



# AI AND ROBOTIC PROCESS AUTOMATION

## VIDEO TRANSCRIPT

### **Paul Daugherty, Chief Technology & Innovation Officer, Accenture**

We believe that AI, artificial intelligence, is the most transformative technology since the dawn of the information age. ...that's making a big statement but we believe it's true.

Artificial intelligence and, new forms of automation are giving us new ways to create agility inside business processes.

### **Alan Trefler, Chairman & CEO, Pegasystems**

Robotic automation can really facilitate a digital transformation program. It can make it easy for organizations to get into systems that otherwise would be difficult or time-consuming to get into. It can free up staff to focus on clients.

### **Paul Daugherty**

With robotic process automation, it's providing a more sophisticated capability to automate tasks in a different way. And again, building smarter machines and smarter processes that can help people

### **Alan Trefler**

To us, the true promise of robotic automation is about having robots that themselves can observe, can learn what people are actually doing, can highlight and find patterns, can then

automate those patterns so that people don't have to do redundant work, and then tie those into processes so you can go from the work of people all the way through to end-to-end fulfillment.

### **Paul Daugherty**

RPA allows organizations to, really, solve a lot of business problems in a more effective way. Higher productivity. Greater speed. Lower costs. And that's why they form an important core.

### **Alan Trefler**

We routinely see 30 to 50 percent improvements in productivity as a result of robotic automation. Across industries, from banking to telecoms to insurance.

From our founding, Pega has brought intelligence into automation, which is the heart of AI thinking and part of what Pega does now and will do into the future.

### **Paul Daugherty**

One of the real values of robotic process automation is the ability to really reshape processes and reshape the way an organization works that, at the end of the day, the customer can get better service. They can get service faster... they can get service at lower costs. And that's a great opportunity that we're seeing with,



Pega, with the robotic process automation technology.

### **Alan Trefler**

Pega uniquely has the robotics and the workforce intelligence built directly into its BPM and case management architecture. It's because these things work together seamlessly as a unified design that we can offer customers both quick wins, but the knowledge that they can take this capability to where it ultimately needs to go.

### **Paul Daugherty**

We believe the opportunity going forward for organizations like ourselves and organizations... like Pega and our customers, is to really make AI and intelligent systems the core of how service is delivered.

### **PROFESSIONAL VOICEOVER**

Together, Accenture and Pegasystems are delivering new levels of success for their customers with Pega Robotic Automation by driving dramatic increases in productivity and reshaping the way business is conducted.

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