employee and customer experiences, and using cloud platforms to create nimble operations.

This includes integrating modern engineering practices such as Agile and DevOps to boost productivity, mitigate disruption and make systems proactive and predictive.

Rajendra Prasad (RP), Global Automation Lead at Accenture and co-author of The Automation Advantage:

Intelligent automation is where automation meets cutting edge AI to provide organizations with speed, agility and predictability.

I like to say that AI is the user interface of data. And AI’s true power is to find patterns in data and make predictions based upon it.

Gayathri Pallail, Managing Director for Automation Strategy and Deployment at Accenture and co-author of The Automation Advantage:

Intelligent automation involves taking a machine taught to do simple, repetitive tasks and teaching it to adapt or correct its performance based on a lot of changing conditions, all at incredible speed and scale.