



# THE IT GUIDE TO THE INTELLIGENT AUTOMATION GALAXY

How to harness the power of Intelligent Automation + generative AI to reduce burden, accelerate time-to-value, and boost productivity across IT processes.

# Your Journey Begins!

Get ready for a world of IT processes filled with **Intelligent Automation** and driven by **generative AI**.

While others are in for a bumpy ride, you've made the right choice to hitch your space wagon to Automation Anywhere. The Automation Success Platform is the fastest, most effective way to overcome the productivity crisis currently facing your organization. You see, we're entering an epoch of declining productivity worldwide. Organizations like yours need a 50% increase in productivity, according to McKinsey, just to keep up. That's no small task.

## Don't panic!

Intelligent Automation is already increasing IT productivity at companies like **Hitachi Vantara**, **Cargill**, and **NGA Human Resources**. And, when combined with generative AI, it's helping IT teams work faster across systems, domains, and processes, thus magnifying those productivity gains.

Now, it's time to buckle up for your flight. You'll learn how Intelligent Automation and generative AI will help IT reduce costs, strengthen controls, improve accuracy, accelerate reporting, and empower workers. Wherever you are on your journey to automate help desk, systems and application monitoring, performance reporting, administrative, and other IT processes, Automation Anywhere has something for you.



# Prepare for Liftoff

Before you embark on this journey, take a moment to consider a few questions.

**What are your goals? What return on investment do you expect?**

**Where are the potential roadblocks in your organization?**

Take a look at the following stages and choose the one that describes your nearest waypoint:



## Eager to start?

You'll want to explore available resources, understand how others did it, and get some ideas on how generative AI can catalyze your automation program.



## Ready to accelerate the impact?

You'll get more value from IT-specific specific case studies and strategic guidance to justify your expanded investments.



## Time to scale beyond department-level automations?

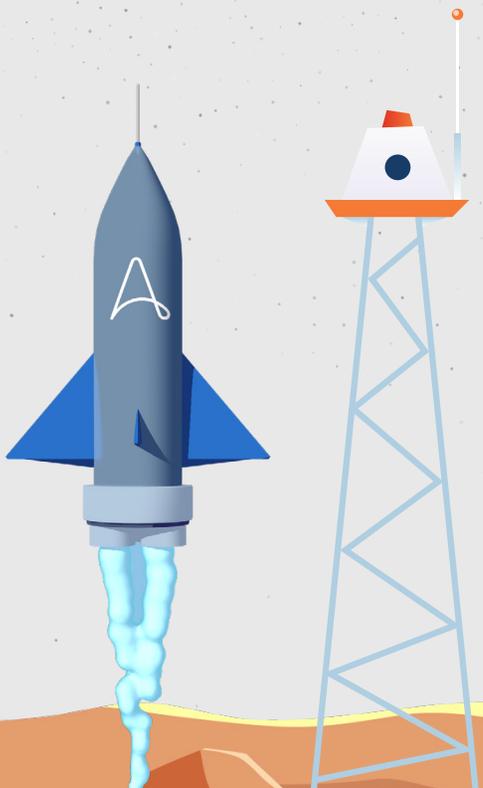
You'll want to read scalability stories, learn how generative AI can help with progress, and how a center of excellence and citizen development can add value to your program.



## Just need guidance on incorporating generative AI?

A center of excellence and citizen development are great areas where generative AI can be discussed and deployed, but you should expect even more.

No matter where you are on the Intelligent Automation journey, the promise of generative AI is expanding quickly. It's best to seek guidance from a provider that has deep experience with generative AI, has partnerships with leading and trusted generative AI solutions, and can offer you flexibility and confidence when deploying generative AI technologies.



# Start with Generative AI

**START** is for kickstarting your IT-focused digital workforce. This is an exciting time! You're eager to take your current experience with automation and learn more, see how generative AI can be applied, and ramp Intelligent Automations across your organization.

For IT processes, Intelligent Automation and generative AI can automate support functions, enhance controls and compliance, banish errors, improve data accuracy, and do away with repetitive work. As automations take on those tasks, you'll have more time to reduce IT costs, improve the employee experience across the enterprise, and improve the speed and accuracy of reporting.

**Here are specific areas where Intelligent Automation and generative AI can help IT teams:**



## Controls and Compliance

Detect discrepancies in reports and documentation, increase speed and scalability, and automate repetitive tasks.



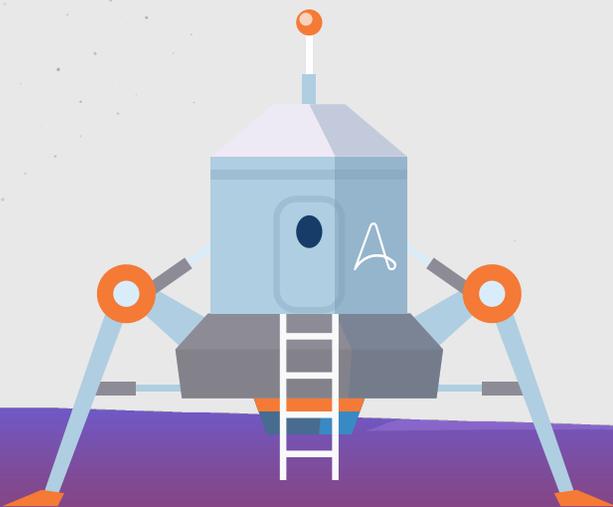
## Data Entry

Streamline data entry and integration to increase efficiency and reduce mistakes from manual processes.



## Cost Savings

Cut thousands of hours from processes across the enterprise, automate provisioning, de-provisioning, and reporting processes.



# Accelerate with Generative AI

**ACCELERATE** is when you're ready for your automation program to bring speed and deliver broad impact to your IT team and beyond. Focusing on specific areas of the business is the best way to drive widespread automation enhancements, but the most critical aspect is measuring key performance metrics.

You're likely looking to automate help desk, reporting, data entry, systems integration, provisioning, and other IT processes.

Here are **key metrics** you'll want to measure:



## Efficiency and cost saving

Quantify the time and resources saved through reductions in processing time, error rates, and operational costs.



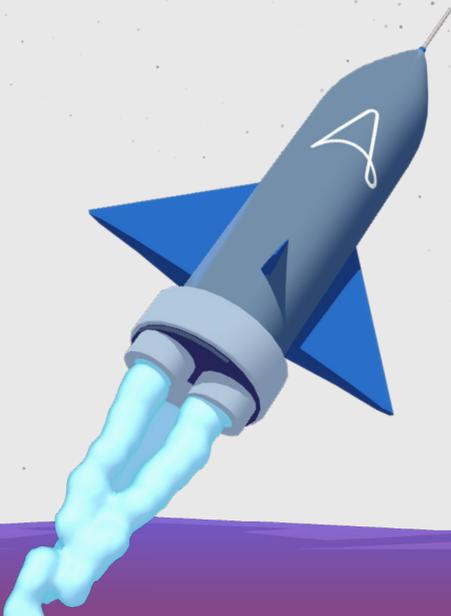
## Accuracy and data quality

Track data accuracy and quality by measuring reduction of errors, removal of manual data entry steps, and automated data transfers across systems and applications.



## Decision-making speed

AI can analyze heaps of data and give actionable recommendations quickly, so measure decision-making speed, decision cycle times, and time to generate reports.



# Scale with Generative AI

**SCALE** is when you're ready to extend the power and value of automation across the enterprise. You've deployed successful automations at the departmental level, accelerated to gather more value, and now, it's time to lead your organization in realizing the full potential of Intelligent Automation. Oh yes, this means cranking your evangelism engine up to 11.



**Wait, what?** You don't have an evangelism engine installed yet? OK, here's how you build one:



## Step 1 Master the art of storytelling

Calculate the estimated benefits, build the justifications, consider the push-backs, and get feedback. Then prepare your talking points and always have your elevator pitch ready to go.



## Step 2 Consistently share success

Executive stakeholders and workers alike want to know what's happening. Nurture these supporters by keeping them excited about your automation story as you go along.



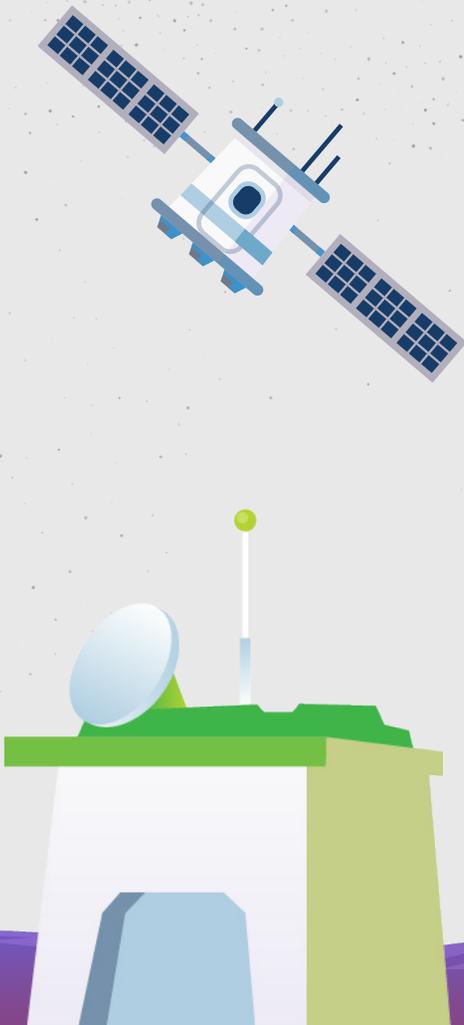
## Step 3 Establish an internal community

Recruit supporters to gather ideas for automations, rally subject-matter experts, and bring on decision-makers eager to champion the move to Intelligent Automation and generative AI.



## Step 4 Spread awareness of the program and proactively encourage participation

Build an intake pipeline to solicit ideas for new and enhanced automations and encourage workers to become citizen developers.



# The Question

During your journey, take some time to reflect on what you've learned, think about how you can improve your Intelligent Automation and generative AI program, and create stretch goals in your quest for automation excellence.

You see, Intelligent Automation and generative AI deliver mega-value, which is important to travelers like you who are interested in improving IT productivity and efficiency.

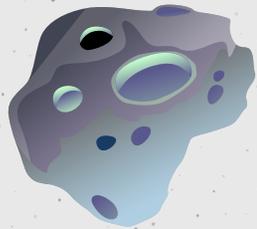
But generative AI shouldn't be just another app in your team's arsenal. With generative AI infused across the Automation Success Platform, you can easily accelerate every process with generative AI embedded in any application, allowing you to empower your business teams, accelerate your automators, and scale with confidence.

So, the question is,



**WHAT ARE YOU  
GOING TO DO NEXT?**

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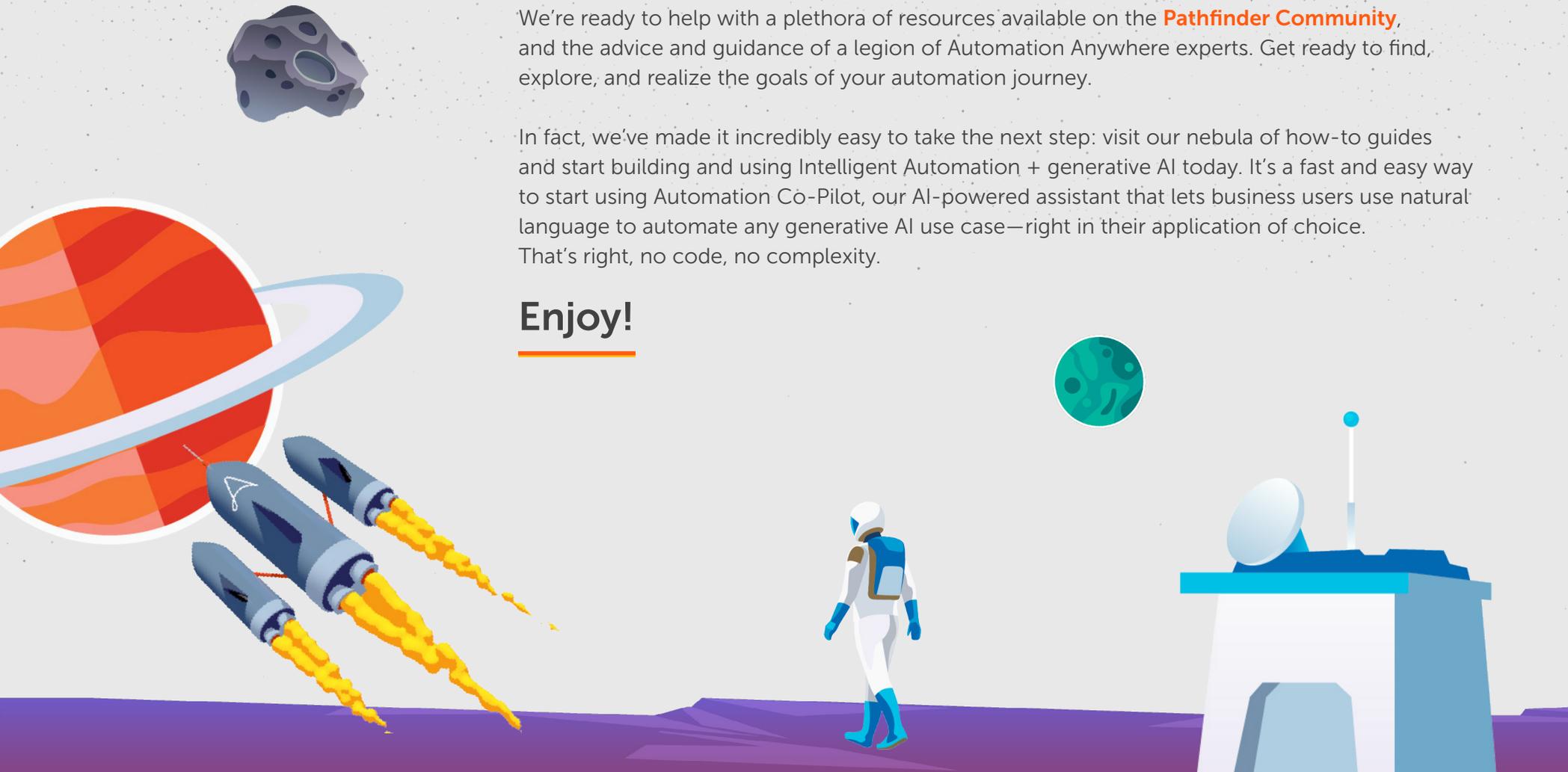
# DON'T! PANIC!

Whatever you do, don't panic. The next step in your Intelligent Automation and generative AI journey may seem daunting, but it quickly becomes an exciting adventure!

We're ready to help with a plethora of resources available on the [Pathfinder Community](#), and the advice and guidance of a legion of Automation Anywhere experts. Get ready to find, explore, and realize the goals of your automation journey.

In fact, we've made it incredibly easy to take the next step: visit our nebula of how-to guides and start building and using Intelligent Automation + generative AI today. It's a fast and easy way to start using Automation Co-Pilot, our AI-powered assistant that lets business users use natural language to automate any generative AI use case—right in their application of choice. That's right, no code, no complexity.

Enjoy!



# DOWNLOAD



THESE HELPFUL **HOW-TO GUIDES** AND START  
PUTTING INTELLIGENT AUTOMATION +  
GENERATIVE AI TO WORK TODAY!

WHAT DO YOU WANT TO BUILD FIRST?



## Build a Customer Service Assistant

Learn how to use Automation Co-Pilot with generative AI to support agents with real-time information retrieval to resolve the cases quickly without leaving their primary application.



## Create an Employee Co-Pilot

Learn how to use Automation Co-Pilot with generative AI to optimize employee productivity by handling routine tasks, accessing information quickly, and providing notifications and reminders.



## Process complex documents at hyperspeed

Learn how to use intelligent document processing powered by generative AI to extract content from unstructured documents with unprecedented speed.