

REWORKING THE REVOLUTION

A Presentation by:

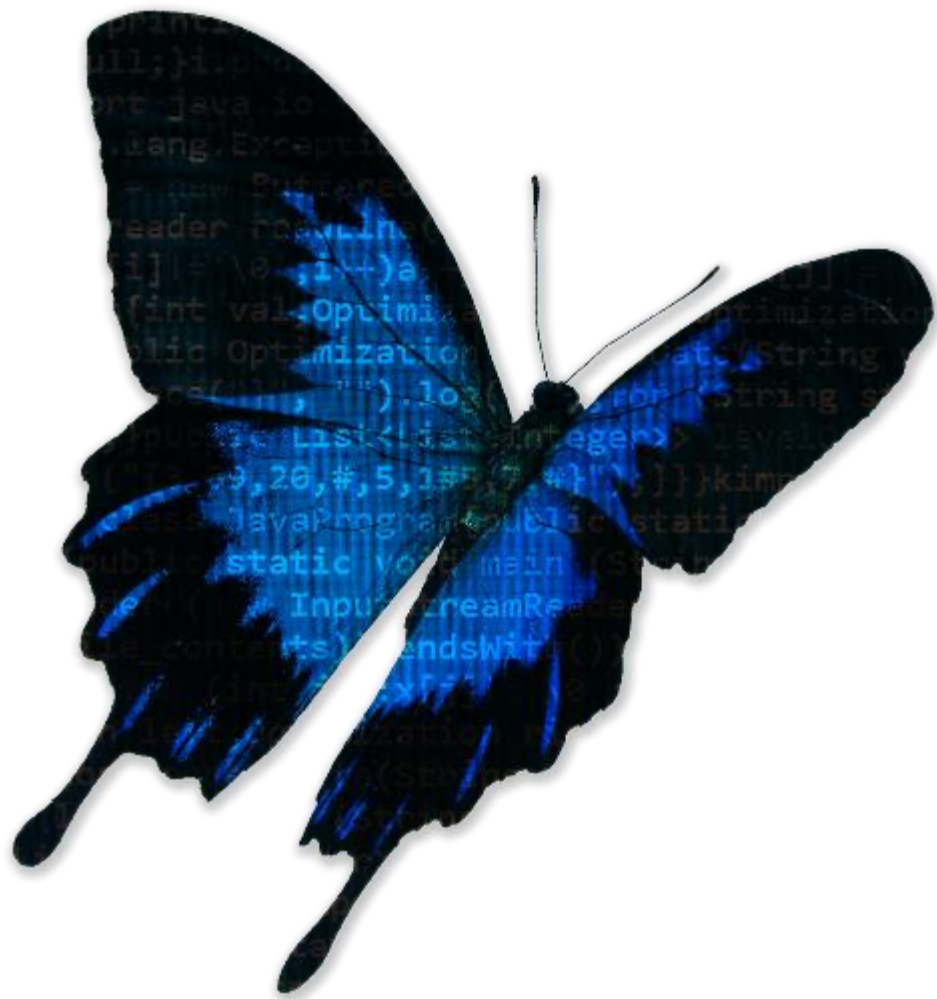
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accenture

**THE FUTURE BELONGS TO
INTELLIGENT
OPERATIONS**






**DATA EXPLOSION,
DIGITAL DISRUPTION,
AND CUSTOMER
EXPERIENCE ARE
DRIVING THE MANDATE**


INTELLIGENT OPERATIONS

FUTURE-PROOF BUSINESS OPERATIONS

FIVE QUESTIONS ALL ORGANIZATIONS MUST SUCCESSFULLY ADDRESS TO ENSURE THEIR FUTURE VIABILITY

1 

Do you have the right talent to navigate the future?

2 

Can you get to the right data to drive real transformation?

3 

Are you deploying Applied Intelligence to innovate faster

4 

Is the infrastructure agile and flexible to anticipate customer requirements?

5 

Are you establishing smart partnerships and fully leveraging their innovation potential?

FIVE ESSENTIALS OF INTELLIGENT OPERATIONS

When combined, these five ingredients can drive the required step-change and lasting transformation that companies need to compete today and in the future.

#1

**INNOVATIVE
TALENT**

#2

**DATA-DRIVEN
BACKBONE**

#3

**APPLIED
INTELLIGENCE**

#4

**LEVERAGING
THE POWER
OF THE CLOUD**

#5

**SMART
PARTNERSHIP
ECOSYSTEM**

REWORKING THE REVOLUTION

Are you ready to compete as intelligent technology meets human ingenuity to create the **FUTURE WORKFORCE**?

DRIVING GROWTH THROUGH HUMAN-MACHINE COLLABORATION

Businesses have successfully used AI to improve efficiencies. But as they seek to achieve superior rates of growth, they must apply AI in more innovative ways.

Future value creation lies in humans and machines

WORKING TOGETHER

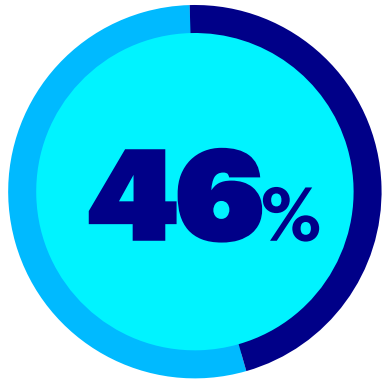
to create new customer experiences.

If businesses fully commit to AI and invest in human-machine collaboration, Accenture estimates that they could **boost revenues by**

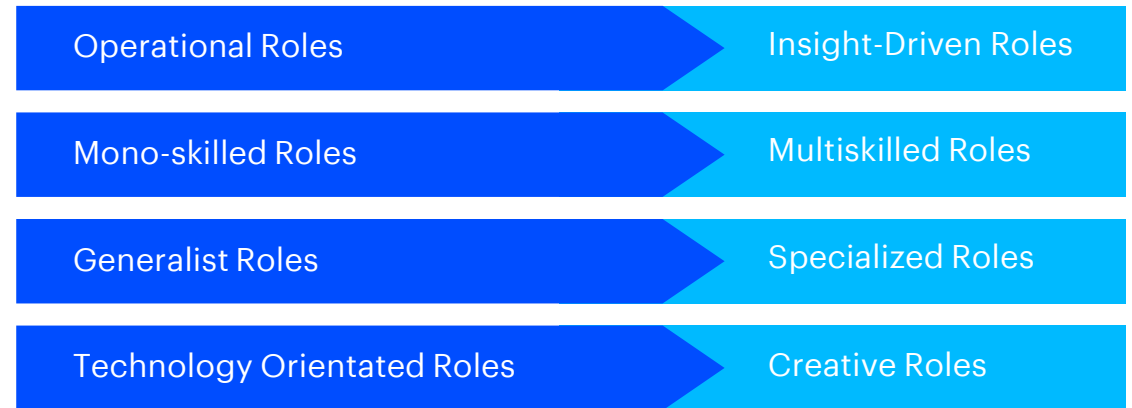
38% IN THE NEXT 5 YEARS

and generate higher levels of employment and profitability.

GREATEST IMPACT: MORE JOBS WILL BE RECONFIGURED TO ELEVATE PEOPLE'S CAPABILITIES



of business leaders say that job descriptions are obsolete as machines take on routine tasks and people move to project-based work.



SOFTWARE DEVELOPER

Spends time each week identifying new spam flags **and manually writing rules for spam detection.**



Machine intelligence identifies new spam keywords and updates detection rules freeing the employee from work unrelated to new software development.

BUSINESS LEADERS ARE UNDERINVESTING IN SKILLS

ONLY
3%

of executives plan to significantly increase investment in skills development programs in the next three years.

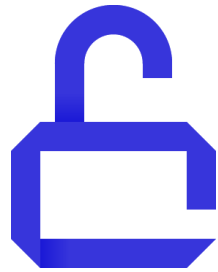


PRIORITIES FOR LEADERS



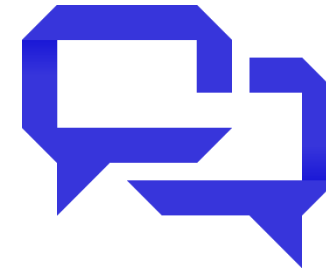
REIMAGINE WORK

Shift from workforce planning to work planning



PIVOT THE WORKFORCE

to areas that unlock new forms of value creation



SCALE UP "NEW SKILLING"

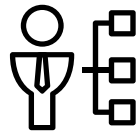
to work with intelligent machines



REIMAGINE WORK

**Shift from workforce
planning to work
planning**

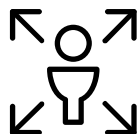
CEOs must escape the debate about AI's impact on jobs. The real issue is the need to reconfigure work.



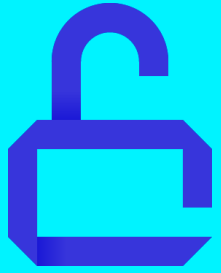
Assess tasks – not jobs



Create new job descriptions

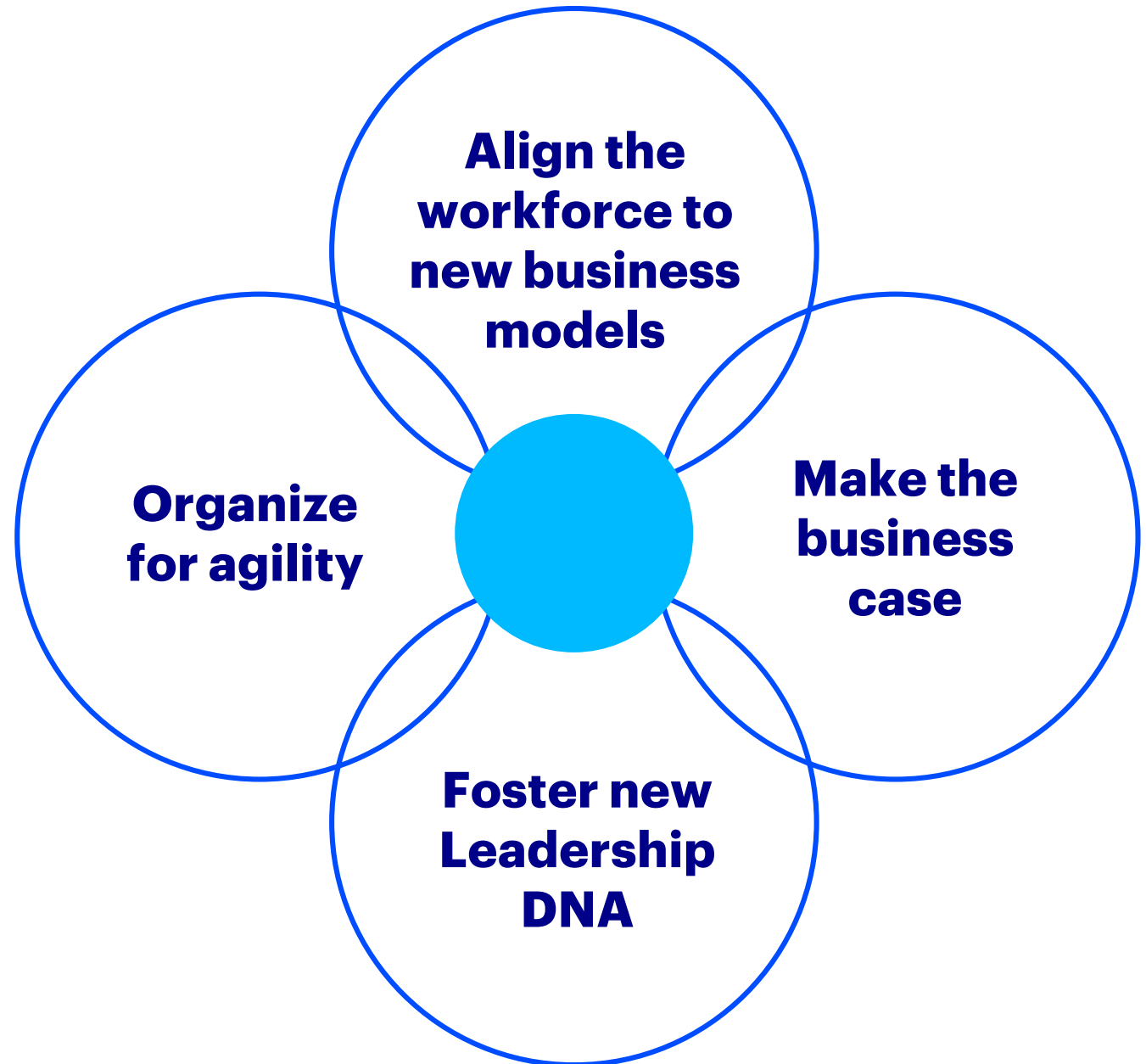


Map skills to jobs



PIVOT TO WORKFORCE

**To areas that unlock
new forms of value
creation.**





SCALE UP 'NEW SKILLING'

To work with
intelligent machines

Prioritize
skills for
development

Target "new
skilling"

Go digital

"Our customers' expectations are changing. They want simpler, faster, frictionless experiences. We are constantly evolving our use of technology to empower our associates and provide them with new skills at a rapid scale to better serve our customers."

JACQUI CANNEY, Executive Vice President, Global People Division, Walmart

IN SUMMARY...

FIVE ESSENTIALS OF INTELLIGENT OPERATIONS

Innovative
Talent

Data-driven
Backbone

Applied
Intelligence

Leveraging the
Power of the
Cloud

Smart
Partnership
Ecosystem

RETHINKING THE TALENT STRATEGY



REIMAGINE WORK

Shift from workforce
planning to work planning



PIVOT THE WORKFORCE

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SCALE UP “NEW SKILLING”

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THANK YOU