UNIT4

The Self-Driving Experience

Managing the Digital Revolution

In business for people.

Managing the Digital Revolution

Big data. Machine Learning. Cloud. Internet of Things. Mobile Access. Pattern Recognition. User experience. Computer intelligence.

The Digital Revolution has arrived, and it is too enormous to wrap your mind around.

Fortunately, you don't have to. Self-driving software on the cloud will do it for you. It represents a whole new way to leverage the full scope of this new and exciting business environment.

The term "self-driving" implies software that dramatically minimizes or makes decisions and takes action independent of human interaction. In practice it has a much greater significance.

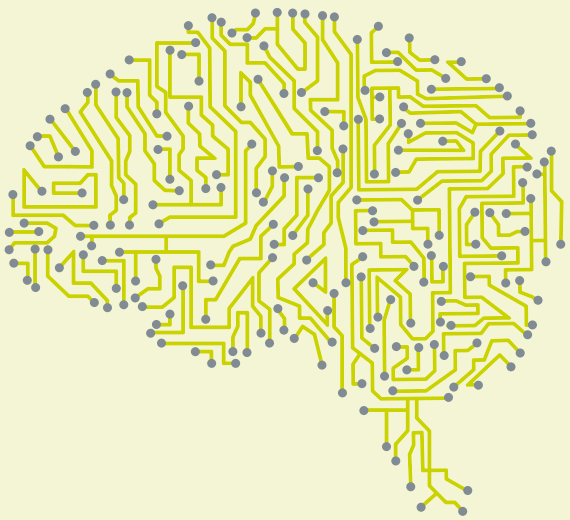
Because self-driving ERP takes care of the technology advances for you, your people can accomplish more than is humanly possible. It is about harnessing the full power of the Digital Revolution in a package that people can understand and use. From the front-line employee through the back office and up to the CEO, it is about enabling businesses to stay competitive and flourish during the tidal wave of change engulfing today's business environment.

The impact is real and enormous: Sales reps will produce expense reports in moments, employees most important tasks will be automatically prioritized for them, departments will run payroll in minutes, project managers will set up new projects in hours. How? It is the melding of two “minds,” where intelligent software does the bulk of the work, and human intelligence supervises, guides and manages by exception.

Self-driving software delivers intelligent automation. It is about freeing people from menial and administrative tasks, so they can spend their time doing what they were hired to do: Teachers teaching, nurses nursing, and everybody serving the customer. It is about software discovering patterns that are hidden by the limitations of human comprehension, and detecting invisible problems buried deep within zetabytes of disparate data, enabling undiscerned challenges and opportunities to be identified, flagged and alerted, or even automatically addressed, well before they could otherwise be identified.

This is how business will be conducted in the Digital Revolution, and that revolution has already begun. Master it and you will thrive. Those who don’t will not survive.

> “Intelligent automation is the application of advanced software such as robotics, artificial intelligence, analytics and/or cognitive computing within a business process, to assist in automating existing and future processes. Intelligence is applied via the combination of the people process and technology used in delivering the service.”
>
> **TechMarketView**



Self-Driving is Here - Now

The self-driving car illustrates an important point. It will change lanes and avoid collisions while you read a magazine or photograph the scenery. It will not choose whether it's time to visit your Aunt Gertie or whether to stop at the florist along the way. Man and machine intelligence work together to create the perfect Sunday afternoon for you, your aunt and, hopefully, the florist.

Another instructive example is the autopilot. It likely performed 90% of the operations on your last flight. It optimized the airspeed and possibly even landed your plane. It continually monitored countless readings with unflagging attention. It alerted your actual pilot when anything seemed slightly amiss and diverted the plane around possible storm systems to ensure the comfort of your trip.

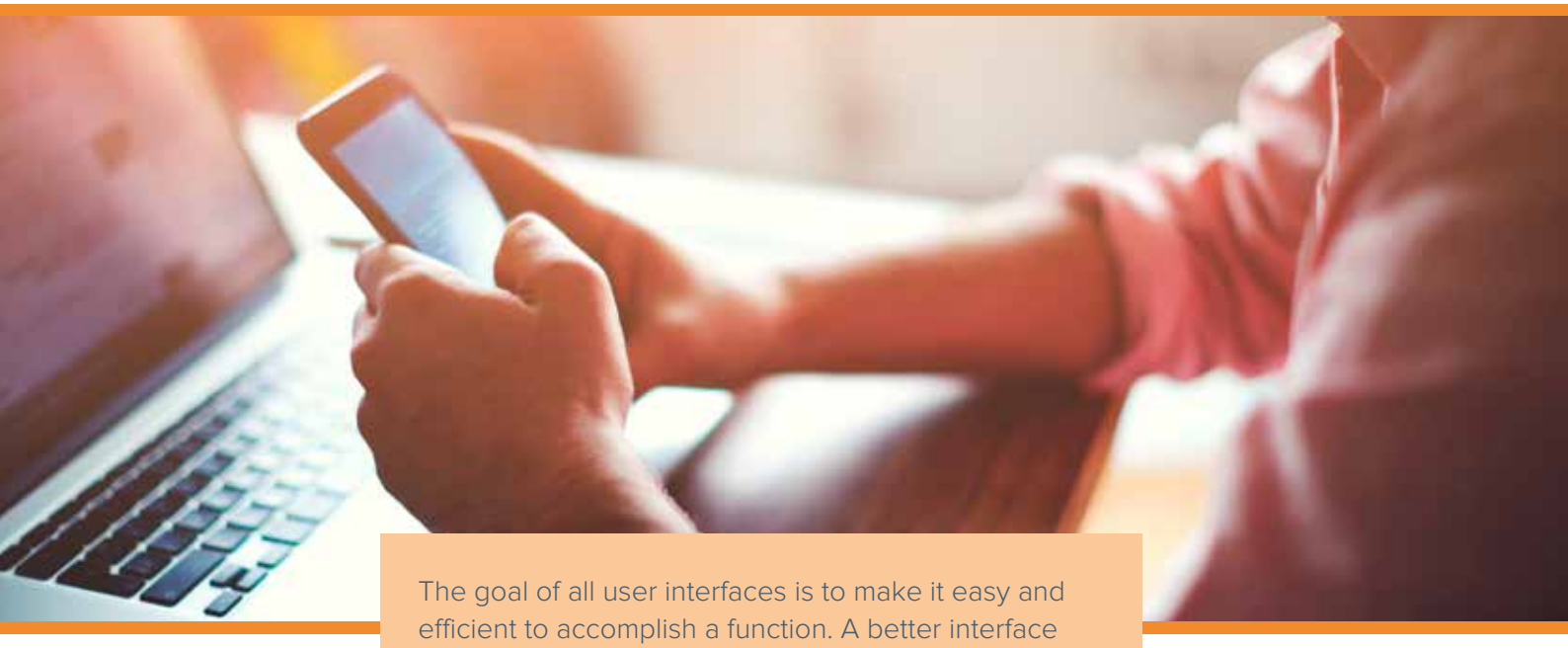
For decades we have trusted computers to protect our lives by making thousands of decisions per second at 30,000 meters above the ocean. Today, we are ready to trust computers with an expense report, to automatically select the right resources for staffing our projects, identify constituent services bottlenecks in real-time or advise students on the correct course load and schedule depending on their individual needs and objectives.

It took 6,000 years to develop the wheel into a Tesla Model S that achieves zero to 97 kph in 2.8 seconds. It only took a decade to move IBM's Jeopardy Champion, the Watson computer, from the laboratory into the business environment. Watson's timing is impeccable but that didn't stop Google from developing AlphaGo. Computer intelligence is the key to harnessing the mass of new data entering the workplace, and turning it into a new and powerful user experience that automates tasks and improves the quality of business insight and rapid decision making.

And when users first experience self-driving software, it is like handing them the key to that brand new Tesla – although opinions on this may vary.

Working Faster, Smarter, Better

Data entry once meant typing at a terminal. Not today. Data can be harvested automatically from mobile devices, emails, social networks, GPS, and the Internet of Things. Intelligent automation analyzes that data and puts it to use. It eliminates repetitive and time-consuming mundane manual tasks with a moment of mouse clicks, or even no mouse clicks at all. Anomalies in harvested data are automatically flagged and alerted, enabling employees to deal only with exceptions that warrant their scrutiny.



The goal of all user interfaces is to make it easy and efficient to accomplish a function. A better interface will require less input. The best possible user interface requires no user input whatsoever.

Self-driving software applies pattern recognition to categorize structured and unstructured data, to flag anomalies and to facilitate management by exception. A sales rep could spend hours creating a time and expense report – searching for receipts, poring over calendars, organizing spreadsheets, recouping data lost in the course of a busy trip. Or she could spend moments approving the same report created automatically.

- Her calendar provides the date and the client.
- A travel app provides her airline and ticket info.
- Her GPS and credit card provide the taxi fare.
- The dinner receipt provides her entertainment cost.

Self-driving software collects all this information as it is created, without the flaws of human data collection, and applies her and the company's history and machine intelligence to complete an expense report that only requires her to click an accept button, or make minor modifications.

Now, the sales rep can spend her time selling. That is the essence of the shifting roles and responsibilities that automated intelligence drives – people spend their time providing value-added services that can generate higher margins and new revenue streams.

> "Roles and opportunities will shift from low level support type activities to higher value roles requiring judgment, empathy, and decision-making, and workers will be redeployed into higher value roles that are aimed at improving operations and customer engagement."
>
> **TechMarketView**

The Power of Now

In the past, critical input could take days or weeks to enter the system. Decisions were routinely made using outdated data. Data residing on a local computer's spreadsheet may never get into the system. Decisions were routinely made without using that particular data at all, more from gut feel than based on facts.

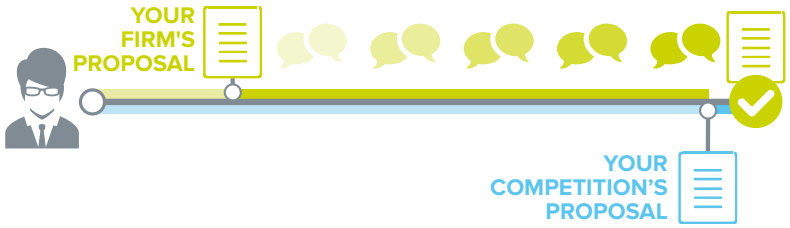
Compare that to the self-driving experience, where embedded analytics scour every bit of big data. Decisions are based on current and complete information, saving time, money, do-overs and occasionally even embarrassment.

And these decisions aren't just real-time decisions. They are better decisions.
The software engine finds patterns and makes recommendations. It automates processes. It alerts the user when user-set thresholds are exceeded. It alerts the user to problems hidden among a massive deluge of disparate data. Human and computer intelligence merge to make the better decisions. Analytics predicts what will happen and prescribes the actions needed.

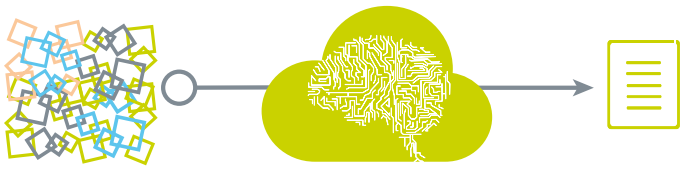
Here again, after the data is crunched, the user interface is reduced and frequently eliminated. This is a streamlined experience that empowers people to do their jobs better, faster and smarter. Intelligent automation replaces useless redundancy with management by exception, and that reduces the number of screens an employee must wade through to monitor a system or accomplish an assignment. The dramatic decrease in screen interactions results in a dramatic increase in simplicity, clarity and intuitive understanding. Payroll administration, invoice approvals, and expense reporting are transformed.

Self-Driving Drives Sales and Effectiveness

Self-driving software boosts sales and empowers management. Here's one example.



A potential customer sends out a request for bids on a complex project. Your firm delivers a time and cost proposal the next day. It is detailed and accurate. Discussions begin immediately. Ten days later your competition finally submits their bid. Yours is better.



How? Your self-driving software analyzed thousands of projects. It helped choose the best, most-similar project as a starting point. With a few modifications, the final bid is completed.

Once work begins, the dynamic duo of man and machine continues on to make project management extraordinarily smarter, faster and accurate. Projections are based on a comprehensive analysis of the whole company's entire project history. The project manager is supported by vast, current and accurate amounts of information. She is aided by predictive analytics, machine learning, that anticipate future outcomes based on the entire company's history. Multiple what-if scenarios are immediately created and compared in seconds. Options are readily altered, examined and understood, and the data is arrayed in a clear, comprehensible user interface.

The Self-Driving Organization

Service industries are complex, fast-changing and in particular need of the self-driving advantage. Towns can evaluate the cost of a road project, predict the manpower required and analyze tax receipts to see if the money is available. A not-for-profit charity can economically track donations, manage grants and determine how many professionals it takes to manage how many volunteers required to feed what number of earthquake victims and for how many days.

With self-driving software, universities can automatically identify at-risk students, initiate intervention plans, manage their curriculum and monitor their progress. Here's an example of how that can change a life.

Lost among thousands of undergraduates is the floundering freshman. In the past he was discovered too late. He dropped out.

Today self-driving software finds him early and helps him succeed. First, it analyzes the entire student body – their grades, attendance, social histories, financial stresses, work hours, academic backgrounds, and more. It identifies this at-risk student and notifies his advisor. It suggests an intervention program based on past successes and failures. It monitors the student's progress. The university, the advisor and self-driving software team up to salvage a student's career and ensure his success.

The Self-Driving Experience

Self-driving software is about empowering people to do more and better than humanly possible. It is a pairing of human and machine intelligence to accomplish more than either can alone. It enables employees to do what they were employed to do. It is the way to harness the increasing onslaught of technological megatrends.

It is the way businesses will survive and excel in the Digital Revolution.

About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue north of 500M Euro and more than 4200 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, public services, not-for-profit, real estate, wholesale, financial services and education benefit from Unit4 solutions.

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