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# The Automation Advantage

## Embrace the Future of Productivity and Improve Speed, Quality, and Customer Experience

### STEP 1

Have your team read the getAbstract summary.

### STEP 2

Schedule a team meeting to discuss the questions below.

### STEP 3

Have a discussion with your team.

The goals of automation are shifting. In the past, automation aimed to improve efficiency by replacing human workers with machines that performed tasks faster and more cheaply. In the new era of “intelligent automation,” machines use artificial (AI) to augment human decision-making, problem-solving, strategizing and creativity.

## Discussion Questions

1. How has the role of automation shifted from replacing human labor to supporting and enhancing human intellectual talents in knowledge work?
2. What are some challenges and barriers that businesses face when implementing automation initiatives, such as lack of relevant technological skills and cultural roadblocks?
3. How can businesses identify suitable processes for automation and prioritize them based on their strategic impact and potential for improvement?
4. What are the key components of an effective automation operating model and how can it help businesses manage automation initiatives at an enterprise level?

*“Smart machines offer strengths and capabilities that are different from but highly complementary to people’s talents.”*

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## Additional resources



AI Applications



Technology



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