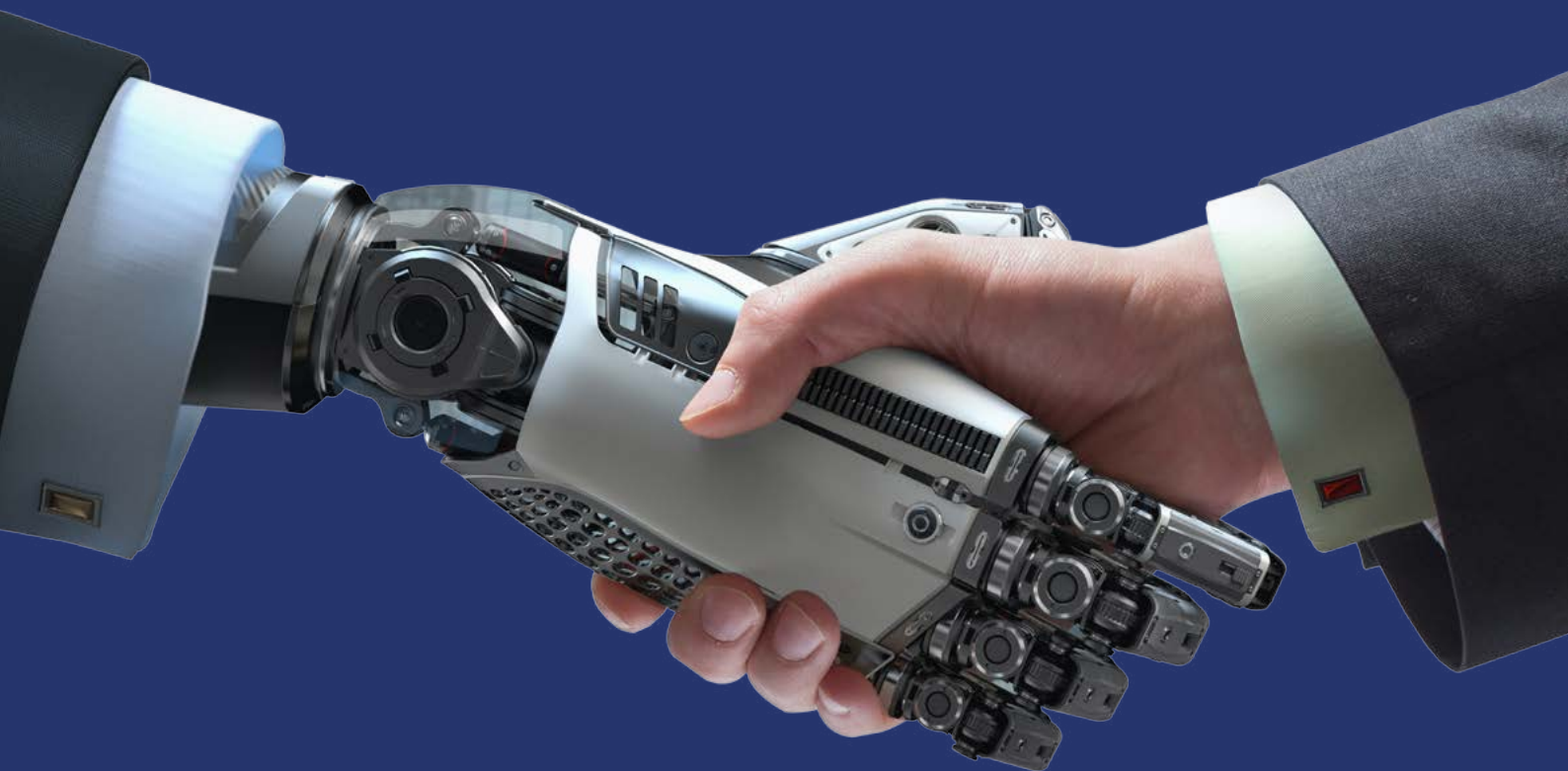


THE EVOLUTION OF RPA AND ARTIFICIAL INTELLIGENCE



INTRODUCTION

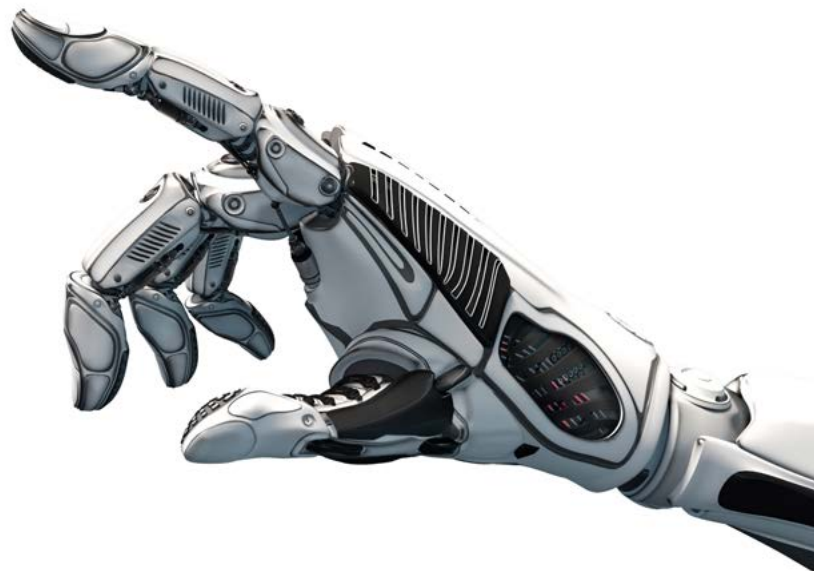
The U.S. has lost 5 million manufacturing jobs since 2000. For many, the blame lies solely with China. The more plausible explanation, however, rests with something entirely different.

While logic would dictate that output would decrease as jobs get slashed, statistics show that it rose by 17.6% from 2006 to 2013. This isn't a freak occurrence; it's due to the increasing investment in automation and robotics, with figures showing that technology has doubled the output of each individual worker in the sector over the last twenty years.

Automation increases productivity for businesses, yet for society, it's a constant source of trepidation. Will we all lose our jobs? And what will our role become as robots become increasingly intelligent? For the near future, the results are more practical than Hollywood, but that hasn't stopped many commentators declaring a state of emergency.

While there is anxiety in certain quarters, our data suggests that 53% of companies are confident that automation will have a positive effect on the workplace, with just 21% fearing the future. In the last 18 months, 17,000 jobs have been displaced by automation at tech-firm Accenture. Yet instead of laying them off, the company has reskilled and repositioned them within the company. Examples such as this further prove that automation isn't about social destruction, but taking away monotonous tasks which restrict a worker's creativity.

In this report, we analyse RPA and Artificial intelligence, learning from the many industry leading figures who have both attended and are attending our industry-specific events.



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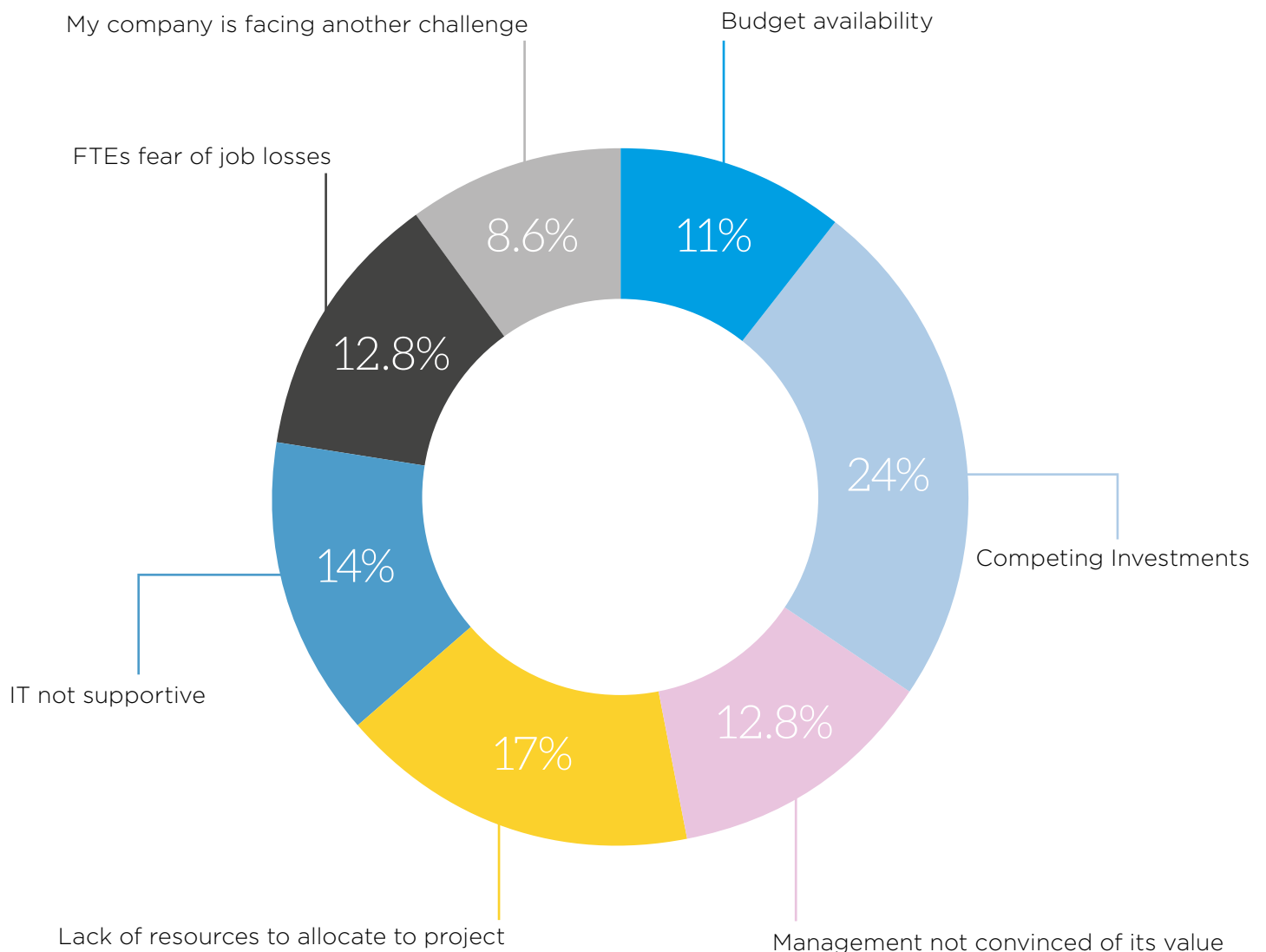
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Conclusion

THE MAIN RPA & AI CHALLENGES

Before the first RPA and AI summit, we surveyed our audience to find out about the landscape. The findings showed that budget availability, competing investments and management not being convinced of its value were the main challenges to successful implementation. These challenges were front and centre at the RPA and AI event in 2016, and formed the basis for many of the event's presentations, and discussions.





RPA SUMMIT 2016

The inaugural RPA and AI summit took place in November 2016 and brought together many innovative companies, including Barclays, BP, EY, Unilever, HP, ING and Deloitte.

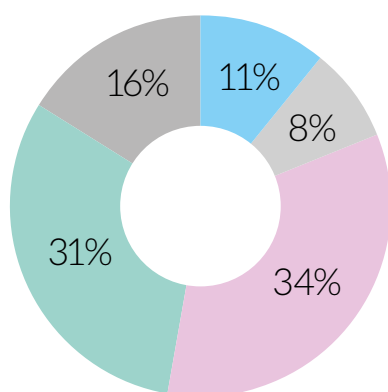
The event's first interactive panel discussion lay to rest some of the major misconceptions associated with RPA and AI. The panel, which included representatives from Leeds Building Society, Direct Line Group, Swiss RE and SABMiller, came to the conclusion that while there are roles and responsibilities that are more vulnerable than others, the majority of the workforce is safe. As stated before, our data supports this, with 53% of companies positive about the impact of automation on the workforce.

We also heard from Martin Ruane, Programme Director, ENGIE, who discussed his company's award winning RPA programme and how they have developed an effective Centre of Excellence. In his keynote, he spoke about the importance of change management, spreading the word and aftercare when implementing RPA. He also accentuated how essential a clear

deployment strategy was, as it allowed RPA to become aligned with the business's core goals and the objectives of individual departments. Ruane stated that this involved a proactive approach to identifying further opportunities for automation, which was built in from the start to assist enterprise-wide planning and a learning culture, ensuring that the experiences of one department were used to reduce the design, development and implementation lead times for deployment.

There was also considerable representation from the banking industry, with Citi, ING and Rabobank among those speaking at the event. While their journeys were different, a common thread ran throughout: RPA and AI are the key to their digital future.

Another major theme at the event was moving from pilot to performance. Our data shows that 46% of companies are either thinking about or testing RPA. This made Jose Ordinas Lewis, Head Robotic Automation Center, Swiss Re's presentation even more pertinent.



- Not considering
- Implemented
- Thinking about it
- Implemented and expanding
- Testing

In his interview below, Lewis speaks about the future of RPA and develops the main points of his presentation:

Jose Ordinas Lewis, Head of Robotic Automation Center, Swiss Re's



There was also a real sense of community at the event, and it was due to this that we were able to get the whole crowd together for our very own take of the Mannequin challenge. Unfortunately, we weren't able to get it done in one-take – it was an embarrassing time to receive to a phone call – but the time spent getting it right was well worth it.

Mannequin Challenge at RPA & Artificial Intelligence Summit



Below we hear from two of the industry's leading speakers who attended the event. They are Martin Ruane from ENGIE and Wendy Hutton from the Royal Mail Group.

Martin Ruane, Programme Director, ENGIE



Wendy Hutton, Head of Finance Business Services, Royal Mail



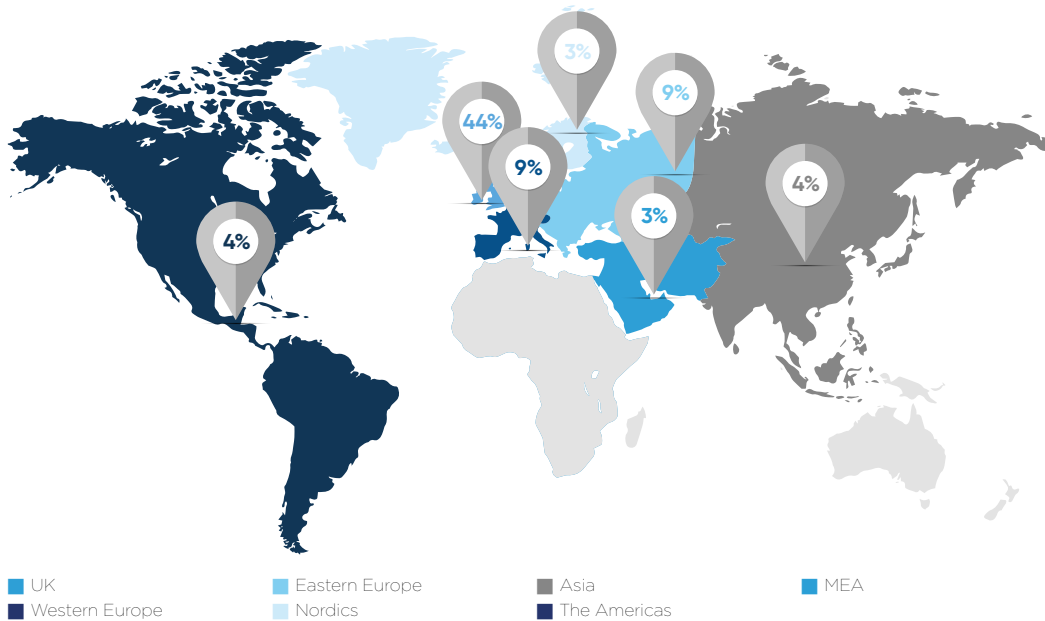
The event brought over 200 attendees and 50 speakers from all over the world to one place, acting as a platform for one of the most important movements in the business landscape. Its success has been the catalyst for our 2017 iterations.

AUDIENCE OVERVIEW

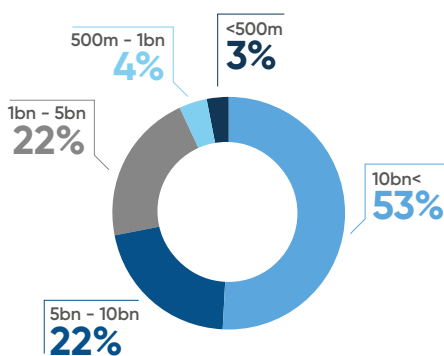
TOP 10 CHALLENGES



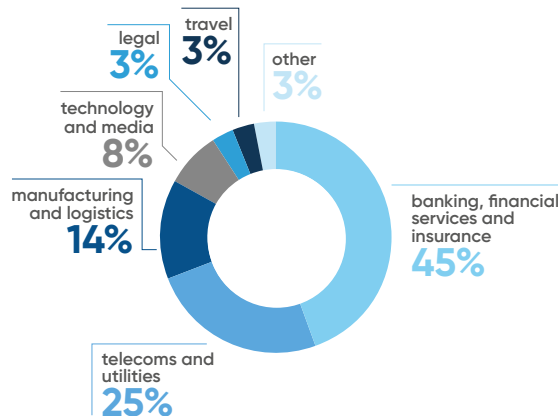
ATTENDING FROM



ANNUAL REVENUE (€):



ATTENDEES BY INDUSTRY





RPA & ARTIFICIAL INTELLIGENCE SUMMIT 2017

29th Nov - 1st Dec 2017
London, UK

The European RPA and AI Community gather together

200+ Attendees

20+ Countries represented

40+ Interactive streams and sessions



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NORDICS RPA & AI SUMMIT 2017

The summer will be upon Sweden's capital, Stockholm, as the RPA & AI Nordics Summit takes place. The country which gave us Abba, IKEA and Bjorn Borg, will now play host to the world's leading RPA and AI experts. A number of established institutions are already confirmed – including ING, Lego, Santander, Ericsson and Nokia – as they look to uncover the main trends impacting their RPA and AI initiatives.

Ahead of his presentation at the event, I spoke to Michael Natusch, Global Head of AI, Prudential, to find out his opinion on the current state of AI. “We’ve moved from a world that does not have computers, to all of a sudden there being all this technology,” he says. “There are many things that will change as a result of having access to AI. The effects will be wide-ranging, and not just in terms of cost structure, but also, in a wider sense, how we deal with customers and business models.”

He also goes on to say that the key to a successful AI initiative is: “understanding the overwhelming change that it can bring.” This degree of change links directly to Michael’s presentation, which will examine the importance of embracing AI and embedding it into the key strategic priorities within your organisation.

On the back of his acclaimed keynote at November’s RPA and AI Summit, we are delighted to welcome Dominik Jaskulski, Process Automation Manager, Lufthansa GBS, back this May. Dominik’s expertise in Desktop Automation adds another facet to the event, with his presentation looking at the importance of flexibility in active workflow automation design, while also integrating it within legacy systems. Unlike Prudential, Lufthansa GBS is not currently focusing on AI, with RPA the business’s priority. “With RPA you can make your IT systems “talk to each other” without costly and difficult back-end integration and without high-level programming skills,” states Dominik. The presence of Prudential and Lufthansa GBS – two companies at completely different stages in the RPA journey – further demonstrates the variation we have at the event.

We also spoke to keynote speaker, Mattias Fräs, Head of Process and Automation, Nordea, who states that he’s looking forward to hearing “experiences from companies in the industry that have been able to scale.” Discovering how companies can scale up their RPA and AI initiatives is set to be a key conversation point at the Nordics event, with a number of speakers and delegates deeming this a matter of real contention. Please visit page 11 to read Mattias’ interview in full.

What are you looking forward to at RPA Nordics?



“I will follow the Machine Learning line of the agenda. At your previous events, some of the people there have a very advanced knowledge of RPA and are involved in important projects within their companies. After the event, we actually met with some of them in Denmark. What I get out of it is mutual inspiration and identifying companies that either behind or ahead of us in this field.”

Stig Geer Pedersen, Head of Group RPA, Topdanmark

NORDICS RPA & AI: THE INTERVIEWS

Mattias Fras, Head of Process and Automation, Nordea

Nordea is one of the largest banks in Europe and is headquartered in Stockholm. Mattias Fras, Head of Process and Automation, has been with Nordea for the past six years. In this interview we speak to him about AI and what he's looking forward to at the event.

Is 2017 going to be a breakthrough year for AI?

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.

What is Nordea's main automation objective for this year?

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.

What challenges are you looking at?

The technology is empowering people, but if you want to do something good with it you need smart people. Some of the challenges are to decide what a robot actually is. What is a cognitive robot? How do you define it? The challenge is to define how it's going to affect us and how we can incite positive change.

Is your workforce fearful of robotics?

It's a mixture. For the most part, it's dependant on the company's position and whether they're seeing it as a way to cut costs next quarter or to free up your staff for more value adding jobs. In general, there's a lot of fuss in the marketplace about robotics, but it hasn't made a big impact on people's perceptions yet. In my industry, there's a lot of cost and margin pressure, it's a low yield environment with many new regulations, so robots enable us to run the business in these tough circumstances. It's almost perceived as a life saver, far more than an FT reduction tool.

What are you looking forward to at RPA Nordics?

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.

NORDICS RPA & AI: THE INTERVIEWS

Dominik Jaskulski, Process Automation Manager, Lufthansa GBS

Can you tell us about your presentation at the Nordics RPA and AI Summit?

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.

Are you going to implement AI in 2017?

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 and Sentiment Analysis.

What are you looking for at the event?

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 are the main developments at Lufthansa GBS in regard to RPA 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 team members by the end of the year. We also have put more pressure on change management and communication, and we organised a series of meetings and presentations – called the Robotics roadmap – for employees to teach them about RPA, and how it will change their way of work.

We have also started central analysis to define which process should be undertaken by robotics, which gives us much greater potential in the field.

The key topics at RPA and AI Nordics will include how companies can combine machine learning with RPA to build intelligent processes of the future, effective bot management and the importance of gaining IT management buy-in and engagement. We are very excited to launch this event, and bring the robotics community an event which provides them with the necessary insight to bring their initiatives to life.



NORDICS RPA & ARTIFICIAL INTELLIGENCE SUMMIT

30th May - 1st June 2017
Stockholm, Sweden

**The No. 1 RPA and Artificial Intelligence
Community Event for the Nordic region**

120+ Attendees

50+ Speakers

20+ in-depth case studies



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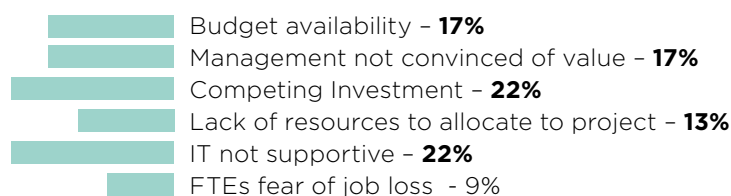


RPA & ARTIFICIAL INTELLIGENCE FOR BANKING, FINANCIAL SERVICES & INSURANCE WORLD SUMMIT

We're back in London on the 10th – 12th July with 200 finance and insurance RPA practitioners, over 50 BFSI speakers, and 20 solution providers. Both the finance and insurance industries have featured prominently at our automation events, so it makes sense to provide a platform for them to discuss industry specific trends and developments.

In the lead up to the event, we surveyed our audience to find out what their major challenges are and how they are overcoming them.

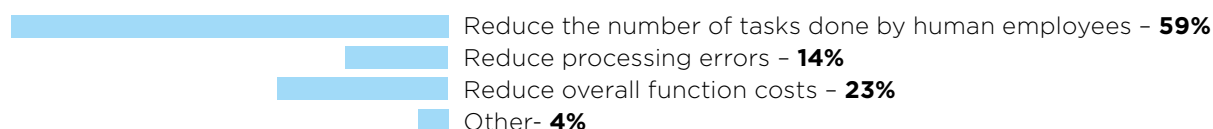
What do you consider to be the main challenge in RPA deployment?



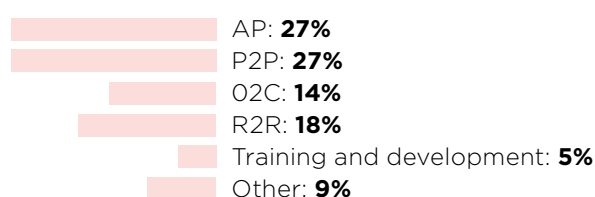
What is the key to successfully implementing RPA?



What savings are you expecting to make from RPA?



What processes do you plan to automate in the future?



With this information in mind, the RPA & Artificial Intelligence for Banking, Financial Services & Insurance World Summit will touch on a number of different subject matters.

For example, Vinoth Raman, Programme Manager – Robotics Centre of Excellence, ING Bank, who presented at the RPA and AI 2016 Summit, will be back, as he discusses further developments in ING's automation efforts. Kevin Mowles, Head of Business Support, Leeds Building Society, will also return following his successful speaking slot at RPA 2016. Please see both of their on-site interviews below.

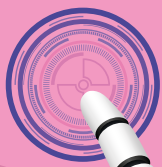
Interview: Vinoth Raman, Programme Manager – Robotics Centre of Excellence, ING Bank



Interview: Kevin Mowles, Head of Business Support, Leeds Building Society



With the help of companies including ING Bank, Topdanmark and Zurich Insurance, July's event promises to be the most attend event for automation experts in the finance and insurance industries must.



RPA & ARTIFICIAL INTELLIGENCE

For Banking, Financial Services & Insurance

WORLD SUMMIT

10th - 12th July 2017
London, UK

The ONLY event focusing RPA scale up and AI capabilities for banks, insurance and financial institutions

150+ Attendees

50+ Speakers

15+ Hours of focused discussions



WWW.ROBOTICSBFSI.COM



RPA SUMMIT 2017



As 2017 comes to a close, the world's most influential RPA decision makers will converge in London to recap the year's findings and discuss what 2018 has in store.

RPA & Artificial Intelligence Summit 2016: The Highlights

The event will bring 140 attendees and 60 speakers from over 25 countries together. This will be the second iteration of the RPA and AI summit, and will include 15 RPA and AI sessions and case studies from some of the world's most innovative companies. Watch this space.

CONCLUSION

It's going to be a big year for the robotics community. News outlets have already reported that AI can identify skin cancer in photographs with the same accuracy as a trained doctor, rid of internet trolls, and even help identify new lifeforms on different planets. For businesses, the results might not be as revolutionary, but could still redefine the way we all work, and ultimately improve processes and make them more efficient.

Be part of it and have your say.



ABOUT THE AUTHOR:

This report has been authored by Simon Barton, the portal's Editor. Barton has been working with process excellence professionals throughout his career, interviewing industry leading figures and providing his own opinions on the space's development.