

Accelerate digital
transformation
through intelligent
automation

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The better the question. The better the answer.
The better the world works.



EY

Building a better
working world

What is Intelligent Automation?

Intelligent automation (IA) refers to the integration of robotics with multiple components from different emerging technologies. Robotics is transforming the efficiency of every organizational function from finance, tax, HR, and IT to supply chain, regulatory compliance and customer care. We're not talking industrial or companion robots, of course, but rather software robots that operate as virtual employees, reliably automating manual, repetitive tasks at scale.

When robotic, intelligent and autonomous systems are integrated, the result is intelligent automation, widening the scope of potential tasks and processes that can be automated. This powerful combination brings transformation across the whole spectrum of emerging technologies such as artificial intelligence, blockchain and the internet of things.



How AI is Automating Intelligently

Transforming by automating intelligently with artificial intelligence (AI) is now the practice of early adopters with an eye to the future.

The promise of speed, ease and cost optimization while simplifying complex processes and systems is putting AI in the driver's seat of organizational transformation. Traditional business processes and systems are undergoing a fundamental shift with expanding new technologies on offer. Transforming by automating intelligently with artificial intelligence (AI) is now the practise of early adopters with an eye to the future.

In a highly competitive, global business environment - that's moving faster than ever before - organizations must improve their speed, accuracy and productivity to deliver the best result they can to customers. Not only does this involve how you interact with customers directly, but it comes down to how, once they are connected, you are able to rapidly service their needs.

By using AI machine learning to handle "process, predict and prescribe" across the enormous amounts of data now available, clients are using their people to add value by delivering insights as decisions are made. In real time.

Across a wide range of industries, geographies and business issues, automation remains a key business driver for today and tomorrow.

Clients often understand the areas of their business that require improvement (the why) and have performance targets to achieve, but the exact approach (the how and what) can be daunting...RPA, cognitive, NLP, drones, blockchain, agile, machine learning...there's an exhaustive array of new and emerging technologies and techniques available.

Can Robots Help your Business Be More Human?

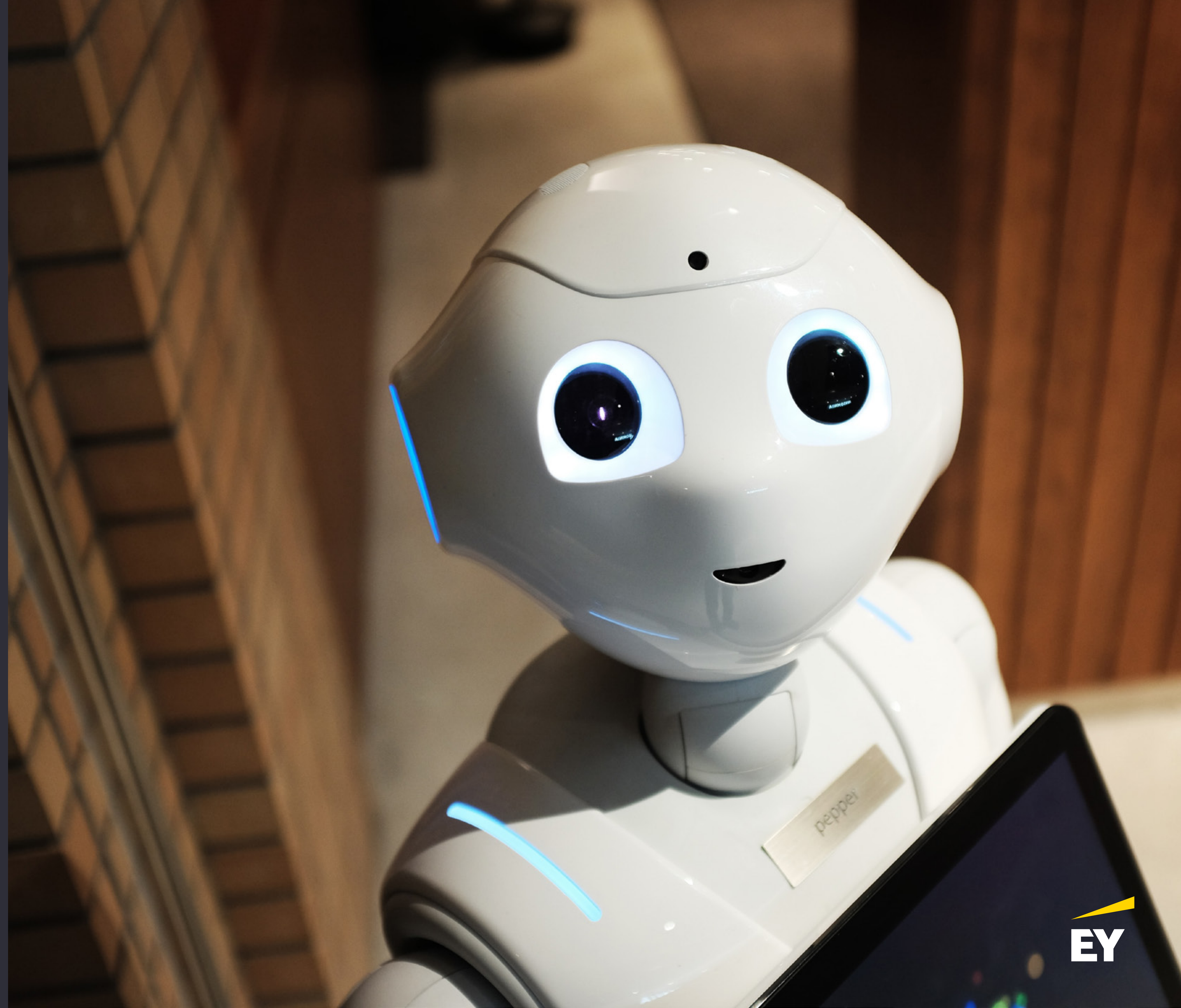
Robotic Process Automation may sound like an impersonal replacement, but it could make workplaces far more people-friendly. Robots on a production line or in warehouses have been filling jobs previously done by people. Fears of the impact of robotics in the labor market arose after publication in 2015 of the best-selling book *Rise of the Robots: Technology and the Threat of a Jobless Future*. More recently, the Annual Report of the White House and the Council of Economic Advisers warned that millions of low-paying jobs are at risk of being automated out of existence.

But despite these warnings, Martin Weis, EMEA Robotics Leader, EY, says that Robotic Process Automation (RPA) could be welcomed by the very people whose jobs may seem most at risk from its introduction. RPA is the software that allows automation of back-office manual tasks. It's the future of many administrative functions and is set to enable office staff to automate routine tasks by themselves using common automation tools, thereby freeing up their capacity for higher-value work.

"RPA removes repetitious but labor-intensive work, like large-scale manual data entry, and enables people to instead focus on what matters," Weis says.

Multiple studies show that many people don't enjoy their jobs. They find large parts of their job to be dull or repetitive and, as a result, they aren't engaged and aren't as productive as they could be.

There's a long tail of processes that haven't been automated yet. The reality for many businesses today is that the drudgery and low pay associated with repetitive manual processes often creates staff retention problems. This not only drives up costs, but also means businesses could be losing promising talent for the future.



How EY Can Help

EY has one of the largest and most holistic Intelligent Automation practices worldwide.

Lead by example: One of the largest global IA users with more than thousands of RPA bots working on our own internal processes and 2,000,000+ hours saved through automation. We also have attended automation, virtual agents as well as ML and NLP applications in production.

Transformation vs. automation: Our focus is on IA-led transformation rather than just automation. Our approach is to train subject matter experts in every major function to bring clients a holistic solution.

Global delivery network: We have over 1,500 dedicated IA professionals and over 12,000 experienced IA consultants in over 40 countries around the world to service local and global clients.

IP and functional assets: Functional assets integrating IA and other technologies (bot library).

Proven methodology and enablers: Unique, proven methodology and templates designed for large, global implementations at scale.

Technology alliances: We have global alliances with leading automation technology providers including BluePrism, UiPath, Automation Anywhere and Microsoft.

Our service offering includes:

- ▶ IA strategy and planning: Purpose and goals; data analysis; opportunity discovery; business case; roadmap.
- ▶ IA Operating Model Playbook: Organization; roles development; policies and procedures; program Management.
- ▶ Technology development: IA design and build, using modified agile approach; Unit, UAT, system and performance testing.
- ▶ Support services: EY can provide short- and long-term management, monitoring and hosted solutions.



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Building a better working world

EY exists to build a better working world, helping create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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In Consulting, we are building a better working world by transforming businesses through the power of people, technology and innovation. It's our ambition to become the world's leading transformation consultants.

The diversity and skills of 70,000+ people will help clients realize transformation by putting humans at the center, delivering technology at speed and leveraging innovation at scale. These core drivers of "Transformation Realized" will create long-term value for people, clients and society.

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