

THE AUTOMATION JOURNEY

Is 2017 set to be a breakthrough year for your AI initiatives?

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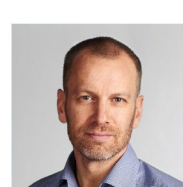
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Ahead of RPA & Artificial Intelligence Summit in Stockholm this May, we spoke to two industry experts about the automation initiatives they're currently implementing. Read on to discover the major trends at Nordea and Lufthansa Global Business Services.

Is 2017 set to be a breakthrough year for your RPA efforts?



Nordea

"Yes, but it's not going to be easy. Many companies are going to do their first proof-of-concept in AI this year, especially those which have already done robotics over the last year or two, and started to see what it can bring. The technology is there to be implemented, but it takes special people to make it into something useful. But I do believe 2017 is going to be a breakthrough for AI; especially in banking and insurance."



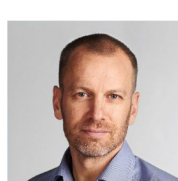
"Our main focus in 2017 will still be on RPA, but we plan to start some AI pilot projects this year. We also want to see how we can make use of Machine Learning, Cognitive Automation, Language Recognition or Sentiment Analysis."

What developments are you expecting in 2017?



"There have been a few, but major changes. We have started to scale up our robotics team from 5 to 8, and we plan to have 12 by the end of the year. We also have also put more pressure on change management and communication, and we organised a series of meeting and presentations - called the Robotics roadshow - to employees to teach them about RPA, and how it will change their way of work."

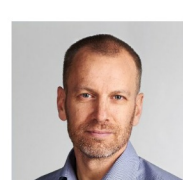
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Nordea

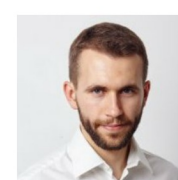
"We are setting up and modelling the virtual workforce and AI capabilities across the group. We did some impactful things in a number of business units last year, but now we're taking a more structured approach to it." We have started central analysis to define which process should be undertaken by robotics, this gives us much greater potential in the field."

What are you looking forward to at the event?

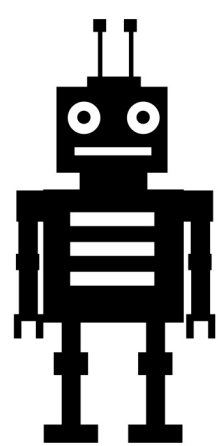


Nordea

"I'm looking forward to hearing how companies are solving the scaling challenge. How do you orchestrate this? Teaching a robot to imitate a human is very different from implementing an IT system. I'm keen to hear companies talk about this."



"I want to see how companies who are more advanced in robotics than us are dealing with having hundreds of robots, the resources they need and what processes they need to do it correctly. I would also like to see what the current trends are and some of the ideas we could implement at Lufthansa. It's also about finding out about the vendor space and evaluating their current offering."



What is your presentation going to be about at Nordics RPA & AI?



"It will start by looking at how Lufthansa GBS started its first RPA pilot projects, the mistakes we made and how we are combining RPA with desktop automation. It will also examine how we identified the right processes for robotics; as in the past this was one of our biggest challenges. I also want to present an overview of how robotics has developed at the company and what our processes currently look like. I will look at the mistakes we made so that the attendees can avoid them."