



VIDEO TRANSCRIPT

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The one that I think is most fun and I'm really spending time on it is bot. You all are experts in machine learning, artificial intelligence. When Annette mentioned the 200,000 workers, employees at Accenture and introducing the idea of future talent platform, what I love to say is out of the 200,000, there was tremendous growth and potential unleashed. And rather than that being, well, we've got productivity, let's proceed with layoffs, no, we invested in innovation and brand new ideas.

One tiny little example that I love is a young woman who did bill processing for a Fortune 500 firm. She was retrained and went through the Future Talent Platform at her pace. She moved from a general foundational knowledge to mastery to expert, and she was able to identify data trends and patterns. She looked at a utility company and she noticed a pattern of what we call late pay.

There were a certain percentage of individuals that would always pay their utility bill on the last day of the month or contest it on the last day of the month, and basically run through a cycle and it was a consistent pattern, and that repeated pattern was a \$160 million revenue impact. But here's an individual without a formal four-year degree, by going through data insights, data analysis, trends, she was actually able to help the client see a pattern of someone really gaming the system.