

Intelligent Process and Change

Introduction

We recognise that successful delivery of intelligent solutions in our client organisations requires more than just technical excellence. A deep understanding of the governance, cultural, process and change management implications are also necessary for successful deployments. For example:

- Process automation and the increasing use of artificial intelligence will have a major impact on how organisations function including what employees do on a day to day basis. How an organisation plans its intelligent technology evolution and how it manages the change process is critical to the successful adoption of these new technologies and ultimately how they achieve the benefits they promise.
- Processes need to be right for the specific technology being utilised as well as tailored to the organisation. The application of machine learning, for example, requires a significantly different approach to that of a traditional IT project.

Combined Intelligence

The team at Combined Intelligence has extensive experience in delivering intelligent technology solutions from initial opportunity through to success benefits realisation. This has included, for example, setting up new Centres of Excellence, building new specialist teams, enhancing and evolving existing capabilities, creating and optimising processes, effectively managing change and ensuring robust governance.

Combined Intelligence can work as a full delivery partner (see Delivery and Operation) or by helping our clients to optimise how they achieve success with their own programmes. This often includes:

- **Process** – Introducing new processes or optimising existing processes to ensure programmes and projects achieve outcomes on time and in budget. Aligning processes to the needs of the organisation and the most effective way to utilise the chosen technologies.
- **Change** – Enabling change to happen effectively and to be received positively across the organisation. The introduction of new technology will, as a minimum, require the management of change across IT, Operations and Delivery. The scale of change possible from intelligent technologies, for example AI & Automation, is though large and therefore may enforce change across the whole organisation.
- **Culture** – Helping an organisation understand the ‘Future of Work’ and educate its workforce on the benefits of augmentation and automation to make their work more rewarding and enjoyable by automating mundane tasks.
- **Governance** – Ensuring good governance is applied through all phases of the programme and across the organisation. Factoring in risks and issues that are specific to the introduction or evolution of intelligent technologies and the potential scale of the impact to the organisation. Ensuring the organisation is meeting all its regulatory and audit commitments for data handling and automated decision making.

Combined Intelligence follow processes optimised through combining industry best practice, proven application and innovation. We are happy to share this knowledge to enable our clients to also benefit from this experience.

Approach

We tailor each client engagement through establishing a shared understanding of the client’s current and desired future state. This may identify, for example, the need to create a new capability, to review and redirect an existing programme, to expand an existing capability, to optimise existing ways of working, to effectively manage partners, to improve communication or to solve specific challenges.

Combined Intelligence can then help by leading or supporting the process, change management and governance changes needed to ensure success.