

# Intelligent Technologies: People & Machines

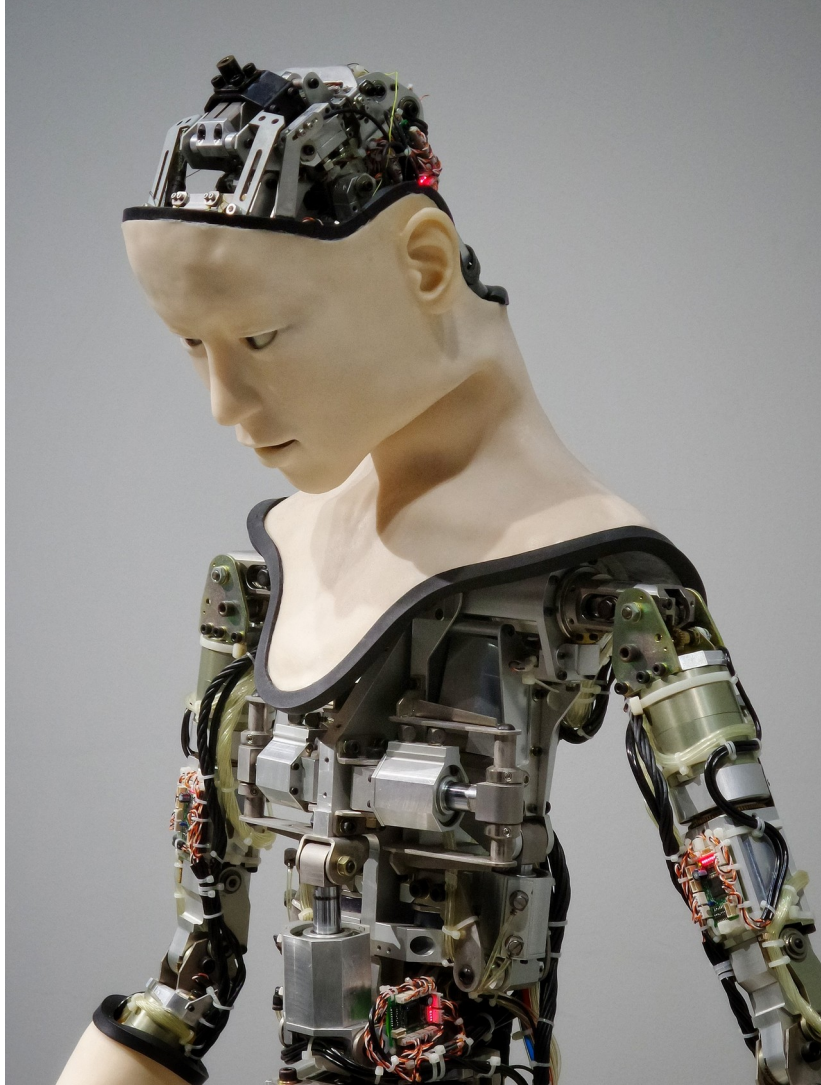
PLANSOURCE<sup>®</sup>

*One Source. Many Benefits.*



# The Humans

- Expectations
- Aspirations
- Downtime
- Friction



# The Machines

- Autonomous
- Intelligent
- Predictable
- 24/7/365

# **Scary Headlines:** *Jobs Being Lost to AI & Robots*

- Hard-to-fill jobs: truck drivers & computer programmers
- Increased vigilance: cybersecurity
- Disappearing jobs: manufacturing
- Lower birth rates
- Education & workforce preparation





You are  
already using  
intelligent  
technologies.



# Are You Ready?

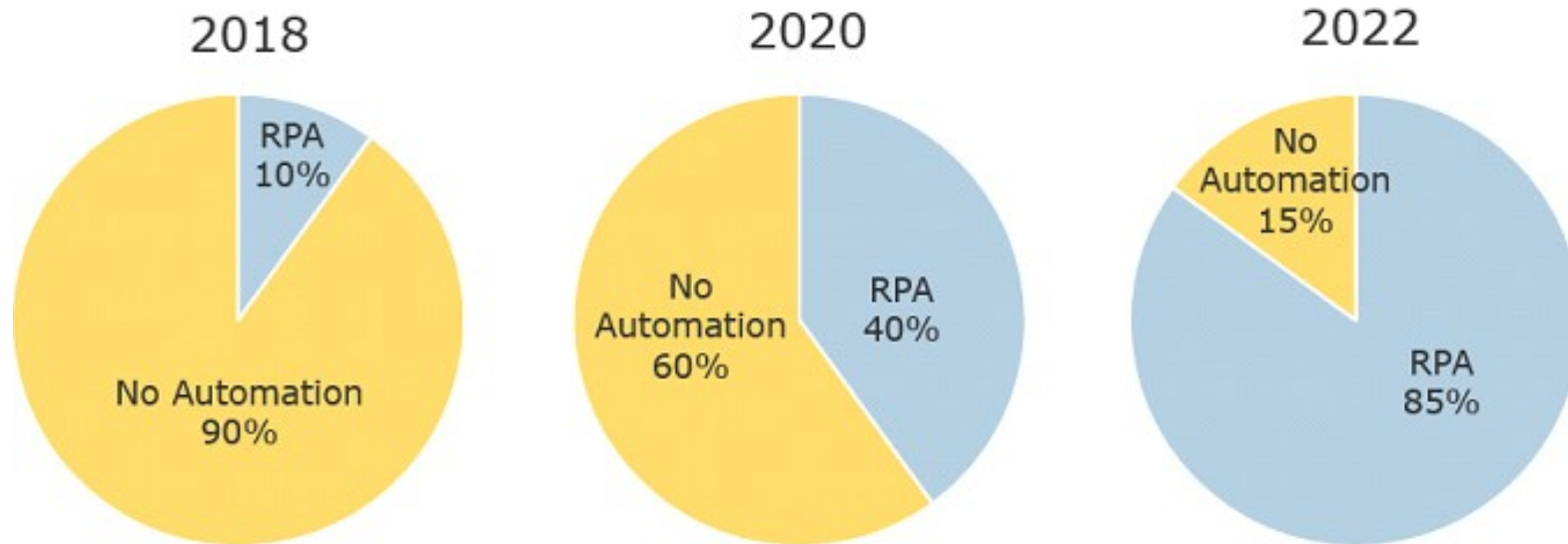
Two-thirds of the respondents to a recent McKinsey survey of executives at companies with revenues of more than \$100M said:

*“Addressing potential skills gaps related to automation and digitization” with the workforce was “a top 10 priority.”*



# Change is Inevitable

## Adoption of Automation by Large Enterprises



Source: Gartner & CIO, 2018



# Disruption Has a Dark Side.



# **The Benefits Outweigh the Risks**

- **Technology is the foundation of success**
  - Apple, Google, Facebook and Amazon
- **Intelligent automation is an enabler of innovation**
  - Chatbots, robo-advisors and robotic surgery

# How Do We Prepare for this Future?

- Not everything can be automated
- Process improvements vs. transformation
- Rethink job design and training
- Escalation and critical thinking
- Relationships (and sphere of influence) will increase in value

**Thank you for your time!**

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