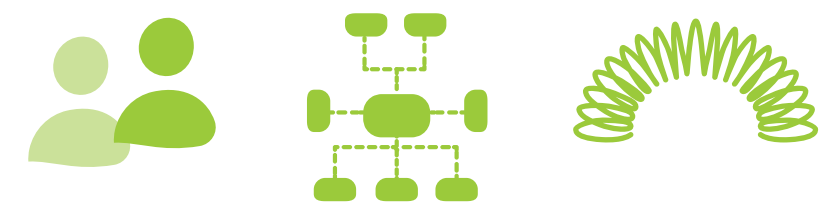# Process
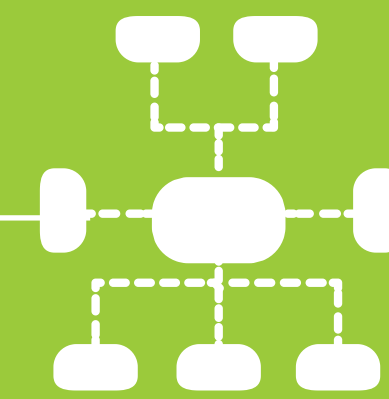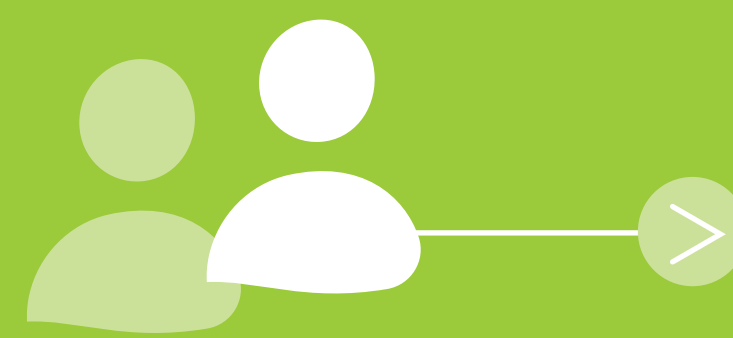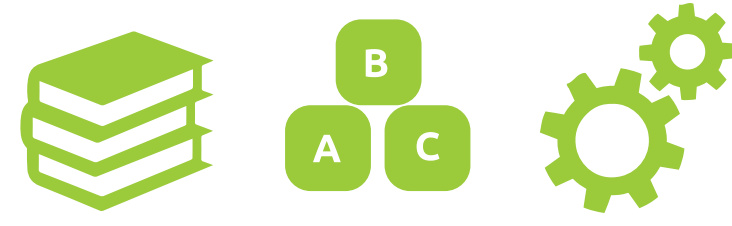## on the Fly

Processes 101
Rock, Robot Rock
Pleased to Meet You, Process
Can't Touch This
Augmented Me

Process
## on the Fly

Process 101

First things first. Process understanding is the path to standardization. Standardization leads to simplification. Simplification leads to automation. Automation leads to intelligent, innovative processes. Standardization is indeed the key to process simplification, as it becomes so much easier to define how the process is executed. And simple processes that are thus clear and rule-based, facilitate the introduction of intelligent automation solutions. In any case, process standardization across global operations will also ensure cost effective and easy maintenance. Getting a grip on the basics, a key priority it is.

Process 101

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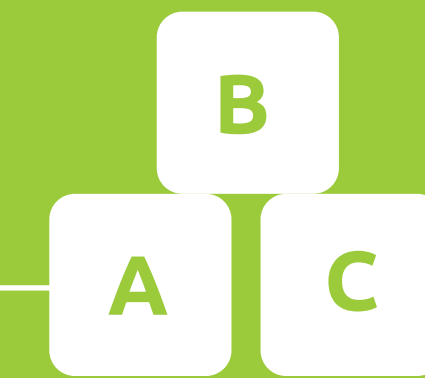
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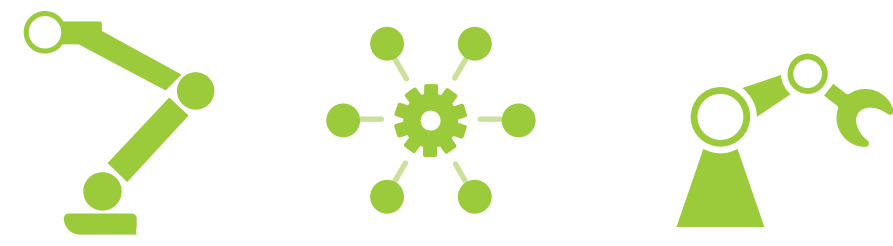
The robots are amongst us... though they sure don't look like robots. Rather, they emerge as powerful software solutions that target the mechanistic and repetitive processes of the human workforce, typically interacting with screens and applications. Robotic Process Automation looks at this interaction and aims to automate it as much as possible. The mission of RPA is not to fix underlying technical problems, or flawed process and application logic. It is simply to maximize the efficiency of process execution, in spite of inherent shortfalls. So, while RPA may not involve shiny robots that walk around and carry your stuff – it's more like R2-D2 - it sure will speed up your routine business activities, 24/7/365. Robots rock.
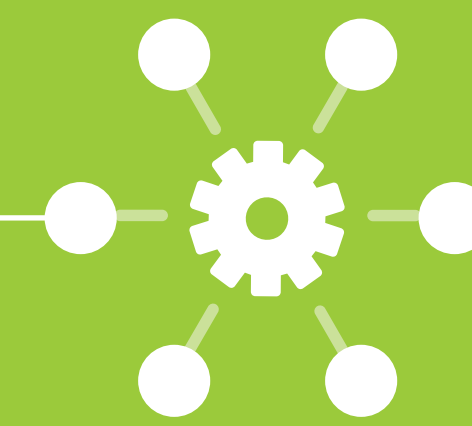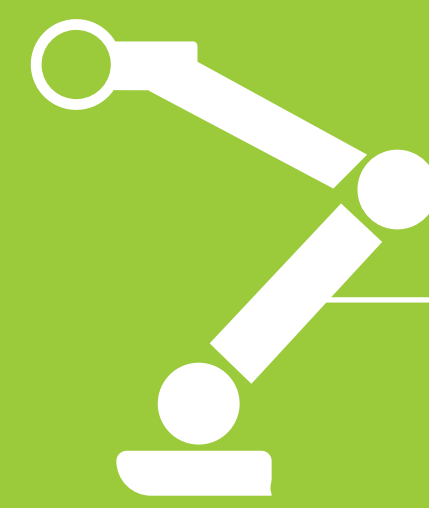
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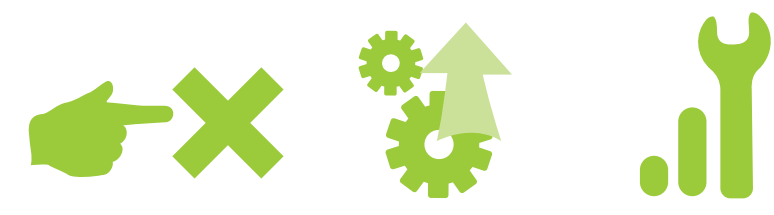
When all you have is a hammer, everything looks like a nail. Optimizing processes by cutting out yet another inefficiency, leveraging yet another lean opportunity, only brings you so far. As the need for radical business agility continues to accelerate, there is limit to the classical process way of responding to complex events in real time. Driven by AI, fixed and inflexible processes can be replaced by powerful reasoning systems. These systems fluidly adjust to whatever situation occurs, anticipating next-best actions and resources needed on the fly. And as they continuously learn from what works and what doesn't, they increasingly become hands - and care - free. Stop! *Hammer Time:* the self-driving enterprise is coming.

Can't
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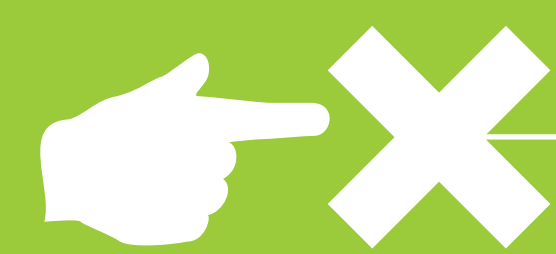
Pleased to Meet You
Process
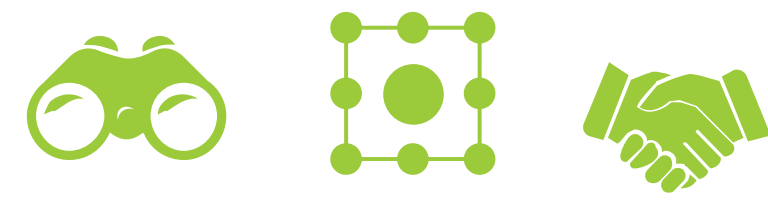
Ever wanted to break on through to the other side? Process-specific applications are creating seemingly impenetrable walls between processes. Data within these systems are stranded on their own splendid islands, unable to see each other, much less interact. Workarounds and exception processes only serve to push them further apart. Thankfully, new technologies avoid the need to replace process specific applications that you've customized and grown dependent on. Bridging the divide through data aggregation and cross-silo process flows not only break the walls towards enterprise-level unification, but also towards the outside world. Hi, other process. Hope you guessed my name.

Pleased to Meet You
Process
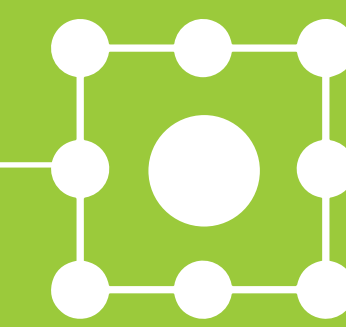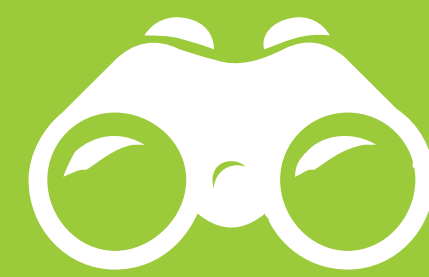
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"Taking the robot out of the human" is an established first step towards automation of work processes. But what if we bring AI into the equation? It can mimic human behavior, and perhaps better still, augment human intelligence. This is apparent from AI's mastery of natural language and its understanding of audio, video, and images - but also from its ability to observe processes in their broader context, detecting complex patterns that humans cannot even see or absorb. The resulting symbiotic relationship between humans and their AI minions will change the way we work, the way we organize ourselves, and ultimately, the way we do business and live our lives.

Augmented Me