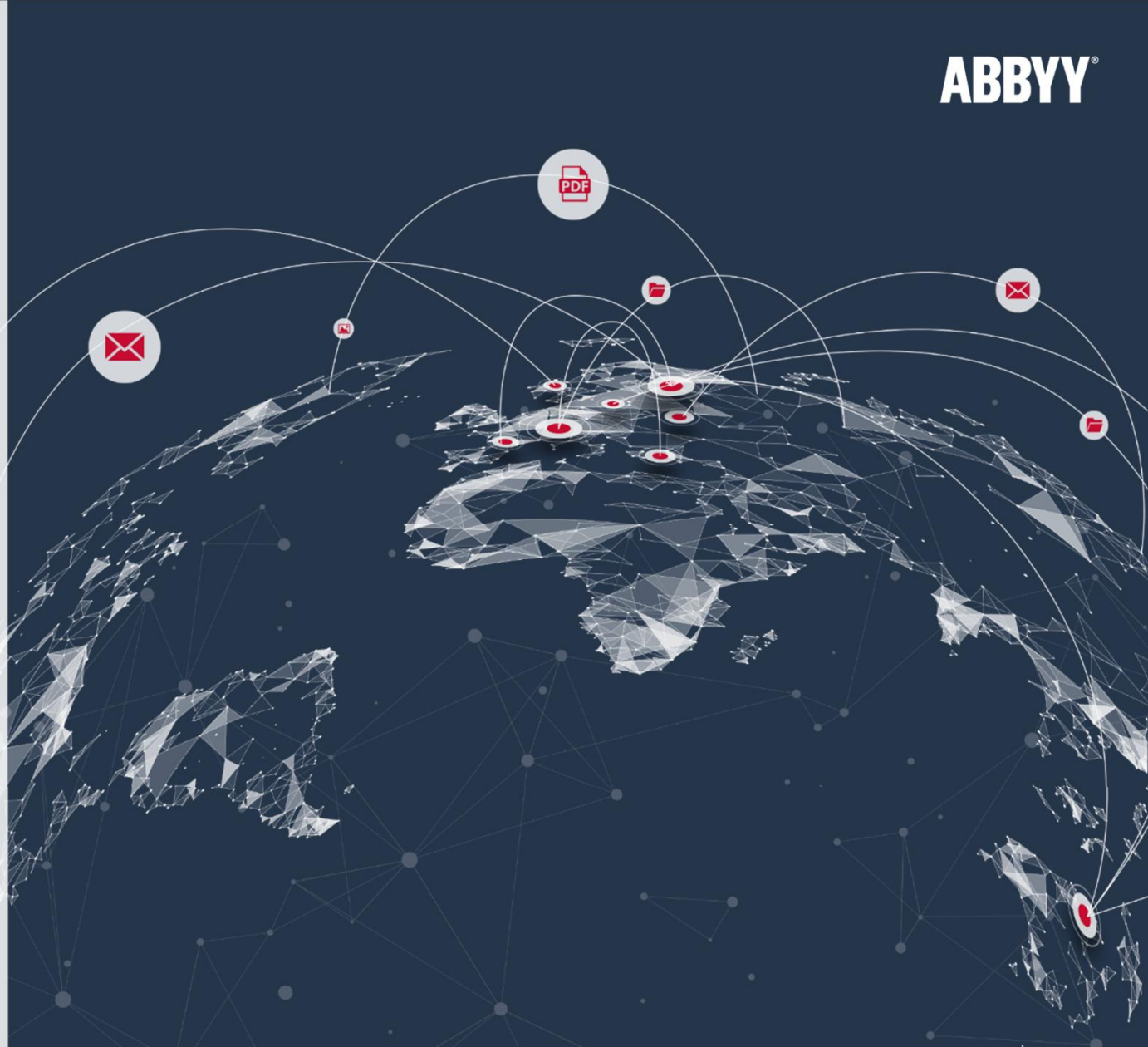


# The Emergence of the Digital Workforce

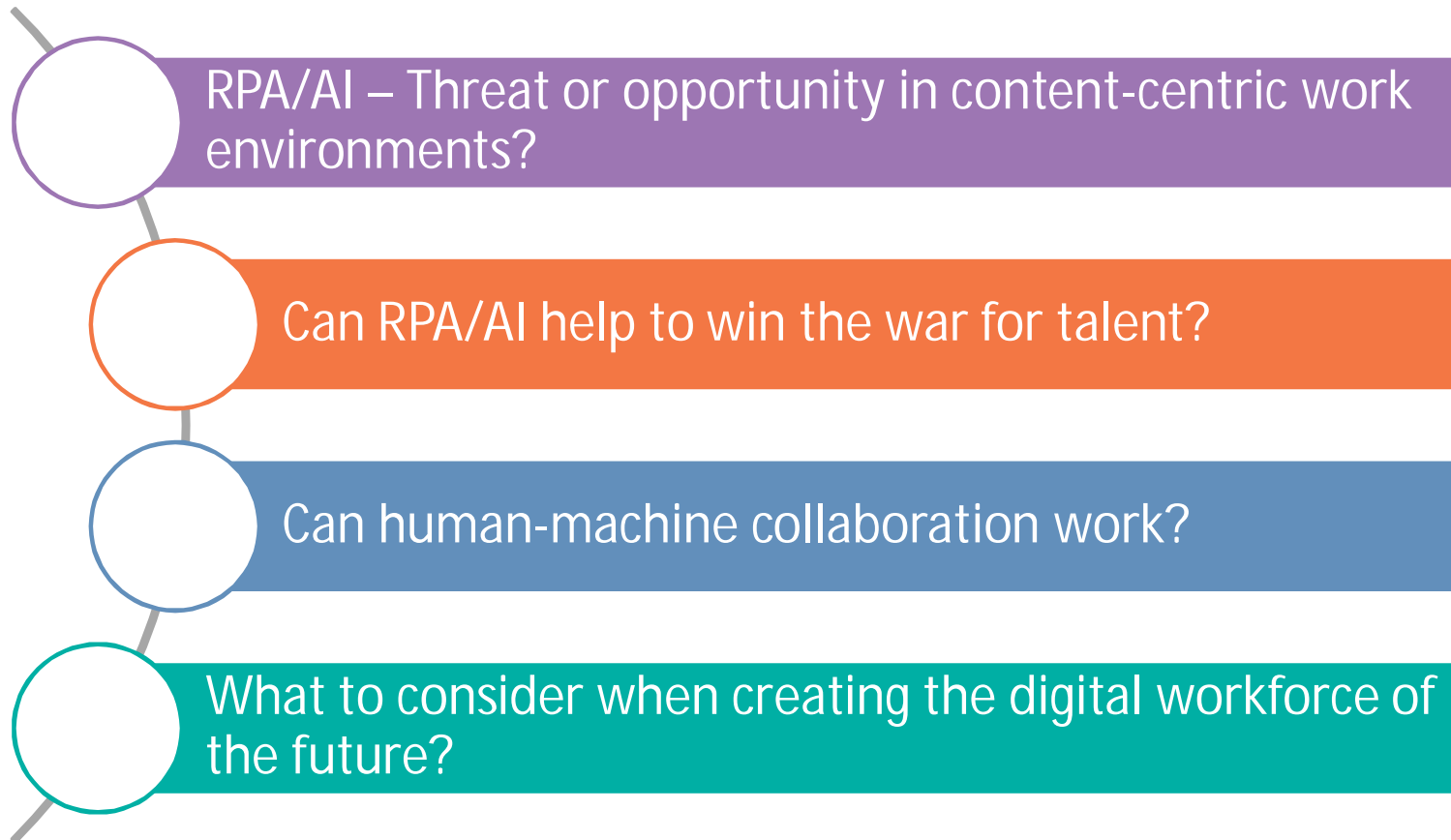
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Hannover Messe, 2019

SUSANNE RICHTER-WILLS  
*Head of Enterprise Sales DACH –  
ABBYY*



# Overview



Folge der Digitalisierung  
Job-Hammer: Roboter ersetzen die Hälfte der deutschen Arbeitsplätze



The New York Times

Will Robots Take Our Children's Jobs?



Votre emploi est-il menacé par les robots ? Un site internet vous répond



Nehmen Roboter den Menschen die Arbeit weg?



Intelligente Roboter werden massenhaft Jobs vernichten – so die pessimistische These. Manche Experten sehen durch die digitale Revolution in Deutschland zehn Millionen Beschäftigte bedroht. Dabei wird im Arbeitsmarkt der Zukunft vor allem eines zählen.

The Guardian Jobs

Will robots bring about the end of work?

Automation looks set to replace many jobs in the next few decades. What work will be left for humans to do?



IA : LES ROBOTS VONT VOLER LA MOITIÉ DU TRAVAIL D'ICI 2025

# The Threat of AI Is Not Existent



- AI will create as many jobs as it will replace in the next 20 years (PwC)
- AI can take over repetitive and work-intensive processes
- Humans can concentrate on ,human' work and get rid of most hated tasks

# Today's War for Talents



**56%**

of organizations have  
**retention issues**

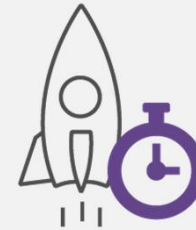
*Source: LinkedIn*



**88%**

of millennials say they'll stay  
long-term if their company  
has a **great culture**

*Source: Great place to work*



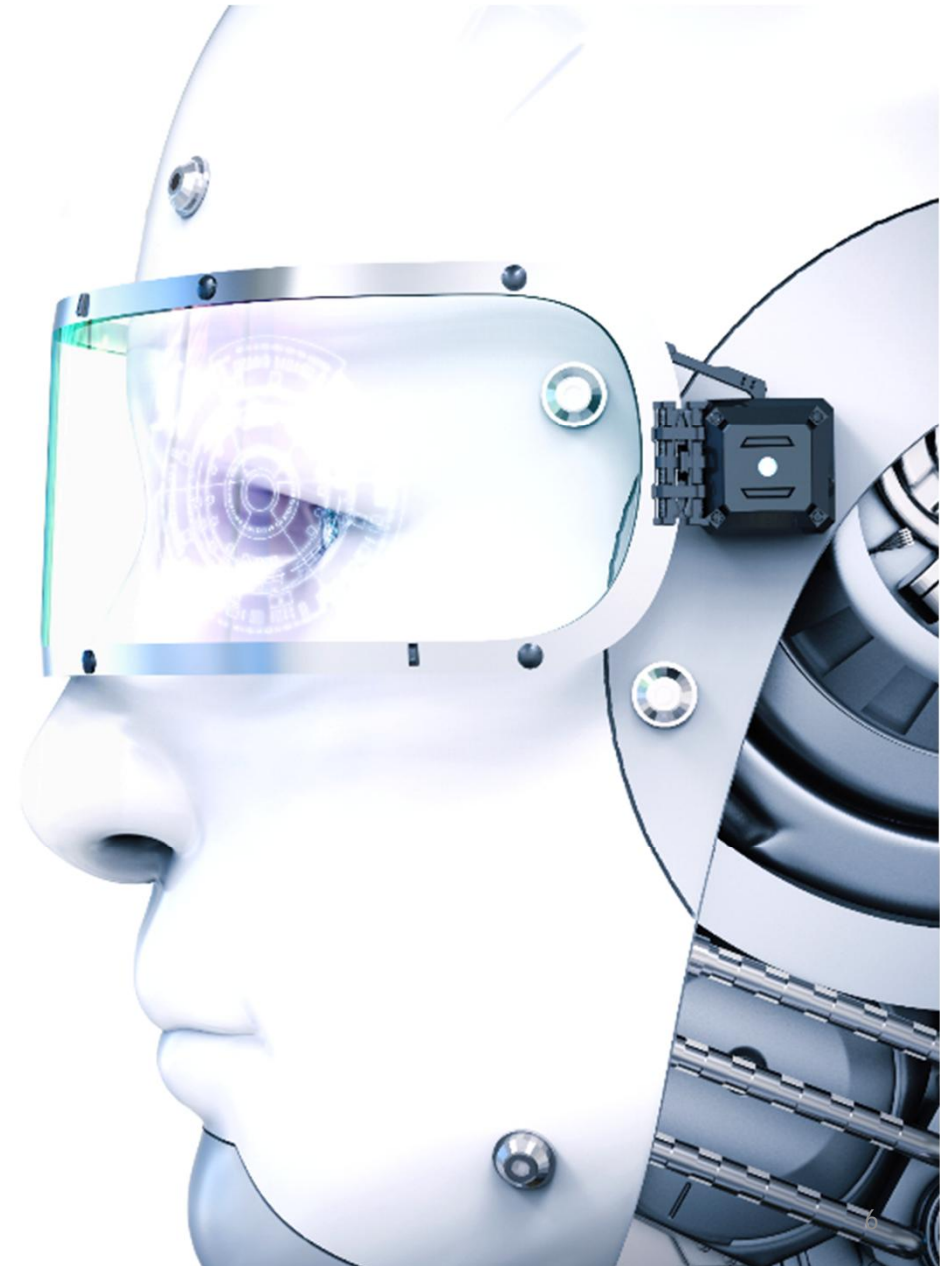
**46%**

of employees are likely to  
leave their company if  
they **feel unappreciated**

*Source: Gallup*

The Main Question Should Be

*How can human-  
machine-collaboration  
improve employee  
satisfaction?*



# Top 3 Most Hated Tasks



in the UK

24%

Attending meetings

17%

Reviewing long documents

13%

Speaking to customers



in Germany

17%

Reviewing long documents

13%

Reportings

12%

Attending meetings



in France

17%

Attending meetings

13%

Reviewing long documents

12%

Tracking work hours

Research commissioned by ABBYY

Average time spent on most hated tasks **per week**:

25% of UK employees spend 2 or even more days

27% of Germans spend 1-2 days

31% of French spend between 1-2 days



# Top Tasks Employees Would Like to Delegate to a Robot



in the UK

16%

Data entry

14 %

Tracking time

12 %

Electronic filing



in Germany

16%

Reviewing documents

14 %

Data entry/  
document processing/  
contact data  
maintenance/inventory

14 %

Reporting tasks /  
documentation



in France

17%

Data entry

13 %

Tracking time

12 %

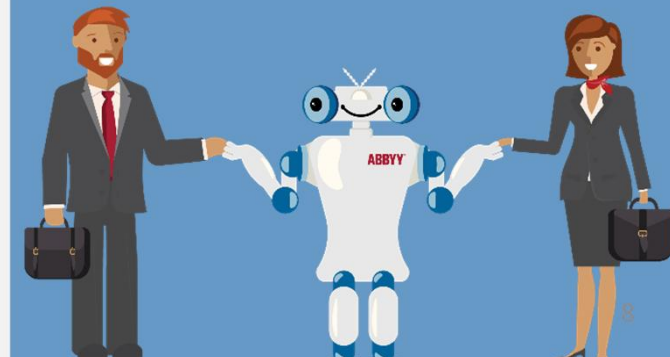
Reviewing long documents

63% of UK

50% of German

58% of French

...employees would happily outsource tasks to a robot!



Research commissioned by ABBYY



# Key (HI\*) Reasons for RPA\*\* Project Failure



Lack of shared vision = deficient change management

Lack of use cases = insufficient planning & involvement

Lack of focus management = bad time & resource management

Unclean data = missing automation

*\*HI = Human Intelligence    \*\*RPA = Robotic Process Automation*

# Key Success Factors for Projects

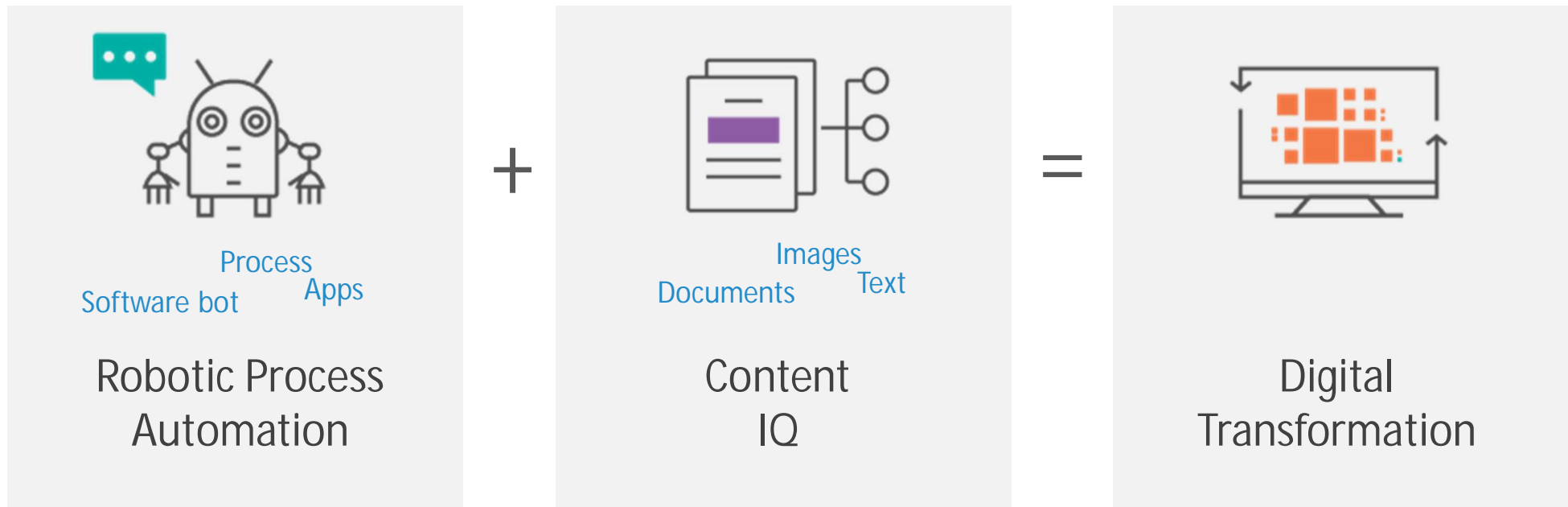


Innovation team = Use cases, early success stories, communication, education

Personalisation = Bot 1 vs. „Robby“

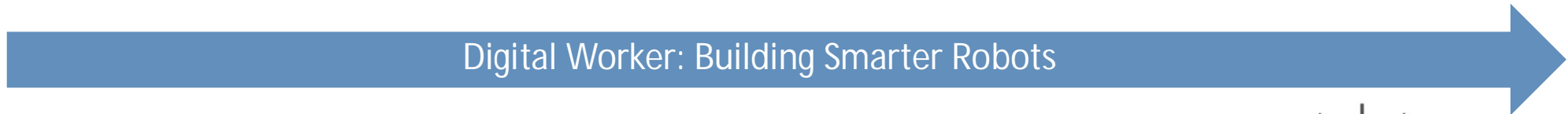
Process control = E2E view of inputs/outputs, clean data, Content Intelligence

# Digital Transformation Journey – Where to Start?



When combined with RPA, Content IQ provides the AI and cognitive machine-learning capabilities and helps humans to automate content-centric Digital Transformation processes.

# Content IQ Key to Smarter Digital Workers



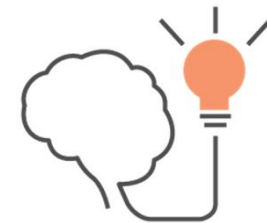
## Rules

Robots used to extract and interpret existing applications for the purpose of automating rules-driven transactions.



## Learning

Robots are able to understand unstructured content and apply it to process automation.



## Reasoning

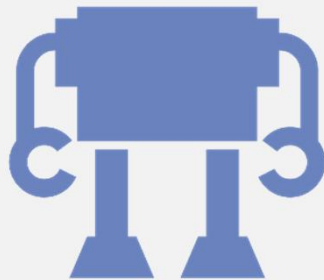
Robots automate tasks involving intuition, judgement or problem solving. Mimics human intelligence and judgement.

# Emergence of the Digital Workforce



## The head: human strengths

- Critical thinking
- Communication
- Collaboration
- Creativity



## The body: machine strengths

- Machine learning
- Statistical correlation
- Rapid search
- Content analysis
- Repetitive task execution

Source: Forrester

accenture

38%

Investment in AI and Human-Machine Collaboration could boost revenues by 38% by 2022

Source: Accenture Research "Reworking The Revolution. Future Workforce". 2018

**ABBYY®**

Discuss your  
journey with us!

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