Understanding the human side of machine-reengineering

An Outlook Up Close Video

Video Transcript

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How has technology changed your life?

Through digital technology, I’ve been able to set more challenging goals for myself in my personal life. For instance I am a triathlete and I regularly use personal analytics tools, such as the power meter on my bike and GPS and heart rate monitors on my runs. And by using these technologies, I’ve been able to set goals for myself that allow me to successfully train, for instance, for a full Iron Man race. So technology supports real-time process change and continuous performance improvement, which is something we see in machine-reengineering as well.

What are the benefits of machine-reengineering?

Machine-reengineering allows processes to be opportunistic. For instance, three out of four executives are using machine-learning algorithms to solve previously unsolved problems within processes, according to our research.

How can businesses reengineer processes?
Getting started with a machine-reengineering initiative requires getting three human factors right.

First is trust. Initially, employees may be uncomfortable when machines show initiative, so increasing trust in algorithm-generated suggestions and changes, is a critical part to getting started.

The second human factor is training and recruiting for the right human talents. Today, of course, companies compete for analysts, for data scientists, and computer programmers, but in the world of machine-reengineering, workers will also need other skills and these include the ability to train and retrain machine-learning models.

Targeting is the third part to getting started. Organizations have to move quickly to identify and decide which processes are the best targets for a machine-reengineering effort.

We are already entering a new era of process improvement. One where early adopters are using machine-learning algorithms to automatically change work processes.