

Title A: The Secret to Making AI Actionable Is Engaging the Workforce

Subtitle A: As AI gets more and more useful, employees need to be deployed in judgment-centric roles to extract maximum benefits.

Title B: As AI Improves And Goes Mainstream, It's Vital To Keep Your Workforce Engaged

Subtitle B: Technology can improve fundamental tasks at the heart of your business – but not without an engaged, co-operative workforce.

Title C: The Art of Balancing Better AI with an Engaged Workforce

Subtitle C: When employees are engaged and redeployed to more judgment-centric roles, everyone's a winner.



Image courtesy of [PexelBay](#)

When Charles Dickens wrote the opening lines to “A Tale of Two Cities,” he could not have known they

would still ring true over 150 years later – “*It was the best of times. It was the worst of times.*”

The dazzling potential of artificial intelligence to transform how we live is astounding, and it’s ushering in incredible progress. Yet that technology brings with it anxiety and a real fear that many people will be left without work as a result. The pace of change in today’s business environment can feel overwhelming, and as automation gains traction, companies need to take the opportunity to upskill their workforce and convince their employees of the benefits of Artificial Intelligence.

A lot of the work done by AI is work people would be glad to be rid of. Often, it’s data-driven tasks that involve repetitive, low-engagement work, such as “stare and compare,” where employees check sets of figures against each other. Those tasks are better suited for robotic process automation (RPA) that simply does it better and faster than humans ever could.

But the second wave of cognitive automation will “enable machines to perform tasks normally reserved for human intelligence,” according to a study from accounting giants KPMG – and that can feel alarming to some people.

It’s vital for management to continually invest in learning models that allow the company’s teams to keep up with transformation. Understanding demystifies the technology and removes the fear factor that comes naturally with profound change. When people are given opportunities in the workplace to use their innate human empathy and judgment, they will thrive and come to view the technology as a tool and an ally, rather than a “job killer.”

The Next Wave of Automation Is Here

KPMG recently conducted a [survey](#) called *Ready, Set, Scale: Chart Your intelligent automation journey with Cognitive Automation Patterns*, which revealed how “nearly two-thirds of respondents indicate plans to fully implement robotic process automation (RPA) within three years. Nearly half intend to use cognitive automation at scale within three years.”

The wave that we have foreseen for many years is finally crashing through companies of all sizes and reshaping the way they think about work.

A higher level of problem-solving and decision making is upon us thanks to technology that combines machine learning and the very latest in Artificial Intelligence. For companies like [AI Foundry](#) that deal with massive data sets, superior machine vision is another tool being used to transform the way that banks and lenders process data.

The Cognitive Business Automation Platform “automates processes by quickly extracting data from electronic images and documents with superior accuracy and minimal manual intervention. It uses machine vision to extract and classify data and information that delivers accuracy rates of 90% or higher.”

Three techniques employed by the platform represent the cutting edge of this new wave of automation:

- **Data Curation**

Through a collaboration between the customer, domain specialists, and data scientists, AI Foundry creates a sample model to pre-process data into a powerful training set that includes content, quality, and relevance.

- **Vision Science**

By using state-of-the-art machine-learning and vision-based image recognition, our platform will disrupt the automation of document-centric processes to quickly and accurately tag, classify, and train visual content.

- **Closed-Loop Learning**

Fast learning and the ability to adapt are key to ongoing improvement. Our models are low-touch as well as self-learning, and they continue to improve in accuracy over time.

The kinds of improvements that come from using these techniques are likely to lead to new, highly streamlined digital processes and requests to back offices dropping significantly.

Among other things, a [Cognitive Business Automation Platform](#) will allow you to:

- Accurately process documents in the context of your business workflows;
- Enjoy real-time processing;
- Scale up or out based on demand and load architectures;
- Continuously improve via adaptive machine learning models;
- Integrate seamlessly to your system of record via public REST API interfaces.

Successfully Deploying AI

Now that the technology is available, the question becomes, “What exactly are you going to do with it?” Many businesses are finding it harder to answer that question than they would have expected.

Confusion can arise when companies find out what the technology can do and try to implement that in their workflow. Elena Christopher, Research Vice President of [HfS Research](#), says that “Intelligent automation can be made much more accessible if we spend less time thinking about which technology we want to leverage and more time thinking about what functional capabilities we need from the technology.”

Enabling a business with cognitive automation capabilities is where big transformative opportunities lie. It is also where organizations struggle the most today. Every company and every organization is different, but the answer surely lies in adopting a customer-centric approach that deploys employees in areas where they can use their creativity and judgment to solve problems.

Breath-taking technology can overwhelm an organization if there is not a strategy in place that has correctly identified problems and bottlenecks in the workflow that need solving before the technology is deployed.

AI Foundry’s Cognitive Business Automation Platform offers notable improvements in performance, interface, and implementation capabilities.

Get in touch with us today to [request a demo](#).

Sources:

<https://www.aifoundry.com/cognitive-business-automation>

https://spp-clients.s3.amazonaws.com/app.contentpros.io/intelligent-automation-with-cognitive-patterns.pdf?X-Amz-Content-Sha256=UNSIGNED-PAYLOAD&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAJ6WOOI7QD5ABZDHA%2F20190502%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20190502T190852Z&X-Amz-SignedHeaders=host&X-Amz-Expires=300&X-Amz-Signature=6035d52ded896cf9022bdcd5369f774cfd98123c723818c4b321c8be3aad2be5

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