

Forward III

Meet the panel



Jeff Aldridge

Americas Intelligent
Automation Leader

EY Global



**Goutham
Goudgere**

Attended Automation
Project Leader

EY Global



**Sanjay
Sadasivan**

Senior Manager,
Cloud Solutions
Delivery Lead

EY Global



Attended automation at EY Global

UiPath Forward III

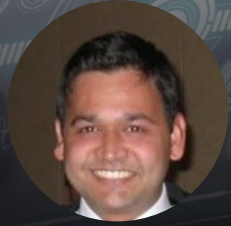
October 2019

Presenters:



Jeff Aldridge

Americas Intelligent
Automation Leader



Goutham Goudgere

EYG RPA Project Lead



Sanjay Sadasivan

EYG RPA Process Lead



**Building a better
working world**

Intelligent automation adoption

Organizations with over \$1b in revenue that have begun their intelligent automation journeys

2019



2022



Gartner Research

Fewer than 10% of organizations have reached enterprise “scale” with IA.

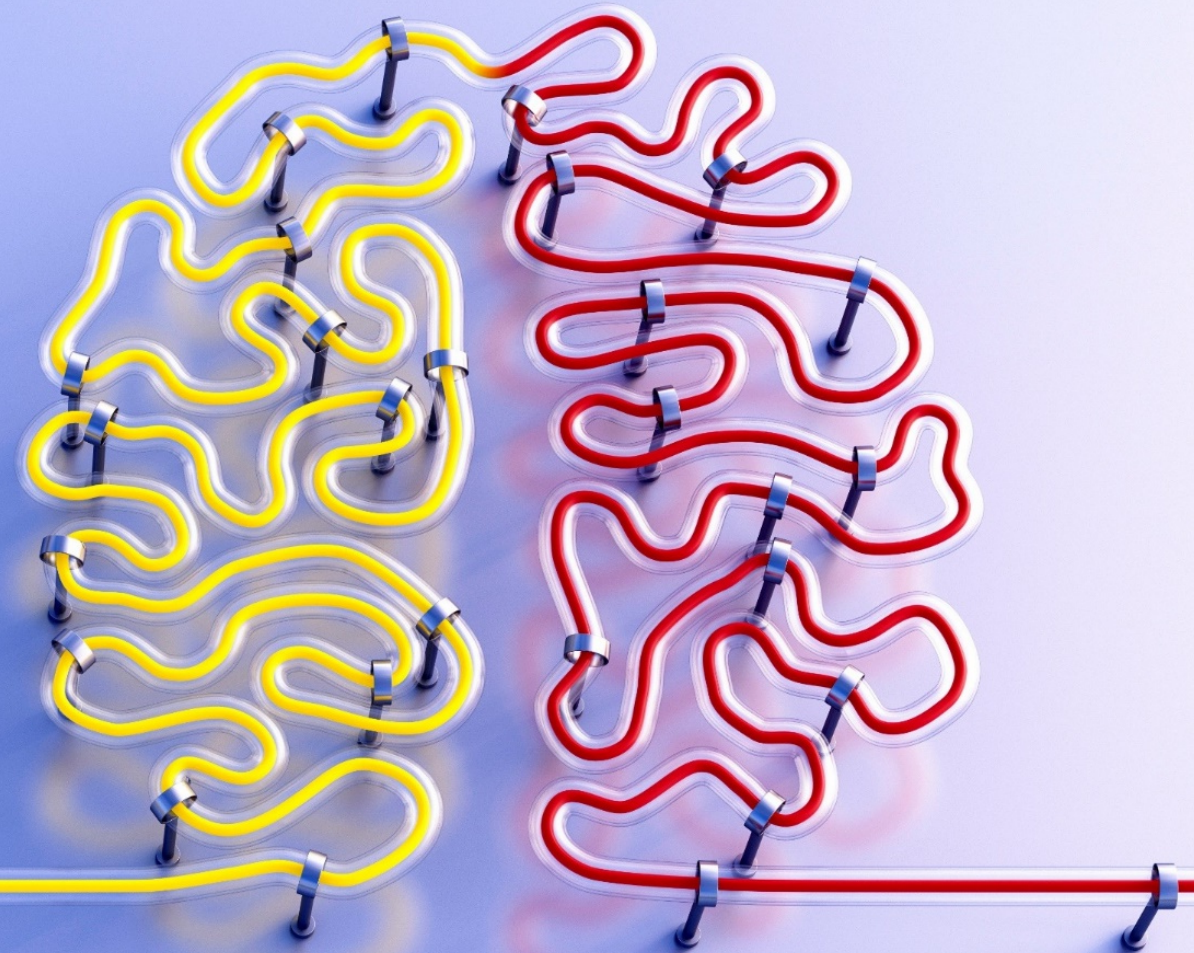
Multiple analyst reports and EY research

EY Global

The journey to scale

We have one of the world's largest intelligent automation programs.

- 4.5 year intelligent automation journey
- > 2,000 unattended RPA bots in production
- Multiple AI technologies deployed
- **2019 — Attended Automation Journey has begun leveraging UiPath technology**



Innovation using **attended automation**
leading to a **paradigm shift** in **user**
experience across SAP transactional systems

Attended automation supports our global implementation of a single instance of SAP

Implementation of a single global SAP instance at EYG spanning across project management, customer management, finance, procurement ...

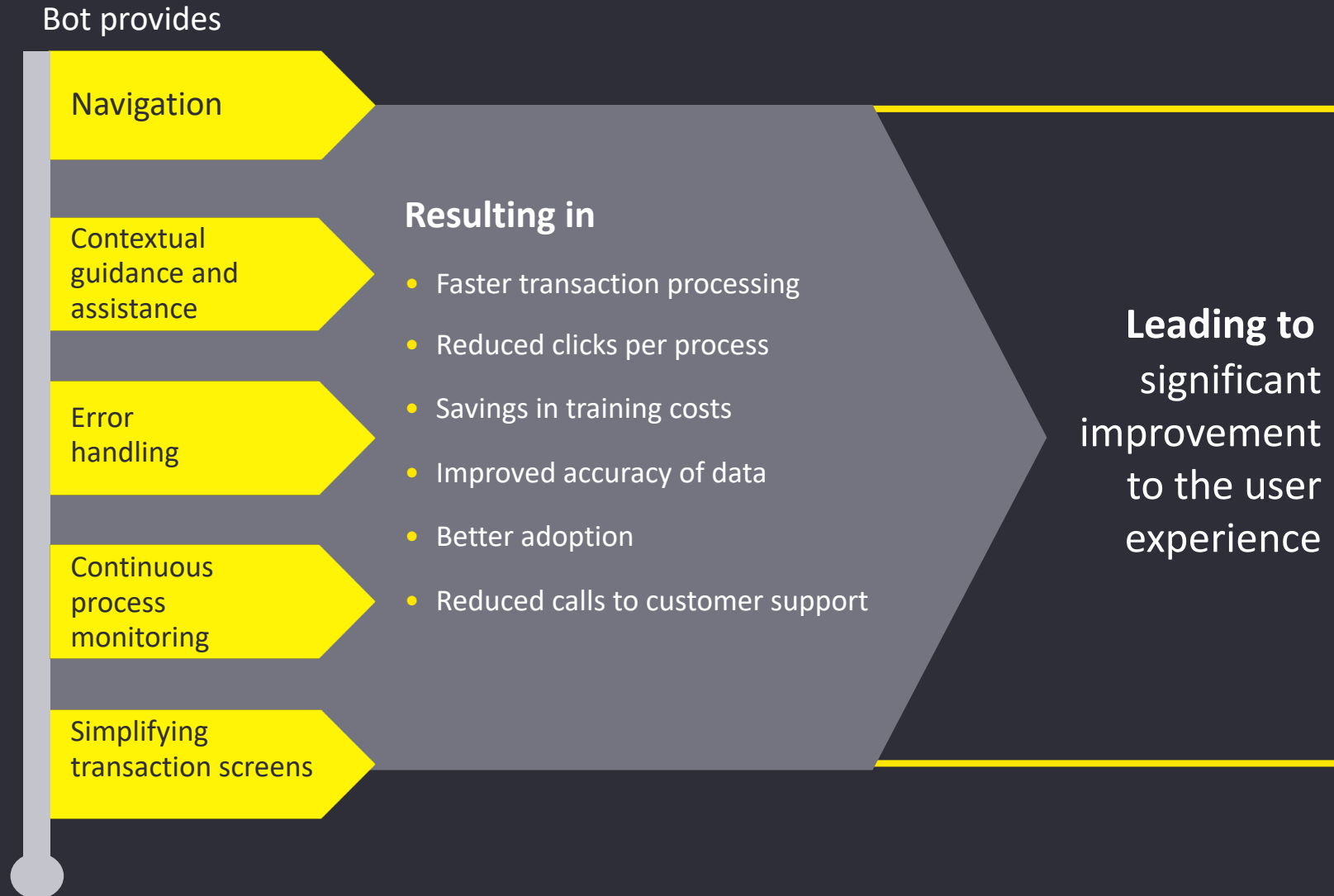
... Live in 20+ EY countries across the globe with more than 100k end users ...

... replaces more than 1,400 local applications

Currently undergoing user experience transformation

Initiative with a focus on adding next-generation use cases with attended automation capabilities to significantly improve user experience and process performance

Attended automation is focused on enhancing user experience



Guiding principles of our attended automation initiative

1 Business-led scope definition

- Most common SAP processes were targeted for attended automation
- Agreement with business on globally consistent processes

2 Technical experience

- Global COE developers with deep UiPath experience
- Agile approach for expedited innovation
- Teaming with UiPath for product enhancements

3 EY change management

- Definition of bot usage
- End-user sessions to gather feedback for continuous product improvement
- Setting up end-user expectations

Attended automation feedback and next steps

Great feedback received so far ...

“

Thank you for introducing to me to the bot! The step-by-step prompts are clear and extremely user friendly.

Senior Manager, Audit

“

It's much simplified, less time consuming and user friendly.

Senior, Tax

“

This will be a great time saver.

Manager, TAS

“

These BOTS allows me to get to my destination so much quicker. I did not have to navigate through a series of steps get to the ETC screen. It is now a quick find!

Manager, Risk

Next steps we are working on ...

- Multi-language bots
- Increasing scope across more processes and users
- Incorporating UiPath product enhancements

EY | Assurance | Tax | Transactions | Advisory

About EY

EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. For more information about our organization, please visit ey.com.

Ernst & Young LLP is a client-serving member firm of Ernst & Young Global Limited operating in the US.

© 2019 Ernst & Young LLP.
All Rights Reserved.

1909-3277405
ED None

ey.com



Forward III