



## CONNECTED BUSINESS

How Any Organization Can Use Automation and Analytics to Improve Performance

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## PRESENTERS



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# AGENDA

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Why We Care

Add More Value

Fast and Agile

More Accurate

Data Based Decision Making

Tips and Tricks

Demos



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# WHY WE CARE

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## WHY WE CARE

### BUSINESS CHALLENGES

- Manual processes that lead to errors and consume too much time
- Fragmented systems, processes and data
- Reports contain bad data
- COVID has changed the work environment

### DESIRED OUTCOMES

- Improved employee and customer experience
- Improved compliance and efficiency
- Reduced error rate
- Repurposed workforce
- Better data for decision making

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## ADD MORE VALUE

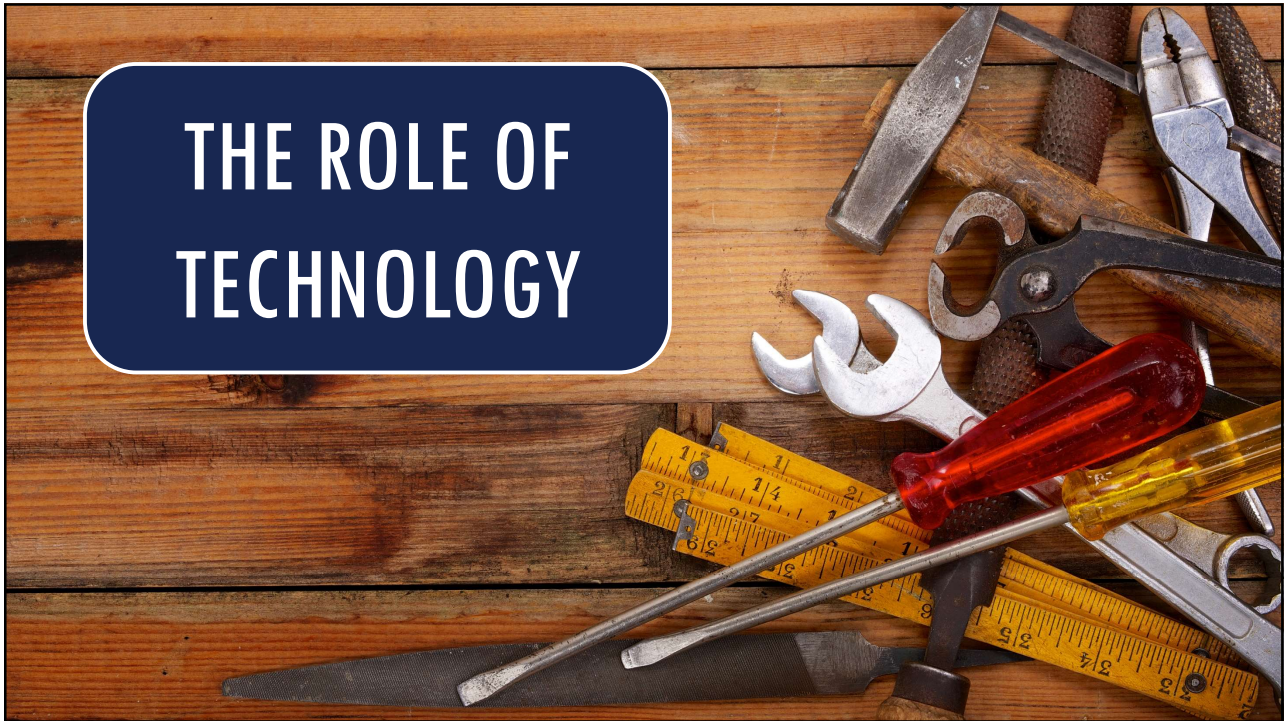
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**BUSINESS PROCESS  
AUTOMATION**

Automate the mundane  
so humans can do what  
humans do best...

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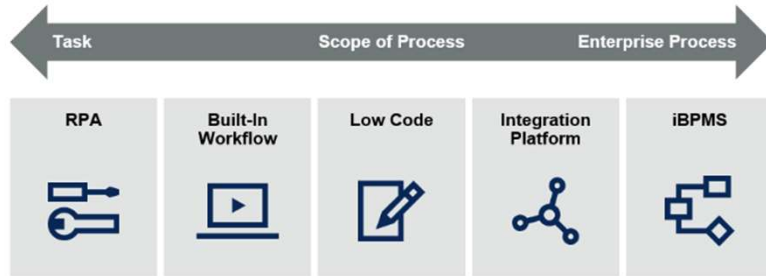


**THE ROLE OF  
TECHNOLOGY**

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# AUTOMATION TOOLS

The Spectrum of Business Process Automation Technologies



ID: 370441

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Source: Gartner (February 2019)



Every organization has needs across the board. Either multiple tools need to be used or compromises need to be made.



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The image shows a hand holding a smartphone. The screen displays a doctor in a white coat holding a red heart. The background is a light blue grid with various medical and data-related icons, including a heart rate monitor, a stethoscope, a pill, a microscope, and a person icon. A dark blue rounded rectangle on the right contains the text:

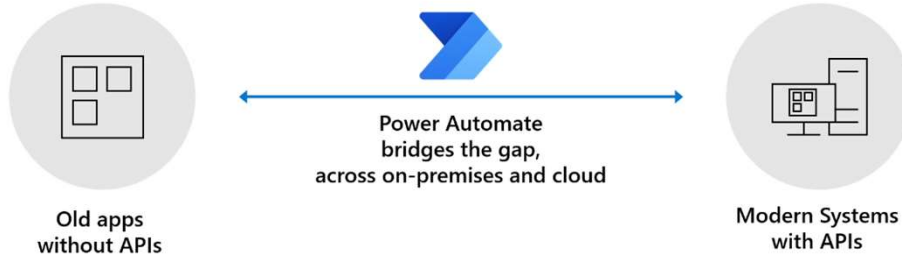
## INTEGRATIONS

If data is the lifeblood of your business, your integration strategy is the heart - pumping data throughout your application ecosystem.

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# ROBOTIC PROCESS AUTOMATION

Bridging automation between the old and new



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## DEMO – BRIDGING OLD AND NEW

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## BALANCE AND AGILITY

➤➤➤

Staying balanced allows Ali to take advantage of the opportunities presented

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## THE NEED TO ADAPT

Average lifespan of a company listed in the S&P 500:

- 1920: 67 years
- Today: 15 years

➔

Change is happening faster than ever

➔

To survive I must...

Change, Adapt, Innovate, Improve, Evolve

➤➤➤

“When you stop growing you start dying”  
- William S. Burroughs

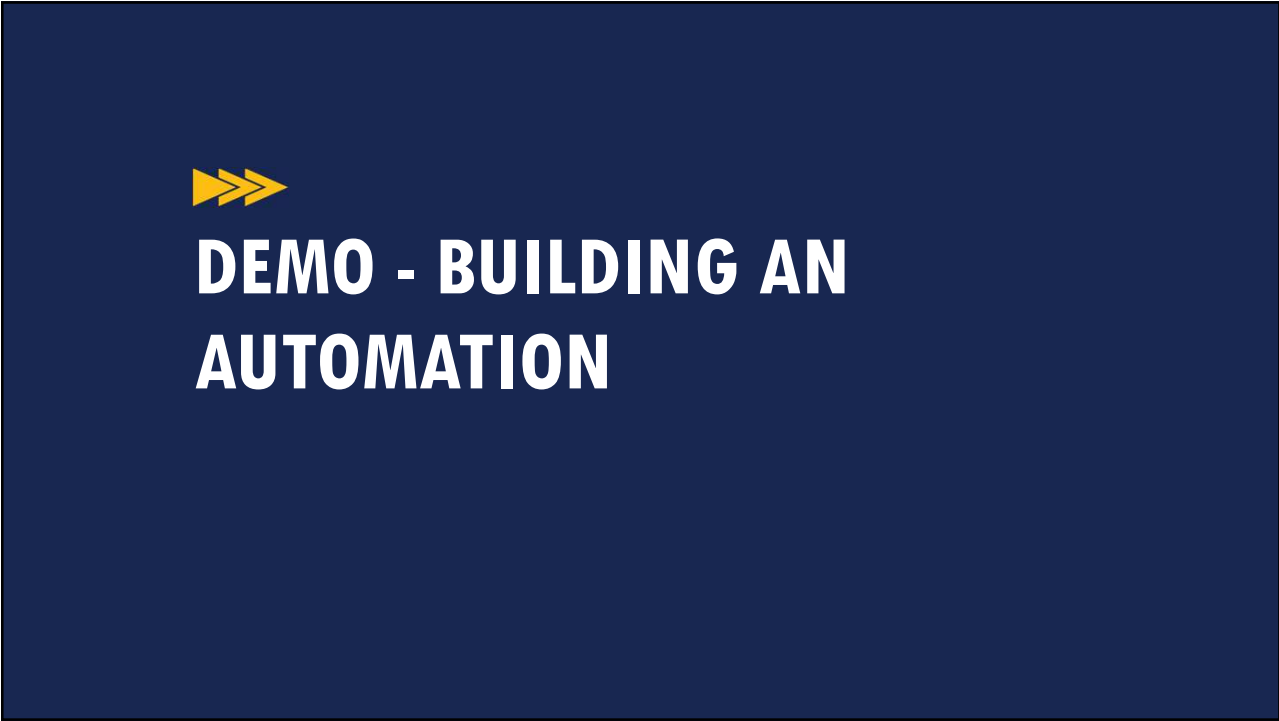
“In this world you’re either growing or you’re dying, so get in motion and grow.”  
- Lou Holtz

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**MORE ACCURATE**

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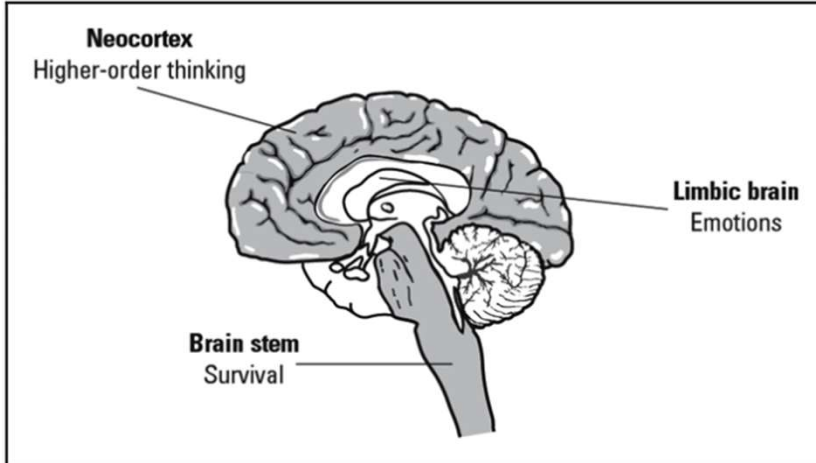
# **PATTERN RECOGNITION**

“Superior pattern processing is the  
essence of the evolved human brain”

- *Frontiers in Neuroscience*

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## NEW BRAIN, OLD BRAIN



We're programmed to be energy efficient, offloading patterns as soon as they are recognized.



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# DATA BASED DECISION MAKING

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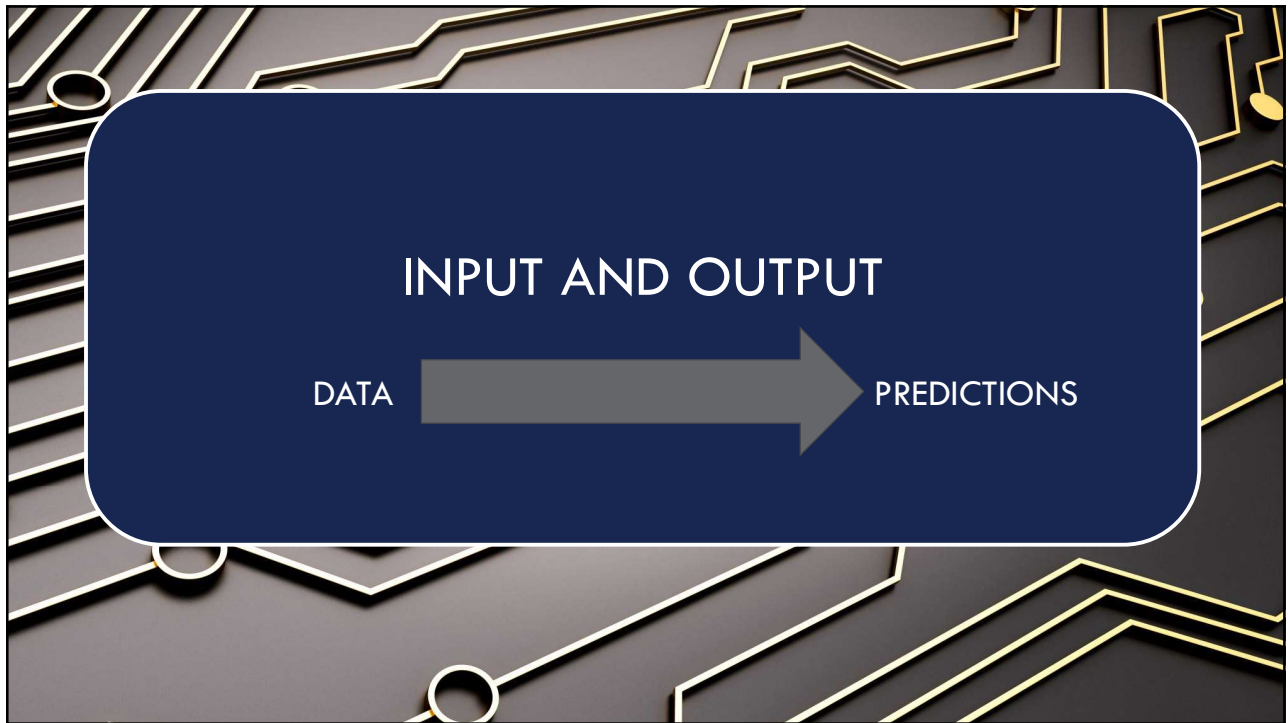
# WHAT IS MACHINE LEARNING / ARTIFICIAL INTELLIGENCE?



- Mass volumes of historical data
- Training a computer to spot patterns that humans may not
- Can predict numerical values, or classify items



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## SCENARIO



- You work at a large bank that processes thousands of transactions an hour, and you need to be able to **predict whether a transaction is fraudulent within seconds**, or else it may go undetected.
- What kind of data do you have to go off?



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COMPUTERS' PREDICTIONS ARE NOT PERFECT

There is no magic going on. Each prediction has a confidence score given by the computer.

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# DEMO - ALTERYX

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# TIPS AND TRICKS

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### We're really talking about process

- Integrations are incredibly dynamic and complex because they are a direct reflection of your process. Your first move should be to get the appropriate stakeholders in a room to hash out the details.

### Documentation, documentation, documentation

- You may think you have an understanding of what you want to accomplish, but until you are forced to put it all in writing, you likely don't understand what needs to happen at the level necessary for an integration to go smoothly.

### Identify your admin

- Someone needs to own the solution once it's built. Have them work closely with architect to ensure this person understands what has been built and how to maintain it.

### Don't underestimate the importance of experts

- Who knows the systems you are integrating with? Development and consulting time can be drastically reduced if you have a subject matter expert for each system you are integrating with. Don't have one? We can help.

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## ARCHITECTURE AND THE COE

Automation tools are the easy part. The hard part is....



### Architecture:

- Building to scale is difficult
- Building a car vs. maintaining it



### Governance:

- Ongoing maintenance and modification
- Vehicle maintenance schedule



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# QUESTIONS?

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# THANK YOU!

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