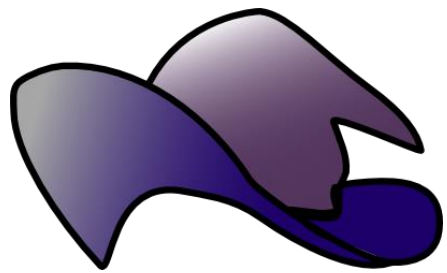


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WZARD INNOVATION

INTELLIGENT AUTOMATION OVERVIEW

PRESENTED BY:
ROD WILLMOTT
ROB KING

WZARD INNOVATION

BACKGROUND

Wzard Innovation offers a unique personalised service that provides insight, innovative ways of working, discovery and exploration, strategic vision and pragmatic delivery.

We are a multi-award winning team, who have delivered a successful innovation practice tailored to business priorities and are now looking to help organisations who want to drive innovation, introduce new technologies, reduce costs and improve efficiency.

The Team formed within LV= in 2012

to accelerate initiatives that kept getting stalled due to long development lifecycles, traditional project approaches and heavy legacy demands on IT. The team were one of the first adopters of Mendix, a low-code development platform, in 2012 and championed agile working. Over 5 years the team evaluated, piloted and implemented dozens of solutions including drupal, openspan, instanda, socialcast, Box, Nuance, docusign, and achieved broad recognition including several awards for technology leadership, innovation and employee engagement.

Test and Learn is an essential part of the vocabulary for innovation, embedding innovation widely into company culture. The team championed many new and collaborative ways of working, ranging from **agile** to the intensive **Challenge-48** 48-hour ideation and delivery workshop, hackathons, through to facilitating 8 week **Innovation Labs**.

We have worked closely with several **Intelligent Automation** vendors over the last 4 years and have a demonstrated track record in assessment, piloting and operationalisation of solutions. We were the 1st to implement desktop automation in LV= (Openspan, now Pega) in 2014 which delivered a 48% time saving on the New Business Process. We also ran the successful pilot of Nuance Chatbot technology and have evaluated, compared and tested many other automation vendors and technologies.

With strong practical foundations in smoothing the adoption of modern technology, applying lean thinking and continuous improvement, well considered organisational design and driving innovation, our insights can aid organisations who are looking to:

- Accelerate their strategic agenda through new technologies and new ways of working
- Introduce new concepts and ideas to deliver innovations onto the strategic agenda
- Instigate a cultural change



OPPORTUNITIES

We aim to support organisations across any industry or segment who are looking to:

- Accelerate the organisational understanding of opportunities for Intelligent Automation
- Resolve organisational and process problems obstructing automation
- Compress the time taken to assess solutions and get started
- Provision training and resources to create a sustainable centre of excellence
- Ensuring Intelligent Automation delivers on its promise
- Showcase real industry learnings and approaches
- Develop an operating future operating model tailored to your organisational needs

Our **categoryisation of Automation** provides a simple framework to aid organisational understanding of where the greatest opportunities can be identified:

Office Automation	Desktop Automation	Robotic Automation	Virtual Assistant	Intelligent, Learning Automation
<ul style="list-style-type: none"> • Replacement of manual tasks with a technology solution. 	<ul style="list-style-type: none"> • Automation of repetitive tasks at the desktop. • Save time and improve accuracy on processes that cannot be fully automated 	<ul style="list-style-type: none"> • End-to-end automation • Automates repetitive clearly definable tasks. • tasks that are hard for users to perform (time, volume, complexity). 	<ul style="list-style-type: none"> • Consumer world with tools like Apple's Siri and Amazons' Alexa able to learn and adapt • Virtual assistants "humanise" the interaction with end-users. 	<ul style="list-style-type: none"> • Apply machine learning (cognitive computing, artificial intelligence) to the manner in which skills are learned.

APPROACH

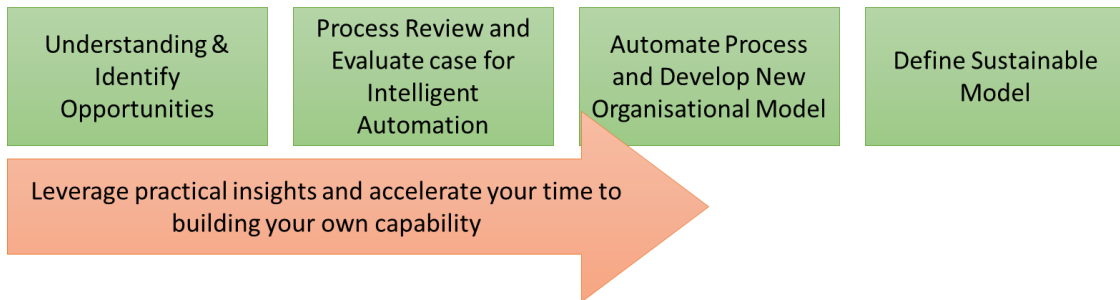
Our end-to-end approach to introducing Intelligent Automation provides an operating model that will take businesses from unaware through to understanding the opportunity and to successfully sustaining a fully automated model for innovation.

Raise Awareness	Initial Opportunities	Prioritise Backlog	Operating Model	Development (Iterative)	Maintain & Improve
<ul style="list-style-type: none"> • Understanding "What is Robotic Automation?" • Categorising Robotic Automation • Kick Off Message from Leadership 	<ul style="list-style-type: none"> • Process Documentation • Initial Categorisation • Benefit Opportunity Assessment • Nominate Champion 	<ul style="list-style-type: none"> • Data Collection: Volume * Time • Assess Complexity • Create initial backlog and prioritise • Catalogue and Identify Common Processes 	<ul style="list-style-type: none"> • Technology Choice / Solution Configuration • Empower • Organisational Responsibilities • New Operating Model • Integration with existing technology landscape 	<ul style="list-style-type: none"> • Process Design / Review • Optimisation for Robotic Automation • Develop and Test • Standard Build • New Service Introduction • Retrospective 	<ul style="list-style-type: none"> • Deployment • Performance Monitoring • Optimising Robot Utilisation and Re-training • Support Model • Continuous Improvement / Feedback • Engage Champions

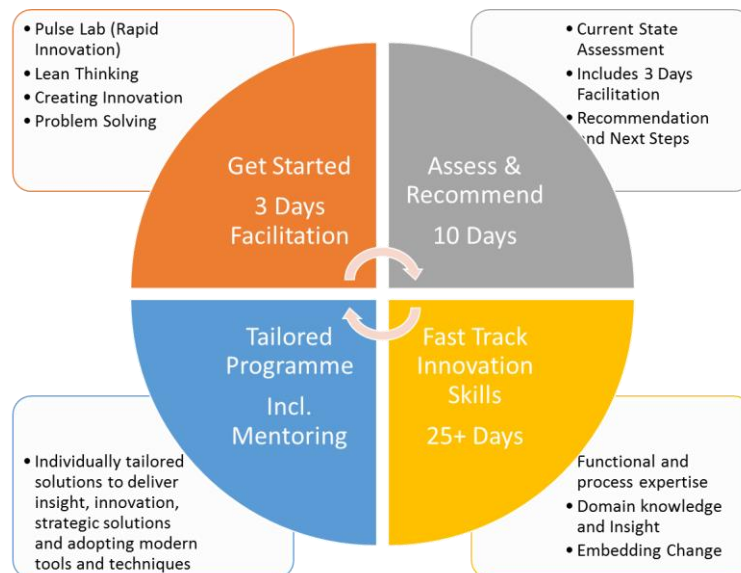
Successful implementation of an **Intelligent Automation Centre of Excellence** requires a long-term vision and new digital operating model to meet the demands of both business and customer.

NEXT STEPS

Our Client Services can scale across 4 key phases of delivery, accelerating the pace of change within your organisation, with carefully designed phases with emphasis on practical delivery.



We believe that successful relationships start small and develop on results achieved, therefore provide a stepped approach to working with us. We can begin by facilitating short sessions on creating innovation or developing business models, through to providing a fully tailored programme to fit your specific needs.



By working closely with technology partners, we are also available to:

- Deliver Seminars and Presentations at key industry events on Innovation and Automation
- Provide practical insight for new clients on ways to evaluate and introduce New Technology and New Ways of Working
- Facilitate referral opportunities with our existing clients and contacts

CONTACT

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<p>Rod Willmott, who started the Fast Track team in 2012, now leads Wzard. He has been involved helping organisation change the way they think since the start of his career and over the course of the past 30 years has learnt to help organisations adapt to the fact that change is ever more pressing</p> <p>Career focus has been on business system creation and replacement, leading the thinking on introduction / creation of an innovation practice.</p>	<p>Rob King, a certified Six Sigma Master Black Belt with 25 years' experience in helping organisations to develop in new technologies, drive operational efficiency, deliver lean transformation programmes, manage strategic operations and aid the creation of a clear business strategy.</p> <p>Since 2013 the growth of Robotic Process Automation has been a key focus area, working closely with key suppliers to test and deliver a variety of solutions</p>

AWARDS WON

<ul style="list-style-type: none"> • Insurance Times – Tech Champion of the year 2013 – Rod Willmott • Celent Model Insurer of the year 2014 – Rod Willmott • British Insurance Awards Best Use of Technology Winner 2014 – Fast Track / Mendix • Employee Engagement Award Winner 2014 - Fast Track / Intranet • FSTech Awards 2014: <ul style="list-style-type: none"> · Best Use of IT in Insurance – Mendix · IT Team of the Year – Fast Track · Overall Winner – Fast Track • Design 100 Awards 2015 – Fast Track / Mendix • UK Customer Experience Awards 2015 – Fast Track / Innovate 	<ul style="list-style-type: none"> • CCA Innovation in Digital Transformation Award 2015 – Fast Track Initiatives (shortlisted) • Times Initiative of the Year 2015 – Mendix / Claims CDR (shortlisted) • Claims Excellence Award Winner 2016 – Mendix / Claims CDR • Best Use of Employee Engagement Technology 2016 – Innovate • FSTech Best Digital Launch 2016 – Fast Track / Digitise the Enterprise / Mendix (shortlisted) • British Insurance Awards 2016 – Fast Track / Innovate • Step Two Digital Workplace Gold Award – Fast Track / Intranet (international award)
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ADDITIONAL REFERENCE MATERIALS

<p>Innovation Practice</p> 	<ol style="list-style-type: none"> 1. Getting Started with an Innovation Practice 2. Taking Action with your Innovation Practice 3. Sustaining Innovation within your Organisation
<p>RPA CoE</p> 	<ol style="list-style-type: none"> 4. Developing and RPA Centre of Excellence 5. The Role of IT in your RPA Centre of Excellence 6. Key Roles in your RPA Centre of Excellence
<p>Intelligent Automation</p> 	<ol style="list-style-type: none"> 7. Three Considerations before you Automate 8. Categorising Robotic Automation 9. Automation Lessons Learned
<p>Strategy and Leadership</p> 	<ol style="list-style-type: none"> 10. Organisational Anchors 11. Disruptors on Stun! 12. Developing your pioneering spirit