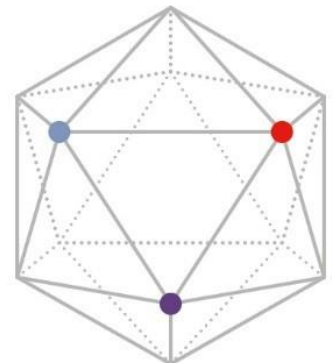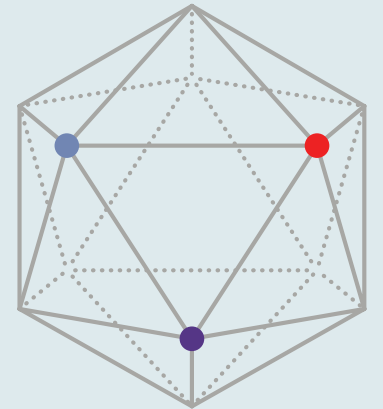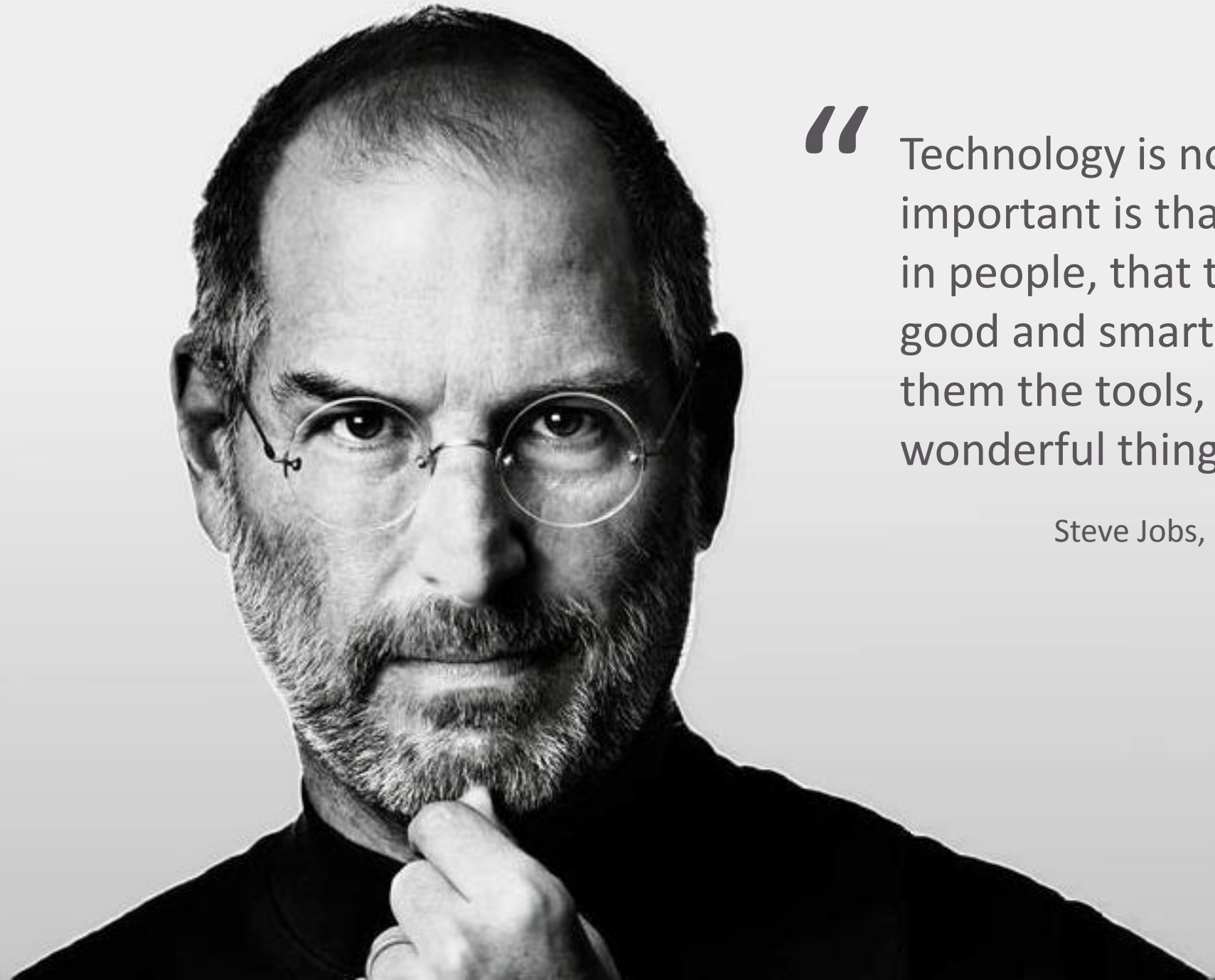# Employee Services Forum 2018

EQ

Andy Edler

Director, Strategy & Business Development

Equiniti

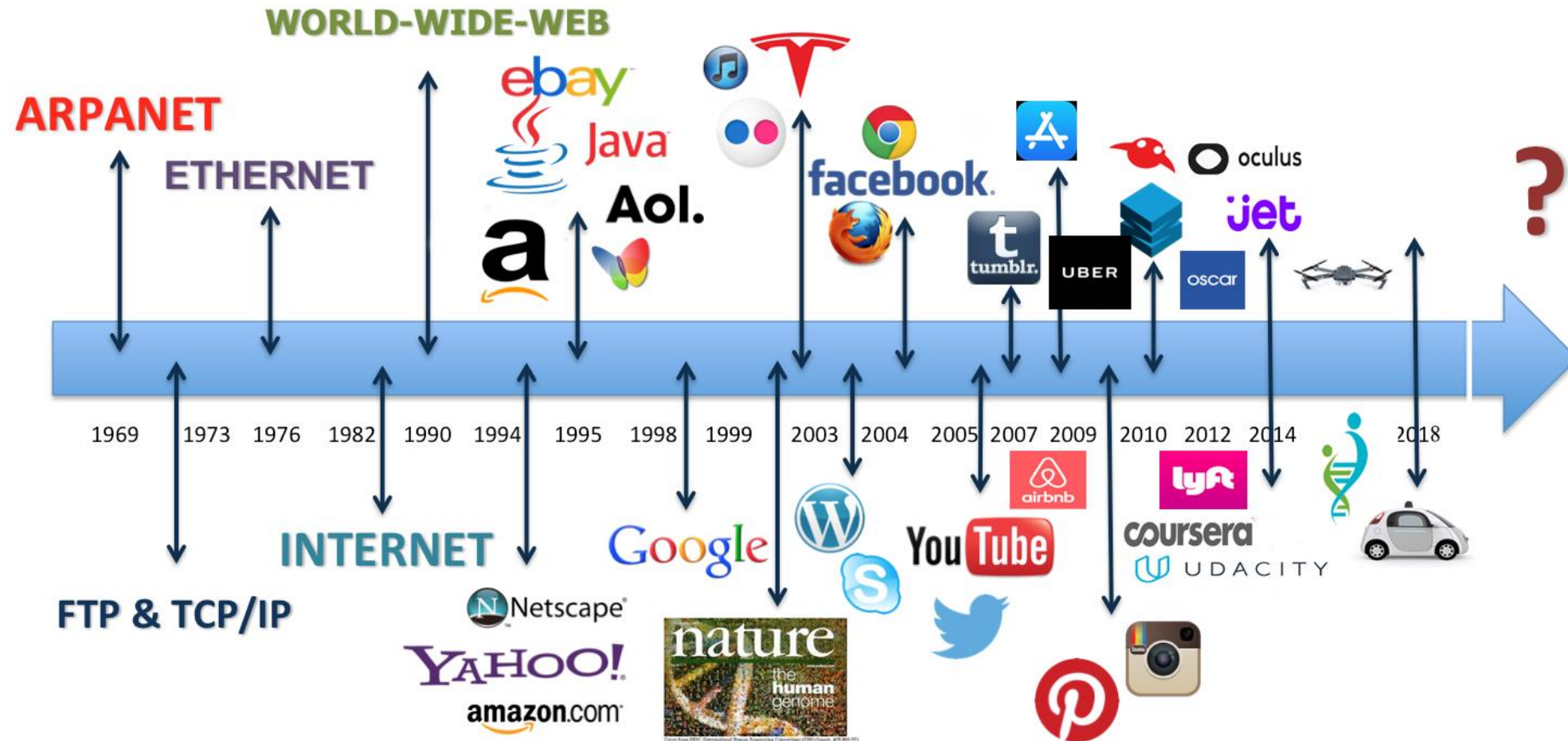# THE TECHNOLOGY TRENDS SHAPING THE WAY WE WORK AND LIVE

"Technology is nothing. What's important is that you have faith in people, that they are basically good and smart, and if you give them the tools, they'll do wonderful things with them."

Steve Jobs, Former CEO, Apple
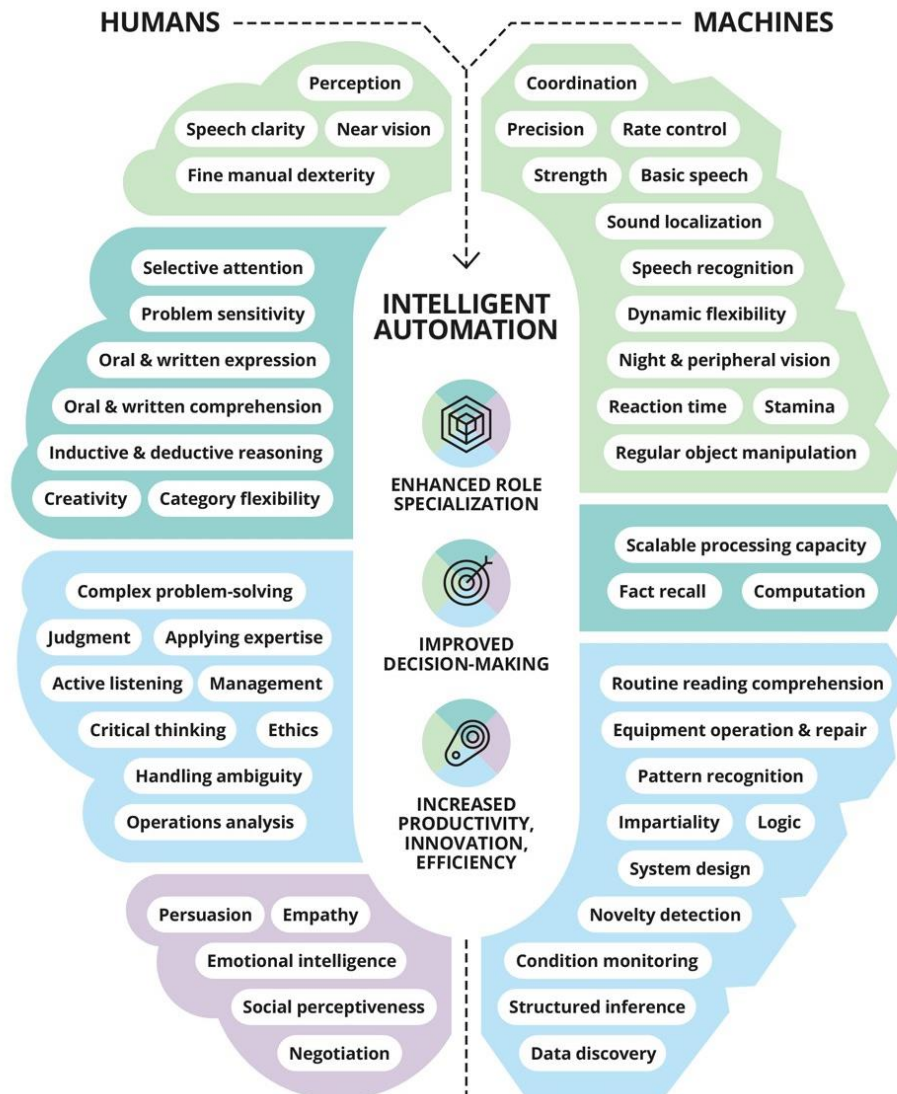
TECHNOLOGY TIMELINE

Collarless Workforce

Humans and machines in one loop— collaborating in roles and new talent models.

Automation | Robotics | Artificial Intelligence

Abilities ● Psychomotor, sensory, physical ● Cognitive **Skills** ● Content, process, system ● Social

HUMANS ---------------------- MACHINES

Perception
Speech clarity | Near vision
Fine manual dexterity
Coordination
Precision | Rate control
Strength | Basic speech
Sound localization
Speech recognition
Dynamic flexibility
Night & peripheral vision
Reaction time | Stamina
Regular object manipulation

Selective attention
Problem sensitivity
Oral & written expression
Oral & written comprehension
Inductive & deductive reasoning
Creativity | Category flexibility

INTELLIGENT AUTOMATION

ENHANCED ROLE SPECIALIZATION

Scalable processing capacity
Fact recall | Computation

IMPROVED DECISION-MAKING

Complex problem-solving
Judgment | Applying expertise
Active listening | Management
Critical thinking | Ethics
Handling ambiguity
Operations analysis

INCREASED PRODUCTIVITY, INNOVATION, EFFICIENCY

Routine reading comprehension
Equipment operation & repair
Pattern recognition
Impartiality | Logic
System design
Novelty detection
Condition monitoring
Structured inference
Data discovery

Persuasion | Empathy
Emotional intelligence
Social perceptiveness
Negotiation

Humans + Machines – a powerful dynamic

Humans and machines can develop a symbiotic relationship, each with specialised skills and abilities, in a unified workforce that delivers multifaceted benefits to the business.
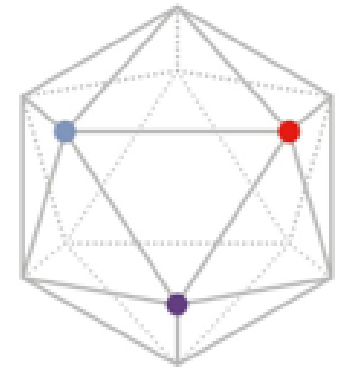
POTENTIAL IMPACT OF AUTOMATION ON THE FUTURE OF WORK

20%

Only 20% said that automation would reduce the number of jobs

77%

Would either retrain people to use new technology or will redesign jobs to better take advantage of human skills

41%

Have either fully implemented or made significant process in adopting cognitive and AI technologies

34%

of respondents have launched pilot programs.

17%

Only 17% said they are ready to manage a workforce in which people, robots, and AI work side by side.

30-200%

Potential return on investment from Robotic Process Automation.

JUST ASK

HEY ALEXA

ROBOTIC PROCESS AUTOMATION (RPA) FOR THE REAL WORLD

Applying Robotic Process Automation (RPA) in Your Organisation Today

- Transferring data from e-mail and call centre systems into systems of record—for example, updating customer files with address changes or service additions;

- Replacing lost credit or ATM cards, reaching into multiple systems to update records and handle customer communications;

- Reconciling failures to charge for services across billing systems by extracting information from multiple document types; and

- "Reading" legal and contractual documents to extract provisions using natural language processing.

NASA CASE STUDY
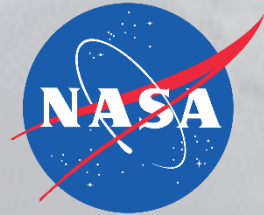
Challenge: Cost pressures

Solution: Launched four RPA pilots in accounts payable and receivable, IT spending, and human resources—all managed by a shared services centre.

Outcome: The four projects worked well—in the HR application, for example, 86% of transactions were completed without human intervention—and are being rolled out across the organisation. NASA is now implementing more RPA bots, some with higher levels of intelligence. As Jim Walker, project leader for the shared services organisation notes, "So far it's not rocket science."

COMMON MISCONCEPTIONS ABOUT AUTOMATION

MYTHS   Vs   REALITY

Myth #1 There's a long history of workers being replaced by automation. Isn't reducing labour costs the entire point of automating?

Not true. Technology cannot duplicate many uniquely human workplace strengths such as empathy, persuasion, and verbal comprehension.

Myth #2 Robotics and cognitive technologies fall under IT's domain. What's HR got to do with this?

Not true. IT will play a lead role, but in an augmented workforce, integrating people and technology becomes an interdisciplinary task, with HR taking the lead in redesigning jobs and training the augmented workforce.

Myth #3 I can understand why some workers should develop their tech fluency. But all workers? That seems like a waste of time and resources.

Not true. In the absence of a shared understanding of enterprise technologies and their possibilities, companies cannot nurture the collective imagination necessary to move toward a new strategic and operational future.
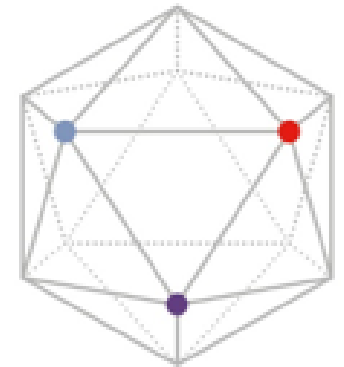
Survey
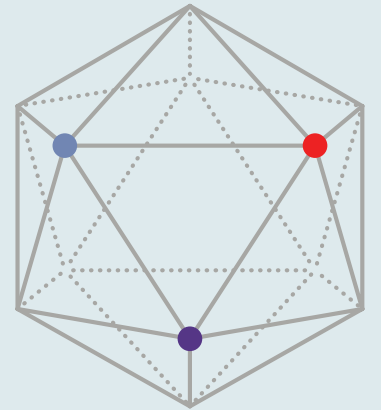
POLL 1

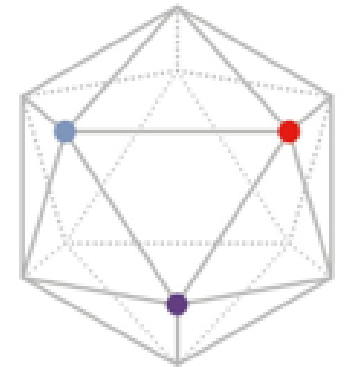**To what extent have automated technologies changed your role in the past two years?**

a) A lot
b) A little
c) Not much
d) Bot at all
e) Don't know

POLL 2

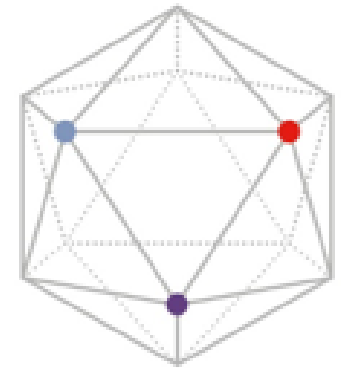**To what extent do you think will automated technologies change your role in the next 5 years?**

a) A lot
b) A little
c) Not much
d) Not at all
e) Don't know

POLL 3

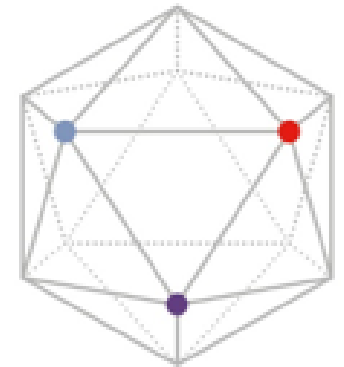**To what extent have the automated technologies you use in your role made your job easier or more productive?**

a) A lot

b) A little

c) Not much

d) Not at all

e) Don't know

POLL 4

To what extent have automated technologies changed the workforce in your organisation (number of jobs, skill level of workforce) in the past two years?
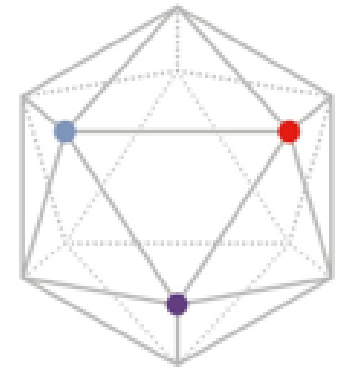
a) A lot
b) A little
c) Not much
d) Not at all
e) Don't know

POLL 5

To what extent have automated technologies made your workforce in your organisation more productive in the past two years?
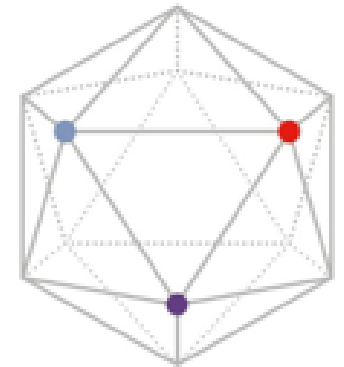
a) A lot

b) A little

c) Not much

d) Not at all

e) Don't know

POLL 6

To what extent will automated technologies change the workforce in your organisation (number of jobs, skill level of workforce) in the next five years?
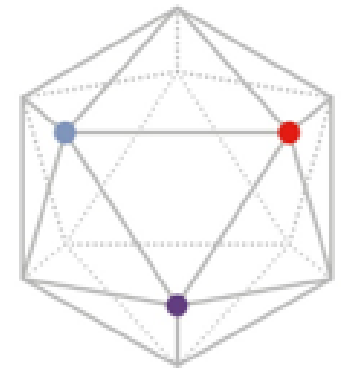
a) A lot
b) A little
c) Not much
d) Not at all
e) Don't know

POLL 7

What proportion of your workforce will be vulnerable to replacement by automated technologies in the next five years?

a) 0 - 10%

b) 11 - 20%

c) 21 - 30%

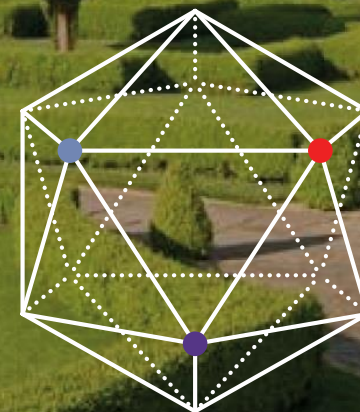d) More than 30%

e) Don't know

"
Once a new technology rolls over you, if you're not part of the steamroller, you're part of the road.
"

Stewart Brand, Writer

Thank you & Questions

Thank you & Questions