UNLOCKING VALUE through AUTOMATION OPPORTUNITY FINDER
AUTOMATION OPPORTUNITY FINDER

is an assessment and analytics based approach that identifies
‘Art of possibility to drive Optimization and Productivity leveraging automation’

Trace yourself
Trail your path
Transform to be future ready
WHY AUTOMATION OPPORTUNITY ASSESSMENT?
KEY GROWTH ACCELERATOR FOR BUSINESS TODAY IS AUTOMATION
CLIENT CHALLENGES....

WHERE AM I TODAY IN THE AUTOMATION JOURNEY?

WHAT SHOULD I AUTOMATE TO BE MORE BUSINESS CENTRIC?

HOW SHOULD I AUTOMATE TO GET ACCELERATED AUTOMATION BENEFITS?

HOW SHOULD I STRATEGIZE MY AUTOMATION TO BE COMPETITIVE IN THE MARKET?

...ADDRESSED WITH ACCENTURE’S AUTOMATION OPPORTUNITY FINDING CAPABILITIES

1. # AUTOMATION MATURITY ASSESSMENT
   # AUTOMATION MATURITY INDEX

2. # BUSINESS – IT PRIORITY ALIGNMENT
   # AUTOMATION USE CASE SEQUENCING IN THE ROADMAP
   # BUSINESS PROCESSES OPTIMIZATION

3. # AUTOMATION SOLUTION LANDSCAPE
   # OPTIMAL TOOLING AND TECHNOLOGY LANDSCAPE
   # AUTOMATION KPIs

4. # AUTOMATION STRATEGY
   # NON-DISRUPTIVE AUTOMATION OPERATING MODEL
   # RISK-MATRIX
HOW DO WE DO AUTOMATION OPPORTUNITY ASSESSMENT?
DESIGN THE TO BE ENVIRONMENT & PRIORITIZE THE STRATEGIZE

STUDY THE AS IS AUTOMATION ENVIRONMENT & IDENTIFY OPPORTUNITIES

STUDY

COBIT

LEAN

SIX SIGMA

ITIL

INPUTS

PROCESS

SYSTEM

DATA

BUSINESS PRIORITIES

SOLVE

DESIGN AN AUTOMATION SOLUTION FOR THE IDENTIFIED OPPORTUNITIES

RPA

IA

BENCHMARKING

BUSINESS CENTRIC AUTOMATION RECOMMENDATION

INSIGHTS FROM DATA ANALYTICS

AUTOMATION DRIVEN BUSINESS OUTCOME
WHAT IS AUTOMATION OPPORTUNITY ASSESSMENT?
Automation Assessment

- **Tooling Landscape**: Tools Blueprint to complete the Ecosystem based on Assessments
- **Application and Architecture Assessment**: Assess Application landscape, Categorization and Architecture Flexibility
- **Business-IT priority alignment**: Assessment of Business to IT alignment
- **Process**: Deep study of Project's Process such as Incident, Problem, Change, Service Requests, SLAs, etc.
- **Data**: Use historic data for insights on delivery & business focus areas
- **Culture**: Assessment of current maturity of the project on Automation & tools
WHAT CAN YOU EXPECT FROM AUTOMATION OPPORTUNITY ASSESSMENT?
OVERALL AUTOMATION SCORE

IT PROCESS, OVERALL MATURITY RATING DERIVATION

Consistent, repeatable approach, Reusability

- Delivery Methods
- Discovery Tool
- Industry Assets and Tools
- Accenture Software Evaluation Tool

Iterative learning

Standardization of scripts and reduced manual efforts

- BOTs Management Platform
- Environment Advisor
- Ripple Impact Qualifier

Intelligence from past experience

- Accenture Analytics Engine
- Business Model Transformation – New Products and Services
- Workflow optimization tools like Pega
- RPA – Business Outcome Analyzer

Machines faster and smarter than humans

- SAP Leonardo
- Cathy
- KYC
- Amelia
- Accenture Cognitive Engine
- Machine Learning
- Neural Networks
- Natural Language Processing

Sophistication of Automation

Transactional

Judgement driven

FOUNDATION

- Discovery Tool
- Industry Assets and Tools
- Accenture Software Evaluation Tool

ROBOTIC PROCESS AUTOMATION

- Bot Management Platform
- Environment Advisor
- Ripple Impact Qualifier

INTELLIGENT AUTOMATION

- Accenture Analytics Engine
- Business Model Transformation – New Products and Services
- Workflow optimization tools like Pega
- RPA – Business Outcome Analyzer

ARTIFICIAL INTELLIGENCE

- SAP Leonardo
- Cathy
- KYC
- Amelia
- Accenture Cognitive Engine
- Machine Learning
- Neural Networks
- Natural Language Processing
DATA ANALYTICS

Configuration Issue 12.91%
Application Issue 15.06%
Cancelled by End User 36.05%
Training Issue 3.93%
Process Issue 5.50%
Operating System
Human Error
No Response Received 3.85%
Cause Undetermined 6.30%
2.96%
6.30%
3.93%
AUTOMATION OPPORTUNITY ACROSS VARIOUS APPLICATION

- App 1: 49%
- App 2: 26%
- App 3: 55%
- App 4: 79%
- App 5: 53%
- App 6: 86%
- App 7: 42%
- App 8: 37%
- App 9: 49%
- App 10: 31%
- App 11: 46%
- App 12: 07%
- App 13: 41%
- App 14: 64%
- App 15: 46%
- App 16: 65%
- App 17: 45%
- OVERALL: 56%
CURRENT STATE TO DESIRED STATE TRANSITION PLAN

Roadmap for Client

6 – 12 Months

- 9% Simple
- 22% Medium
- 8% Advanced

BUSINESS PROCESS MANAGEMENT
scripts, macros, batch programs, minibots

ROBOTIC PROCESS AUTOMATION
Blue Prism, Automation Anywhere, Fusion, Jacana
Enablers: Optical Character Recognition, Eforms

COGNITIVE RPA
Apply a combination of Computer Vision and AI technologies to drive automation for complex processes

MACHINE-BASED PROCESS EXECUTION
Automate core processes where typically human judgment is key (Healthcare audits, LNG Corrosion Detection, Insurance UW)
NLP, Video Analytics, OpenCV, etc.

12 – 18 Months

- Transformational
INTELLIGENT ENTERPRISE
Redefine the way the Enterprise works leveraging Artificial Intelligence

- Tactical
Programmed
Strictly Controlled
Contained

- Evolutionary Processes
(Judgment Based)

- Fixed Automation
(Rules Based)

- Contained
Programmed
Strictly Controlled

- Business Impact

9% 22% 8%
AUTOMATION Assessment - approach & high level plan

High Level Timelines

Executive Review

ER 1.1 – Have we collected the right data / information / artifacts?

ER 1.2 – Does the Client Support Team understand the current challenges / issues?

ER 1.3 – Does the automation solution and roadmap address the challenges / issues?

Prepare (Offshore/Onshore)

Activity 1.1: Understand Context
- Capture and review business goals
- Determine Goals
- Understand the History of Success/Failure
- Identify Stakeholders
- Determine the scope and timeline.

Activity 1.2: Finalize Approach
- Finalize Scope, timeline & resource needs
- Confirm & seek client commitment
- Mobilize Team
- Schedule Interview
- Review Documentations
- Hold a Kick off Meeting
- Understand the IT Landscape (App Arch, Processes, Data Analysis)

Perform (Onshore)

Activity 2.1: Gather Data
- Conduct interviews and workshops (In scope Towers and Applications)
- Document Results
- Document preliminary findings

Activity 2.2: Assess IT Capabilities
- Consolidate Results
- Assess Application Architecture
- Identify key issues and challenges

Present (Offshore)

Activity 3.1: Develop Recommendations
- Identify opportunities
- Incorporate SMEs inputs
- Prioritize alternatives
- Develop Recommendations

Activity 3.2: Present Final Reports
- Prepare final report
- Preview final report with stakeholders
- Present Final Report
AUTOMATION OPPORTUNITY FINDER

CASE STUDY
Case Example -1 : Process Optimization & Digitization for industrial equipment client

Client is…
Pioneering Swiss technology leader that works closely with utility, industry, transportation and infrastructure customers

Accenture’s Automation Solution is…

Automation Opportunity Finding Assessment
Automation Strategy and Architecture

Accelerated Delivery through:
- Accenture’s Automation Opportunity Finder
- Pre-Analysis of data using below methods
  - Accenture Text Analytics
  - Accenture Ticket Analyzer
  - Statistical Analytics Techniques for descriptive & prescriptive analysis
- Workshops & Interviews conducted to understand the Business Processes associated to identify the pain areas and possible solutions

Client Ask is…
Consolidate Automation in Business Silos
Rationalize and optimize diverse and redundant set of tools
Optimize high license cost
Streamline the complex support structure
Manage multi-vendor Tech Stack

Automation Impact
56% Overall Volume Reduction
41 Opportunities Identified
Single Knowledge Base & 3 Tier Measurement System
Case Example - 2 : AI Based Automation for Telecom company

Client is…
Leading Telecom Quad-Band Player in Australia, providing local and long distance telephone services, mobile services, dialup, wireless, DSL and cable internet access and IPTV

Client Ask is…
- Improve customer experience
- Reduce operational expenses
- Improve the Net Promoter Score

Accenture’s Automation Solution is…
- On-demand automated monitoring that leverages business, application and machine data
- Virtual Agents for Self Service
- Liquid AM & DevOps

Achieved through
- Built on Client Tools stack – HP BAC, Ctrl M, Remedy, SPLUNK, Rational
- MyWizard360 (AAAM) Enterprise Monitoring
- myWizard Analytics suite
- Failure prediction and self heal for Orders and technical issues though customized assets like AURA, Monita
- Caddie - Virtual Agent for Business user self service
- Predictive Monitoring leveraging Monita, a machine learning-based bot

Automation Impact
- 56% reduction in incident inflow
- 90% reduction in escalations in order provisioning
- Reduction in revenue leakage from service misalignment with billing system from $2 million to $3,500