

HUMAN-AI PROCESS INTELLIGENCE FOR BETTER DECISIONS

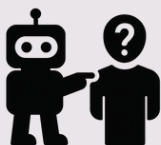
To realistically achieve the highest-impact AI ideas, prioritize the best process changes, staffing plans and technology roadmaps.

TYPICAL AI GOALS



“AI should improve ‘personalized’ marketing outreach by 200%, and reduce staff cost 50%...
...but without risk to current operations.”

ENTERPRISE ARCHITECT Q&A



HOW MUCH AI? **HOW MANY HUMANS?** **HOW MUCH RISK?** **WHEN?**

“AI cannot immediately replace humans.. today’s actual process is unclear, and some process model options are needed to strike the right balance of AI risk & benefits.”

SOLUTION OPTIONS

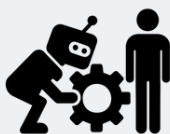


Human-Centered Design Experts, Business Process Architects and AI Solution Architects balance the cost, risk & benefits of a Human-AI future, which helps product managers make better AI investment decisions.



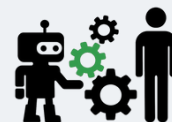
PROCESS MINING

Auto-generate today’s “real” process



PROCESS MODELING

AI does heavy lifting, humans add more value



PROCESS SIMULATION

The best model shows lowest risk to ops

EXAMPLE: PROCESS INTELLIGENCE TO ANSWER THE KEY QUESTIONS

QUESTIONS

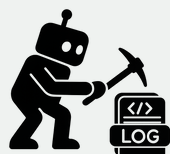
HOW MUCH
AI?

HOW MANY
HUMANS?

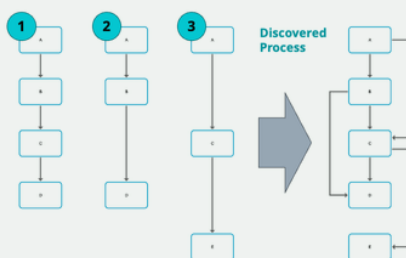
HOW MUCH
RISK?

WHEN?

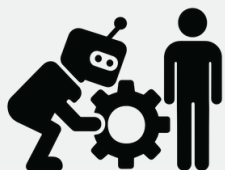
ANSWERS



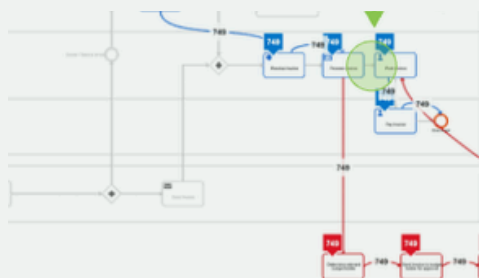
PROCESS MINING



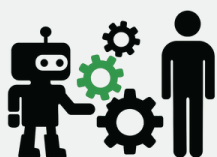
**PROCESS VARIANTS
ARE COMBINED INTO
A SINGLE PROCESS**



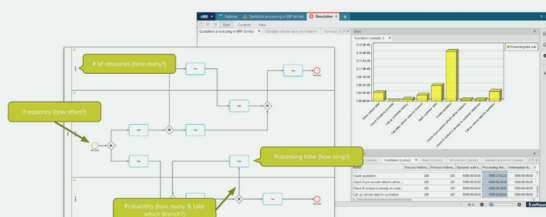
PROCESS MODELING



**ANALYZE FREQUENCY,
TIME, BOTTLENECKS -
DISCARD OUTLIERS**

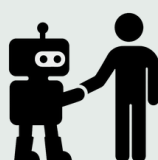


PROCESS SIMULATION



**PREDICT OUTCOMES AT
SCALE -- YEARS 1, 2, 5**

RESULT: A BETTER DECISION



The best solution roadmap will leverage Machine Learning (ML) to reduce lower-value human “tasking” over 2 years - for example, recovering 50% FTE time, and investing 20% back into technology and workforce training / adoption.