(1) Success stories at Abbott Laboratories: Unlocking massive savings with Intelligent Automation -

Transcript:

(00:06) now we're going to switch gears a little bit it's my favorite part we're going to bring up our next customer speaker who's going to share her story on how she has put Automation and AI to work across her company welcome Amy Tyler welcome so good to see you in Austin thanks for joining us today let's just quickly start give us an overview about what you're doing in Abbott some of the automations that you've created and built and some of the results that you've seen today absolutely first thank

(00:40) you for having me as many of you may know Abbott is a 135 year old Healthcare Company some of you might be familiar with our kova tests but aside from that we also specialize in nutrition medical devices and diabetes Diabetes Care among other things so we've been on our automation Journey for a number of years and some of the many things that I would highlight are some of our you know most unique or common initiatives one would be within our financial services organization and within that organization we've done a number of

(01:12) things including automating the you know month-end quarter end and year-end processes and that's not only sped up those processes but it's obviously improved the quality of that work uh another one that I would highlight is within our quality organizations where we've been able to automate the documentation and reporting for that organization and again not only increase the speed and the quality but that's had a really big impact of our Employee Engagement in that space and one final one that I would note is within our it

(01:46) organization so as I'm sure with many of you we have it technical debt as well as some that we've inherited from Acquisitions across the years so we've been using Automation in that space to really help tackle that and we've also had a lot of Roi that we've you know we've had from many of these initiatives just one small one that I'd that I'd highlight with our automation work with just one small instance of Erp we were able to save over 45 000 hours of work and just around a million dollars and again

(02:19) that's just one of many examples and I'm sure when you take that and you spread it across an organization as large as Abbott the savings just exponentially compound absolutely so very exciting now um we're here to talk about acceleration and generative AI driving a lot of that and I know that you and the team at Abbott are hard at work and figuring out what is that next Generation no pun intended of automations that you're creating infused with Gen AI so tell us a little bit about that absolutely so

(02:48) generative AI we're very excited about you know we believe it's going to be very transformative it already is transformative and for us we're already building out a very long list of use cases for us however at Abbott we also believe that we have a responsibility where our patients our consumers those that use our life-saving technology those are our first priority and so we are taking a really diligent first step to understand what are the appropriate use cases for us where should we use it where should we use it and so we've

(03:23) we've really brought together a cross-functional team to look at what are the policies that we should put in place what are those guard rails and so before we even you know do a lot of the work beyond the pilot stage we're really making sure that we do it the right way as a healthcare organization but some of the use cases that I just call out for our organization certainly one is with code development we believe that's going to really speed up some of our processes another certainly is the customer

(03:51) service experience a lot of our organizations as many of yours I'm sure we believe that has the opportunity to really transform how we interact with our customers so those are just those are just a few there are so many uh certainly one other one I'd call out is within the r d space as well you know any regulatory requirements documentation things like that whether it's summarizing requirements Etc I love it okay so you've got your stockpile you've brought your teams on board to brainstorm you're doing your due

(04:22) diligence and you are ready to go can't wait to see that in a few months and where you guys end up before I let you go today we've been sharing a lot of different announcements would just love your thoughts on what you're most excited about as you go into the next chapter absolutely I I was really really excited about what I've seen so far I think as as I start to think about how we're going to build this out within our organization I think certainly what you've just shown some of the other

(04:50) announcements to me it's a it's a really amazing One-Stop shop you know one of the things that I've been most concerned about is this ecosystem is getting really complex you know as you and as other partners of ours start to build this out build out their Technologies build out their offerings to me that ecosystem is getting okay how do I go to to you for this and you for this and you for this and so for me that opportunity to reduce that complexity for me have that One-Stop shop go to one place that

(05:20) to me is a game changer wonderful well we are happy to be your One-Stop shop thank you Amy if you guys want to chat with Amy afterwards I'm sure she'd love to share even more insights and experiences uh but thank you so much we're gonna head off stage to together and throw it back to Audi [Applause]

YouTube

https://www.youtube.com/watch?v=srKXS7hF4Ic