



MANCHESTER METROPOLITAN UNIVERSITY: TRANSFORMING HR

VIDEO TRANSCRIPT

Col Campbell – Higher Education UK & Europe Practice Lead

When we started the engagement here at MMU, the pressures that they feel here are similar to that of the rest of the sector so HE is going through a big transformation at the minute

Laura Webb – Client Account Lead, Accenture

We are seeing more and more discussions happen around artificial intelligence, around machine learning and about Robotic Process Automation and this is all because we have far more access to data now, computer power is far more accessible and affordable

Col Campbell – Higher Education UK & Europe Practice Lead

It is a fabulous tool to get over sticky hurdles in your processing and in your applications whilst you are modernising your backend office, while you are modernising your core

Laura Webb – Client Account Lead, Accenture

We are seeing RPA becoming far more prevalent now within the public service sector and within higher education itself a lot of organisations are using RPA and are looking to see how RPA can be employed

Amina Vora, Project Lead, Accenture

I think the benefit and the uniqueness of MMU's project here is that they have allowed new IT to transform not only the way they do business but

also understanding and optimising their resources. It has allowed them to free up some of their more valuable staff to now focus on customer centric work and not having to do really manual intensive processing. I think that is the true basis of their innovation actually being able to transform the way they work

Laura Webb – Client Account Lead, Accenture

Our client has been so accepting of what we have given them, they have taken steps in a really incremental way but really worked with us on every step of that journey - a client who is ready and open to innovation and we have got technology and a workforce that is ready to meet that ambition

Col Campbell – Higher Education UK & Europe Practice Lead

It is the people and the acceptance in to the sector that really drives adoption and that is the bit that is super exciting.

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