

Meet your speakers



Kevin Kroen

FS Intelligent
Automation Leader

PwC



Julia Lamm

FS Digital Workforce
Strategy Leader

PwC





Citizen-Led Automation The Digital Workforce of the Future

October 2019



50%

of company leaders said they were
'extremely concerned' about finding
the talent and skills they need

55%

of company leaders said lack of
talent is adversely affecting their
companies' ability to innovate

What is the effectiveness of change and technology investment?



Where are we now?

PWC's 2019 Financial Services Intelligent Automation survey findings - the biggest gaps:

Scale, scale, scale



Realizing benefits



Workforce of the future



CTMX		15%
FTR		4%
CSCO		-1.01 ▼ -1.89%
CHK		0.02 ▲ +0.21%
AAPL		+2.58 ▲ +3.05%
PRTO		-0.14 ▼ -1.42%
AMZN		-0.73 ▼ -0.90%

Workers are Worried, and Willing to Upskill

55% of people are worried automation or other innovation will take their job away

5-10% of roles disrupted year over year

60% think 'few people' will have stable, long-term employment in the future

30% of jobs at high risk of displacement by 2030

74% are ready to reskill to remain employable

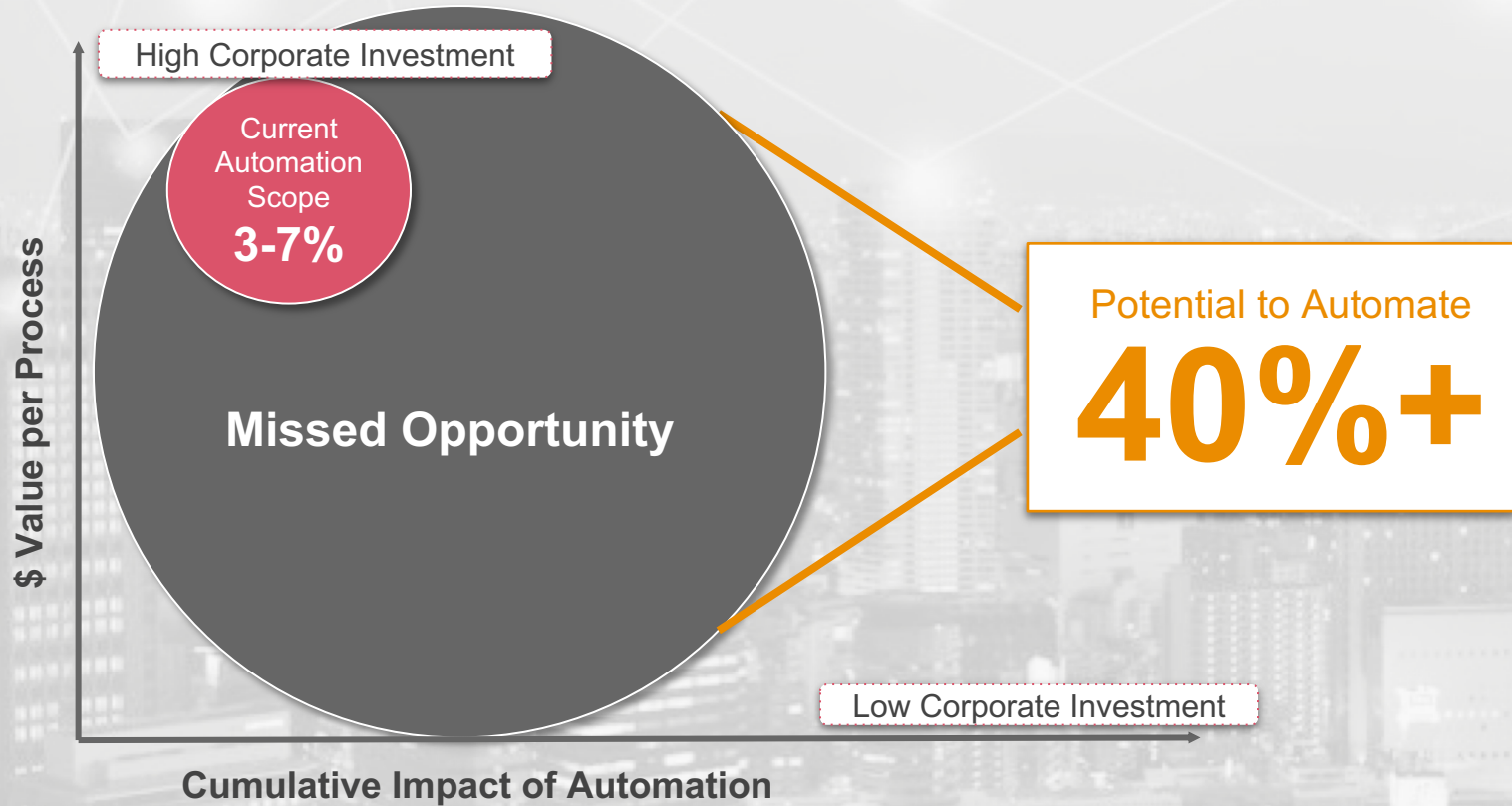
2 days / mo. time employees willing to spend on training

3.5% September unemployment rate, lowest since 1969

A new age of automation



The missed opportunity



Key Takeaways



Digital Upskilling - nobody left behind



Digital Toolkit - empower the workforce



Digital Culture - buy-in from top to bottom



Operating Model - constantly evolve



Thank You

[pwc.com](https://www.pwc.com)

© 2019 PwC. All rights reserved. Not for further distribution without the permission of PwC. “PwC” refers to the network of member firms of PricewaterhouseCoopers International Limited (PwCIL), or, as the context requires, individual member firms of the PwC network. Each member firm is a separate legal entity and does not act as agent of PwCIL or any other member firm. PwCIL does not provide any services to clients. PwCIL is not responsible or liable for the acts or omissions of any of its member firms nor can it control the exercise of their professional judgment or bind them in any way. No member firm is responsible or liable for the acts or omissions of any other member firm nor can it control the exercise of another member firm’s professional judgment or bind another member firm or PwCIL in any way.