



A guide to becoming an intelligence-driven organization

Migrating to a future-ready AI and IA platform will enable digital transformation success and significant growth

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Intelligent technologies such as intelligent automation (IA) have numerous definitions. Here's how we define it:



In recent Avanade research, we found that 89% of business leaders agreed that becoming an intelligence-driven enterprise is a big part of the digital transformation journey.¹ And for good reason. Organizations that deeply infuse intelligence and build maturity across three dimensions -- efficiencies, experiences and innovation—are *future-ready* enterprises.

AI and IA will deliver transformation and positive business outcomes: 94% of business leaders whose organizations have invested in intelligent technologies believe IA and predictive analytics will provide the greatest impact to business results.

Intelligence and data are key drivers: Digital transformation is a necessity for most organizations, yet 80% of business leaders cannot make informed decisions and struggle with making the most of their data. If organizations are to be future ready, data and intelligence must permeate their core.

AI and IA can help accelerate change and business success: With humans and IA technology aligned, organizations are accelerating transformation, maximizing business process productivity and achieving competitive differentiation.

Automation can improve operational efficiency: Enhanced business process productivity for customer and back-office systems can drive cost reduction. AI and IA offer the potential to reduce processing time by up to 80%.

IA and RPA can safeguard your transformation: They can help eliminate simple human error and avoid catastrophic business consequences by focusing workers on high-value work rather than manual tasks and processes.

Achieve faster time to market for better experiences: Better-quality data integrated with highly productive, 24/7 processes and systems can reduce handling and production

time allowing for new products and services to be brought to market faster with improved customer and employee experiences.

Enhance employee morale by shifting the workload: IA and RPA can help you reduce pressure on your high-value employees. These technologies excel at many of the tasks that humans dislike and can be key enablers to improve employee engagement, experience and staff retention.

Intelligent technologies can improve compliance: Better visibility and auditability can help you achieve greater accuracy and a smoother path to regulatory and statutory compliance.

A cloud environment increases security, agility and integration: The intersections of legacy systems, intelligence and migrating to a new way of working is essential. 87% of executives surveyed have at least one legacy business-critical system, and they see migration to the cloud as the way to adopt new intelligent technologies.

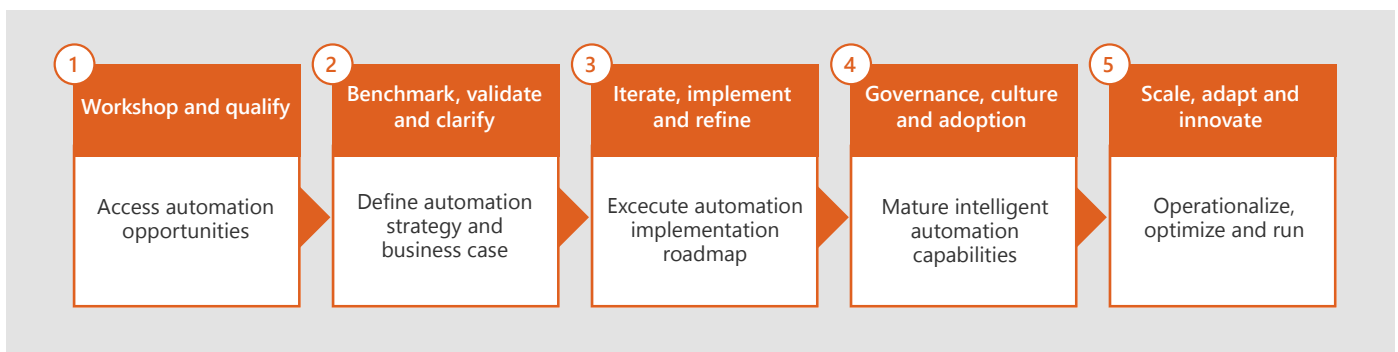
Future-ready businesses can help drive higher margins: MIT Center for Information Systems Research (CISR) found that, on average, companies see margins that are 16percentage points higher than their industry average as a result of substantially completing their digital transformation efforts.

¹"Successful digital transformations are Future Ready. Now." Avanade and Vanson Bourne, 2019

5 steps to a better AI and IA platform

While digital transformation that harnesses AI and IA is a clear priority, there is no single path to success because companies are not starting from the same point. Our approach is designed to help you address clear goals around your “new” digital workforce to establish, deploy and optimize it across your enterprise while infusing it with intelligence. We will help you maximize your return on technology investment to move toward an intelligence-driven digital transformation via five tried and tested steps.

Five key steps



This approach offers key benefits including:

- Know how to get started: We help you look across your back-office and front-office set of processes to identify and quantify key automation attributes. We work together to define an automation business case and ROI designed for optimal payback aligned to your business objectives.
- Add intelligence over time: A balanced approach to implementing IA is key to success and must include human ingenuity and experiences. We help you embrace, not fear the augmented workforce and accelerate your transformation to an intelligent future-ready enterprise.
- Operationalize and scale automation: We have tools, templates, assets and guides to help you manage, monitor, run and support an efficient operation, ensuring you’re getting the most out of your automation operations and your digital workforce.

Why Avanade?

Global expertise in intelligent automation at scale

Formed as a joint venture between Accenture and Microsoft, Avanade brings the best in strategy and technology to unlock more value from your IT investments and maximize business results. We provide proven methodologies, deep expertise and leading-edge technology, and we have been the Microsoft Alliance SI Partner of the Year for 11 consecutive years and have just received the *2019 Microsoft Digital Transformation Partner of the Year award*.

Strength in numbers

Together with Accenture, we can provide you with access to AI and IA capabilities at scale.

We have:

- More certified professionals for Microsoft Azure than any other Microsoft partner
- 1,000 data engineers
- 400 AI Practitioners
- Partnerships with the leading intelligent automation technology providers
- Completed 6,000-plus successful automations for over 350 clients across a range of industries
- 4,200-plus business excellence and automation experts, including 1,250 supported with an industrialized automation factory
- 430+ intelligent automation projects

Contact us

Get started with a strategic advisory workshop to discover your path to implementing AI and IA and augmenting your workforce for successful digital transformation.

Learn more. Visit us at www.avanade.com/futurereadynow



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