(1001) Unleashing the power of Intelligent Automation: Paramount's success story -

Transcript:

(00:06) thank you everyone for joining the session uh it's a pleasure for me to be representing Paramount to share our journey of how we started and how we're progressing now so um so we'll start off we'll jump right into the deck so unleashing the part of content is our core motor for Paramount right and what Paramount is I mean almost everyone must be annoying because Paramount uh has CBS Paramount plus wcom networks International networks like like Network tan such a huge collaborative collaboration unit uh which which

(00:45) processes streaming one of the world's leading content everywhere on the TV on the streaming platforms internationally locally in the US Etc so I think the paramont company doesn't need introduction so um just quick highlights and statistics of the company uh we'll jump right into it and then just of time we'll we'll jump right into the next slide um which gives a little bit of a an introduction towards our team um so I am part of the uh platform and Hyper automation team and um so we our our

(01:20) goal and our Focus has been primarily on building and um Building Solutions that are low code and no code um so and I spefic specifically manage the intelligent automation automation success platform automation 360 which which we have been using extensively over the years so we'll talk about some of our success stories so um so it's it's we we have the executive leadership of LX Nathan and Mark roner who is leading the entire initiative of this along with other initiatives and uh just uh just wanted to call out the core team

(01:54) member names because I know some of them were not able to join because um some of them are offshore and some were not able to travel so just a quick shout out to my entire team because without them this is not possible so uh the entire team that we have um so let's get on to our program overview so we'll we'll talk shortly about our journey how things started but this is um a quick summary of what we have done so far so this doesn't is not this is not a representative of all the use cases that we have in Paramount

(02:34) because we have ton of use cases and ton of automations we have just handpicked some of the high value autoi use cases uh like for example on I I'll start with the finance because Finance as as we all know that's there's a lot of things that can be done um some of them are like invoice processing invoice changes uh order to Cache record reconciliation so all those typical use cases that you would see and then U on the Revenue side and then HR corporate side where we have a lot of different automations and

(03:06) opportunities that we have been working on so our journey um so our journey kind of starts at 2021 where we started off with one goal uh as as you all know wcom and CBS were different entities and the merger was happening so two large companies forming into one and then there are different entities um everything coming together so one of one of the goal for on on our leadership side was to what if uh what if we consolidate our platforms especially the automation success platform into one and that is when we were going with automation 360 as our

(03:56) platform of choice so um the different Legacy compan companies had their own uh RPA solutions they were more on the on-prem side so our goal was to find a cloud a robust cloud cloud RPA solution for for Paramount on all so that's how we began our journey so as as we were be beginning the journey we thought it will be perfect for us to lay a solid foundation of how the program should look like forget all what was done before uh whatever best practice or whatever framework was there this is the time or this is the moment

(04:35) to actually redefine or put the best practices in work so luckily uh the entire team myself and the entire team like we have been through different cycles of RPA implementations automation 360 or any other tool vend implementations the core is the same right so having having the good streamline process of intake having a good streamline process of feasibility all the way to having best practices development standard Frameworks testing and deployment right so those are the solid foundations that we started putting back in

(05:12) 2021 then we started looking into these automations and we started discussing with the business users saying is this automation still applicable do you do you still need it or is there anything that can be done to make it better is there anything that is not applicable anymore so we we started designing uh redesigning what was already there so that that that began our journey and then somewhere around in q q Q3 we had this first batch of uh automations digital assistants that were live in production um we also made sure that

(05:50) when we are building these or migrating these we also should have a separate stream for new automation so we we had two different functions happening at the same time migration as well as trying to build new automations so the momentum was slowly building up there and coming to 2021 we were almost done with the migration now one thing very interesting thing happened there because um kudos to the entire team that I was sharing on the previous slide everyone were Forward Thinking in terms of what should we do to make it more

(06:25) robust and future proof what should we do to do something today and to be able to use the same thing over and over again tomorrow so that is where we started rolling out the library components basically a bot store right it's a when you go to a bot store there are a lot of ton and tons of uh Bots that are built by different team members you can download it you can consume it the same concept we built our own internal Library repository of all these U use cases like for example um in sap if if we were working on an automation

(07:01) that requires running a payment proposal or payment or any any other transaction codes that are present in sap or maybe if we are running an Automation in success factors where the bot needs to go and do something on a job requisition portal right so different types of things so now what we did was we wanted to carve them out and put them into blocks building blocks and these building blocks can be used by for the future right and when we got there it was pretty interesting because the new use cases that started coming in from

(07:35) different business users were pretty much requiring some of these or some modification of these Library components that helped us to accelerate our development so that's where the start small and the scale fast comes into play where we were able to take advantage of whatever was done in that year so far so so that happens and then around Q3 2022 all the Bots were migrated so the remaining 20 percentage whatever was there required a lot of uh discussions and redesigning and also we we built more out of more steps or more processes

(08:15) or subprocesses out of the existing automations that in turn provided us a better Roi so when that happened we found that as a very solid opportunity to like expand beyond what we already have so our first Focus area was finance and HR and we did a lot of use cases on finance and HR and now it was time for us to expand beyond that and then that's when we started looking out for opportunities and then finding different areas that we can start building these so we had those uh sample demo P's built up uh list of all the repositories shown

(08:53) like basically a sales presentation for all the different business user groups and luckily um we had a we had a full support of our leadership who also helped us to navigate through different groups because there are different entities that we need to go through and it's it's not possible for someone to just go and knock on knock a door on on a specific user group and then have them give us hey give me some automations I'm going to build something right so it's more on the top down approach where the

(09:20) lead the drive is coming from the leadership perspective and that helped us to build the momentum and then what we did with is now that we have these automations existing ones and the new ones that we building with more core centralized COA framework we were finding opportunities on how do we accelerate more use cases or more automations because our team was pretty much uh the core team as you see is is pretty much small and we were handling a large operations how do we expand or how do we accelerate and have more Bots and

(09:57) more automations live in production C so that is when we uh we already had some foundations for citizen developer framework but we launched the citizen developer framework around that time and started evangelizing in terms of hey you can also build the BS on your own empowering them to be able to build these parts now um there is a separate slide that we'll go through uh regarding citizen developer program but then today where we are at so with with all the geni AI use case and everything that's happening around we were able to

(10:33) strategically have the automation success platform as an orchestrator to orchestrate the entire endtoend solution we're not just talking about the AI service because we are not we are no experts in data science or how these AI models work but we do know that we can use that to solve the business problem right so that was our core motive are we really solving a business problem so that that actually started our Drive where our team focused on building hyper automation use cases utilizing the automation 360 as an orchestrator so

(11:06) we'll we'll talk about that as well and we have we have a sample uh slide that talks about one of the solutions that we built and right now we we do have a healthy backlog of use cases that we that we are foreing for the work all the way to go until the next year and even Beyond um the one thing one one thing that might one of the frequently asked questions is about the ROI about the time savings um we do track all of that U so because that data is internal um there's there's no information on that

(11:39) on these slides but um I can tell you that it's pretty it's pretty up there we we have a very good Roi Time Savings cost avoidance and all the metrics that any automation program should be doing in order to find Value right in order to derive the value um first for what we're going to look look at is we are planning to have a fully operationalized hyper Automation and Archer sttion using automation success platform and to build uh and to build the citizen developer framework around the AI components as well so that

(12:13) that has been our uh goal okay um critical components so what what made this work for us I know every customer has their own Journey everyone has different perspectives on like how how things can be started off and how do we how do we get there this was our approach how it worked and it might be different from what you're having or what anyone else is having but it's just a just a quick view on what what we were able to achieve so the program Foundation is the most important part where the first thing starts with the

(12:53) leadership support and the buyin right there should be uh a clear-cut view of Okay so this program or this solution or this team is going to bring me a value if I go and show this number that this team saved x amount of dollars to a CFO and then that that would be a success story right so that I think we we got really lucky because when we started this program there was already an awareness and full support of what the automation program can be and can become so that that's one of our pillars for our growth

(13:30) value justification so one of the important things that we did and based on our previous learning experience is not to automate anything just for the sake of automating it right um there may be some use cases that might make sense and there may be some which doesn't provide any autoi but it it is just a maybe a oneoff use case or it might not be applicable for a long time so we try to make sure that we selectively choose the ones that makes the most impact and then we're going to talk about the other

(14:05) things too is um collaboration with the other service teams one of the key things that we did was Whenever there is an automation whenever there's an automation request we would collaborate with the other service teams that may be um supporting the service now or success factors or different end user technology application now we all get into that collaboration mode where we say does it make sense to use this or can can you guys do this like what what is the quickest time to value or when when can we get this MVP functioning is is there

(14:41) some constraints on the application so we have those discussions right in the beginning and that kind of helps us because when we try to autom automate against some applications the application process or the tech owners already are aware that these automations are going to be place in place right so that strong collaboration unit was one of our other foundation and in terms of talking to the business so one of the key things we've also done is to be able to optimize the process not just uh do whatever the PDD says the process

(15:15) definition can say what a user is doing or what multiple users are doing but it doesn't have to be necessarily the bot doing the same thing the same way so what are the chances what are the options and opportunities that we can make it better right uh if if if a human user is doing 20 steps to do something and if you're going to have the bot do the same thing over and over again are we able to find ways where we can optimize how the bot can done basically redefining and rediscovering how things can be

(15:45) done and in terms of Outreach and education and outreach program so when we have these in framework in my place we were able to use this as a success story and say hey we did this for this group we went to the C report team and we worked with them on optimizing their processes and we were able to turn this around in quick no time and then we were able to go live and we are generating x amount of dollars and that the program it's the the success story itself speaks to the program so that has been our another uh core uh core functionality um

(16:19) in terms of the other critical components um the application supports the stocks requirements so that's one of our key things and we we have been able to always make sure that everything is audited um and the entire system is in place that that reviews and helps with the um compliance and then and the Enterprise support where the team is dedicatedly present for providing RPA support operations like whatever happens to the processes if it fails how do we how do we help or how do we assist them so everything which which the standard

(16:51) uh RP program should have right um future proofing so future proofing we what we ALS Al started doing was an organization as large as param mode there are several applications Legacy and the new applications that are coming in we preemptively started talking to those app owners started identifying that okay uh is there a way we can build some connectors so that we can keep it ready so that if someone asks that I need to automate something to integrate application a with application B we already have that connector we already

(17:23) have the service account set up we already have the ways how to set up the test data so we we have all that already available which makes it more easier to start the building process so um and also we talked about the reusable components so we have several reusable components that we have and one key thing that I wanted to highlight here was the co assistant so when we were building these automations for the businesses we also tried to identify what can be done internally to make our lives easier so B deployment

(17:56) migration cicd model and and having uh having different ways of monitoring so we have health check Bots that run every day and it actually identifies if a bot is uh if a specific process is having troubles uh in certain areas real-time reporting of where it is fail failing and what is the consistent number of times it is failing so that someone can take a corrective action on it so around 60% of our Coe admin tasks or Coe tasks is actually already automated by like a bot so the bot does that activity for us

(18:32) so we don't have to spend time worrying or doing things that can be already automated and the most important thing again here again is the strong partnership so we' have had a very strong collaborative partnership with automation anywhere to have the support as well as the technical and thought leadership where which helped us to grow uh but we are right now um the citizen developer program so how are we engaged so there are a couple of things that that talks here and some of uh some of the key uh points

(19:08) here is that all these ways of engaging is how we are trying to keep them going because it's easy for someone to enroll for a citizen developer program and then maybe as time goes things fade away right now how do we keep them engaged or how do we have them keep getting excited or continue being excited to to be able to build and to be able to bring value to it right and there are some statistics that that we collected on why did they sign up so it was an interesting data that I wanted to show because as you can see they a lot of

(19:42) them had already had some use case in mind they already thought that oh I need to automate this I have something that I'm doing it's taking so much time can I automated so that has been the core motive of building an automation some of them want to learn or get a new skill set because of all the AI happening right so they want to consume the AI through an end to end Solution by building bots so so the so that that was an interesting strategy that we had um and in implementation life cycle I think this is no different from most of

(20:21) the organizations for a for a specific like an rdlc robotic process automation life cycle or any application development life cycle life cycle having the intake Ro correctly having the backlog so those those are the key factors right whenever we talk to a specific business User Group give us your wish list right give us everything that you wish that can be automated but we don't stop there we also work with them to identify what are the key Point pain pain areas or pain points or what are what are these processes and how

(20:51) much time uh are are are the ROI that can be achieved or is there any cost avoidance so we have those those conversations and we try we do the priority prioritization add it to the backlog and have the joint review and everything else goes as is like the process definition that outlines what the current steps are and we immediately jump into proof of concept because we don't want to go we don't want to stop start building a bot and then go to the testing cycle and then understand or learn that there is a certain limitation

(21:24) that is not going to allow this entire pro pro project to be going live so we have avoided a lot of pitfalls by building that POC so we spend a lot of time to make sure that we have the PC's built and thoroughly reviewed before we can actually go to the solution building and then the remaining parts where the solution design is built on what what is the 2B process followed by the building the regular development life cycle but there is an interesting part there because every time someone build something we try to identify

(21:54) opportunities can this be made into a reasonable component can we make this into a reable component and one of the most important it's it's a very interesting story I think in the interest of time like not able to show demo but happy to show it later we can we can connect later as well uh we have an implementation where when a developer or citizen developer needs to build a bot they don't have to build everything from scratch they can request for a template and the template they can say that oh I'm going to automate this and I need

(22:24) these apps and we have a system that will generate a template create the folders import that particular task file and put it into the repository and say hey you know what your basic template is ready and you know what that basic template does it loads the configuration it loads all the necessary parameters it does the desktop cleanup applications and everything that is associated to be needed like for example audit logging bot metrics everything is taken care in the template so they don't have to think about it everything is already there so

(22:54) that kind of improves improves the development uh time and then that's where the reusable component comes into play where more and more reusable components are coming in and when the response is received like there It also says okay if you're going to build something on a CP here here are the list of Library components that you can use with the descriptions and everything so um okay and then in terms of a use case example so we talked about the hyper automation Journey that we start so one of the case example that we wanted to

(23:29) show is basically business problem involving analyzing a contract documentation and then get to know the answers from it so I'll just give a picture pre generative Ai and post generative AI right so pregenerative AI OCR do some text screen uh text search uh using regular expressions or maybe find some common keywords or or maybe write a complex python core to just identify where are these key terminologies right now things have changed so having a gen to just to be able to ask questions on the metadata or

(24:06) the data that is extracted from the contract document so um so this this slide actually outlines exactly what we did so what we focused on was building the end to-end solution so that that was our core motive the AI service is just in the mix it's there we're going to consume it but but we can use something else today and maybe tomorrow we can go with something else because one one model fits all solution never exists right so there are some that that may be specialized in contract document analysis versus a different use case so

(24:42) we built the core framework where inje predata processing and then post where do we post this data and then finish and then provide the reports right so those were built first and then we had the opportunity and options to use different uh AI models to be able to experiment and see what works best right so that that gave us the flexibility here to be able to do this entire solution and we have several other Solutions as well uh that we built around hyper automation using AI Services um and then this is just a

(25:20) quick perspective like our perspective on how automation success platform can be used for AI especially AI when whenever some business user comes back and says I want to use AI but makes sense but can we do can we talk about the entire process right we can we can talk to different applications and make sure we are able to automate the entire end to solution so um so that has been our approach and uh I think I think we don't have time for the demo so um I think any questions we have a question there so uh when we were seeing the

(26:13) intake process like the what happens is when we get use cases and we are supposed to convince the leadership it is very easy if you show the ROI or the cost saving and the value is High they'll it it is very easy to convince them but some use cases are very voluminous but not like lot of cost-saving so they are always going to backlogs they're there but lying in the backlogs and we are always prioritizing which are giving Great Value but even these are very important sometimes it's just that not giving so how do you

(26:50) convince leadership on that and how do you take these cases then it's a great question so uh having a compact team like us we often face Sol situations where the team is working on high priority backlog items and there are some that are sitting there I think we have to make a conscious decision to because every every group is like our customer right and no one wants to wait for like three or four months for their automation to be implemented so we we make a very conscious choice that if there is a user group even if the ROI is

(27:21) not promising we try to take that in priority and try to build it so that has been our case and then we have some some cases where one resource is engaged in multiple projects at the same time and the team has been effectively able to do it because of the templates because of the framework because they don't have to worry about the testing test planning and the test documentation creation or test plan creation and then having the migration and everything right so those things are already like we're taking few

(27:48) things off the plate so that they can do more so we're making a conscious choice to make sure that we review all the use cases that are sitting in the backlog and then also talk to the business business to make sure we are able to address okay and another one is so we are making pdds based on the Sops right so these documentations are either not updated or created one year ago to and everything keeps changing so when we are creating pdds based on that even when we are trying to record the process there might be steps that are missed but we

(28:22) realize it during the testing phase or the development phase and it doesn't happen once or twice but it happens happens multiple times so how do you handle that because are there any tools that can like even if the process is changing but it is getting recorded where it is getting changed so whenever we try automation we just know okay um so two things one is the process itself changing and then the app itself changing right so one thing that we do especially on a large apps like sap or SCPA where constantly things change and

(28:54) they keep updating few things right um one of the key things is we always try to avoid the surface level integration we try to find options if we can do an API call database connect or anything that can doesn't have to do a surface integration and so that even if things change it's easy to plug change it right but let's say we're talking about a worst case scenario where there's a UI screen change and everything um so the testing cycle we always make sure to have the development and ongoing

(29:22) operations so the entire team needs to have the mindset that just because they built that last week it doesn't have to go all the way to production because if the business says that is something changeed or the application change because of the app app owner says that there's something new coming in that needs to be accounted for so we we do have some buffer time that we allocate for that especially for that and then sometimes we it goes above the buffer line uh which is okay we we try to make it work because in the end

(29:52) is the business getting the value because if they don't then that automation is useless like we can just throw that away in instead of even going live right so that we we have been very cognizant about it okay thank you um so the socks the socks compliance is like we within the organization there are other apps that are socks compliant and how we became required to be sock comp is because we're interacting with that application so when we had that conversation in the beginning we already started getting to know like what are

(30:35) the compliance that we need to follow if we end up uh accessing this application like for example the HR automations benefits uh there is certain sensitivity to the data not everyone can get access to it and there is some special approval required for even an administrator to be able to access get access to the virtual machine so that we we started we started doing that conversation even in like the PD step where we start asking these questions what does it what does it mean if this goes live what can we do to make

(31:04) it socks compliant so that is where we start our process and then luckily it has become easy for us to uh to be able to incorporate that y awesome um so we have customized rool that set guard rails to every every every single compan that is available in automine with that's the best thing about the roles that we can customize it as needed so we give a very good control over there we have a very good control over there and also whenever someone is building an automation we always try to keep in touch with them and get to know

(31:45) what what what are the applications that you guys are working on and then try to give them that education that okay you're working on a sensitive app and just like you the B account also is going to require certain socks approvals and compliance process IM treat treat this B account as yourself what would you do to get the necessary approvals and accesses in place in order to do this work so we try to give that uh I think that that thinking starts from the beginning itself I we try to have that conversation right in the beginning

(32:15) because it's easy to build and deploy but as you said like there's a lot of other controls and compliances in place that needs to be at here always yes yes um so you you earlier mentioned during the Journey of Paramount uh the Bots were deployed uh in the areas of finance and HR yes uh after deploying the Bots for the business user groups do you sort of measure bot Effectiveness in terms of the outcomes that were deployed like if you take Finance for example right you have cycle time for order to Cache you

(32:54) have closed cycle for the for record to report you have invoice processing efficiency and so forth so what were some of the outcomes that were achieved uh after deploying the bots in these areas yeah so especially with the finances you mentioned there is always a SLA for getting things done at certain time so in the design we we wanted to make sure we capture those metrics that if an invoice needs if if there is an invoice that is coming in by what time does it need to be processed um when we when I mentioned about the task template

(33:29) the task template what we did was we already Incorporated the metrics part of it where all these metrics are being logged on how long does it take to process a certain transaction or a record and we do a monthly audit and internal like reviews of not not even the business we actually reviewed ourselves and see okay out of out of 100 transactions 20 transactions are failing for some reason on this point or it's taking longer and then we we we go to the business and start talking talking about it like okay this is happening can

(33:59) we do something to improve our throughput ideally we want 100% but it's never possible but we try our best to do as much as possible and effectively and sometimes what we have realized is the time taken to for the bot to do something might be a little longer than what a human user is doing which is okay because if the B is running off hours off business hours it can keep running it can keep running 24 hours instead of working 8 hours a day right so it is okay to take a hit so sometimes we take a hit we say it's fine to have the bot

(34:29) taking more time because it is running off the business hours but the result is still there before the user comes in and tries to check this is a request if you can go to the previous yeah uh in the in the in AI use case example in the uh in the proof of concept right here sorry uh in the proof of concept you're doing before the solution design what kind of resources are you devoting to that like how much time are you spending there are your developers the ones performing that or do you have somebody else on your team who's doing

(35:21) that I'm just curious about that process um for high priority use cases we have the internal resources like the so we have contracts vendors also working with us for this entire initiative so we have internal resources to that try to build the PC as soon as possible sometimes we even work with the business user and try to install the bot agent on their machine and show them hey can we record these steps so that we can test this out and then we use their device to just test it out and it doesn't have to have

(35:50) all the belts and whistles we just try to have the MVP or even something that can exactly check check if these functionalities are working fine or not so um that that's what our approach has been for high priority ones we try to do it internally and involve business users as much as possible because we can show them the true picture because tomorrow like sometimes what we have faced in the past is we say that okay hey you know what um testing is done we're going to go live in production and the object

(36:19) definitions are completely different from what was recorded in Dev test I'm sure most of you have already interacted with such situations right so we show them that uh that see hey look at this I mean when we recorded it on your machine in this environment or in this environment Dev environment it was fine but production it's different so I think having them along with us for those POC helps and we also try to be cognizant about the time like we don't want to take too much time out of them when we

(36:45) build those PCS any other questions I have a few of my own though when you are choosing and going after the Gen theme when you're choosing and llm how do you go about saying is this good for over here we see AWS and open AI so how do you choose between one or the other got it um testing testing testing testing with the business users with the sample data um so that has been key for us for this automation uh we wanted to make sure we test with as many sample documents as possible and measure the accuracy level

(37:19) like uh there are certain prompts that certain business user wants and then we try to test them out with what works best then we we try to provide that statistics to them so that they can make an informed decision and let's say like for example chat GPT right like version 3.

(37:38) 5 and then four comes in we should also have that in our cycle to be able to retest it if there is a better or a newer llm models right you might get better accuracy levels so uh that that has been something that we we have already been thinking that once once this is live how do we keep measuring it and how do we keep testing it and see if there's any better uh LM models and especially with this orchestration we don't need to change anything all we need to do is just uh Plug and Play the AI model as needed and does Paramount have any

(38:07) preferred AI vendor kind of a thing or is that is it best of breed whatever works for the use case works well for you paramod doesn't have a specific vendor uh that that in terms of AI I mean it's open to all the AI Solutions that's why here it's just couple of examples but there are some amazing Microsoft AER uh options as well not just the open Ai and then we have the foundation models that can be used as well on the Amazon site sagemaker um Google so we we don't have a specific vendor of choice we just experiment and

(38:40) test it out with all different vendors and also there's a separate process there's a team involved which does the infos review VMO all the all the all the checks or preliminary checks that are needed to have an AI solution in place and and last one for me how do you prioritize your use cases if you get five use cases how do you know is it just business value how do you go about the prioritization yeah so uh when we when we talk to the business user group we we try to consolidate all the use cases and

(39:11) put in our backlog um and we already have those initial conversations of um okay so what what what what are the value what is the outcome of this like are you going to get some value of out of this and then our first top priority is Roi like are we able to get a better Roi number two is Is it feasible too right because if it is not feasible then there's no point in doing anything on on that particular solution or maybe if it is a best fit for a different team or a different uh application or a software technology that can handle this better

(39:41) then we try to redirect so I think that will eliminate certain things or that will help us sort and order the priority list and then we try to take those on high priority but to the earlier question that we discussed there might be some automations that are low Roi but High business sensitivity we try to PRI prioritize that as well and make sure we uh we address them in in our building awesome so if you could go back in time with Paramount what are the three things that you would do differently as it relates to the automation project is it

(40:17) better stakeholder involvement is it better prioritization is it better choosing of the llm models is it better testing what are some of the top two or three pitfalls that one should sort of avoid in these automation projects with Fortune 500s um so if if if we were if I were to go back in time um I wish we could have extended our program even massively like we started small and scale fast we we were very uh conservative on doing like having the framework built first before anyone like can start consuming the

(40:55) platform uh and then I I think I think the soon if if we had it done sooner our Roi must might have doubled or tripled by now so that's something that I wish uh was different but in terms of general program perspective I think certain pitfalls is a key stakeholder engagement we need to make sure that it's not just during the automation design discussions or the analysis feasibility but also after because once we go live in production often we sometimes forget that this goes live and it fails and it's easy to say that okay maybe

(41:30) something changed or the process changed or the file uh the pro the app app changed and then it's easy to say that okay it's not working anymore but I think the engagement with that particular key stakeholder is important because are they satisfied are they happy with what is happening or what can we do to make it better I think that is one of the pitfall that I would definitely like recommend like I think I think most of most of pro RB programs do that already but uh making sure the customer is engaged even after the

(42:00) implementation because uh sustainability of an RP program or or any automation program will depend on how long this automation runs right uh we can keep building automations putting them live in production but if it keeps getting obsolete then because because we didn't we didn't cater to it or we didn't we didn't make it better then then it's on us we losing that Roi and and the customers Trust on us too awesome there's one last question I think we are almost at time so we'll take one last question and then

(42:36) done so uh in automation world we interact with lot of system of record applications day-to-day right so say service now sap and everything so each product has its own AI um enabled and they bring in lot of new features but from a overall framework perspective that there will be always a conflict should I go with a automation anywhere or if I use any other AI products that interacts with service now or system of uh record applications MH so how do you choose like you go by Case by case whether I I'll just go with whatever is

(43:12) inbuilt with applications or to keep it um as a framework effective I do everything without a mission anywhere I leave all the AI features that's inbuilt within the applications so how do you go with the um the solution that's a great question so we are already uh discussing on things like that because uh we as part of the hyper automation service we have the service now team we have the Salesforce team and as you said they have their own AI models that are coming up and I think it's a collective

(43:43) discussion because I think this cannot happen in a silo like as if I'm managing the automation program RPA program I cannot just make a decision and talk to the business saying hey uh you know what we can use this without have without consulting with other Tech teams because they have the great minds too like it it's best when all the great minds come together and make a collective decision and that's what we have been very uh focused on as well to have the strong cohesive unit so that whenever a business use

(44:11) case comes in and we try to identify what makes sense and there isn't feature available within service now some AI feature that that that might be the best fit then that makes sense we'll we'll hand it over to them and then they do the same thing uh they they get some request and then they feel that this this cannot go to market sooner because R RP using automation 360 like it's easy to build low code you can just go live very quickly right so you get you get your product sooner right sometimes like

(44:39) so we we make that choice and by when do they need the softw that's the solution by and then what what makes best sense so there's there's that collaboration there awesome thanks everyone thank you so much you so much appreciate it that

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