

# Automation: Not Always the Silver Bullet to Accelerate Transformation

## – 7 ESSENTIAL TIPS –

### What You Need to Know Before You Automate

#### 7 MINDSET & CULTURE

Does your team have a transformation mindset and a customer-centric culture? Do the rank-and-file employees understand, support and champion the tidal shifts necessary to not only keep up but differentiate? Do the culture and organizational ethos support agility in decision-making, empowerment down the ranks, and collective and individual accountability?

#### 1 STRATEGIC INTENT

What are your company's North Star and strategic intent? Can you disseminate the company direction and rationale to the enterprise at large? How do various technologies and methodologies fit and help achieve steady progress toward the goals and objectives?

#### 2 LEADERSHIP COMMITMENT

Is everyone on board and committed to process improvements and transformation, including automation, from executive leadership to operational leadership? Is there engagement in a strategy setting but also in operationalizing the strategy? Even without explicit communication, wavering support will trickle down.

#### 6 SKILLS & COMPETENCIES

One of the critical areas of weakness of many legacy corporations is the lack of hard and soft skills and emotional competencies necessary to compete in the digital age. Of course, companies have to recruit, onboard and train new roles, such as data scientists, cloud engineers, and cybersecurity specialists as well as upskilling and reskilling the existing workforce to new job tasks that add value to the organization. This allows for employees to avoid mundane, repetitive tasks that leverage creative skills and critical thinking.

#### 3 BUDGETING PRIORITIES

It is not enough to state that process improvements and automation are priorities. If investment doesn't align with strategic objectives, good intentions will not make up for underfunding.

A significant amount of enterprise budget is tied up in running the business. A fundamental shift in budgeting is imperative to emphasize transformation to stay competitive.

#### 5 OPERATIONAL VISIBILITY

Does your enterprise understand the process variants and operational nuances that drive workflow? For some organizations, it can feel like a black hole. Without an accurate, holistic view into operations, it's impossible to measure, analyze, or improve the KPIs that drive cost reduction, customer experience and process conformance.

#### 4 TECHNOLOGICAL OBsolescence

If your enterprise technology landscape is littered with antiquated technologies, architectural incompatibility, and years of unpaid technical debt, it's impossible for automation to be your silver bullet. Well before initiating an automation project, technology leaders must alleviate the foundational issues of data, infrastructure, and applications with support from business leaders. A robust data architecture, cloud-based infrastructure and a portfolio of applications must precede any automation project.

Before you embark on any process improvement measures, it is essential to have an end-to-end view into all human-system interactions.

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