Imagine Austin | Customer awards -

Transcript:

(00:06) gives me an amazing great pleasure and honor to reward some of the most amazing automation programs you all have built around the globe it's a very rewarding job but at the same time it's extremely difficult because we get hundreds of nominations every year and we have to select handful so with the panel of experts that we have we managed to select the four awards for the four categories that we have y4 these are the four categories that resonate and represent uh four core values that are extremely near and dear

(00:43) to our hearts and all employees at automation anywhere have been living that for past 20 years so without further Ado let's get started the first category is for the passion award got to have passion right if you want to do anything in life you got to have passion if you want to be successful you want to conquer the world you need to be passionate and you need to keep trying and trying till you succeed and that's the kind of passion and that's the kind of quality we look for while evaluating for this award and the winner for the

(01:19) passion award for Imagine 2023 is R1 RCM [Applause] I get to speak as well our team tells us that you are an extremely passionate leader how do you infuse that passion in the program that you drive at R1 well one of the things that we discovered early on is that purpose drives passion if you've got a purpose that everybody can align around and everybody can get excited about the Fulfillment of that purpose really starts to drive passion for what you do we wanted in the early on part of the journey to create a way for each

(02:12) individual to be able to see what their contribution meant to the company not just that the goal was being accomplished but what their individual contribution was and how that impacted it so we set about the task of using technology to create the ability to have a report that would tell anyone who needed to go and look at it what the goal achievement was how they achieved that goal and what the impact was to the business we would review those goals we would review their accomplishments and then we would we would reward every individual

(02:44) who was accomplishing these goals with us on a regular basis this started to really drive the passion and the desire for automation when we couldn't find something the way we wanted it or when we had a problem we found a way around it and what drove that was the passion we would find technological solutions we would partner with automation anywhere and find new Solutions and create new avenues for success because the entire group was focused on outcomes and a passion for it now what did that mean to us we created

(03:17) vertical alignment groups for each of the pods which were development pods and business analysts intelligent automation analysts and form a group that supported the business in a particular objective we would then trickle down to them what their individual contribution meant and what it was supposed to be and that passion would start to grow as they saw their success as they saw things start to really become visible and as the business started to really get the benefit it created an excitement and that passion grew further

(03:51) so what was really the end result where did we go in 2019 when I started working with Autumn automation anywhere and R1 the throughputs were about 15 million human transactions or human touches a year last year the end of December 2022 we had reached 150 million and nearly 1 000 bots in production running full time so the passion pays off my my thought is if you drive it with passion the success is inevitable thank you thank you Steve thank you so much you know arwen's passion means lots of questions for automation anywhere they

(04:41) are one of the early adopters of every single piece of technology that we have released over the last four or five years and obviously it's a lot of curiosity that they have uh in trying out different things to drive that passion forward and obviously they keep challenging Us in that process it's good next up Innovation Excellence Innovation is at the core of what we do what uh every single day in terms of you know how we design our products how what kind of experience we give to our customers how we design the customer engagement

(05:15) programs everything so it it's it's at the core of everything in terms of our uh the core value one of the biggest core values that we have and the award for this year's imagine or innovation Excellence goes to Abbott Labs [Applause] Q so we heard yesterday from Amy lots of exciting things that you have done lots of amazing Roi tell us more about how you drive the innovation in your program at Abbott absolutely so like Amy talked about yesterday over our automation Journey we've delivered a lot of success

(06:07) for our customers and our business partners but during that time frame we've had very little to no investment within it we looked at this as a great opportunity for us to actually drink our own champagne step back and look at what are we doing that can be automated so working with our automation anywhere Partners over a period of seven weeks we conducted 13 ideation sessions focused within our commercial I.

(06:34) T organization there is a about a hundred different participants that joined us in these sessions and as a result we've identified over 130 potential automation ideas we expect those to be Consolidated down to about 30 plus automations and we expect to hopefully Implement those into 2024. that'll directly benefit our I.

(06:57) T teams implementation support in other areas and at the same time indirectly benefiting our business and we're going to take this same model and help grow within businesses I.T as well driving the ideation all right thank you so much and congratulations thank you [Applause] the third category is for the customer first core value that we have now this is one of the most commonly used words in every industry everybody wants to say that we are customer first customer service means a lot to us which is true but this value truly gets tested

(07:40) when there are tough times and there are tough times do you really put customers gains first before your own and that is when you know whether you believe in this value or not we've been living this for every single day and the winner for this award goes to petrograss [Applause] I don't know if you guys remember but he was on The Showdown in New York last time so all right thank you [Applause] thank you very much sir yeah uh good morning everyone I don't know how many of you were here yesterday to see

(08:33) our case but I would like to thank your presence once again since we learned that we are going to be customer first at automation anywhere imagined this year I was thinking about what that really means and if you're an I.T leader which most of you in this room here are that means only two things the first is that you have to take a calculated risk in adopting new technologies we believe that there is a far greater cost of not doing anything today in action costs greater than action at this point and the second point that I'd like to make

(09:09) is that you you have to be a leader you have to lead take your take a reputation aside for a second take a calculated risk and help your customers and when these guys came to us with a with a business uh business paying actually we had to match them against new technology emerging technology and that comes with a lot of challenges we have to convince a lot of people who do the right thing and I exhort everyone here to not to take a Plunge in the dark that's not what I mean but take calculated risks and look into new

(09:44) technologies it can be a greater good to your company to your customers and to your team thank you very much thank you thank you [Applause] thank you [Music] customer first is you can put your customers first internally you can put your employees first your stakeholders first and these guys have done some phenomenal job keeping the employee experience uh at the center of it and designing the program around it the last award is for the one team one goal we look at I I spoke to so many customers throughout the Imagine as part

(10:25) of my job and one thing that really stands out is the programs that are truly successful are the ones where the customer automation anywhere team the the partners that are involved and other stakeholders that are involved are truly coming together aligning as one team and going after that one goal for us this is this comes naturally because we've been living this every single day and when I was talking and it was quite evident if you know American Airlines who is the winner of this award the way they the

(10:59) way they do their business uh while working with the partner DXE automation anywhere teams and other people you just can't tell when you are in a room you can't figure out who is who and that's what we need because you are all going after one goal foreign [Applause] if you don't bring us all together so it represents all right thank you congratulations a few words all right good morning everyone thank you rishabh and thank you everyone at American Airlines we care for people on life Journey one team one goal is one of our I.T core

(11:56) value and we stand by it and with the support from our partners dxc and automation aware that's helped us to achieve our common goal and Collective effort and it's my honor to achieve the award we offer my team in American Airlines thank you thank you [Applause] thanks so congratulations to the American Airlines team and I think you answer the question what does it mean in terms of one team one goal well for us as dxc technology it's how we show up with our partners like automation anyway every day to deliver Excellence for our

(12:31) clients like American Airlines and I'm so excited to rule that we get to be your co-pilots as we continue this journey to drive business value across the airline together and use automation the power of Automation and AI so thank you thank you I think yesterday when I was talking to the team it got to a point where I felt one of our sales reps was also in the room this part of American Airlines so it got to that point they took the one team one goal too seriously all right so that concludes the four awards that we have for the four core

(13:09) values there is one special award that we like to give every year for the social impact and I cannot get any word incorrect so I need to make sure I read it out so we are thrilled to present this year's go give hope award to RoboCop a Visionary refugee-led Cooperative with a focus on digital inclusion its mission is to call co-create an online community where anyone in the world can pursue a digital career they have taught automation skills with automation anywhere social impact scholarship program to support

(13:45) internally displaced people in places such as turkey Myanmar and more thank you RoboCop for accelerating Humanity through technology [Applause] few words please I'm really thankful for this hour um I'm the founder of Robocop so we teach automation anywhere to people with Refugee background and I know everyone here believes that automation will change the future of humanity and it's already actually changing people's life because um you know um our members um they're learning automation anywhere

(14:45) it's their hope and I really want to share this award with our members especially um Muhammad and Naim from Syria and Mema they stayed with us and they studied automation anywhere and now they are even teaching um automation anywhere to um women from Ukraine in Afghanistan um it's changing their lives um you know um from Ukraine Only Women and Children can be back it because men have to fight back in their home country or in Afghanistan um nothing is actually allowed for women like education work um but like um they could have Second

(15:39) Chance in their life and now they're learning automation anywhere online and then yes it's becoming their hope um future to live with and yeah um so I really want to share this hour with our members because it's not like I teach automation anywhere to our members anymore refugees teach refugees digital skill and then um I really must thank everyone from automation area for giving this opportunity Niti Luciano Canada everyone really supported our you know um initiative and then um they gave we created car cam together

(16:30) and then they gave us a scholarship for a certificates and they even gave us on the job training opportunity for test automation of aa's new features you know Refugee people they're doing the test automation for is new features they're learning the quality standards and they're learning the new features of AA and then um they're really ready to give automation for you and I really believe um everyone deserves Second Chance in their life so um if you want to give second chance to Refugee people they are now ready to

(17:10) provide automation for you so please reach me out thank you thank you thank you so much extremely inspiring very motivational uh that concludes the award ceremony for today thank you for joining us and spending your valuable time for two days with us enjoy and enjoy the breakout sessions after the lunch thank you [Applause]

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