(5) Expert advice: How to win trust and scale your automation program -

Transcript:

(00:00) [Music] I do want to ask you one more really hard question because you're here not for the softballs right right Vols yeah exactly do I automate a process or do I optimize a process first right am I the the lean Six Sigma all the way optimize it fully and then worry about automating it or do I automate it first looking at the business goal as the primary driver and then figuring out how to improve and automate with all of modern technology in mind I think is better than trying to do one or the other for any just given use case do

(00:37) you see value in let's say I've got a process that isn't optimal right do I automate parts of it and then give a little lift I'm not going to automate end to end but maybe if I can automate 50% of that or 20% of that that gives that team a little bit of a lift that depends on where you're at in your journey with that group so I very recently had to do some autom aut work kind of emergency automation work as everyone's doing recently with with AML you can't fully rebuild a process like

(01:08) that overnight in an emergency it's very complex but you also can't do it when the people don't know you or trust you yet so the first thing we do is show them that the tools can provide lift so to the point you're making automate pieces and components we're able to provide that lift get Buy in from their senior leadership that says wait a second there's something here maybe we should let that guy who keeps talking about you know rebuilding the process maybe we should listen to him and see

(01:36) what we can do and get something fully funded a real project set up and then build from scratch but uh you it's it's a matter of shortterm versus long term you can always plug little holes but to really fix something I think you have to take a look at it from end to end we talked about like use case selection and some of these other things and there's a couple different parameters and one of them is like being strategic like is this going to effectively what I'm hearing is like is this going to build

(02:00) trust yeah it might not have the hugest impact it's going to have impact of course but it's almost it's more than a POC or maybe it's less than a technical POC but again it's in production it's helping them but it's helping them they're seeing it so now they can sort of see where that vision goes Y and they can you can connect to where that that sort of bigger the bigger piece is right no I like that and I think that's a great way to also explore maybe working with a new group starting with the relatively small

(02:25) low lift Automation and showing them just like a taste of the value autom and and that can be AOW lift for your team but also something that's relatively easy for this team to adopt a lot of the work that we do as the Coe isn't just automation focused because we're working on solving the Enterprises problems we can't just go in and say we're only going to solve your problem if you use our tool you know a a group might come to us and we walk them through how we would look at their process and what

(02:52) they need to fix and if we were to fix their process and then they realize oh you know what we don't need any technology it turns out we didn't need to be doing this whatever we might have helped them get that lift just by providing them some strategic guidance they didn't use our tool but now they trust us they've gotten benefit the organization's happier so it doesn't always come down to building something for them sometimes it's just there to be a helpful hand that's such a great point

(03:16) I love that absolutely love that um Hey listen man thanks for taking some time out of your busy schedule uh glad to see you here in Austin and imagine um and really appreciate insights and and for taking on the uh yeah you took the you took the hard question on thanks again those were the hard ones I thought those were okay no we got more we got more thanks again mat appreciate [Music] it

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