



# Build success with strong human-machine partnerships

Implementing intelligent automation is more than just a technological change; it impacts your entire global operating model.

Integrating your human and automated workforce requires meticulous planning and execution. The transformation of skills and responsibilities across the entire organization and its operations is essential for this new human-digital ecosystem to succeed.



## Human and machine partnership

### Initiate the relationship as soon as possible

- Plan roles and responsibilities in advance of releasing your first bots
- Identify teams that will be impacted first based on your release strategy
- Take advantage of user acceptance testing to make introductions
- Provide training on new ways of working with clear focus on exception handling
- Understand breaking points such as process upstream dependencies



## Manage the people impact

### Integrate your new digital workers with your current teams

- Access the resource requirements to retain and attract new talent
- Communicate and engage with your new workers will be critical
- Train your management team since they will manage a newly blended workforce
- Make your change management team an active partner in this journey
- HR, Employee Relations and communication teams will have to work even more closely



## Inspire

### Recognize the need to create new career path

- Review your existing employee value proposition to recognize the new workforce diversity
- Recognize that IT savviness will be a core skill across your organization
- Reconsider your current talent sourcing to better connect skills with career paths