

Intelligent Automation

The road to Intelligent Automation

A discussion with

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• **Satish Gidugu** – CEO - Medi Assist

• **Prashant Tripathy** - Managing Director & CEO - Max Life Insurance Company

• **Moderator - Raghu Krishnan** - Technology Editor - The Economic Times

YES BANK

and
THE ECONOMIC TIMES
present

GBS Global Business Summit
REIMAGINE BUSINESS
REIMAGINE THE WORLD





Intelligent
Automation is
creating new
experiences
across
businesses



Mining



Transportation



Finance



Health



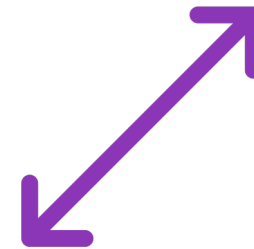
Retail



Intelligent Automation is used to improve operations, innovate and scale



Its about getting closer to customers and giving them what they need



End to end ecosystem can have transformative results



Intelligent Automation is a journey

AUTOMATION IS DRIVEN BY WHAT
IS ACTUALLY NEEDED AND WHAT IS
ANTICIPATED IN THE FUTURE



PREDICTIVE ANALYSIS PLAYS
AN IMPORTANT ROLE

People matter

For Intelligent Automation to succeed we need to let humans do what they excel at and let automation do the rest

"We need to let humans focus on empathy, relationship building, and of course analytics and judgments."

INTENTS MATTER

Each journey has people seeking to accomplish something.

Customers

- Find
- Buy
- Service
- Help
- Recycle

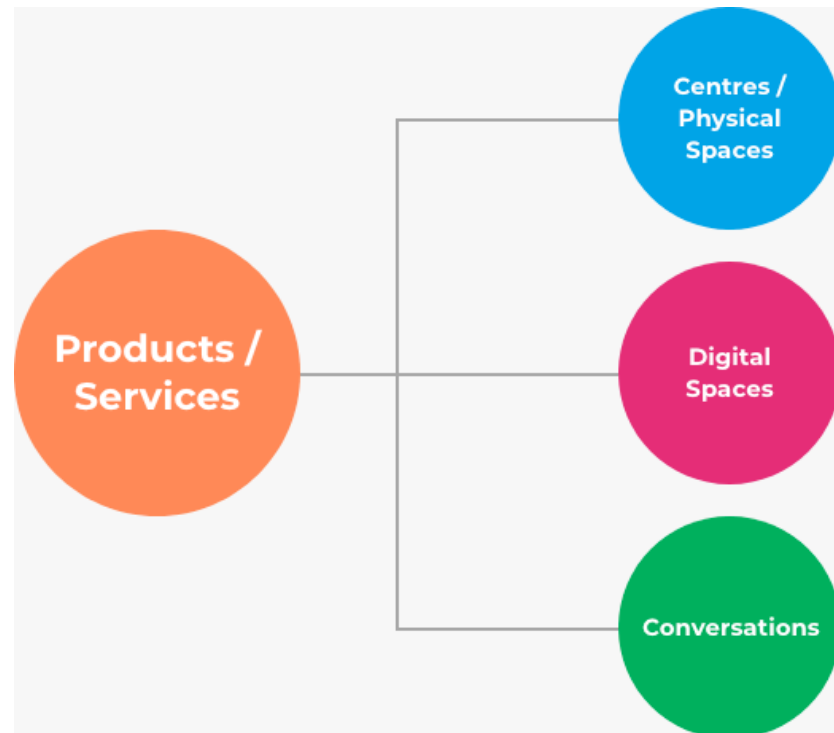
Teams and Partners

- Learn
- Work
- Connect
- Collaborate
- Standards



The Journey is connected

- Each product choice, material selection, process decision, technology stack in the journey matters
- If we are thinking of lifecycle impact of physical products then there is a need to imagine and manage the digital experiences impact as well.



Intelligent
Automation helps
you in finding
solutions



Process management helps
you visualise



You may then find completely
different solutions elsewhere

Enabling Tools for Intelligent Automation

Drones

Machine
Learning and
Cloud

Robotic Process
Automation

Internet of
Things

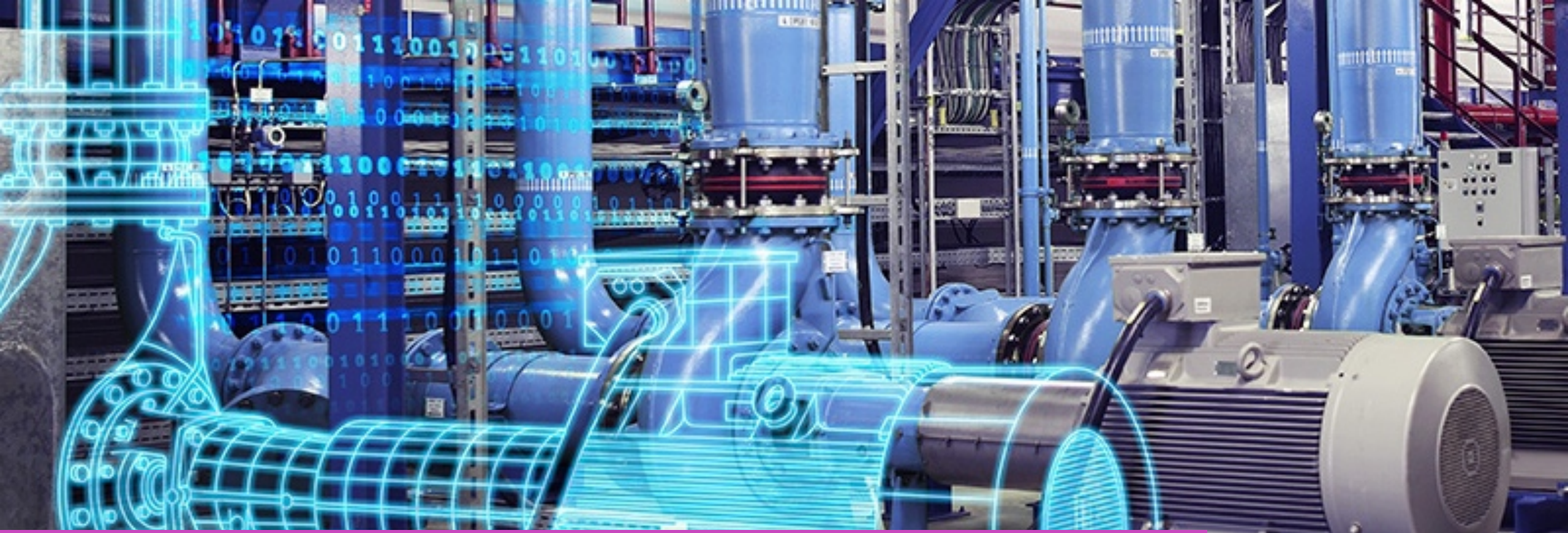
Smart Factory
and
Emanufacturing
solutions

Machine Vision
Solutions

Augmented and
Mixed Reality

Digital Twins

Blockchain and
more



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Making Intelligent Automation work

- “We first created a digital twin of the entire factory and visualised the entire processes before making the final decisions.”



Making Intelligent Automation work

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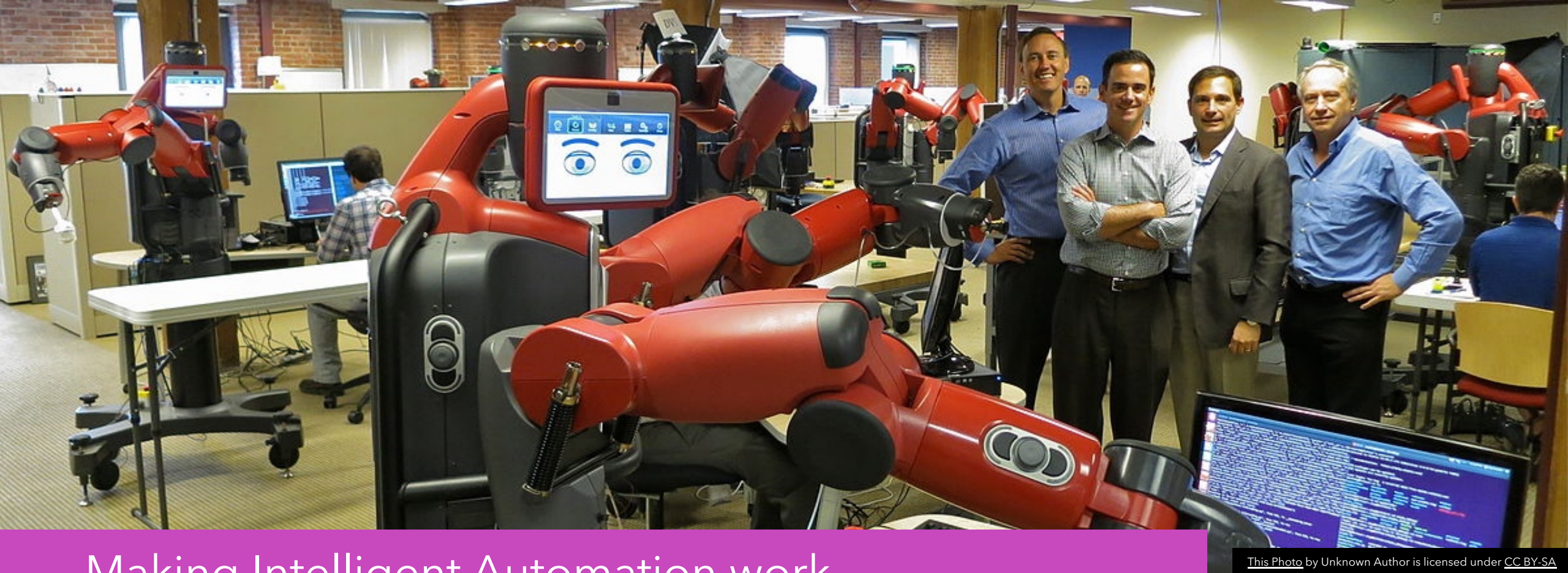
- “If digitization is not one of the top five things that you're trying to do in any organisation, believe me, it won't happen.”
- “The right people in your team matter the most.”



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Making Intelligent Automation work

- "It's a combination of discovery, use cases from the peers and leaving it, democratizing some of these tools in the hands of users."



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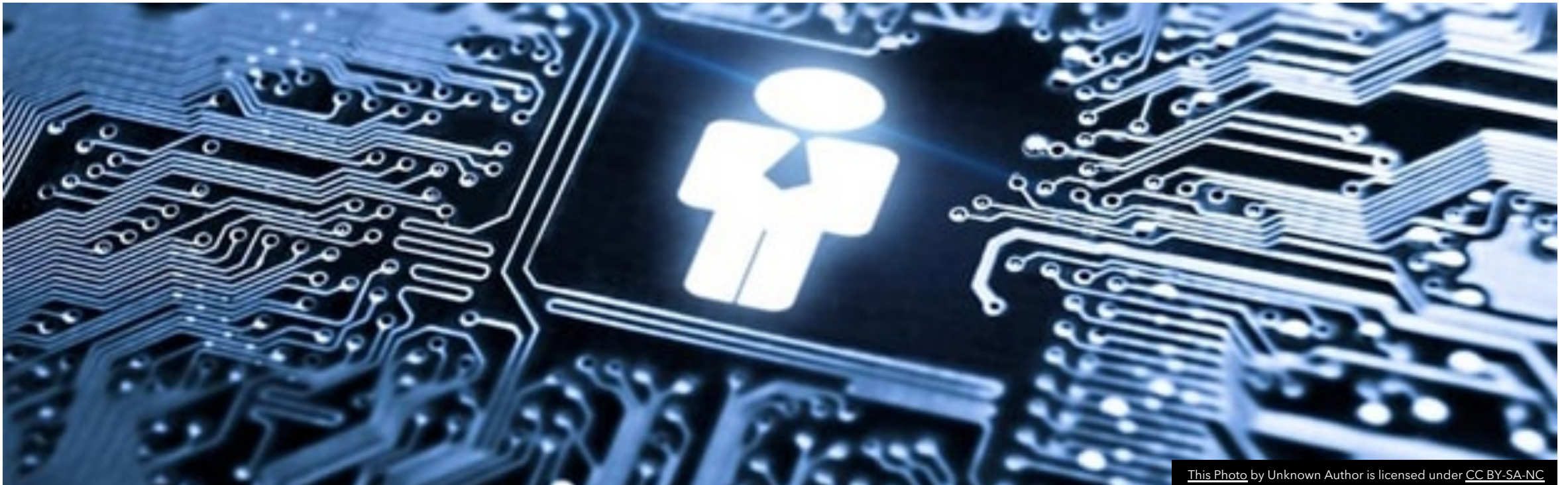
Making Intelligent Automation work

- "The key thing over here when you start with collaboration, is to change your mindset. Once you remove the chain management barrier, only then you can really collaborate. Further, technology teams need to be open to change and new ways of doing things."

India's time to transform is now

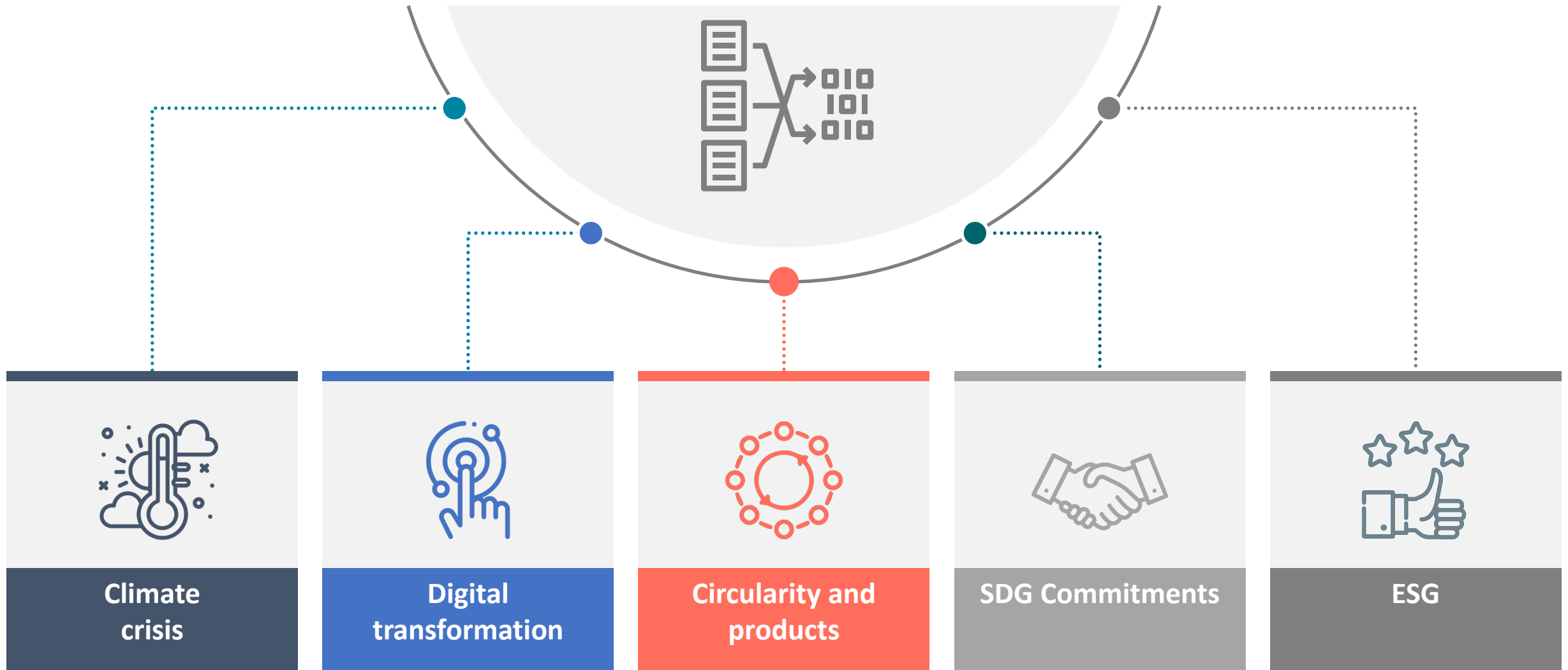
"Quality and reliability will become a key part of India's transformation. We need to move up the value chain! "

"By 2025 there will be a screen in front of us and we will have a voice command and that is the the opportunity to prepare for."



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The Imperatives for Reimagining Business





KNOWLEDGE PARTNER

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