From Intelligent Automation to Artificial Intelligence
A revolution ahead?
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A revolution ahead?
Is it real?
We surveyed 500 CFOs to find out what they expect

50% say automation of finance processes is real & advancing

Bottom-line benefits as priority today
Anticipated gains transformative

Automation “Masters” leading the way in enterprise automation & AI
How are the leaders preparing for the revolution?
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Aligned transformative strategy
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People & capability

Technology, incl. data
How are the leaders preparing for the revolution?

Aligned transformative strategy

Enablers
- Cross functional teams

People & capability

Technology, incl. data

Framework

LISTEN/TALK: Interact
THINK: Analyze
REMEMBER: Knowledge
WATCH: Monitor
What is Artificial Intelligence?

**AUTOMATION COMPONENTS**

- Big knowledge
- Blockchain
- Big data
- Voicebots
- Virtual Agents
- Chatbots
- RPA
- Natural Language Processing
- IoT
- Machine learning
- Deep learning
- Neural networks
- Cognitive computing
- Algorithms

**5 SENSES**

- **LISTEN/TALK:** Interact
- **THINK:** Analyze
- **ACT:** Service
- **WATCH:** Monitor
- **REMEMBER:** Knowledge
Knowledge as a prioritized enabler

Business Services: Guardian of corporate knowledge
There is a number of high impact use cases we deploy:

**Data digitalization**
- InStream powered by AI
- Very high

**Master data maintenance**
- Chatbot powered by AI
- Very high

**Process improvement**
- Data mining / AI enabled process improvement
- Very high

**Knowledge enablement**
- NLP driven search on Transversal
- High

**Fraud detection**
- AI enabled data platform
- High

**Payment analytics**
- AI enabled data platform
- High
What does it mean for business services?
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Clear strategy:
Automation and AI first

„Technology arbitrage”
Growing focus on technology and data

Changing role of people and knowledge centricity
What does it mean for business services?

- Clear strategy: Automation and AI first
- „Technology arbitrage“ Growing focus on technology and data
- Changing role of people and knowledge centricity

Action points?
Prepare to succeed!

* Roy Charles Amara
Prepare to succeed!

Prepare the organization
(leadership, governance)

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Be bold – transform!
(processes, people, technology)

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- **Prepare the organization**
  (leadership, governance)

- **Be bold – transform!**
  (processes, people, technology)

**Get started!**
We tend to overestimate the effect of a technology in the short run and underestimate in the long run*

* Roy Charles Amara
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