TEKsystems®
Own change

Automation:
SHAPING THE FUTURE OF WORK

The evolution of AI solutions is driving innovation and change in the workplace. AI is extending opportunities for automation across all types of work, from manual tasks to skilled knowledge worker fields.

Why automate in the workplace?
Organizations are looking to technology to take on lower-value, time-consuming tasks to free up their team and gain efficiencies.

Benefits of automation in the workplace
- Save time
- Reduce error
- Improve visibility
- Increase competitiveness
- Lower operating costs

*HR decision-makers believe that **between ¼ and ⅓** of processes will be automated within **10 years***

42% of HR decision-makers *say their organizations are executing a strategy for automation*

How are organizations currently using automation in the workplace?
Companies are leveraging automation to drive operational efficiencies and free up employees for more strategic, less manual work. For example, HR teams are automating activities such as interview scheduling and initial resume review.

AI Use Case: Fast-tracking FAQ
Customer service chatbots are an efficient resource for responding to basic questions about billing or company information.

TEKsystems.sAIge is an AI-based conversational platform that can analyze users requests and communicate through multiple channels, languages and devices.

*By 2022, **72% of customer interactions** will involve machine-learning applications, chatbots or mobile messaging, up from **11% in 2017***

(Gartner)

3 Steps to Build Your Automation Strategy

1. **Map the processes that comprise each business function**
   How is the work being done today? Who is doing the work? What is working well, and what is not?

2. **Determine opportunities for automation**
   Assess what activity is productive, where problems are and what is costly. Processes that aren't productive may be candidates for automation.

3. **Coordinate decisions about people and technology**
   Be prepared to build internal learning programs as well as pipelines of talent with skills that match the new demands of a technology-enabled workplace.

58% of HR decision-makers *say their organizations haven't begun executing a strategic approach to automation*

(17% say they're years away from considering or even thinking about it!)