SEE MORE, DO MORE, BE MORE.

INTELLIGENT OPERATIONS
9th Annual ABSL Conference, Poznan June 2018
AN ERA OF CONSUMERISM, DIGITAL AND DATA DISRUPTION

CUSTOMER EXPECTATIONS are increasing and transcending industry boundaries

DIGITAL TECHNOLOGIES are disrupting current business models

The need for ROBUST DATA, TECHNOLOGY AND “INTELLIGENT” OPERATIONS is becoming paramount
IS PLACING NEW DEMANDS ON BUSINESS AND OPERATING MODELS

INTELLIGENCE AND INSIGHTS
To drive superior decision making

PLATFORMS
To drive speed, agility, and scale

FLEXIBILITY
To respond to changing customer and market developments
THE FUTURE BELONGS TO INTELLIGENT OPERATIONS

Organizations able to act quickly—with intelligence, insight, and confidence—to changes in the competitive and customer landscape.

Agility, flexibility, and responsiveness are now the keys to enhancing and optimizing the customer experience and delivering superior business outcomes.
INTELLIGENT OPERATIONS: THE 5 ESSENTIALS

LEVERAGING THE POWER OF THE CLOUD
Cloud ties together all the ingredients of Intelligent Operations - integrating diverse data, across platforms in a secure environment

SMART PARTNERSHIP ECOSYSTEM
The ecosystem brings complimentary skill sets and new technologies to drive innovation

APPLIED INTELLIGENCE
Integrated Automation, Smart Analytics, and Artificial Intelligence can help transform operations

SUPERIOR BUSINESS OUTCOMES + CUSTOMER EXPERIENCES

INNOVATIVE TALENT
Organizations need creative and entrepreneurial talent who understand digital technologies, industry and functional priorities

DATA-DRIVEN BACKBONE
Structured and unstructured data across internal and external ecosystems is the backbone for breakthrough insights

THE TIME FOR ACTION IS NOW

Over 90% of C-Suite believe a diverse data backbone and data-driven decisions will generate breakthrough customer insights

Source: HfS Research
TECHNOLOGY ALONE IS NOT THE MAGIC BULLET
OR BE
LEFT BEHIND

ADAPT, EVOLVE, INVENT, RÉ-INVENT

OR BE
LEFT BEHIND
INTELLIGENT OPERATIONS CREATES SUPERIOR OUTCOMES

IMPROVED DECISION MAKING

REDUCED COST TO SERVE

COMPETITIVE ADVANTAGE

BEST CUSTOMER EXPERIENCES

ACCELERATED TIME TO MARKET

IMPROVED RISK MANAGEMENT & COMPLIANCE