

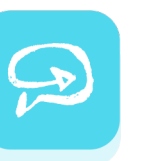


Your Automation Approach is Unsustainable

John Michelsen



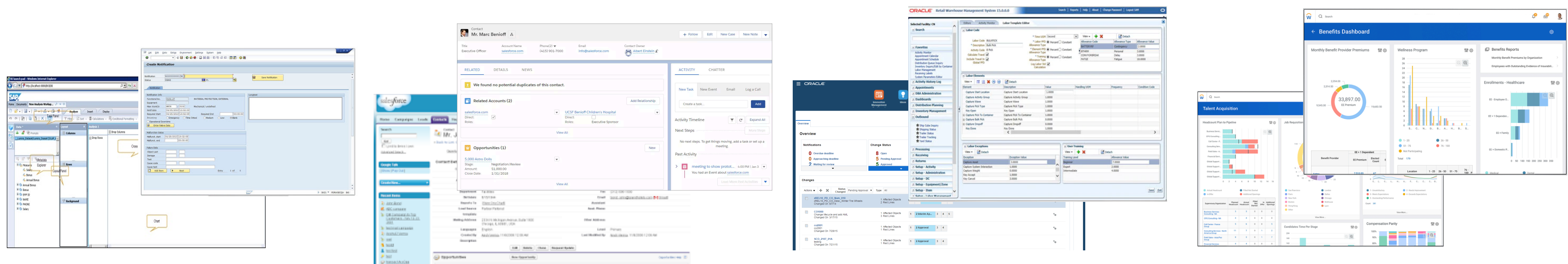
Chief Geek
(CEO, Co-Founder)



- Discuss the current approach to enterprise automation
- Define its urgent, unsustainable challenges
- Imagine the end-game we all seek
- Introduce the path to achieve it
- Practical examples
- Try it

Caveat: This content is tech heavy. This webinar is geared for automation experts and technology leaders.

IT maintains systems of record to process core transactions



ERP

CRM

SCM

HR

Project Management

Customer Management

Inventory

Benefits Management

Financial Accounting

Configure, Price, Quote

Production

Payroll

Resource Planning

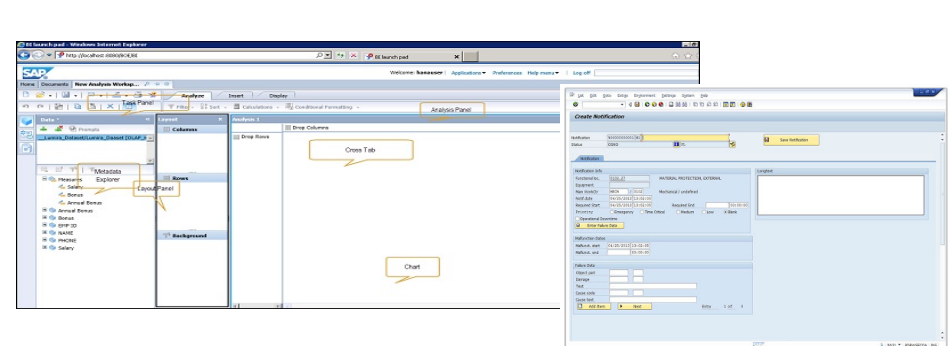
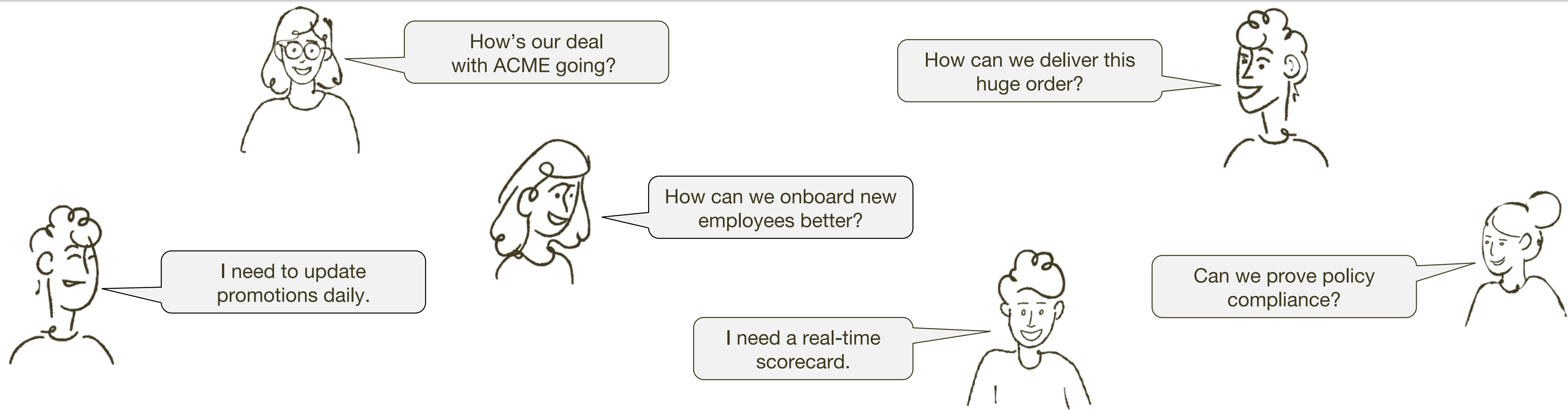
Sales Analytics

Distribution

Talent Management

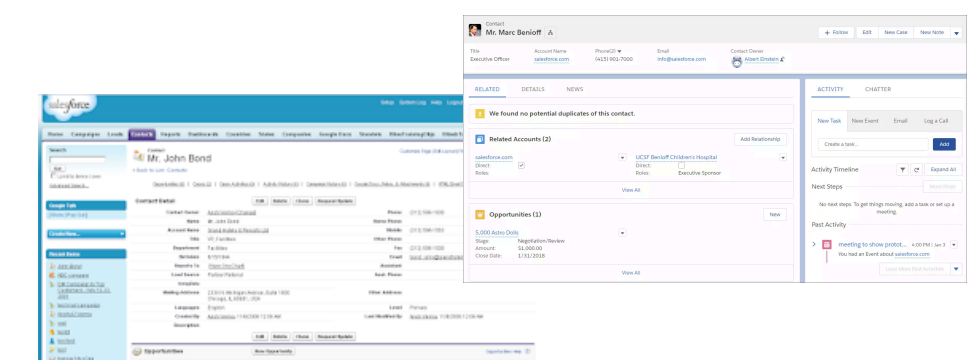
Systems of Record

But the business needs data and processes that cross people and systems



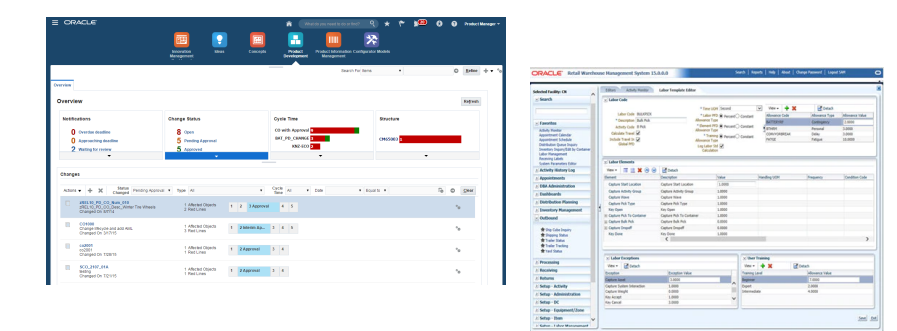
ERP

- Project Management
- Financial Accounting
- Resource Planning



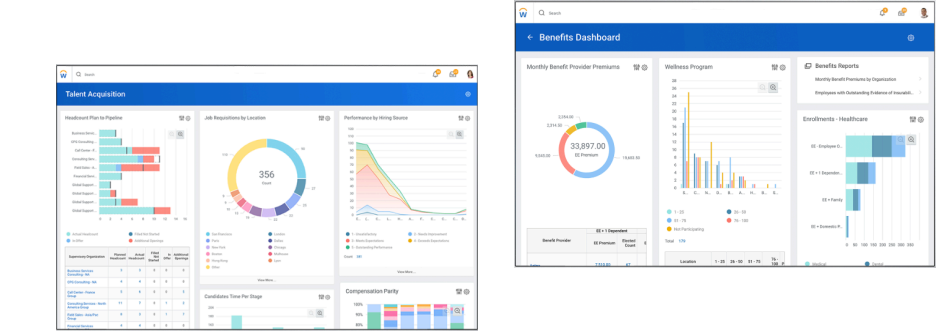
CRM

- Customer Management
- Configure, Price, Quote
- Sales Analytics



SCM

- Inventory
- Production
- Distribution



HR

- Benefits Management
- Payroll
- Talent Management

Systems of Record

End State: A bunch of existing apps, and more apps to build

1. We have so many existing apps that inefficiencies are rampant. We need automation "on top" and the "edges" of these apps

Robotic Process Automation (RPA)

2. Demand for new automation continues a relentless need for more apps to be built

Low Code App Platform (LCAP)

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Systems of Record

Today's 'Intelligent Automation' Tech...



Point and Click Data Modeling
Visual Screen Designer
Flowchart to code

Today's 'Intelligent Automation' Tech... is just like yesterday's!

**Point and Click Data Modeling
Visual Screen Designer
Flowchart to code**



**RPA's UI record and replay approach is the same
tarnished tech used > 30 years in UI automated testing**

**“Most RPA implementations have so far underperformed
expectations”**

<https://siliconangle.com/2019/10/13/hot-bots-payoffs-pitfalls-robotic-process-automation/>

**CASE tools have been rebranded under various names
forever, but a few years later, they are abandoned**

**IT's use of CASE tools in the 90's wound up “a disastrous
infatuation” — Ed Yourdon, 2001**



Poor enterprise architecture

[Traditional] RPA automations create [...] technical debt, rather than overcoming it.

Gartner Magic Quadrant, 2019

Great Demoware, but real authoring and maintenance is time consuming and very technical.

“We demo in 2 days but it takes weeks to deploy. We can’t do more automations because existing bots keep hanging.”

Representative from traditional RPA vendor

Integration via the UI Challenges Business Agility




EMEA's scripts break when the US makes a
system upgrade, so US must roll back

IT can't upgrade the CRM system b/c
call center agents 'know the old one'

New business rules cause a UI change,
resulting in whack-a-mole of bots that hang all over the place

Poses many software development challenges

**Shrippad M.** • 2nd
UiPATH Hyperhack '20 - Winner | RPA | AA | UiPATH C...
1w • 🌐

[+ Follow](#) [...](#)

A lesson learnt many times but often forgotten { Smiles }

You perform BOT runs on UAT application which is often mirror of production with functionalities.

Still we face below a major challenge as per my experience

#BOT run time is faster than the UAT app Response time when performing an end to end testing

#Solution we have embraced :

- Put delays when submitting transactions or moving from one page to another to avoid unexpected errors and data mismatches to avoid BOT failing




Often you take this to the IT team you would get a response all is good at the backend and manual runs are not having an issue , so your BOT IS THE CAUSE OF THE ISSUE.

RPA often Compliments your Applications and Infra however do not make it used to your degraded stack that you have carrying for legacy years.

Hence Your journey to being Digital doesn't start from adopting RPA for sake but embedding your self open to automation and accepting the Feedback and Openness to work on the AREAS of IMPROVEMENT be it Infra or Process exposed by RPA

#hyperautomation #rpadeveloper #intelligentautomation #processautomation #digitaltransformation #roboticprocessautomation .

Nisarg Vibhor Syed Priyanka Parth Sharath Azhar Manuel Narasimhan
Nived Nikhilesh Anmol Vinodh Sudheer Tolani Rameshwar Ralph

 65 · 18 comments

RPA Bots that we record in faster environments don't perform in slower UAT infrastructure. We must manually add in time between steps.

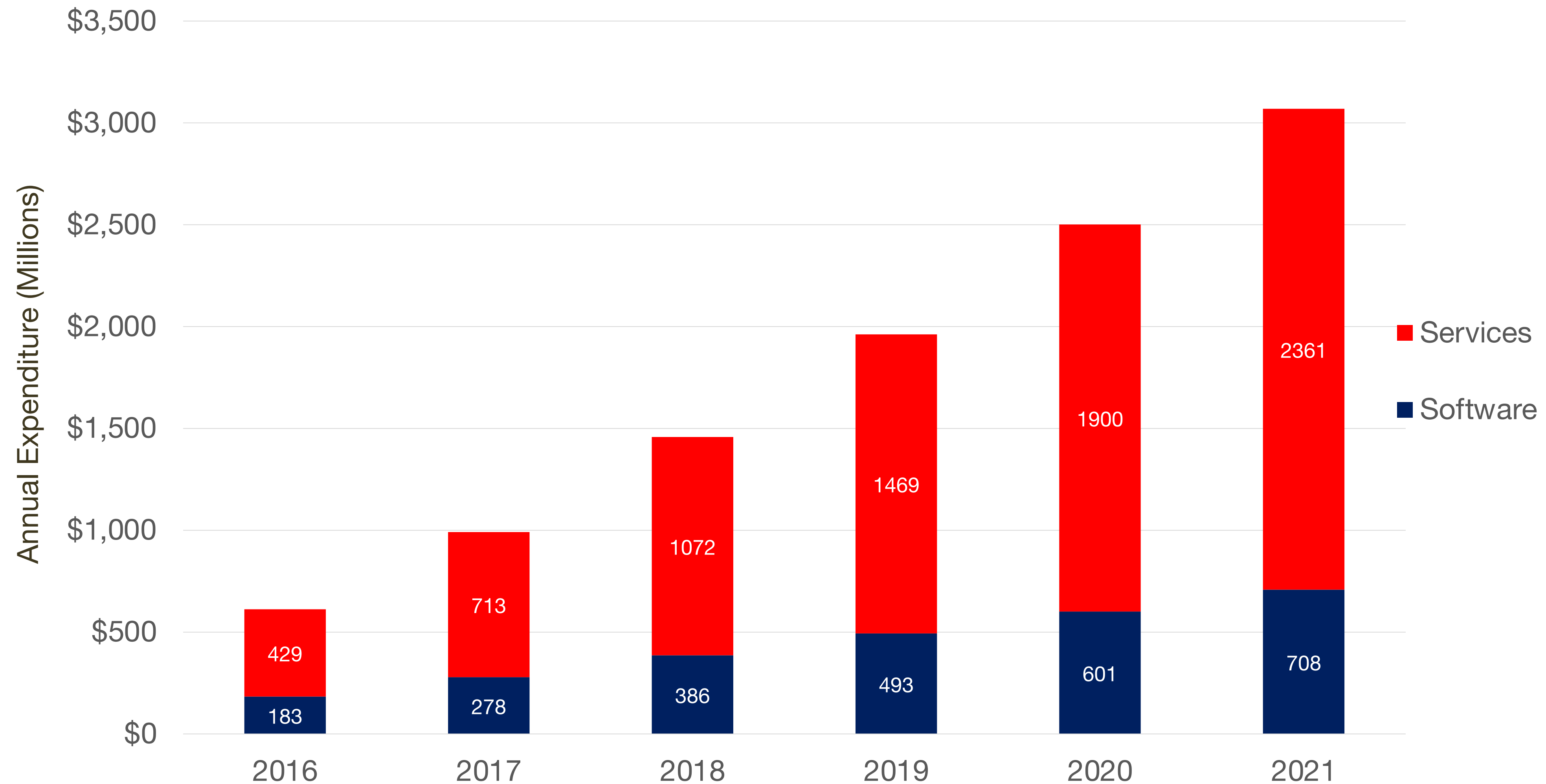
I need environments for dev, system test, integration, and UAT; and I need test data management for all of them.

We have evolved to a full SDLC model of requirements capture, backlog grooming, release planning, and change management

Our architect has designed frameworks for us to modularize all our code, especially system integration code, so we can deal with updates better

Doesn't sound any different than typical enterprise software development...

Services Represent 77% of Annual RPA Spend

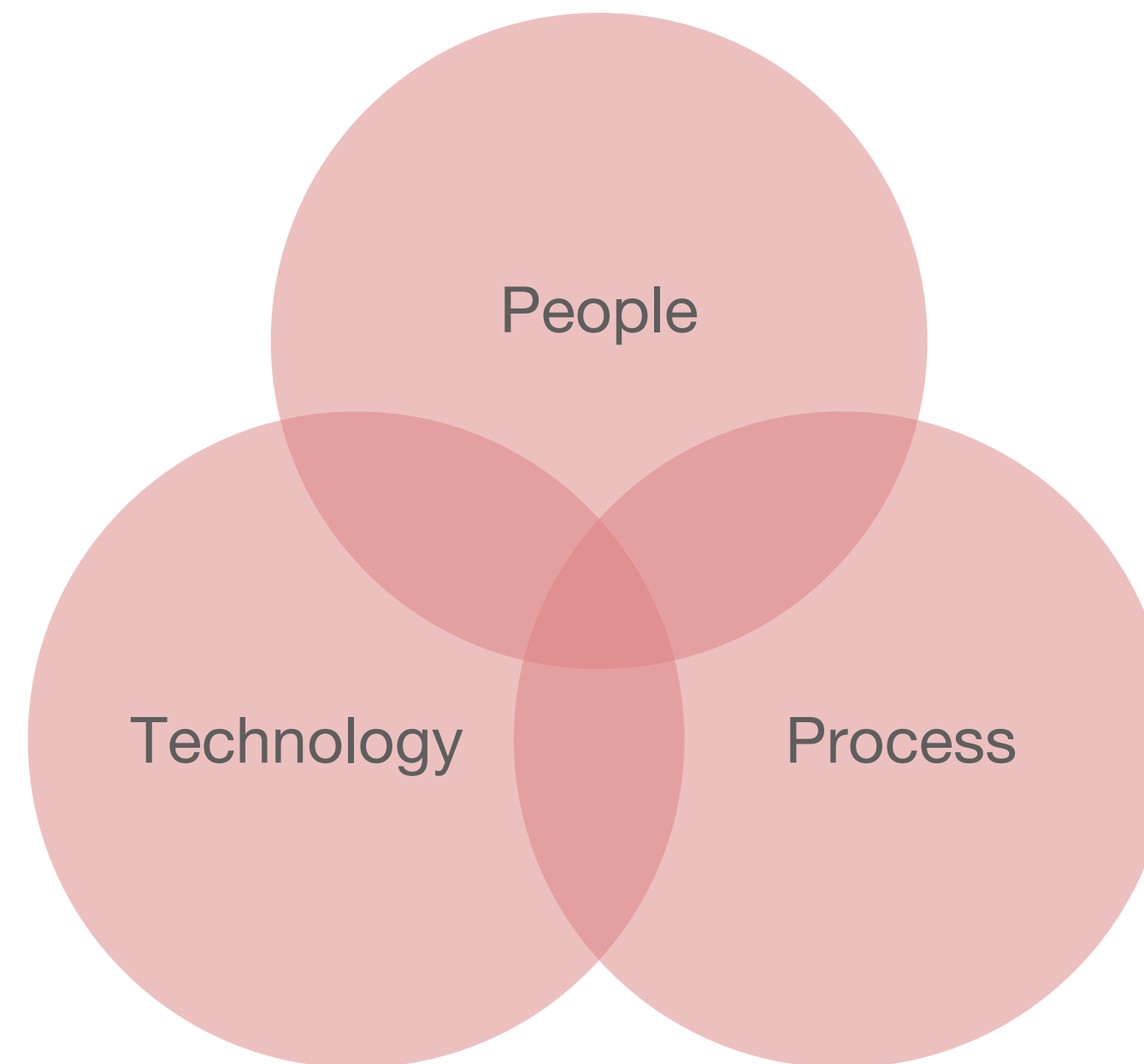


Source: HFS Research

What happened? The goal

Technology has overpowered the discussion today without adequate focus on people and process:

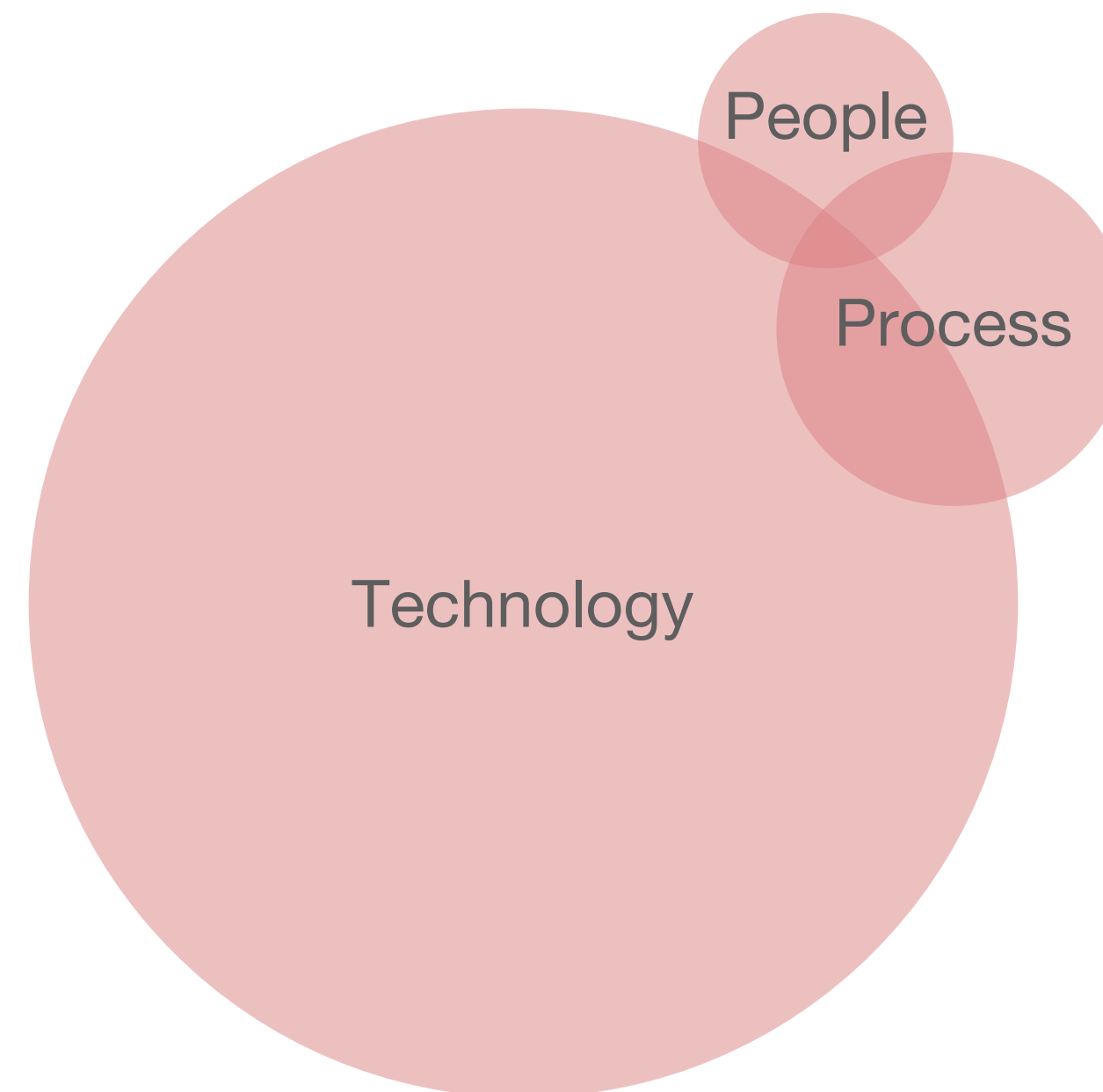
The original optimized enterprise trifecta



What happened? Today's reality

Technology has overpowered the discussion today without adequate focus on people and process:

How IA is being deployed to enterprise



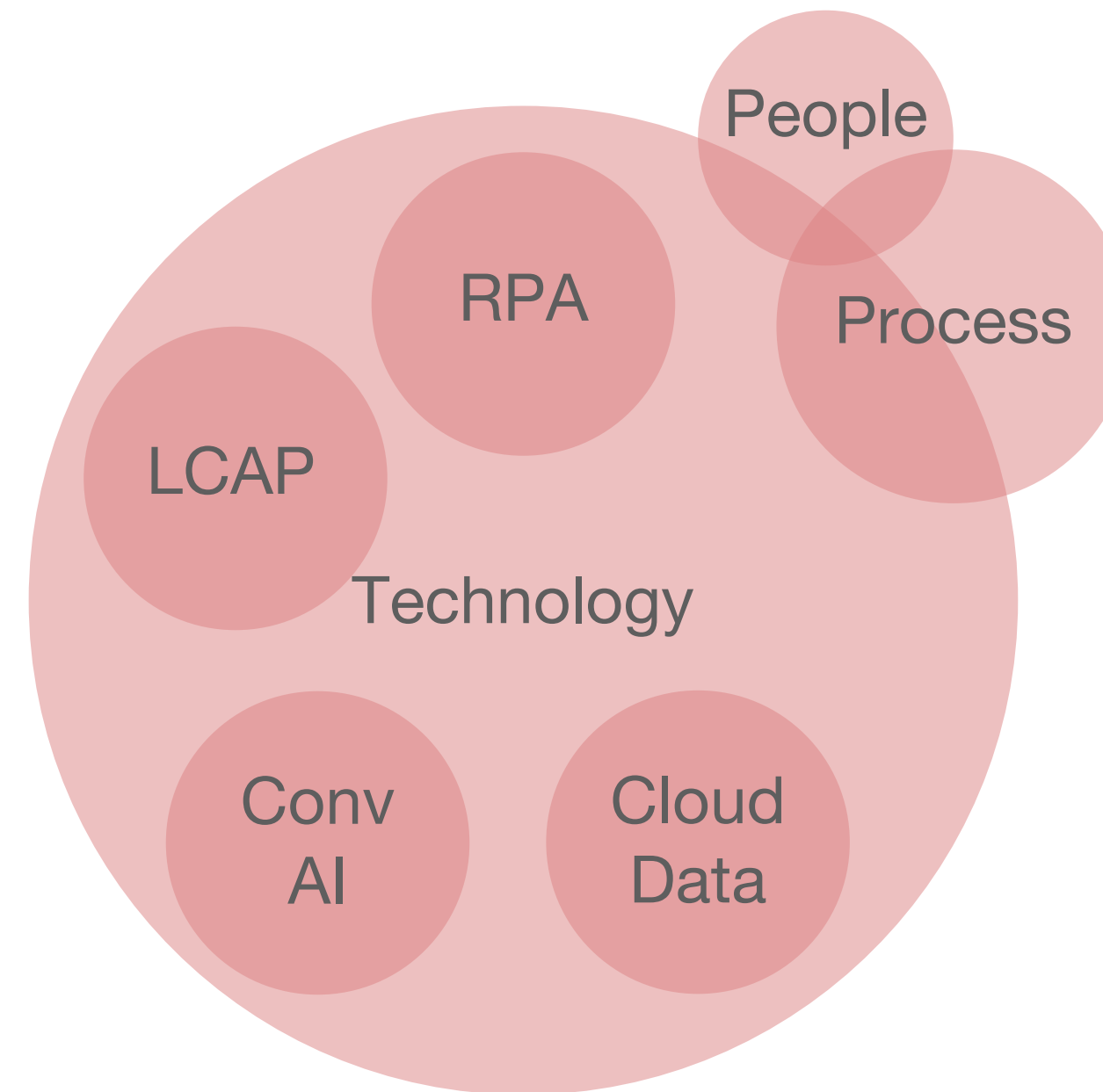
Krista Software's view

- People are an afterthought
- Process and Tech are indistinguishable

What happened? Today's reality

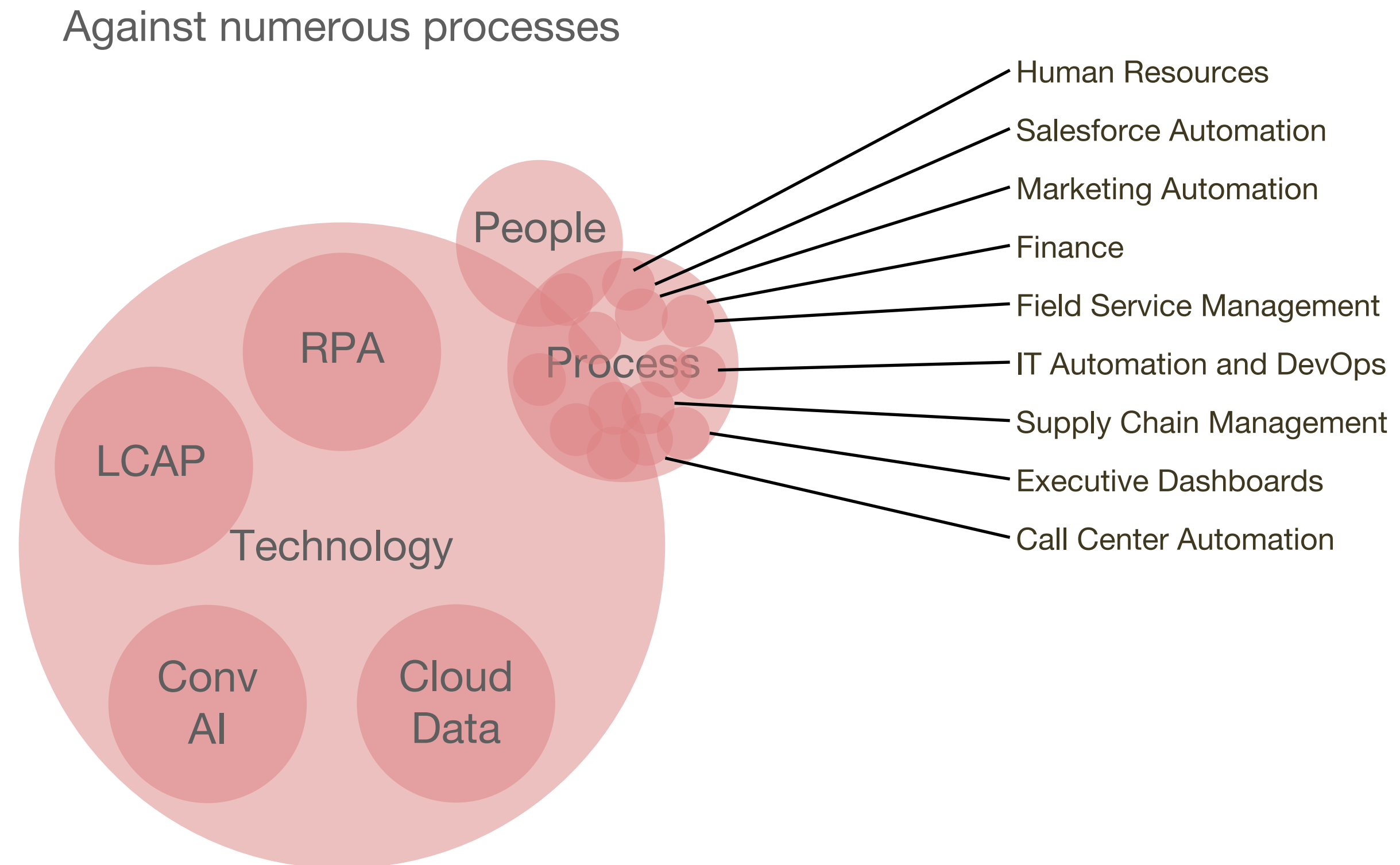
Technology has overpowered the discussion today without adequate focus on people and process:

With multiple technologies



What happened?

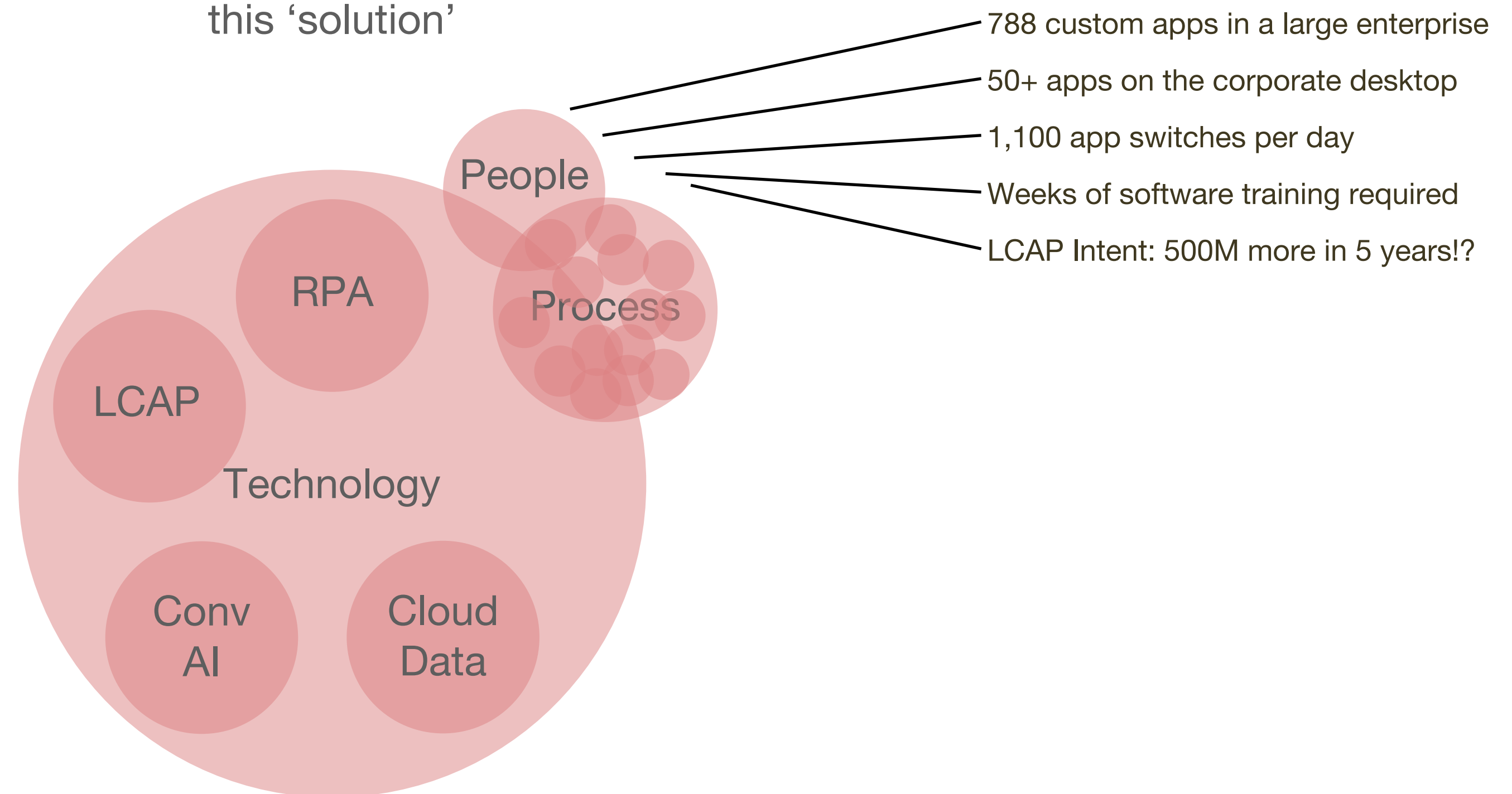
Technology has overpowered the discussion today without adequate focus on people and process:



What happened? Impact on people is, um, inhuman

Technology has overpowered the discussion today without adequate focus on people and process:

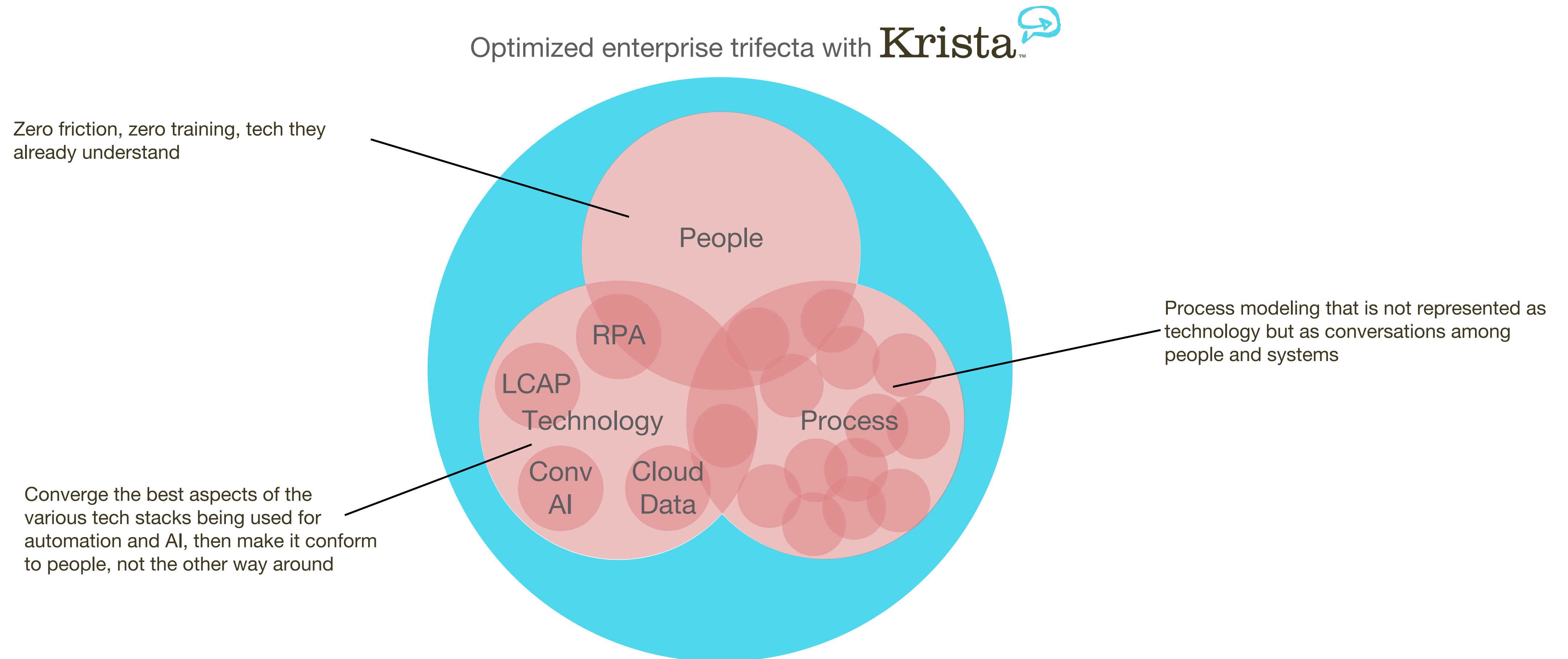
People cannot handle the complexity of this 'solution'



What happens when they resist or struggle? We call them stupid or lazy.

The solution: Technology that understands people

Technology has overpowered the discussion today without adequate focus on people and process:



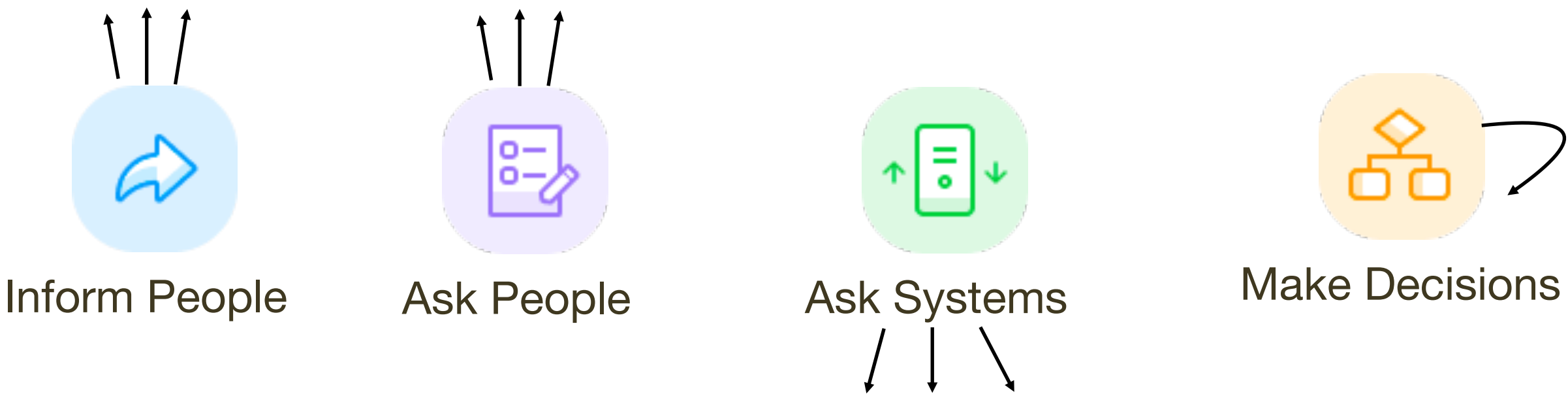
Krista's Architecture



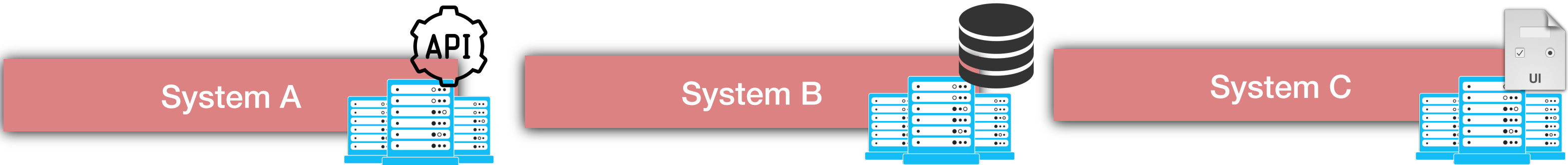
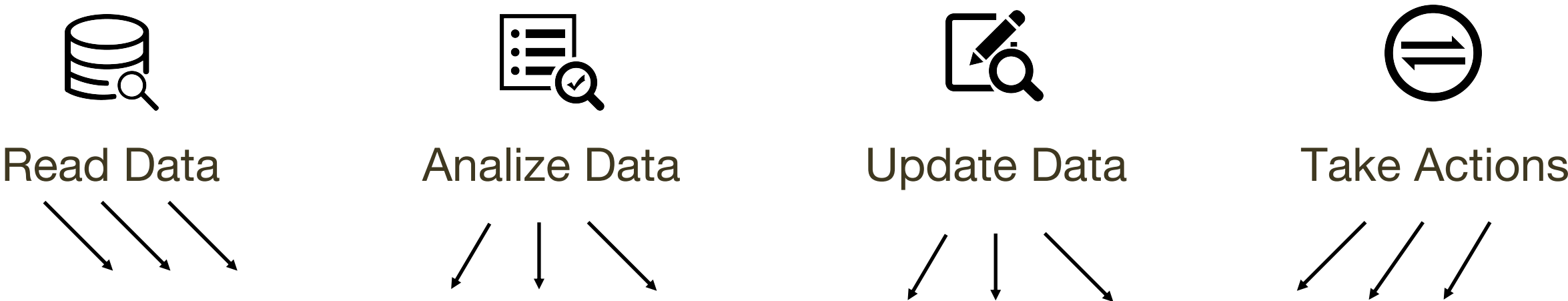
Mediums
(People)



Conversations
(Process)



Extensions
(Technology)





Krista, can I get a sales summary report?

Aggregate Pipeline Info

Looking up sales pipeline summary...

Aggregate Pipeline Info

Krista

Here you go:

8:17 AM

Sales pipeline summary



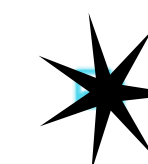
Status	Average	Total
Prospecting	147812.5	1182500
Qualification	150000	150000
Needs Analysis	1320000	1320000
Value Proposition	418000	2090000
Id. Decision Makers	36666.666666666664	110000
Perception Analysis	120000	120000

Aggregate Pipeline Info

8:17 AM

Thanks! Let me know if you need anything else.

Conversation Starters



Aggregate Pipeline Info

Check Opportunity Status

Obtain Pricing Approval

Collect Sales Metrics

Check Available Delivery Dates



Send



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Krista, I need to know if I can confirm expedited shipping for ABC Corp.



Approved



Check Available Delivery Dates

10:05 AM

Looking up your opportunity details
Opportunity
ABC Corp | Value Proposition

Check Available Delivery Dates

10:05 AM

Checking opportunity status in CPQ...

Check Available Delivery Dates

10:05 AM

Verifying accounting status in ERP...

Check Available Delivery Dates

10:05 AM

Checking available inventory...

Check Available Delivery Dates

10:05 AM

Sending details for opportunity [ABC Corp | Opportunity XYZ](#) to your manager for approvals

Check Available Delivery Dates

Krista

10:05 AM

All systems verified. Approvals confirmed to sales management, sales accounting and warehouse management staff

Here is the first available delivery date.

December 15th, 2020

Check Available Delivery Dates

Please provide the opportunity.

Opportunity
ABC Corp | Value Proposition



Send



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Automation as simple as a conversation between people and systems

- Automate as fast as you could write the requirements
- Extensive pre-built catalog of automation
- Fast and easy to maintain, ZERO training



- Dramatic reduction in IT services expenses and time to delivery
- Retire countless apps and their backlog
- Increase people productivity & compliance

Business Processes

People/System Orchestration

Decision Support

The Only Managed, Self-Service Platform Built for the Enterprise

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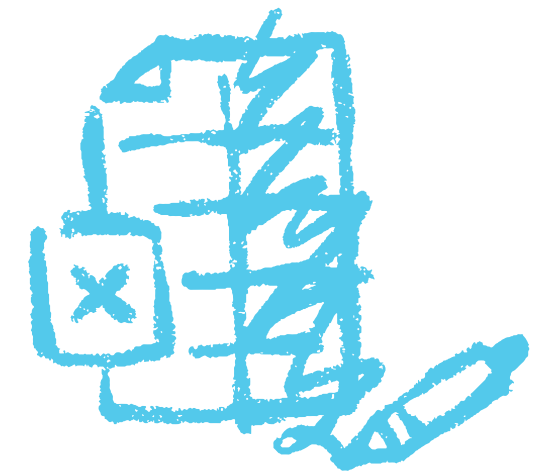
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A few takeaways on Intelligent Automation

- Our reaction to pressures has yielded an approach that is unsustainable
 - We totally missed on the people part
 - Process are buried in technology
- Krista solves the IA challenge elegantly & efficiently
- Your current strategy is failing you if
 - You are deploying complexity to users without taking even more away
 - You aren't moving toward business self-service for process authoring
 - Your solution requires training and constant monitoring
 - You run process automation and enterprise app projects with a full SDLC





Questions?



Trial account?



Live Demo?

john@kristasoft.com



Krista
software

