

# EY Intelligent Automation Accelerators

Driving business process value with Microsoft Power Platform



## Business drivers

Faster time to value realization is more important than ever to succeed in today's business climate. The need for business growth, supporting front line workers and adjusting your business processes is critical in moving products and staying ahead of customer expectations. Extending digital transformation and intelligence across an organization is challenging as budgets are limited, technology debt is cumbersome, talent is scarce and expensive. There is a need to maximize existing technology investments and lack of intelligent process automation is hindering business performance. Microsoft Power Platform interacts seamlessly across the native Microsoft landscape as well as across a clients legacy set of applications and tools, driving a much lower Total cost of ownership (TCO) for our clients.

## Solution overview

**Focused strategic support:** Legacy automation migrations, IA health check, reporting and value realization and embedding IA into transformation or digital initiatives

**Stand up of a multi-year IA program:** Establishing and operating global-level hyper automation programs, including strategy, demand generation, technical delivery, and operations

**Process AI and automation development:** Design and execution of integrated AI infused hyper-automation programs

**Targeted domain assessment :** Automation program for a function-specific automation-led transformation (e.g., finance function)

**End-to-end run support:** Operational support for end-to-end automation CoE management, including monitoring, maintenance, upgrades, health checks and service desk support



## Solution benefits

The EY organization is driving enterprise transformations with the Microsoft Platform using process, AI, and automation to drive long-term business value. Other key benefits include:

- ▶ Boost business productivity
- ▶ Make legacy processes intelligent
- ▶ Automate identification and vetting of new flows
- ▶ Speed up time to value through a standardized approach
- ▶ Create a culture that continuously iterates and improves experiences
- ▶ Develop real-time reporting and analytics capability
- ▶ Boost organizational KPIs
- ▶ Improve operational resiliency

## Joint value proposition

- ▶ Buyer relationships and insights beyond CIO.
- ▶ The EY organization combines Microsoft enterprise solutions with industry and business acumen and accelerators to drive broader business impact.
  - ▶ Business Consulting: Customer Experience, Business Transformation, Finance, Enterprise Risk, Financial Services Risk, Supply Chain & Operations.
  - ▶ People Advisory Services: Dedicated team for organizational change management.
- ▶ The EY organization helps enable clients to materially impact strategic metrics by creating an end-to-end value chain solution. Leveraging the full capabilities of EY Next Generation Automation Toolkits, shifts RPA-centric automation to fully integrated **Intelligent Automation powered by Microsoft Power Automate**.

## Solution differentiators

- ▶ EY solutions are backed by industry and technical assets allowing clients a faster time to value with Microsoft (e.g., Automation Nexus, Automation CoE, Payroll chatbot, etc.).
- ▶ EY Intelligent Automation combines Robotic Process Automation (RPA), Intelligent Business Process (DPA), Intelligent Document Processing (IDP) and Artificial Intelligence (AI).
- ▶ The EY organization offers Microsoft services beyond automation to solve additional business challenges through the integrated Microsoft platform.
- ▶ The EY organization runs on Microsoft and has embedded Microsoft technology across delivery assets, accelerators and client solutions to help showcase the power of the platform.

## Case study

Large global media and advertising company with over 1500+ marketing agencies and networks

Client challenge	Engagement summary	Value delivered
<p>Client is one of the world's leading marketing and communications companies. They wanted a new automation CoE to drive efficiency improvements and improve automation capabilities including:</p> <ul style="list-style-type: none"> <li>▶ Consolidate and automate manual processes</li> <li>▶ Handle automation requests securely</li> <li>▶ Identify automation opportunities across lines of business to save time, money, and reallocate employee hours</li> <li>▶ Enable automation lifecycle across the entire organization</li> </ul>	<p>The EY and Microsoft alliance blended emerging technologies with innovation to help the client optimize their technology investments and drive better business outcomes. Other key activities included:</p> <ul style="list-style-type: none"> <li>▶ Extended the platform with a custom solution built on top of Microsoft Power Automate, using the full capability of Azure as an unattended automation solution</li> <li>▶ Established automation CoE tailored to work within and leveraged core components of Power Platform</li> <li>▶ Leveraged Cloud Flows, Power Automate Desktop, AI Builder, Process Advisor, and Power Apps for optimal architecture of uses cases</li> </ul>	<p>Wave 1 scope of work included establishing the CoE and a high-value use case identification assessment in core business functions through leveraging existing investments. Other key benefits included:</p> <ul style="list-style-type: none"> <li>▶ Reallocated 50K+ hours by automating 10 use cases across core business functions</li> <li>▶ Formulated multi-year enterprise automation strategy and identified 225 use cases in backlog</li> <li>▶ Enabled access to automations to 70K+ employees</li> <li>▶ Identified transformational automation uses cases across Finance and Public relations</li> </ul>

## Contacts

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EYG no. 006972-23Gb1  
CSG no.  
ED None

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