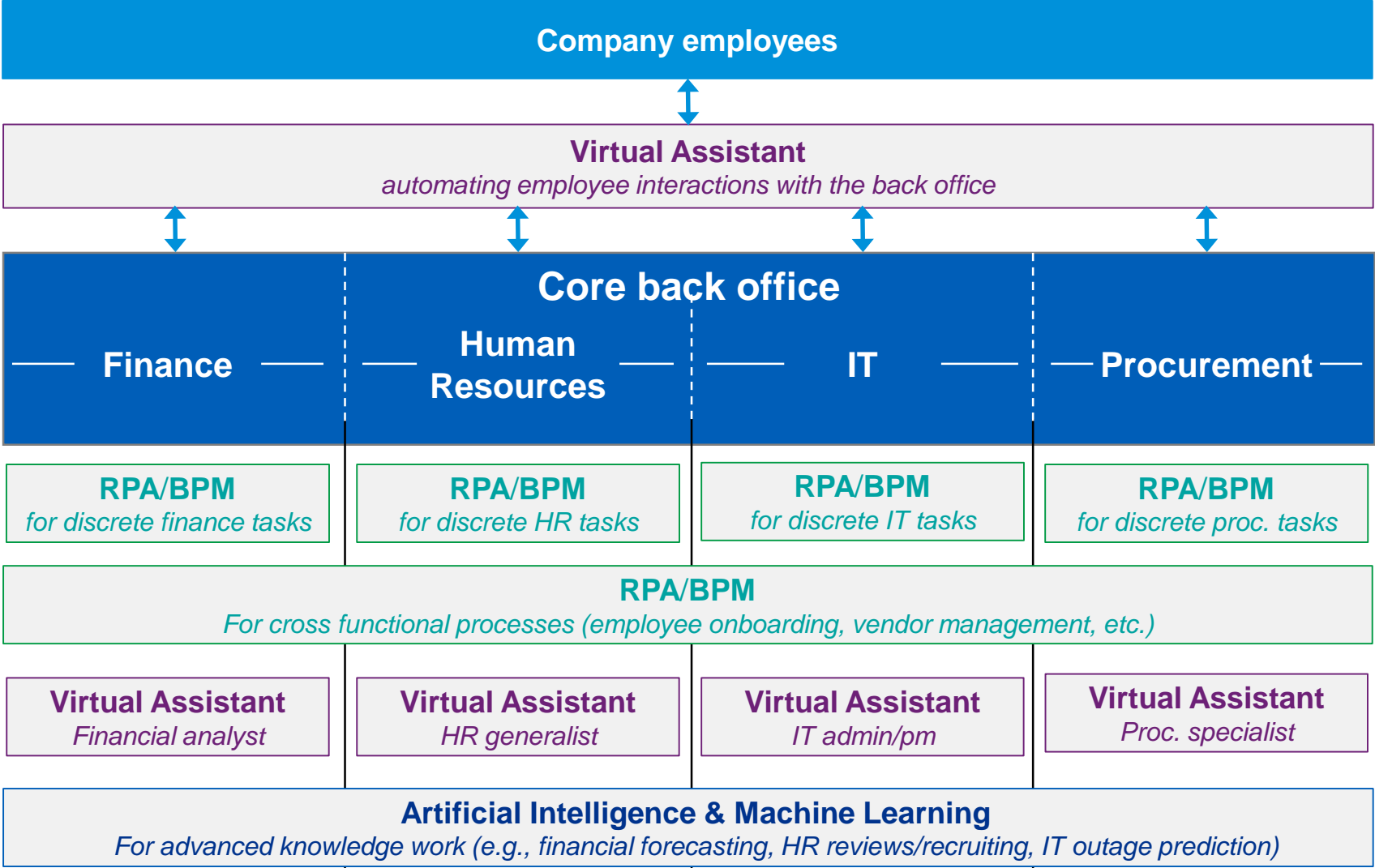
There are multiple support centers with individual contact channels



Your whole organization is still only engaging with the platform via their PC's



The future of the back office



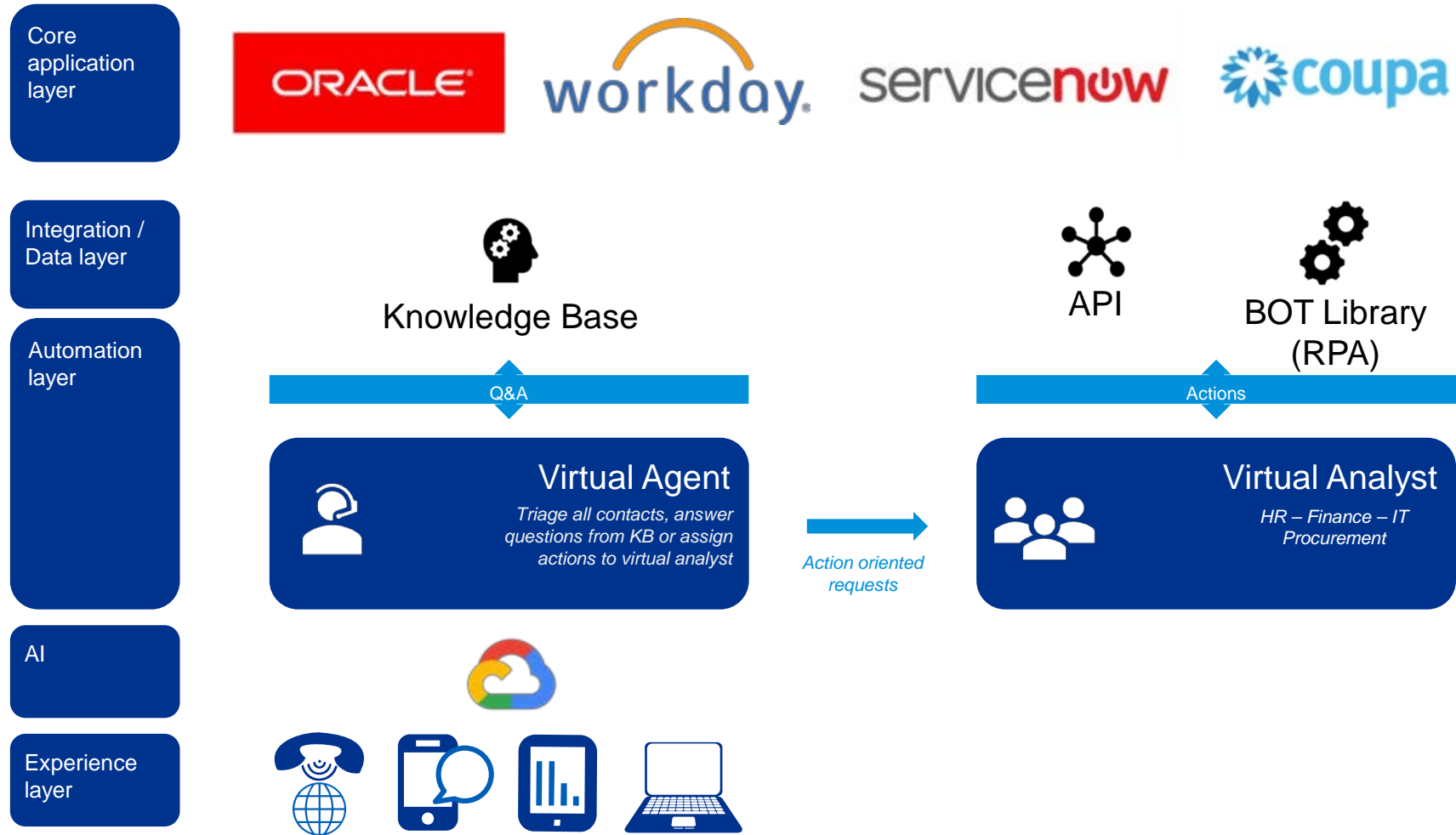
Enabling a better employee experience

Augmenting the back office employee

KPMG's Intelligent Assistant for the back office



What's going on behind the scenes?



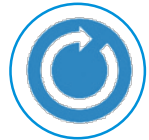
What's the point? Creating the partnership between man & machine



Initiate the relationship as soon as possible



Consider the employee experience as high priority



Ignore the hype



Shift your organization's mindset, boundaries & hierarchy



Experiment



Remember the why



Questions

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