

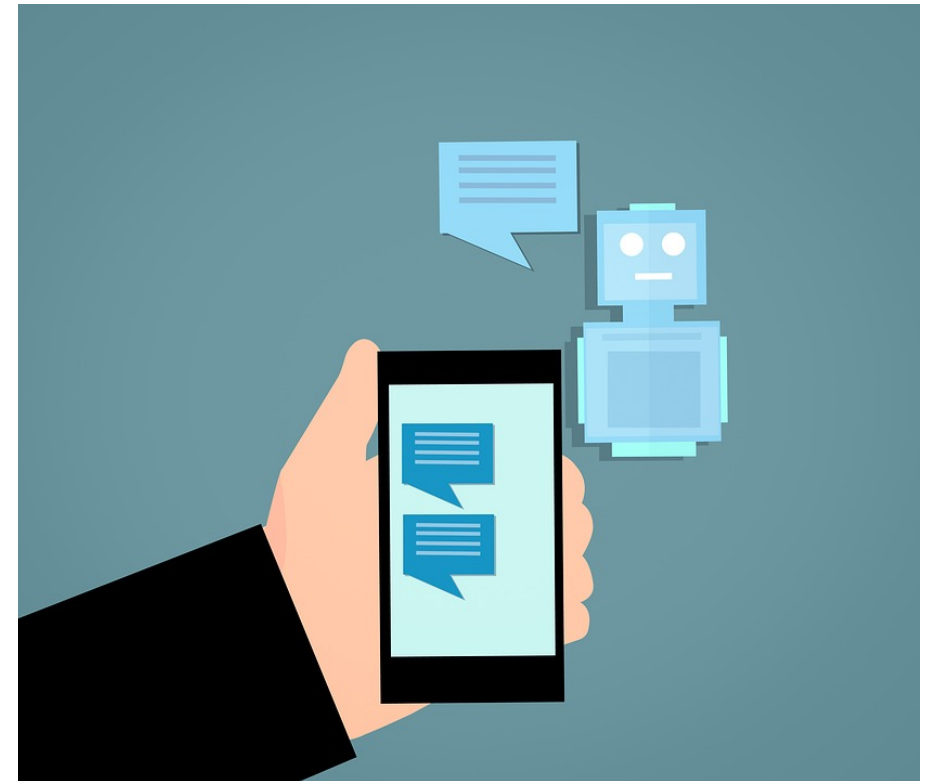
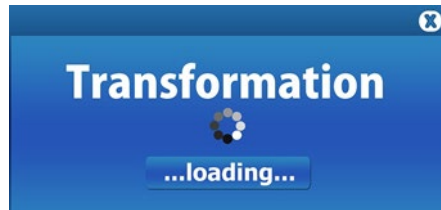
Automation in Business

TIPS AND SECURITY RISKS
YOU SHOULD CONSIDER



What is Business Automation?

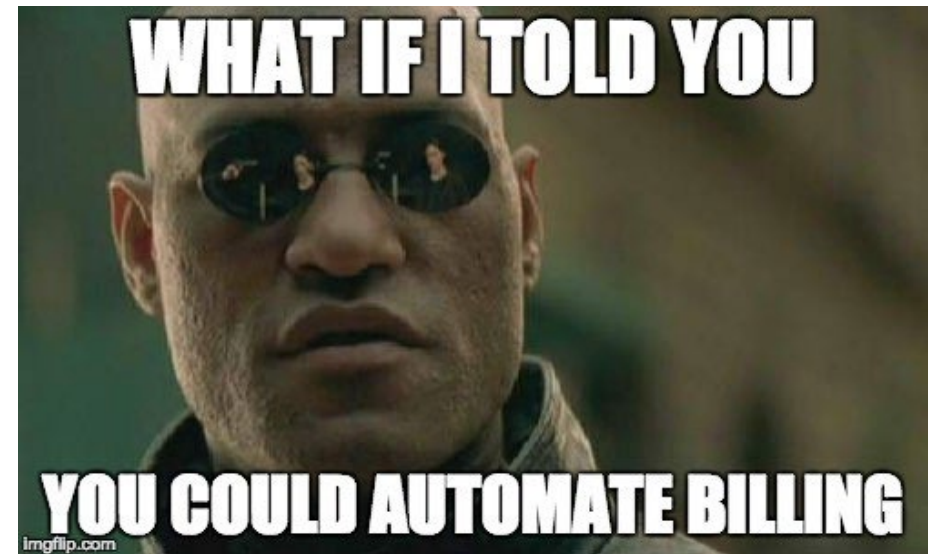
- Business Process Automation = Stepping stone to Digital Transformation
- Execute recurring tasks or processes in a business, replacing manual efforts.
- Implemented for Sales, Marketing + Workflows
- Digital transformation is critical to process excellence, which in turn facilitates customer satisfaction.
- Up to 22 percent of businesses still have not adopted the change.*



*The Sorry State of Digital Transformation in 2018 by Forrester

Why?

- Risk of human error is reduced
- Save time and costs by not wasting time on jobs a computer can do *for* us/better use of employee time
- 97% of employees believe that automations can benefit their organisation *
- Workflow automation – systems and tools that remove inefficiencies and improve process/collaboration
- Customer Expectations – as technologies change, so do customer expectations
- Innovation



*SmartSheets 'Automation in the workplace' survey 2017

Automation should make time for innovation

Automation **should**

- ✓ simplify processes
- ✓ reduce low-skill, repeatable work
- ✓ free up your team to do the work they're best at
- ✓ increase productivity and employee satisfaction
- ✓ be a part of a larger, long-term plan to achieve your goals

Automation **should not**

- ✗ become so complex that no one except the original creator has a chance of understanding how the process works together



'78% of employees said that automation will allow them to spend more time on the interesting and rewarding aspects of their job'

*SmartSheets 'Automation in the workplace' survey 2017

Plan ahead

- Establish your goals
- Identify your data entry processes, approval processes and review processes



- Automate areas that will give you the greatest benefit first – identify small but repetitive tasks
- Choose the right tools to automate your processes



Get buy-in from your staff



- Engage employees for ideas
- Engage employees for research and testing stages – listen to them closely
- Train your employees
- Update your processes
- Have a backup plan in place



PLAN B



Watch out for red flags

- Document all current processes and go over with a 'fine-tooth comb' – updating new processes as they are implemented
- Look for '**edge cases**' – issues that arise when something operates at an extreme parameter and could derail your systems when automated
- Test and measure as you go
- Don't breed human intelligence out of your business – never forget the human element in every business process



Consider the security risks

- ↳ Automation Reduces Human Risk BUT Increases Security Risks
- ↳ Human Intelligence is still required alongside automation
- ↳ Providing role-based access to confidential data and applications is the most salient option
- ↳ Don't ignore notifications to update automation software
- ↳ Have regular backups in place





Thank you.