
Paresh P Patel, Director of AI, Accenture Federal Services: One of the biggest misconceptions is this is purely a technology implementation. Technology is part of it, but the large portion of this is a workforce application. So what we talk about is thinking about the impacts of the workforce upfront. For example, as these bots are put into production, someone has to maintain them. How are you upscaling your resources to do that type of work. As work is freed up, those freed up resources, what higher value activities are they going to focus on. How are they being transitioned into those categories. So, that’s the type of planning we like to do upfront.

Government Matters Host: Final quick thought, those resources that you’re talking about, they’re people. They’re men and women hours that are now free to do much more constructive, much more intricate work from the data entry things that RPA is helping to move out, right?

Paresh P Patel, Director of AI, Accenture Federal Services: Absolutely. The resources that are being freed up, it’s the overall experience throughout that process. It’s much more efficient, much more accurate. And overall very engaging to the workforce.

Government Matters Host: Thank you very much Paresh Patel.

Paresh P Patel, Director of AI, Accenture Federal Services: Thank you.