

Exclusive Interview with KeyBank

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Frank Casale, the founder of the Institute for Robotic Process Automation & Artificial Intelligence (IRPA AI) sat down with **Kathleen Dockery**, the **Digital Business Automation, SVP Enterprise Architecture** at **KeyBank** to discuss the transition to the digital age, key challenges, the critical component of KeyBank’s technology strategy and the TCO/components of building a business case.

Q What is your role at Key Bank, and what are you responsible for?

A My current role is SVP, Digital Business Automation. Digital Business Automation is our Center of Excellence for RPA, AI, and Chatbots. I had been on Key’s Enterprise Client Computing team as an engineer turned manager up until this past February, when I accepted a new position to stand up the CoE and start with RPA.

Q You’ve spent roughly 18 years working at Key Bank. How would you describe the change or transition to this digital age?

A

It has been great to be a personal witness on the transformation KeyBank has made and is making to the digitize the enterprise. Digitizing the enterprise is the most critical and most aspirational component of KeyBank's Technology Strategy. Our commitment to digitizing the enterprise will improve the efficiency, speed and agility of how we do things at Key and enable us to better serve our clients. One of the many strategies associated with "being digital" is implementing robotic process automation, or RPA.

Q

What has been the **most challenging aspect of the transition?**

A

I believe our legacy systems have been our biggest challenge.

Q

At the **4th Annual Automation Innovation Conference**, you'll be speaking about building a comprehensive business case for automation and AI. Can you tell us a little bit about **what attendees will take away from the discussion?**

A

I plan to share my experience in building a comprehensive business case and the TCO/components of the case: enterprise scale (infrastructure), training/design, bot and enterprise infrastructure maintenance.

Q

Why do you think it's important for the industry to come together for this event?

A

I believe there is significant benefit in all industries to have user summits. Networking and collaborating with peers helps discover best practices, new solutions, and mistakes to avoid.

Kathleen Dockery will participate in a panel discussion on this topic at the **4th Annual Automation Innovation Conference**, on **December 5th** at **Bohemian National Hall** in **NYC**.

[This panel](#) will highlight the importance of understanding a business case, it's elements and the economic case for RPA.

This event, put together by the Institute for Robotic Process Automation & Artificial Intelligence (IRPA AI), is the **first and only association-run automation event**, focusing on "Exploiting the Second Wave" of automation, including RPA, intelligent automation and artificial intelligence. To learn more, take a look at the [agenda](#).

About Our Authors



Kathy Dockery is Senior Vice President of Digital Business Automation. Her current focus is the creation of the Digital Business Automation Center of Excellence. Under her guidance, the Center of Excellence team is driving operational agility and strategic automation. Kathy's organization provides design, engineering and support of Robotics Process Automation, Chatbots and Cognitive/AI technologies. Kathy has more than 20 years of technical and leadership experience in the financial, health, and manufacturing industries. In her move from technical engineer to Senior Vice President, Kathy's career has spanned numerous technical fields including Network Administration, Desktop Engineering, Mobile Computing, Enterprise Content Management, Collaboration Technologies, Unified Communications, E-discovery, Enterprise Messaging, Firewalls and ATMs.



Frank J. Casale is Founder and CEO of the Outsourcing Institute (OI) as well as the Institute for Robotic Process Automation (IRPA). Established in 1993, OI is a global marketplace and community of 70,000+ executive members including leading practitioners, service providers, advisors, thought leaders, industry observers and analysts. The mission of OI is to leverage the collective wisdom and best practices of this evolving outsourcing ecosystem along with the latest abilities of internet technologies to enable powerful alternatives for learning, networking, career development, publishing, transacting and relationship management for those in the outsourcing arena.