



INSTITUTE FOR ROBOTIC
PROCESS AUTOMATION
& ARTIFICIAL INTELLIGENCE

RPA and AI – The Power of Two

Sarah Burnett
March 2018

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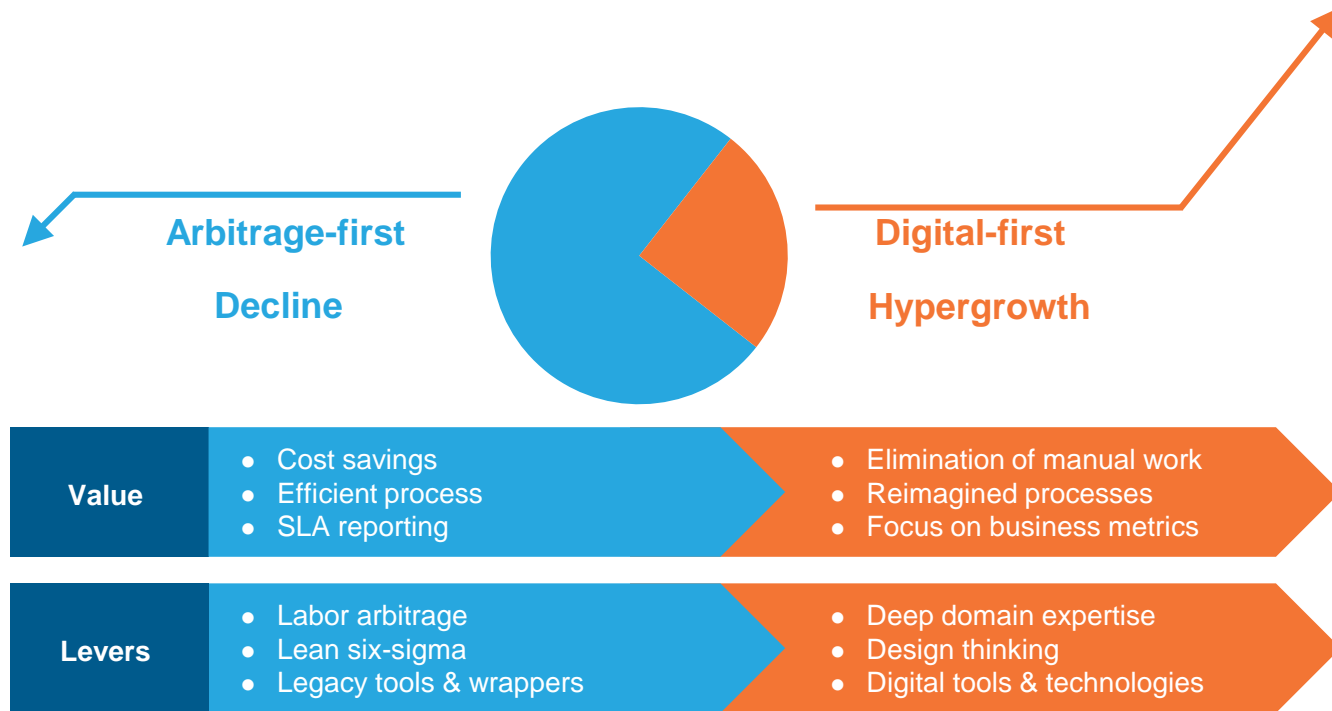
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115 unique enterprise clients
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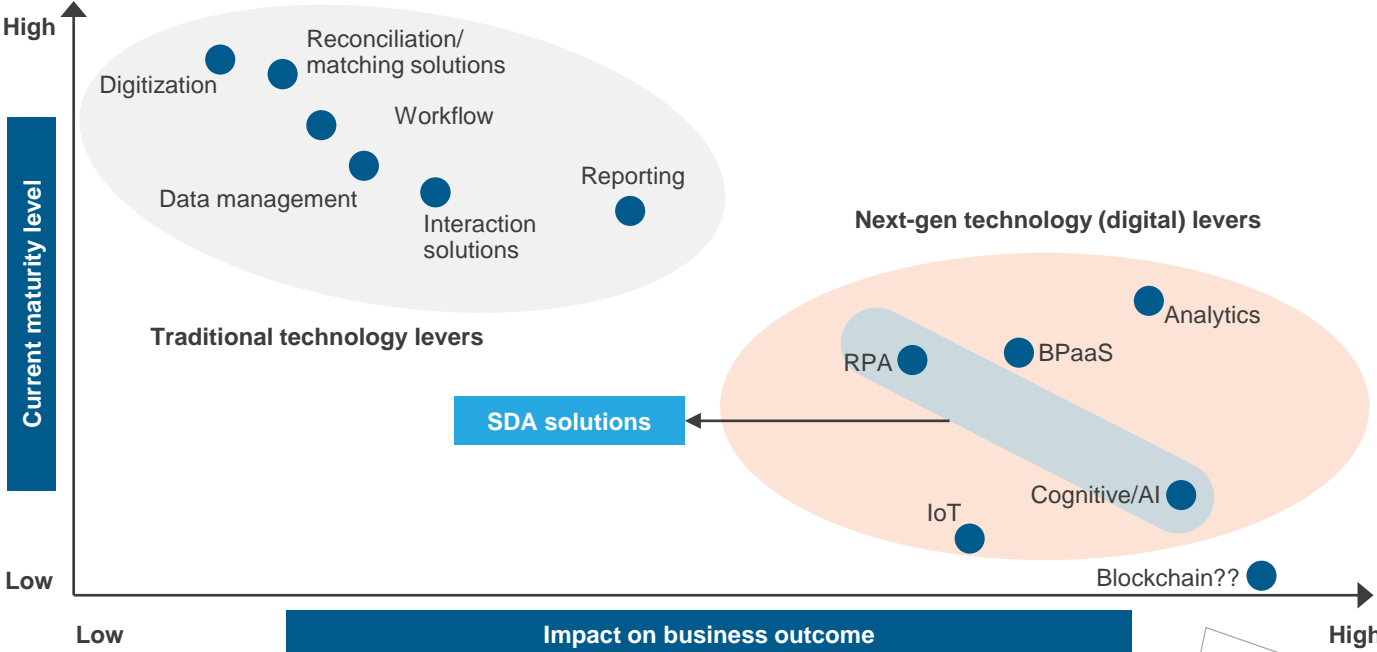
Enterprises are changing their service delivery models to meet new expectations from customers



Source: DeepDive | Everest Group

DEEPDIVE | Everest Group

Among the various next-generation technology levers in global services, Service Delivery Automation (SDA) is the most powerful



Blockchain is likely to have the most dramatic impact on the BPS industry, but only if it fulfills its promise.

Source: Everest Group

RPA and AI are the key components of SDA with different approaches to solve business problems

Robotic Process Automation (RPA)

Mimics a user's activities – non-invasive approach to system integration

Can process structured and some semi-structured data

Highly rules-based; No learning capabilities

Highly deterministic

Bridges the gap between enterprise systems

Cognitive / AI

Mimics human thought process through vision, language, and pattern detection

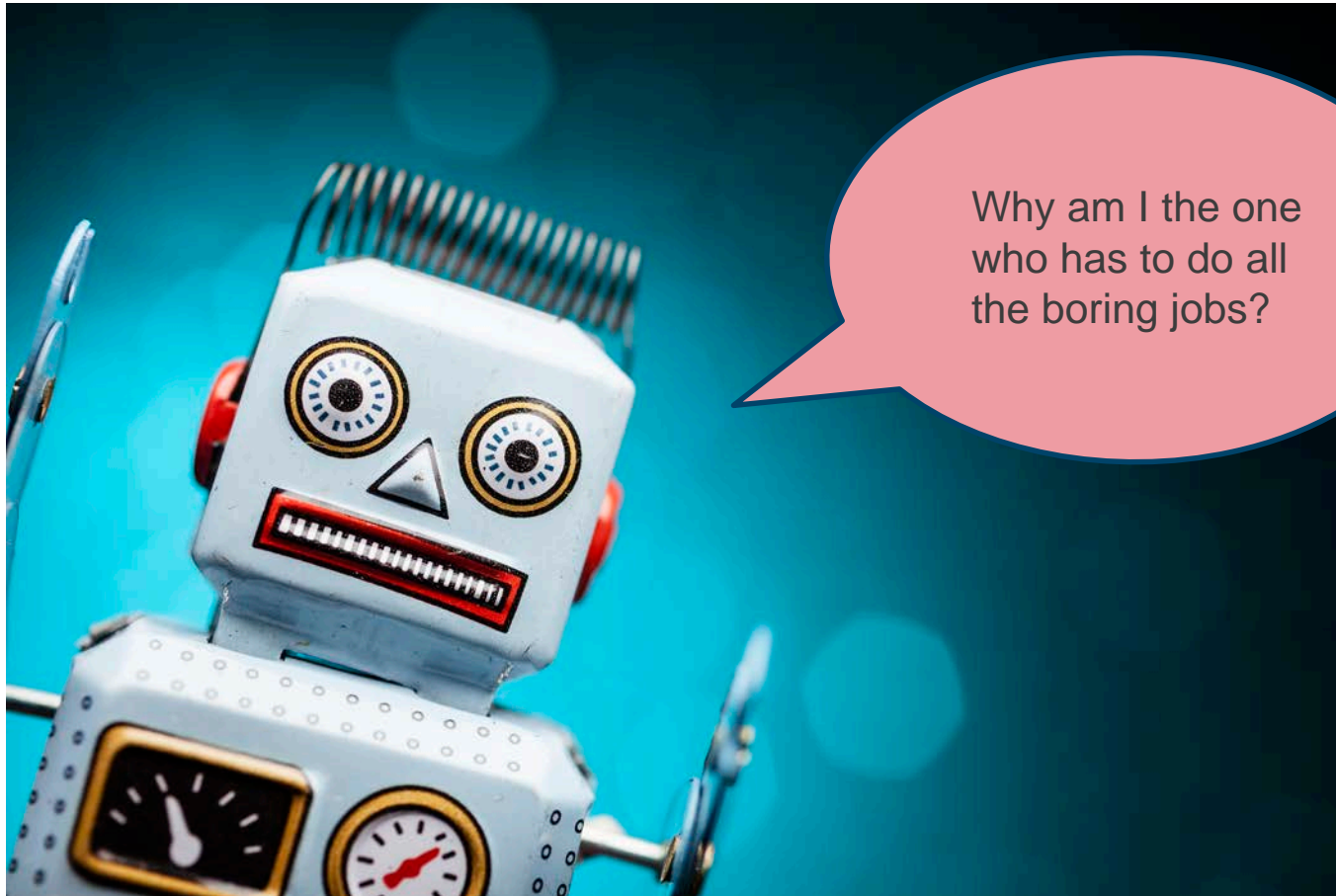
Can process structured, semi-structured, and unstructured data

Can “learn” or change its behavior over time

Probabilistic but can have safeguards to make it deterministic

Point solutions for specific requirements

RPA Frees people from boring repetitive tasks

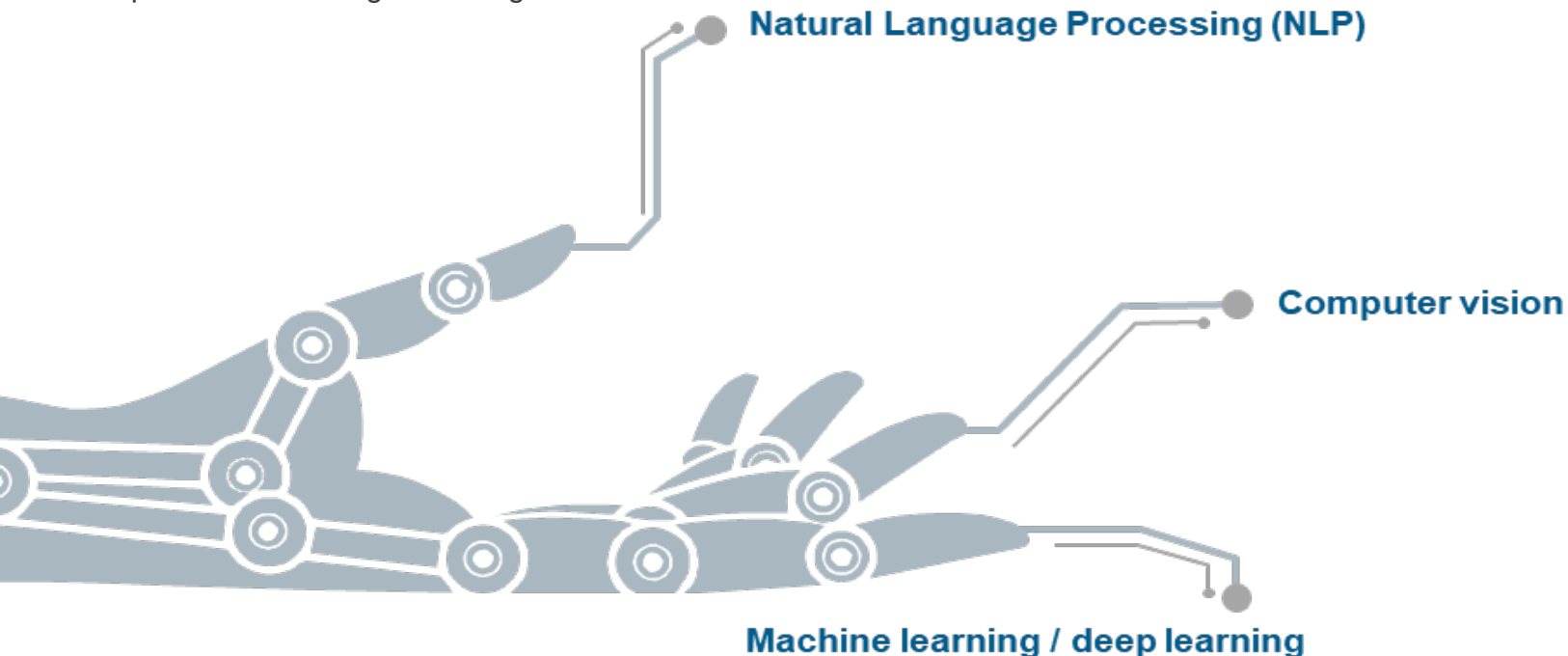


Narrow Artificial Intelligence comprises multiple technologies and capabilities

Narrow Artificial intelligence

- Artificial Intelligence is the ability of machines to exhibit human-like intelligence
- Narrow AI refers to a machine which performs one “narrow” task as opposed to general AI, which seeks to perform any intellectual task that a human being can do. Currently, narrow AI has shown business applicability, whereas general AI continues to be a theoretical concept

Examples of AI enabling technologies:

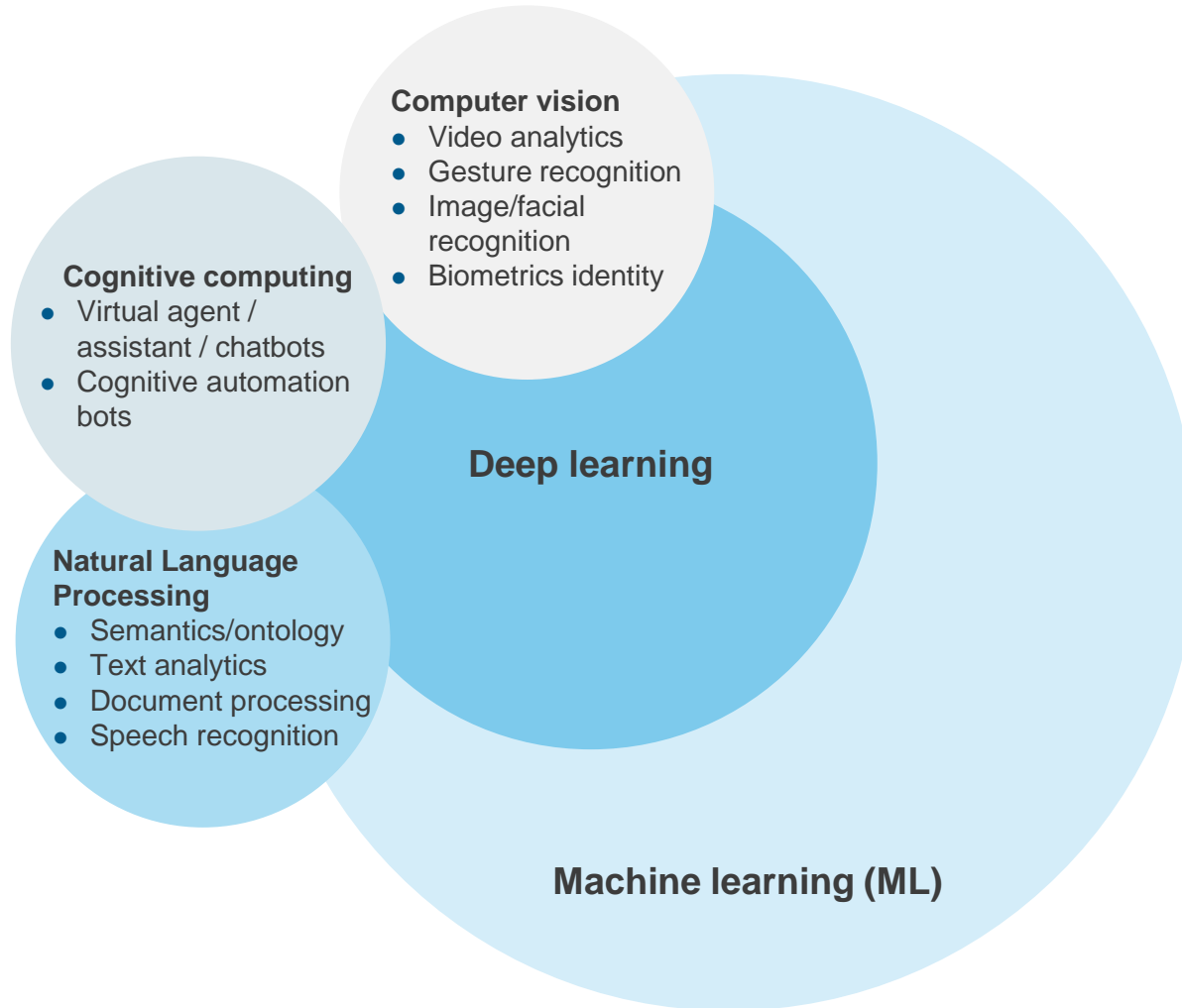


Cognitive computing

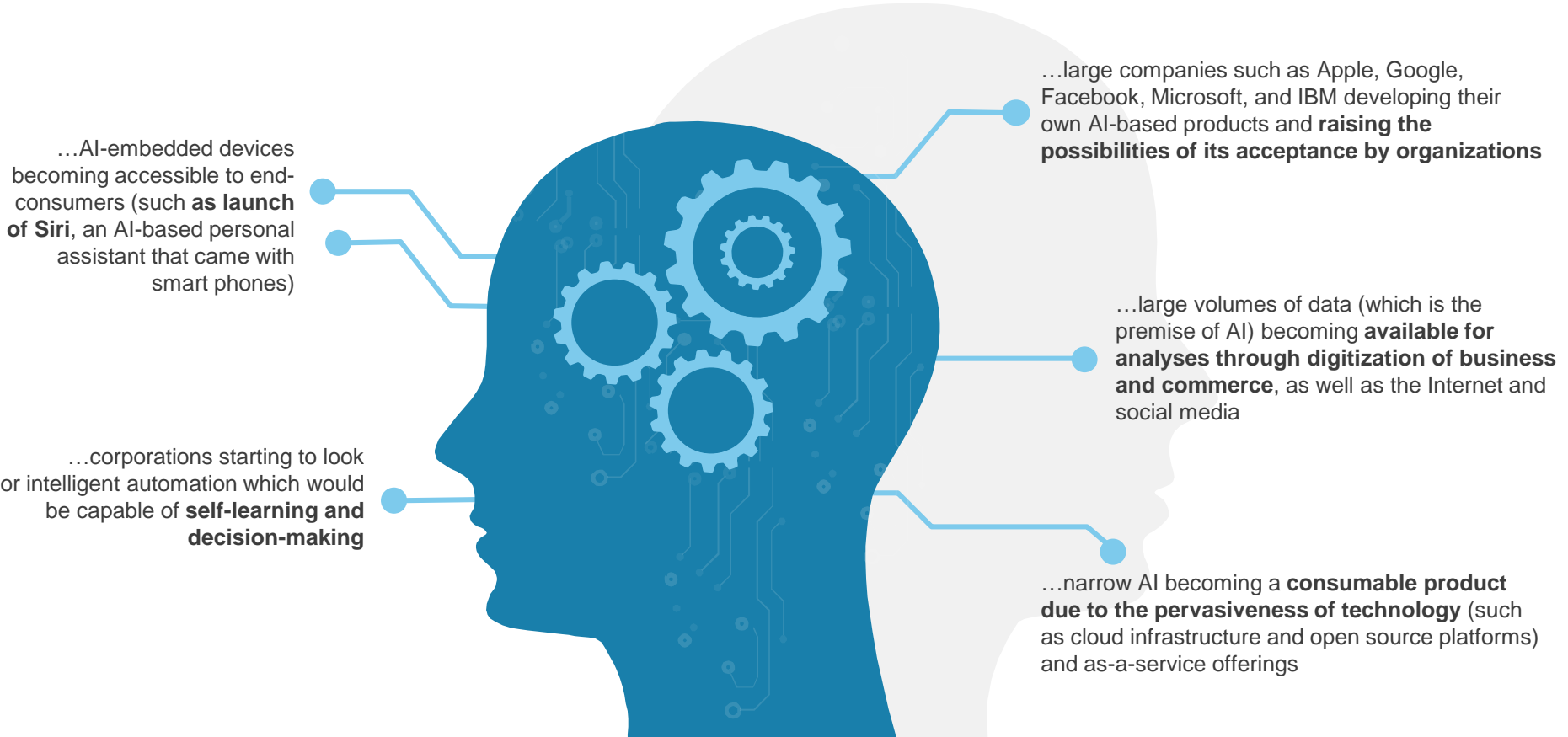
- Refers to computing that is focused on reasoning and understanding at a higher level, often in a manner that is analogous to human cognition
- Typically, it deals with symbolic and conceptual information with the aim of making high-level decisions in complex situations

AI technologies are often combined to have more advanced applications that are making inroads into global services

Applications of some key AI technologies/capabilities

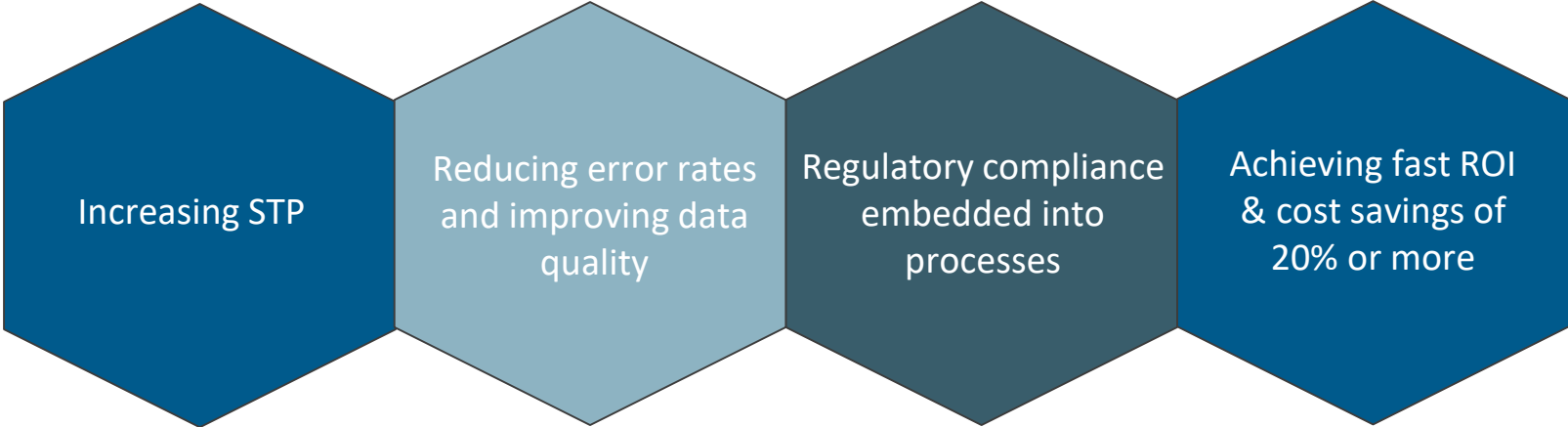


The last decade saw several developments that led toward acceptance and democratization of AI through...




This market is now increasingly pushing the boundaries of development and adoption amidst the misconceptions and fears about narrow AI replacing humans

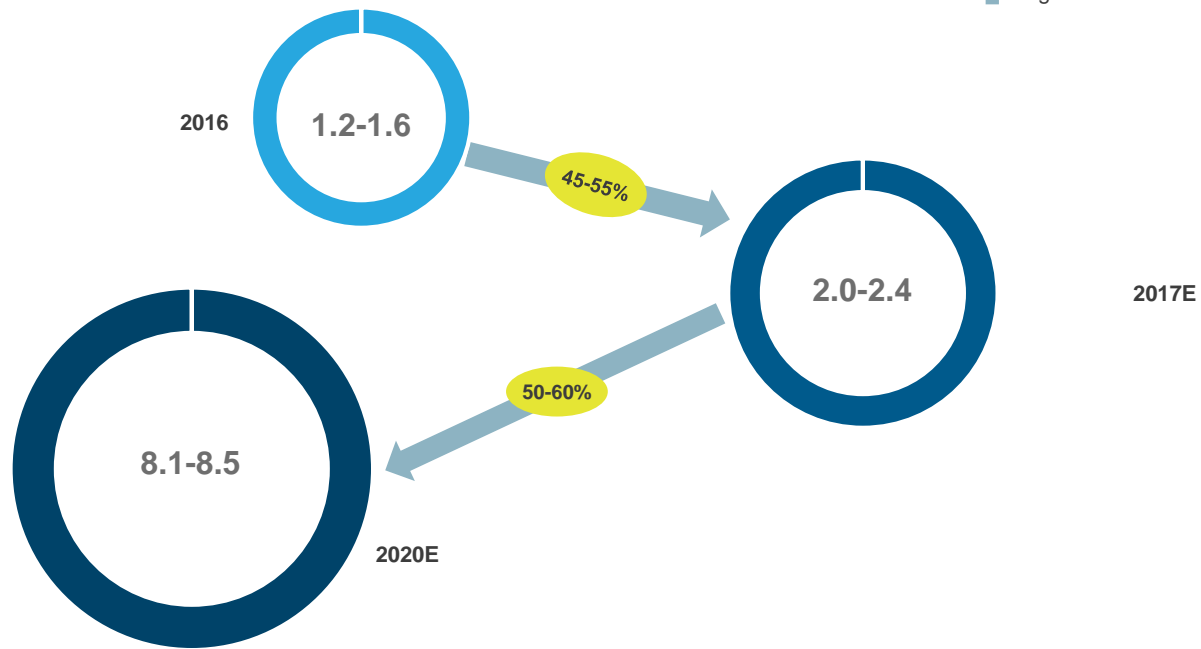
SDA solutions can result in significant operational benefits



The AI software market for global services is exhibiting high growth and is expected to further accelerate in the future

AI ISV market size and growth¹
2016-2020(E); US\$ billion

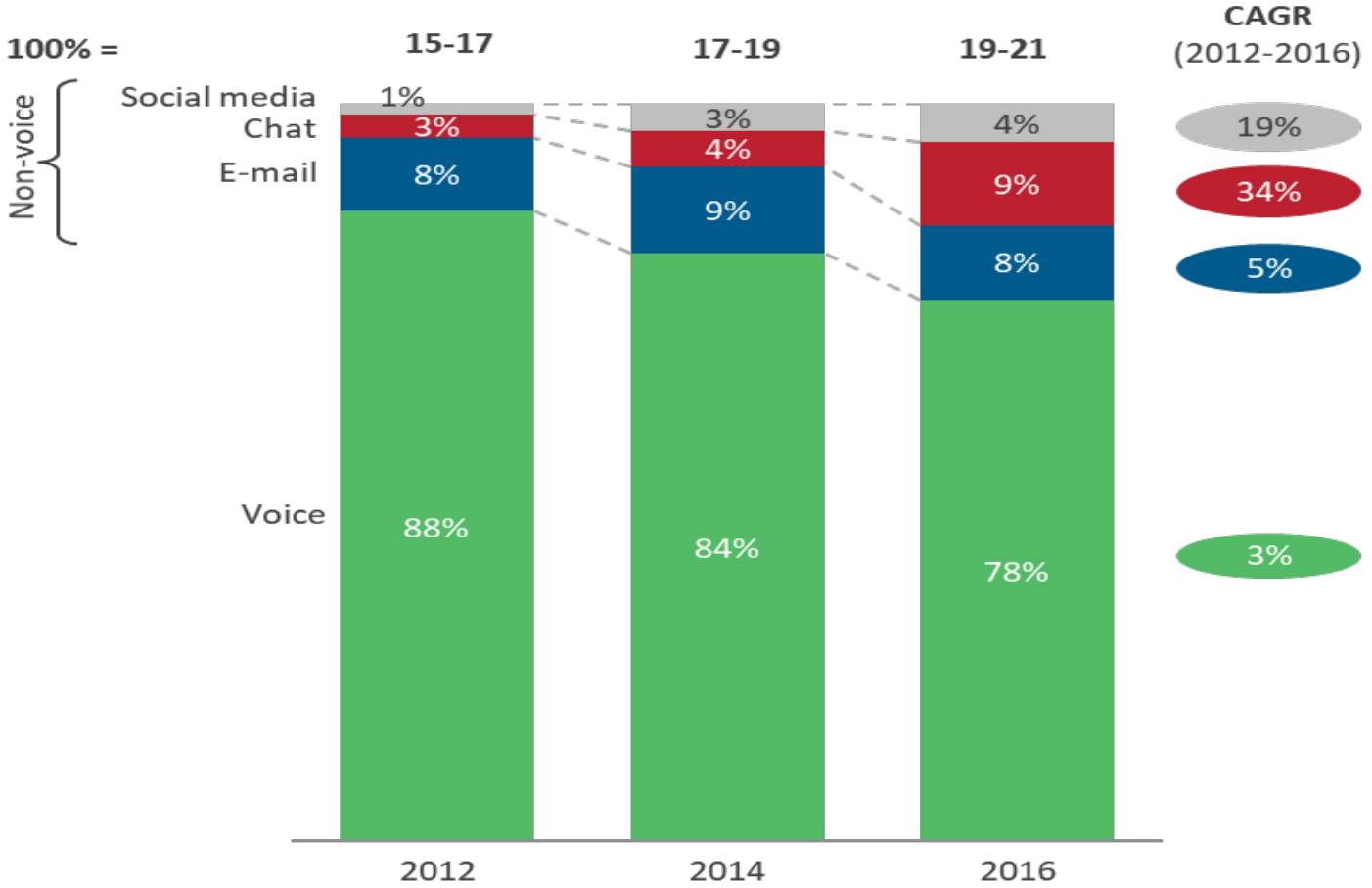
 Compound annual growth rate



¹ Revenue numbers have been extrapolated on the basis of data gathered for a representative set of 40 AI ISVs in global services, as of July 2017
Source Everest Group (2017)

With chatbots, the contact center market offers good opportunities for adoption of AI-enabled technologies given the growth of non-voice channels











CCO revenue across channels over time
US\$ billion



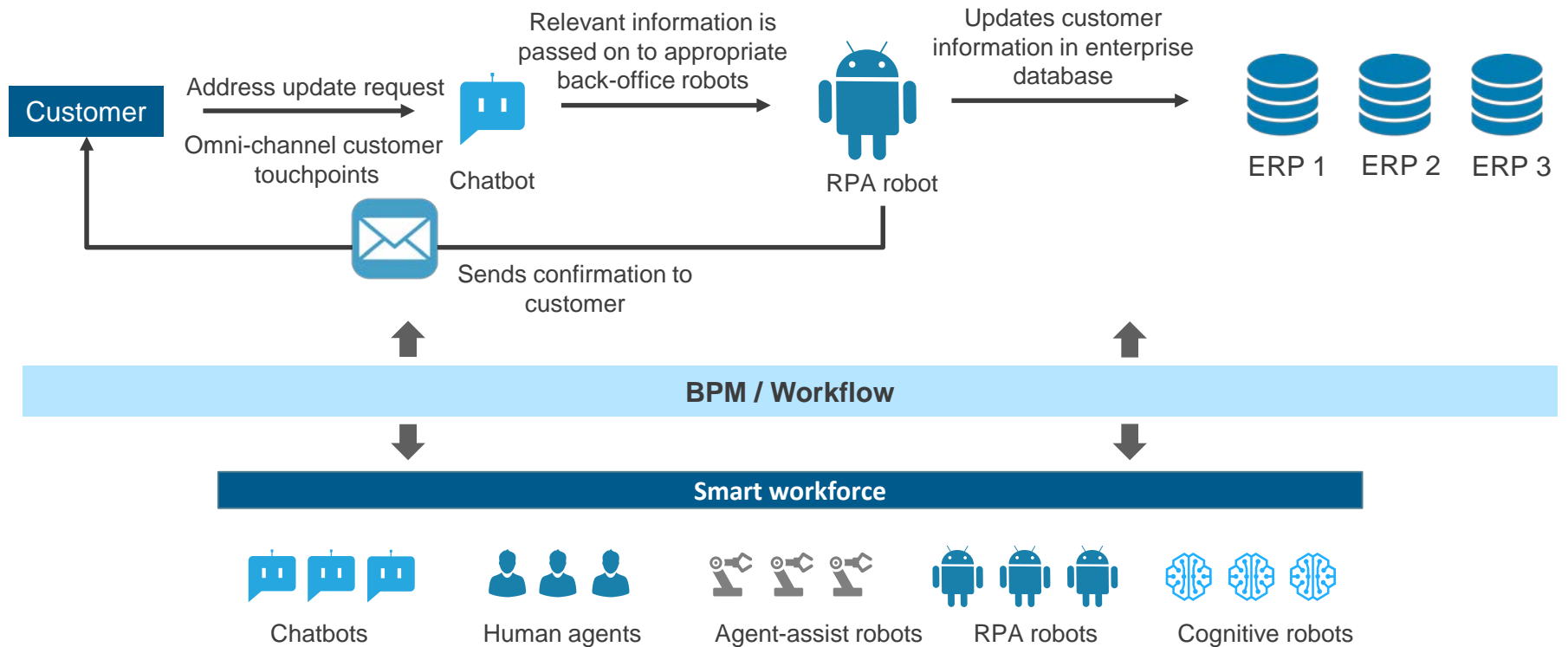
When combined together, RPA and AI create a smart digital workforce and can lead to end-to-end process automation

 Cognitive/AI  RPA

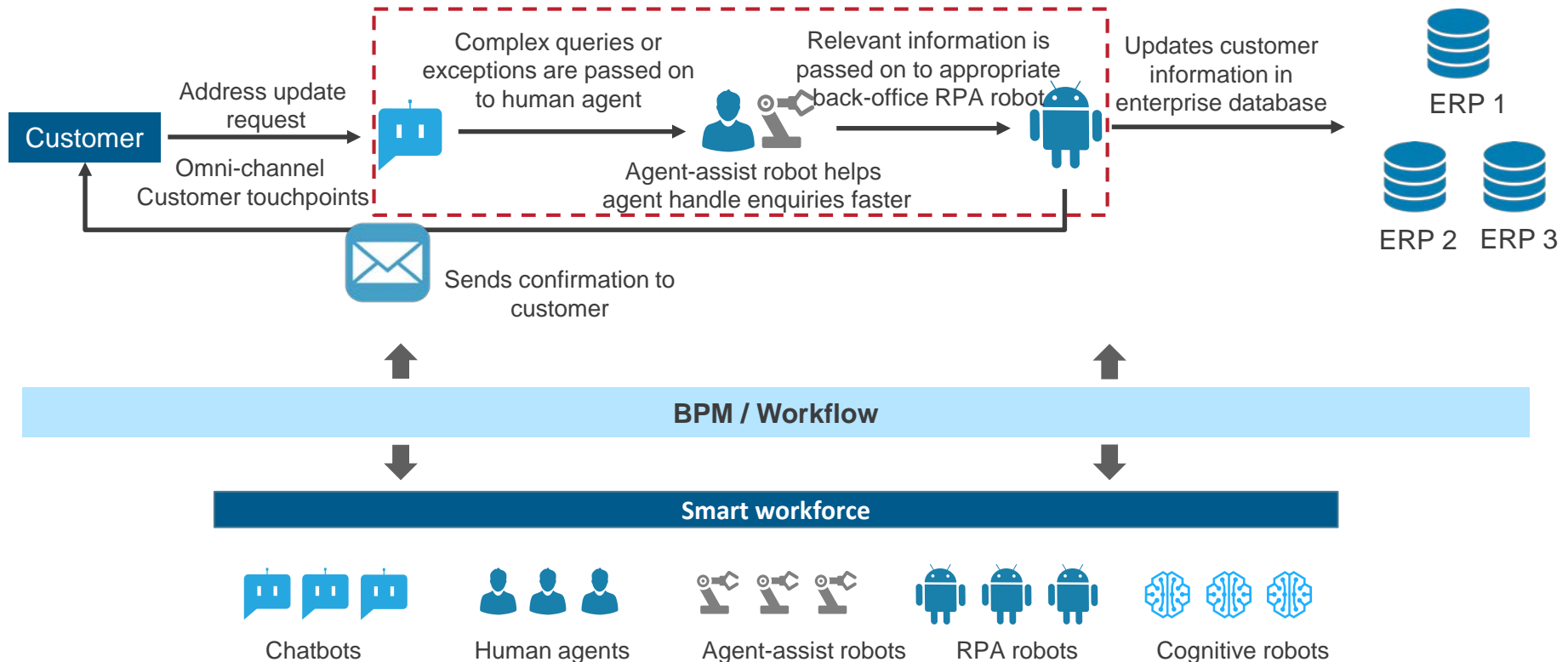
ILLUSTRATIVE

Digital workforce	Activity	SDA solution
 Chatbots	Identifying the intent and resolving customer enquiries in natural language over voice or text	
 Agent-assist robots	Automating various applications on agent's desktop or virtual applications and learning from past customer interactions to suggest the next best action	
 Data entry robots	Gathering data from structured or unstructured documents and entering into systems	
 Copy-paste robots	Executing rules-based processes involving copying data from one application to another	
 Reconciliation robots	Matching transactions across disparate systems	

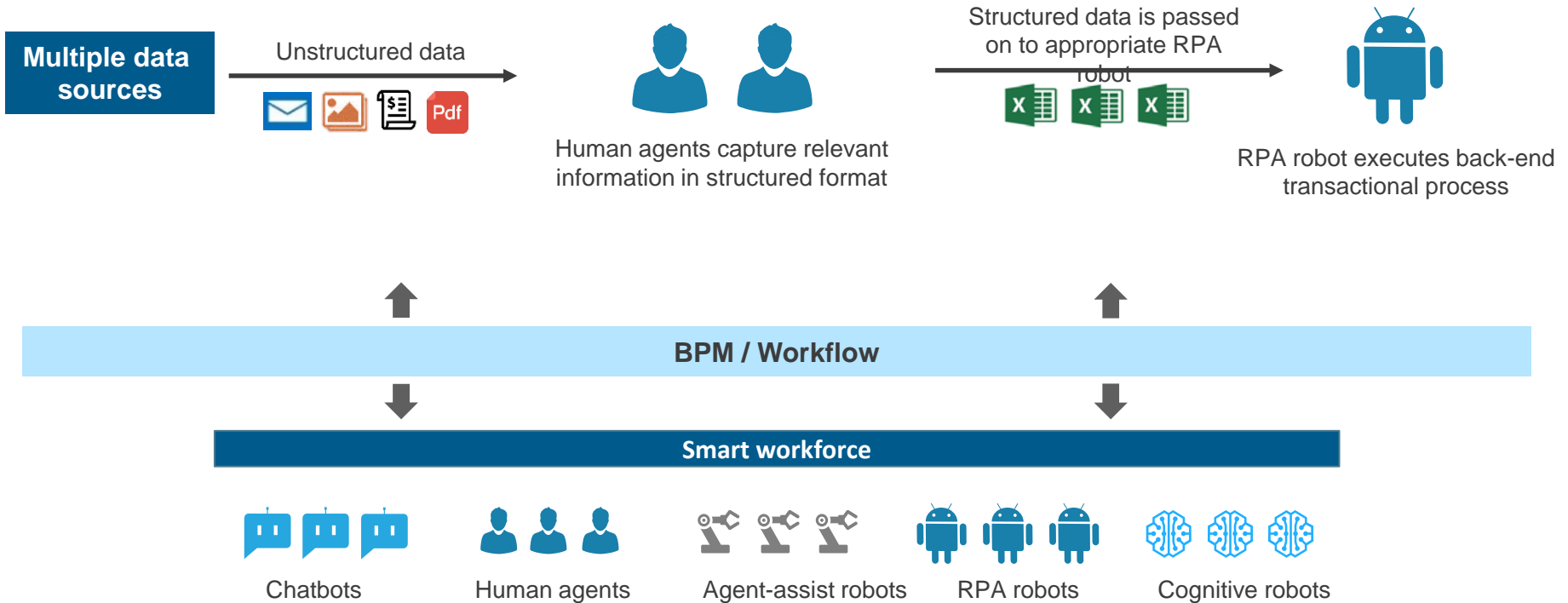
Smart workforce is leveraged for digital transformation of business operations



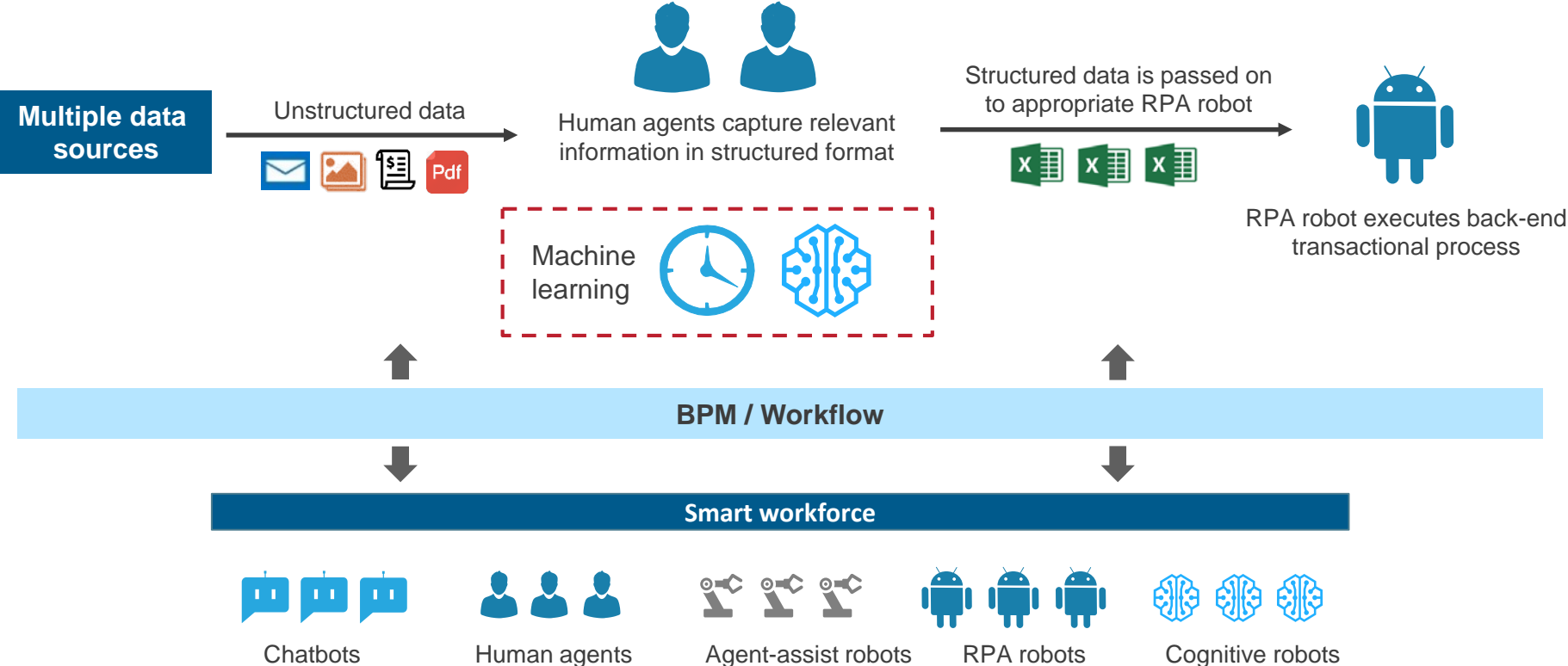
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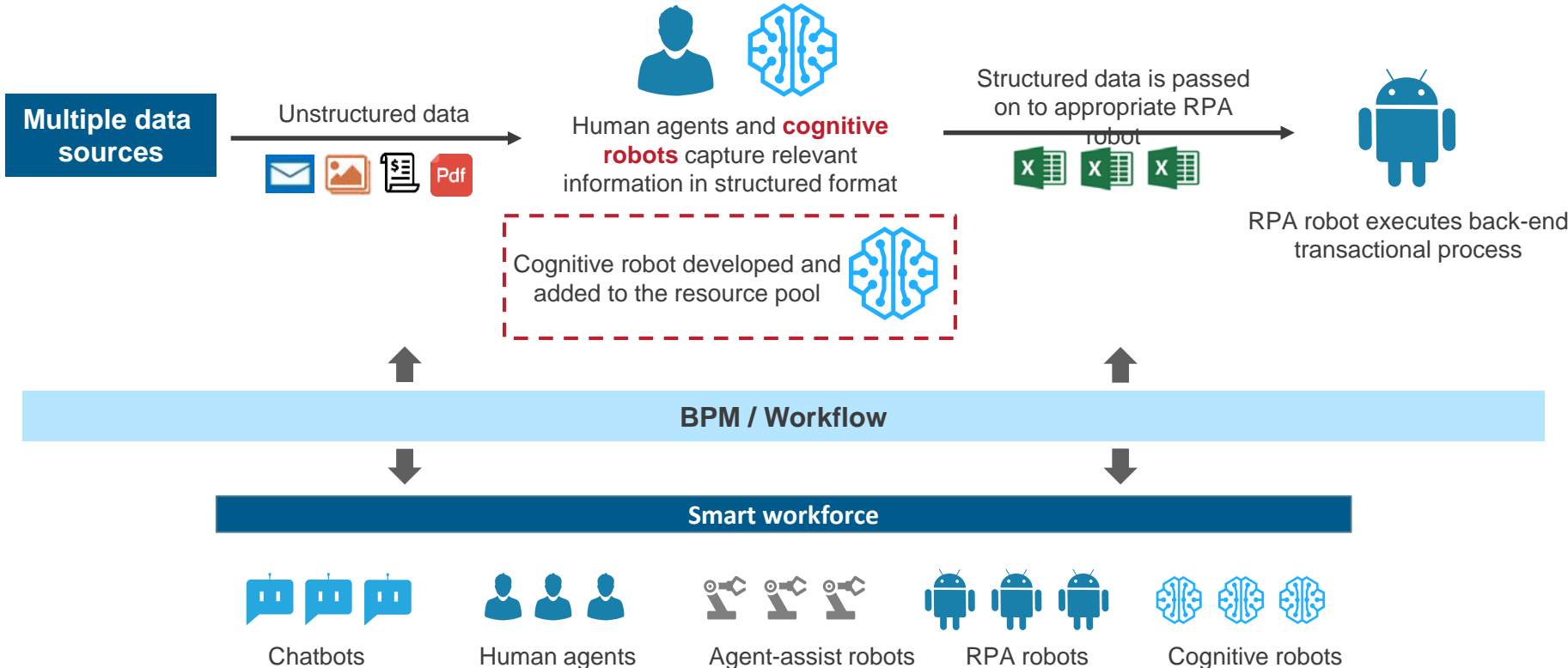
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