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

When it comes to building successful enterprise automation that’s both scalable and sustainable, organizations can’t afford to overlook architecture. A well thought out technical design is the bedrock that supports automation efforts.

There are six keys I think about: Make it adaptive; Weave together the data fabric; Put AI at the core; Move to the cloud; Architect for security; and Make it platform-centric.

By doing this, you will have a foundation in place that brings the flexibility and agility to deliver desired outcomes and sustained business benefits.

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

To make an automation project successful, you must first understand the business challenges that you want automation to solve.

This alignment between the business and IT is incredibly important. Because if you create automation in pockets, it will be disconnected from the true needs of the business and its employees and customers.

By building a holistic approach that is aligned to strategy, you can truly drive significant change that is scalable and sustained.

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