(4) From Simple Tasks to Intelligent Automation: Innovation and transformation at ANB -

Transcript:

(00:08) [Music] [Music] have you and your team always used automation anywhere or yeah yeah the only RBA tool we used is automation anywhere since like late late 2019 yeah yeah late 2019 we chose to because it's offers the most valuable solution you've been doing this from at least 2019 with with automation anywhere so we're looking at four years which in technology time especially now with gener h in the market is like warps you that's really 10 years yeah right in the terms of innovation and evolution of

(00:49) prox now we're not an RPA company anymore we're an intelligent automation platform right and so things have evolved but over the course of that time from your perspective what kind of changes have you seen what kind of impact have you seen like did you start with sort of simple tasks yeah and then how has that changed over time of course we got to actually start to to prove the concept of automation with the organization so we started to automate symol tasks reconciliations tasks Etc which is repetitive tasks uh

(01:20) brings huge value but it's simple and logic okay after that we excile to more and more complex procedes which involve multiple systems uh Integrations uh document processing Etc and we succeeded to do that we have now over 200 processes wow amazing um so tell me a little bit about& so Arab National Bank is basically one of the largest banks in Saudi which has the an amazing technology team the all the itg structure around the they are amazing uh looking for any any way to innovate yeah or to utilize any technology that can

(02:08) benefit them they will use it without hesitation so uh I'm in a good environment and I started as an ARB developer now I lead the team um uh so it's been great Jud with them it's amazing to have that kind of support and that kind of uh leadership supporting true Innovation for transformation right yeah with that kind of support it's great to have but it can also be you know a bit daunting because expectations might be High um how has like the automation success platform helped you reach those expectations uh

(02:45) maybe reach New Heights even I like a challenge uh we have a great team in RBA great staff great Partners uh and each year we deliver over the expectations thankfully so you see the value is there yeah the management see the value they appreciate the value they appreciate the team so yeah and so now the thinking becomes to your point you know 2018 task based automation Now The Innovation is also in the thinking of what kind of processes you can transform with automation yeah exactly now you know any change happens at any system RB is

(03:20) considered as priority for this change whether we can automate it with RB or not if it's not we'll use other automation Technologies okay because you know our for a lot of things cost efficient faster to De to deploy uh and even more secure because it doesn't change any the core code of the any system only use the UI so again going back to this idea of the support and the enthusiasm for Innovation and for automation how how do you structure the the pipeline for automations and sort of the prioritization like what are some

(03:57) tips you could give others that are reaching like an acceleration phase is yeah where now they've communicated out now they've got people knocking on their door wanting automations um what are some key tips there from my point of view we have two two aspects first one is risk whether the whether not automating this process can risk the bank repetition or in terms of regulations or in terms of any customers may be affected if it's not estimated so this is a high priority so uh I say it's the White and The RK yeah

(04:33) yeah and the risk it sounds like it's a little bit it's almost from a a brand promise perspective right like you're expected to be a you're expected to be a leader exactly um and so that's a consideration not just the bottom line like are we saving x amount of money yeah no no no uh you know the repetition is the most important thing okay at anything personal level corporate level whatever especially in banking right in terms of consumer and I think you know one of the things I've heard before and

(04:58) one of the things I believe is now um intelligent automation is a a differentiator yeah it's a competitive Advantage exactly right and if you're a competitive market like consumer banking you need every Advantage you can get exactly exactly this is what you are because you know AMS how just done a fantastic job in ARB automation across all the bank of Saudi uh to consider a leader in this uh subject so you know it's hard to be a leader because everyone is asking questions hard to get information from others sure so we came

(05:34) here to imagine so we can share knowledge that's the beauty of Imagine right you can be peers Global Enterprises doing similar things maybe they're doing something different then you're like oh I can do that too right that's the magic of it all and you can share your expertise as well that's it we exchange value this is the point of imagine it's it's automation anywhere for everyone everywhere exactly right yeah it's from the name itself I I appreciate you stopping by and sharing

(05:59) some of your Insight I look forward to talking again and congratulations and best of luck on continued success thank you very much thanks a lot appreciate [Music] it

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