



They Took Our Jobs!

Unlocking Value & The Fully Automated Enterprise 2/3

In the short-term, we are not seeing robots automating roles en masse. In actuality, robots are automating elements of processes that provide capacity release and subsequently unlock value, rather than wholesale redundancy the cynics will have us believe.

Aside from unlocking value, there are elements of processes that are unsuitable for robots. Elements that require human cognition or intuition, or exceptions to the rules that require a human operator to investigate. For those we operate with what's known as Human-in-the-Loop (HITL).

HITL is how human operators and robots collaborate, each bringing to the table their unique skills and together operating much more efficiently than either could alone, providing businesses with a human-digital augmented workforce that is greater than the sum of its parts.

This unlocked value provides us with an opportunity and it is important to take full advantage. Operational redesign. This is the way.

By redesigning job roles to co-exist and collaborate with robots allows employees to focus on humanistic elements of their role. In turn, this reduces the pressure on employees and reverses the lack of human interaction suffered when we are under pressure, head down, tail in the air! (*quarter-end in finance, anyone?*)

This excess capacity of unlocked value allows leaders to take a more strategic approach at all levels of the organisation and can promote the focus on future innovation; those ground-breaking '20% projects' we all enjoy that are unfortunately neglected when volumes increase and deadlines loom.

Robots, with their 24/7 efficient processing allows us this freedom while ensuring the engine of the business stays running – outside of business hours and even during public holidays.

This technology is coming, it is coming faster than any of us had believed, along with more potential than we had envisaged.

The risk is not that we will be rendered redundant, the risk is quite simply, not preparing ourselves sooner, this revolution will play out far quicker than any of the previous examples and vast competitive advantage will be afforded to both organisations and individuals alike, provided they have upskilled themselves for the fully automated enterprise.