

# INNOVATION JOURNEY:

“The Digital Revolution is  
here.”

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HP Finance Innovation Office

June 13th, 2019



# “DISRUPT OR BE DISRUPTED”

“To compete today, business leaders need a revolution in thinking:  
a steady stream of disruptive strategies and unexpected solutions  
to stay ahead of the game.”

<http://www.stern.nyu.edu/faculty/bio/luke-williams>

Luke Williams

# Agenda

- 1 About HP
- 2 HP Finance Innovation Journey
- 3 Intelligent Automation – Use Case
- 4 Innovation Ecosystem
- 5 Innovation – Lessons Learnt



# HP INC. CORPORATE FACTS

Founded in 1939  
by William Hewlett and  
David Packard

Reinvented in 2015  
HP separates into two  
independent companies,  
HP Inc. and Hewlett  
Packard Enterprise

HP Inc. is a FORTUNE  
Global 100 company

HP #3 top company  
millennials want to work for

Seven **consecutive** quarters  
of **growth** in BOTH Personal  
Systems and Print

Operations in more than  
170 countries and  
~50,000 employees

Most diverse board of  
directors  
in tech sector

250,000+ channel partners

More than  
18,000 patents worldwide

Vision:  
Create technology that  
makes life better for  
everyone, everywhere

Mission:  
Engineer experiences that  
amaze

Keep Reinventing

# HP FINANCE AUTOMATION BY THE NUMBERS

**300\***

Robots deployed  
in  
Finance to date

Accuracy  
Optimization

**218** legal entities in  
**72** countries

**250+** Finsights users;  
trending & advance  
analytics

**Benchmarks  
(Hackett)**

Better than world class,  
top performer;  
Automation Award Winner

**240K+** hours in  
productivity  
savings

**250+**  
projects  
completed

**100+**  
projects in  
pipeline

**3** Proof of  
concepts

- Virtual Assistants
- Natural Language Processing

**10%** workforce  
efficiency

**900+** employees trained in  
Robotic Automation Certification  
& Advance analytics training (RACE  
& AMACE)

**\$68B**

accounts  
payable

**\$70B**

accounts  
receivables /  
cash applied

**28%**  
increase in  
transaction  
processing

\* 2016 to  
2018

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- 6 Closing Thoughts



# INTELLIGENT AUTOMATION ENABLING DIGITAL TRANSFORMATION

EMBRACE INTELLIGENT AUTOMATION TO ENHANCE BUSINESS  
OUTCOMES

Report

Intelligence

CONTINUOUS  
IMPROVEMENT 

Project level,  
ad-hoc  
for standard

ROBOTICS



Standardization  
scripts and  
reduced manual  
efforts  
“mimics human

INTEGRATED  
ANALYTICS



Use of analytical  
tools to predict  
recommend  
“augments human  
judgement”

ARTIFICIAL  
INTELLIGENCE



Self-learning  
systems an  
self-evolving  
“mimics human  
judgement”

Replacing repetitive and  
manual tasks

Improving decision  
making

Leading to machine and  
deep learning

Transactional

Judgement





# INNOVATION JOURNEY SO FAR...

Robotics Automation Office

4 Regional Hubs + 35 Inhouse Developers

Q2 2016

Dec 2016

50 Robots delivered!

1<sup>st</sup> Robot deployed in Controllershship

Q2 2017

Brazil Tax Automation & Americas Managed Print Services

Expanded reach to other Finance organizations.

Q2 2017

**The Dark Period**

Stopped moving bots into Production; Reset & take stock of Lessons Learned.

Aug 2017

100 Robots delivered!

June 2017

Q4 2017

UiPath Implementation

Deployed 1<sup>st</sup> robot!

1<sup>st</sup> Chatbot Deployed!

Industry Recognitions  
Hackett Group's 2018 Smart Automation!  
CSO50 2018 Digital ID/ New Digital Workforce!  
BTOES19 Automation Winner!

July 2018

200 Robots delivered!

Q4 2018

Q1 2019

300 Robots delivered!

Q2 2019

The future

+240K Hours savings

The story continues...





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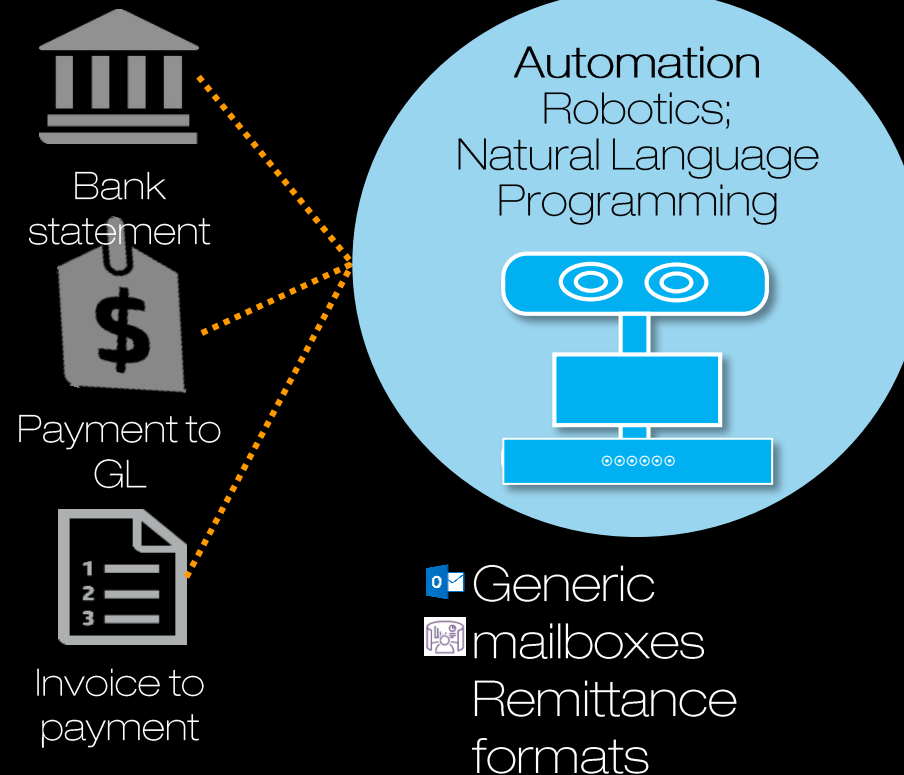
# GLOBAL CASH APPLICATION PROCESS – ROBOTIC AUTOMATION

Achieve 100% accuracy

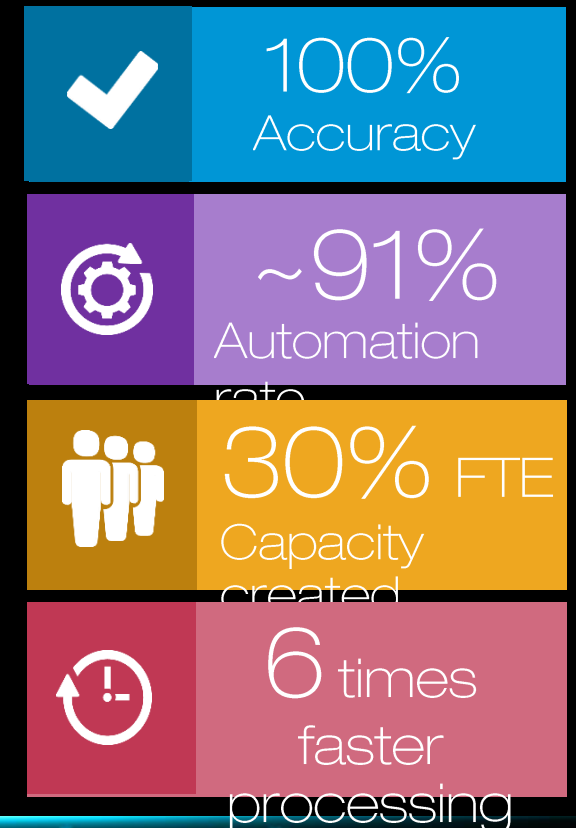
## OPPORTUNITIES



## DIGITAL TRANSFORMATION



## BENEFITS



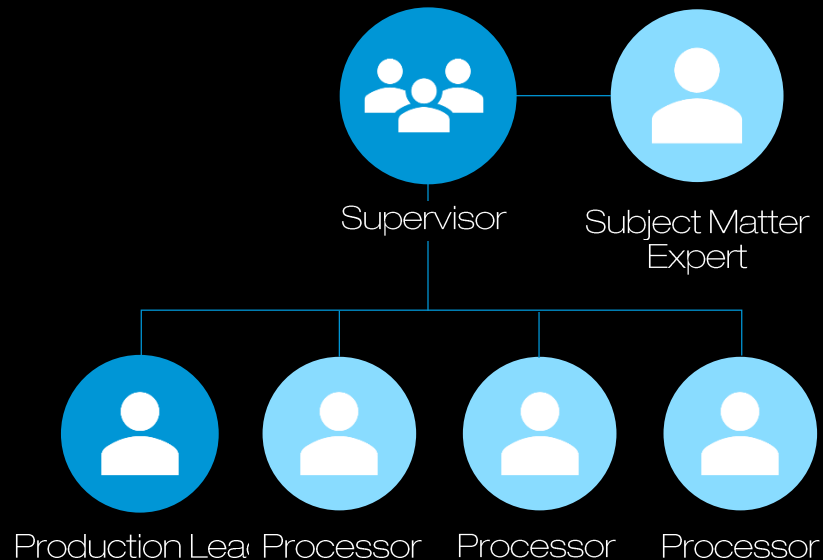
Unstructured → Structured data



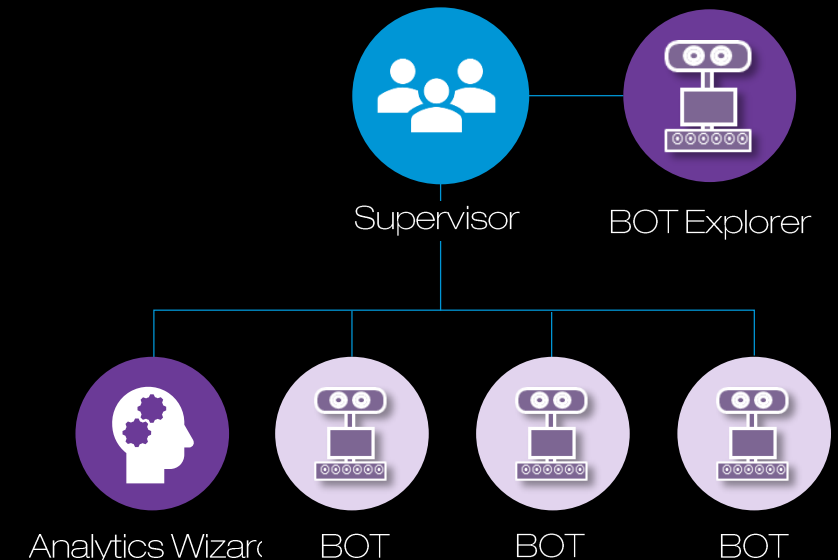
# OPERATIONS MANAGEMENT – DIGITAL WORKFORCE

## GLOBAL CASH ORGANIZATION \*

### Before RPA



### After RPA



\* Organization size illustrative



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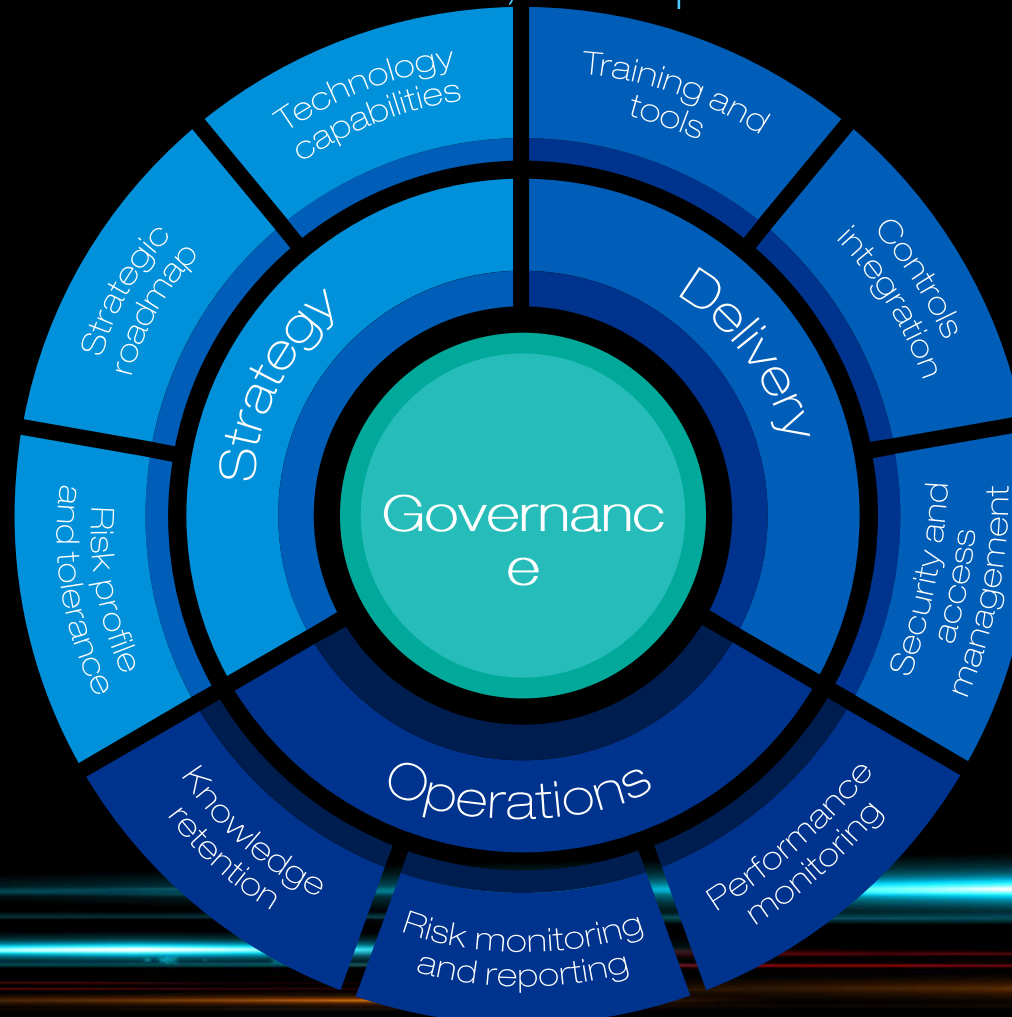
# FINANCE INNOVATION ECOSYSTEM

ESTABLISHING AN INTEGRATED ECOSYSTEM IS CRUCIAL TO THE TRANSFORMATION JOURNEY



# Innovation Risk Framework

Integrating risk, governance, and control considerations throughout the program lifecycle to ensure timely and effective risk identification, evaluation, mitigation, and in some cases, acceptance.



# IMPACTS OF DISRUPTION

INTELLIGENT AUTOMATION IS INVERTING THE LABOR PYRAMID

## CAPABILITIES



Insight delivery



Cognitive & analytics

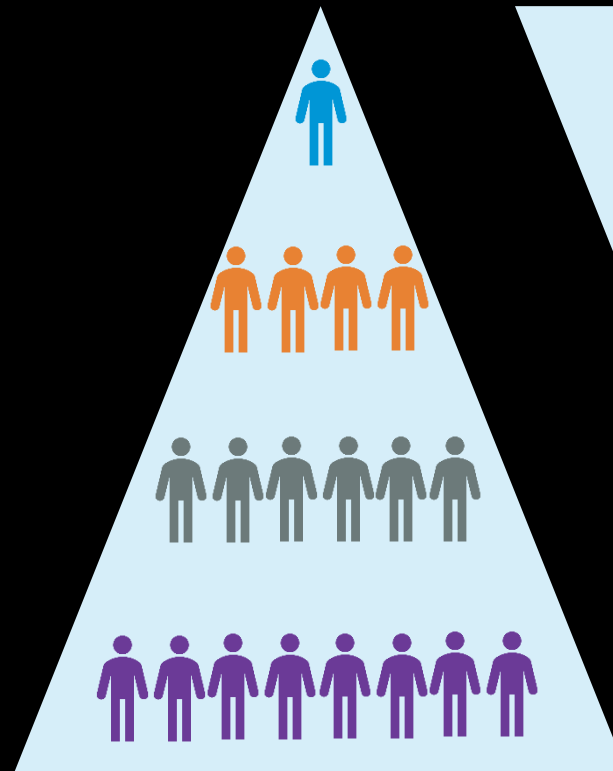


Data & governance

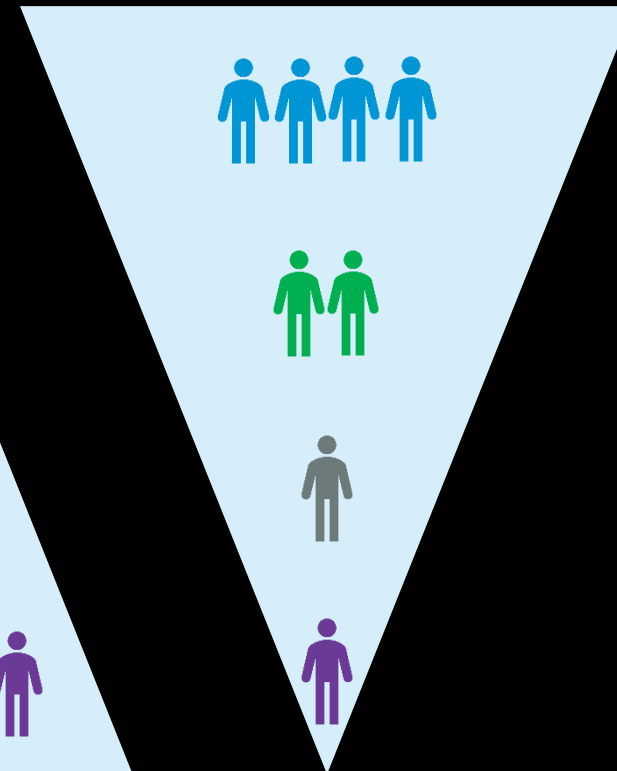


Foundational & transactional

## CURRENT



## FUTURE



70% reduction in  
driven by  
intelligent  
\*  
(Industry view)

Intelligent  
empowers the  
workforce to add  
more **value**  
at **rapid** speeds

Organizations must  
**re-imagine** their  
operating model to  
meet  
evolving



# PEOPLE AND CULTURE

COMMITTED TO BUILD AN INNOVATIVE CULTURE AND DEVELOP SKILLS OF THE FUTURE

## Data savvy

- Processes data and extract relevant
- Uses analytical tools and methodologies •
- Converts analyses into actionable plans •

## Business acumen

- Understands key business drivers
- Knowledgeable about factors, priorities and business demands
- Can identify problems and prioritize alternatives

## Strategic mindset

- Develops strategic frameworks and visions •
- Anticipates market changes •
- Addresses challenges and outline future •

## Relationship management

- Possesses strong interpersonal skills; high social and emotional intelligence
- Positively influences decisions
- Is approachable and open to collaborating

## Creativity and innovation

- Creates diverse and novel ideas •
- Creates and recognizes new
- Is curious, has broad interests and offers •
- constructive criticism

## Agility and change orientation

- Welcomes change
- Comfortable with shifting priorities
- Able to deal with ambiguity

# SKILLS OF THE FUTURE @ WROCLAW RESOURCES



## Skill Champions

Tag "Skills of the future"



## E-Club Library

SOTF related books



## Technical trainings

Power BI, SQL, HTML, Java, UI Path, Statistical Methods



## Innovation Briefing

Skills of the future part included



## Soft Skills trainings

Presentation skills, Emotional Intelligence, Skills of the future workshops, Storytelling with Data, Design Thinking, Personal Branding, Change Management



## SOTF Newsletters

Learning paths



## Analytics Forum, AMACE and RACE certification

Business cases, Data Analytics in practice, Experimental learning



## Online Trainings

e.g. Brain Candy, Lynda, CEB, Hackett



## SOTF Ambassadors

Newsletters, Finance Day, local events

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# LESSONS LEARNED

- 1 Get sponsorship and define strategy
- 2 Augment workforce strategy and hire skills of the future
- 3 Engage employees to build an innovative culture
- 4 Start small and build scalable automated processes
- 5 Engage IT early
- 6 Improve processes or eliminate before applying automation
- 7 Establish strong governance and ensure controls



# THE DIGITAL REVOLUTION

“The best way  
to predict the  
future is to  
invent it.”

Alan Kay  
Computer Scientist

[https://en.wikipedia.org/wiki/Alan\\_Kay](https://en.wikipedia.org/wiki/Alan_Kay)



Thank you



keep reinventing