(1) Solving automation challenges with solution patterns: A blueprint for success -

Transcript:

(00:05) [Music] hey everybody it's Gabriel we're back here with my main man Micah what's up Micah happy to be here we also have one of my other really good friends at automation anywhere our head of the Coe the guy who helps make my life easier with automation uh Mr Mark good air how are you I'm doing awesome happy to be here yeah are you amazed at how tall this guy is he's he's a zoom 54 but in real life he's six he's a six plus oh no he's yeah he's taller than me and I'm

(00:38) six1 so I'm impressed it's yeah you can never the zoom thing it always throws you right also the camera puts on 20 PBS for me in particular yeah so really I'm a solid 178 oh man I'm a spelt 150 yeah yeah so that was not kind to me either you look great you look great I've got a face made for radio you look you look fantastic um Mark uh as I mentioned you lead the Coe um you've been a tremendous partner for for me and my team for marketing for various organizations uh within the company what everybody I

(01:11) think wants to know is what we're talking about at imagine is you know the art of the possible all of the things with generative Ai and automation intelligent automation but the fact is you're putting it to work now right we talked about the new system of work um you're doing that you're employing in creating the new system of work at automation anywhere and I'm grateful for it but talk to me a little bit about sort of the sort of core tenants the basics of of what we're doing um some of

(01:38) the exciting things that that are that are evolving here absolutely no this has been a huge change first of all for even for us at automation anywhere and U as you guys know it's been happening so fast right so even for our own Center of Excellence it's like it seems like every week There's Something Something New not just on our product side but with everything that's been happening with gener of AI um but I think what we're discovering is the opportunities are like all over the place we we already

(02:01) had a pretty healthy Pipeline and then with generative AI so can I give you a couple examples of some of the things we're doing so so we've got an automation we call caption cruncher and it's helping us with video localization so we've got all these awesome videos some including Micah himself right uh the problem is all the subtitles all the captioning is typically in English we'd like to make the we'd like to go globalization we'd like to make them available in different Lang we want to make everything

(02:27) accessible to anyone across the world right AB when I spell favorite you're going to change the way that that's spelled to Canadian obviously there's going to be a unit because cuz we invented that word yeah so uh exactly so so we want to be able to do that and we want to be able to do it at scale so what if that video that interesting video on automation with gener AI what if it was a available in seven or eight languages and the videos keep coming so again that there's the scaling Challenge

(02:53) and we're doing exactly that using Automation and generative AI so behind the scenes that's all generative Ai and we're actually doing that right now at skill that's pretty cool that's a really cool capability and I think that that really starts to make a lot of the content we're creating much more accessible without having to like necessarily go through and do it all manually absolutely um and and I think that's really cool and I think at the core of it is is again I have I I had

(03:17) the pleasure of uh being able to help with that project and you know in while there's the Tactical piece and it makes it much easier but I think it gets to the core of our mission as a company and our values creating accessibility yes for everybody yeah it's a democratization of really high quality educational materials that are available for free and you can consume them in your native language 100% And and the whole thing is like we always wanted to do that but how do you do it at scale right there were very real cost

(03:45) constraints and things like that not anymore if tomorrow we get 100 more videos or 500 more videos no problem we can actually you know speaking of right there's there's no shortage of of marketing needs my needs you know we're talking all the time um but as you mentioned your pipeline is expanding um you guys have have created your operational model um how how is that evolving how is that changing we've talked to a lot of different people as they go from start to accelerate to scale it's true for you as well right

(04:16) you're and I think the center of excellence itself has had to evolve so we've had to evolve the way we work because of the introduction of generative AI because now we've got this whole other skill set that we really didn't think about a lot before right like do we need an AI person right right so so prompt engineering you know what's that and who's going to do it right so so the use case you just mentioned Dave somebody's actually got to prompt the model on the right way make sure we're

(04:38) getting consistent results and so we've actually had to evolve we've actually got you know experts in our in our team that a year ago we we didn't even know we needed that skill set right so we've had to evolve which is and you know what I like is it's exciting for them too right so so it's really really important to me that we've got a motivated team that people actually want you know like what they're doing and everything awesome for them they also get to build their own skill set so we get the

(05:01) business objectives but we also get hopefully happier team members that's great we want that too Mark I know that you were co-creator of the Pathfinder program right and so you're very dialed in on all of the concepts the pillars the methodology yeah you get it one thing that we talked about quite a bit as we were creating this is the evolution of the maturity of the types of automations that your program is creating and we've called that the solution pattern modeling framework so I'm wondering if you could introduce

(05:30) that a little bit and talk about some of the the types of automations and what that means for people who are creating automations right now that are scheduled tasks effectively absolutely so so I think uh we're trying to always think about how to simplify things how to make things more clear how to make them as as simple as possible and so when we talk about these phrases like the art of the possible I mean that that expression is all over the uh the place these days how do you actually make that happen what

(05:53) does it mean to be to be actually doing something in the art of the possible I think you need to know what's actually possible so one way to put it is you know we can automate pretty much anything I mean almost any process that you throw at us we can automate it we are automation anywhere right um but how do you actually Implement that in the platform that's the question that the solution pattern modeling framework handles so so what we ask ourselves uh we asked ourselves this question what are all the different ways that we can

(06:18) actually bring that to life what are the different ways that we can bring an automation to life and we catalog those and those became solution patterns and what that mean so one one way I would look at that is Imagine going into a restaurant and I'm hungry but there's no menu what's going to be going on in your head I'm hungry you know I know what I want but I don't know what's available that's exactly what can happen with an automation right so so when Gabe comes to me and says I got this challenge we

(06:43) want to be able to localize all these videos and everything one of the first things I'm thinking is what's possible in the platform what's the right fit what's the right pattern that we can Implement to to bring that to life and to your point Micah no it's not just it's going to run at 3:00 a.m.

(06:57) we've got we we catalog them we've got more than 20 it's it's not Infinity but we've got more than 20 patterns that we've actually defined and again the whole idea is just to simplify that whole decision around how are we actually going to implement the autom how solution pattern modeling framework while it's mouthful uh it's like SPF 50 or something we're still working on The Branding go through marketing yeah yeah guys guys can we after exactly no cameras um awesome but as you mentioned

(07:25) you've got 20 different uh patterns okay but for the folks at home um that want to maybe do this like give give me the nitty-gritty on where do those patterns live is it in a one drive is it in the platform like how does that work and what question does the patterns answer right I mean what what question are we answering by these patterns I I love that the key question to me that it's answering is how right so when we're looking at an automation we can ask oursel like what are we going to automate what's the process going to be

(07:52) we could ask ourselves uh when when are we going to do it right the how do we prioritize them but how is it actually going to happen how are we actually going to implemented the solution pattern answerers that question so so one of the things we also say is answering that one question answers a whole bunch of other questions so if you think about what it takes to deliver an automation there's lots of different stakeholders of it right there's the consumer of it like who Gabe for example who's actually going to receive the

(08:16) value from it right there's the person that's going to create it we've got some technical infrastructure that needs to be set up we've got somebody Manning the control room right if you tell them what the solution pattern is it answers a bunch of questions each one of them have got about what it takes imp that automation right a very powerful question I think the other two questions I think of is how is it going to be invoked yes right which is like basically saying is it on a schedule is it by a trigger is it by a human

(08:42) reaching out to the Automation and then also where's it going to execute because I think those are the two most important questions I'm thinking of as an automation leader do I have the bot Runner capacity for this do I need a device pool do I need workload management those are the two questions I'm thinking of every single time I'm trying to identif the solution pattern is that like I mean that's like every time if someone says something you're like those two things cuz you're like

(09:06) otherwise otherwise it's going to break and I would I agreed with you and and I add a third which is the experience so so the other thing that's happened with intelligent automation these days is automation has kind of risen from the Shadows from to your point M always being uh something happened at 3:00 a.m.

(09:20) last night now I've got a spreadsheet all of a sudden users or business user uh users are actually able to interact with the automation so there's an experience component if you're using an automation you want a good experience is it responsive how am I actually interacting with the Automation and that's another question right for example is it going to be embedded right in my business application that's a solution pattern right awesome yeah and that's really important for exception handling and being able to deal with

(09:46) those kind of back and forth situations Mark I know that you've been running your automation program for quite a while now talk to me about one or two things that you're most proud of that your team has implemented this year sure and and the impact that those have had for aom anywhere employees sure the thing I'm most proud of is the team the people because um I know I I I tend to move pretty fast I'm not you know known for being a particularly apathetic slow moving guy and even my head is spinning

(10:12) these days right so for the team first of all I'm I'm proud of them for kind of rising to the challenge of generative AI um in terms of actual accomplishments for the business we've got already um six or seven automations in production using Automation and generative AI right now so a lot of the customers that we're talking with at imagine they want to know you know is this thing real does it actually work yeah we got examples right now in production I gave one we've got an amazing example in Customer Support

(10:36) punkish is going to be doing a session on that one we just rolled one out last week that's helping the accounts payable team automatic responses to suppliers for different questions so so that stuff is all real and so obviously I'm proud of the center of excellence and our different partners for actually bringing that to reality I think you bring up a great Point ultimately the technology is amazing uh the announcements we've had it imagine uh amazing the work you're doing amazing but it always comes back

(10:59) to the absolutely absolutely those are the people making it happen and to all of you out there that are watching this uh you know connect with Mark connect with Mah I think it's really important that you learn about these solution patterns and understand how you can Implement them right they really help to put language to the types of automations you're creating and we've laid them out in a way that you can know which patterns are most appropriate for where your automation program is we want them

(11:23) to be something that you mature into rather than just like oh I'm going to go straight to co-pilot embedded the loop that can be comp so we want to start with some of the more straightforward about me by I'm like Mark let's you want to start with those simple more straightforward solution patterns and give automation program something to mature into what that means for them is they're able to take on more complex automation opportunities and they're able to deliver these new capabilities for their automation

(11:53) programs and for their organization impct there's one last thing we got to do with Mark this is a hot seat here we go the path finder program is based on Space right and exploration and so we have some space food for Mark to try and I want to reaction to this it's like a hot wings challenge I've heard space food is legendary for how good it is so yeah no this is uh it's really nutritious I bet it is and I'm going to give this to you and I want you to tell me well you're going to have to peel it

(12:19) off this is uh this is a freeze dried Starburst so I want to get your reaction to how you feel about these this is real I'm sure the astronauts are consuming these right now as they're thinking about problems to automate it has the texture of a piece of Styrofoam that's a bad sign oh yeah yours is actually a styr exactly it's like when I make pasta at a home meal it's excellent oh all right Mark you passed your Pathfinder certified wow there you go you did it hey thanks everyone for watching this was a fun

(12:54) video it's always great to talk to Mark it's always great to hang out and learn about what automation anywhere is doing as customer zero and implementing and leading the way in some of these areas uh thanks to apprciate support yeah appreciate all the hard work tell the team thank you as well absolutely keep up the great work absolutely and I highly recommend this Spa I don't highly recommend space food no I noticed you didn't eat the rest of [Music] me

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