Revolutionizing Business: Paramount's Journey with Automation Anywhere -

Transcript:

(00:00) [Music] hey everybody it's Gabrielle with automation anywhere we are back with another session from the Imagine studio um really excited we've got shrihan haridas from Paramount thank you for joining us and welcome to the show thank you for having me uh Shon tell me a little bit about your role of Paramount absolutely um so I'm running the uh I'm part of the platform and Hyper Automation Services team uh our primary goal is to run the automation anywhere RPA program and uh we collaborate with

(00:45) different technology and Technical users technology groups and functional areas uh to build a successful automation Center of excells uh and uh that that's that's my that's my role awesome now at the open I didn't quite introduce uh my other good friend here Mark markk G as we like to call him that's his rapper name um but you and Mark have a little bit of background right you guys know each other we go way back so streon and I uh work together in Professional Services as part of automation anywhere

(01:13) so pretty cool uh Blast from the Past absolutely amazing it's great to have you so Mark what do you want to ask your old buddy what I'd like to know is in the Paramount program um when we talk about Pathfinder we talk about these three phases start accelerate skill in the start phase um sh talk to us a little bit about what it was like getting the foundational processes underway absolutely so uh as you know paramont is a huge company and recently there was a merger wcom CBS and different companies came together um so

(01:44) there was a there was an idea to have a unified platform for Automation and uh different different groups had different RPA Solutions and our journey started with centralizing that and uh automation 360 was a platform of choice uh and we first started with migration so that was our first Foundation step but when we said this we also made sure to put everything all the framework that we always talk about how how should the design go how should the development go how should the testing or the deployment go what the what are the best practices

(02:17) so we started thinking about it day one like when we started the program uh and we started building those Frameworks so that everyone can benefit from that and fast forward we were able to successfully migrate everything and expand beyond what we were already doing uh so we we used to be part of uh doing a lot of business with finance and HR but then we started expanding beyond that uh different groups because there is Paramount streaming CVS CVS Studios and there's several other entities and evangelizing the RPA program has been

(02:48) has been our goal so the start I would say is that's where the foundational pieces is setting the stage up uh is probably back in 2021 that is when we started all this I love it I love it so in the start phase basically making sure that the the foundation's solid yes um a lot of people want to talk about the color of the curtains but if you have cracks in your foundation then you're going to have problems absolutely so you put a lot of focus in making sure that those processes were solid from the getg

(03:14) go yes the processes it sounds like the documentation as well right so you can build upon that right that's something we've been talking about a lot uh over the last couple days even right absolutely it's interesting too because of the mergers and what not sort of give you the opportunity to to come back and reassess and sort of get that proper foundation in place which is amazing so that's that's start but at some point you accelerate and so sometimes that introduces different challenges right

(03:39) you have different challenges in each phase as you started to accelerate the program um can you talk to us a little bit about how you scaled while still making sure that that Foundation stays intact uh uh managing the control room your technical architecture making sure that that stuff support of the automations uh ensuring that that stuff didn't fall apart as you're working on new automations absolutely so when we doing the migrations we we already had an idea that we need to go to different user groups try to start the program

(04:06) show them okay this is this is how it is uh would you like to talk about some ideas get some use cases in mind and and try to try to build the pipeline so we already started doing that when we were doing the migration so we already had like a healthy backlog that we can work on try to do feasibility analysis and try to understand if it is possible and if it makes sense if it doesn't make sense then if there's a different route a non RPA route then so be it like we were always we having those honest conversations with different groups and

(04:35) that kind of helped us to accelerate because when the migration was happening and and we started talking to them they started thinking okay okay maybe okay these are the things that we may want to do and these are these can give better Roi Time Savings compliance Etc so we started tracking those metrics and the acceleration happened right during that time where everyone was like okay yeah let's do this and then we started building more automations new automations and and uh we just we just expanded ever since and we have a very

(05:03) healthy Roi to unfortunately I'm unable to share it but but it's healthy yes it is pretty healthy and a very good AI wonderful a healthy pipeline it sounds like and healthy Demand right absolutely awesome so so the minute uh migration was done it was like okay let's move on we got we got lots of work to do yes we were maybe at 40 m hour for new automations and then as soon as migration was done we 100 miles hour so fantastic and you got to take advantage of all the all the advantages that come with the automation success abolutely

(05:30) yes and also the framework that was set we we made sure that everyone follows that like because setting setting it up is one story but maintaining it is the other part of it uh and maintaining the existing automations and luckily what we did was we did some initiatives internally where we could automate the Coe tasks meaning people don't have to sit and do some support migration activities like B deployment uh Tas template creation so we have a separate task template creation where everyone so they would tell us what exactly they

(06:00) need to do like does it need a queue or does it need uh like certain features or parameters and then a specific template is created and then they can start working B I love it so so that that's an area Gabe that is really really close to my heart is we're always looking to automate you know sales and marketing and finance and everything what about the center of excellence the work that you do within the center of excellence um you know we should have our own digital assistance on automations running no surprise at all that stre

(06:24) hunt has that going on yeah with regards to the amazing sort of since 2021 this EX ation um how has the platform itself and sort of the architecture of the automation success platform the components there in whether it's Coe manager or or any of the products within and the features how has that helped you with this journey um so I think the entire like automation where uh we we work with the sales team and uh talk about these new features uh it has really helped us to get to know like what is happening what is coming and

(06:55) what is going to come and then uh we try to Pilot it and see if if if it makes sense if it helps and then try to implement it like for example document automation is something that from iqb to document automation we have couple of licenses that that we would like to try and do some PC around it and so that those are the areas that we have been focusing on and it's nice because you're in one platform right and yet you have all the different capabilities and you can sort of plug them in where you need

(07:21) or and speaking of that platform uh we have effectively been using the hyper automation use cases meaning trying to use RPA or automation 360 as a entire orchestrator orchestration of the solution we have the End to End Business problem here whatever AI Services we need to use right that is completely up to the use case and then everything else remains intact and then we we we have been we have been trying to do a lot of PC around that and uh gaining a lot of traction so I love it that's super cool that's super cool I love that I love

(07:52) having like that you have that strong Foundation or fabric right and then from there you know you can pick and choose and for the right application for the The Right Use case yes uh you've got options right you're not sort of ping in the corner absolutely and that co-pilot process uh that orchestration of the process and co-pilot stitches all this stuff together like like streon said whatever the tech is we can bring it in right and Stitch it all together to make the end to end process work I love that

(08:17) I love to hear by the way because you know it's easy as a marketer myself admitted you know we can we can present slide Weare all day right but you're actually using it it's it's it's live these things are real so glad you're on and um again enjoy the show and uh thanks for joining us thank you so much for having me appreciate [Music] cheers

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