Solving the Automation Puzzle: How Cargill Maximizes Efficiency with Intelligent Automation -

Transcript:

(00:06) [Music] hi I'm Claudia from automation anywhere and I am here with Bonnie dalham from Cargill and uh it's day two of Imagine uh really happy to have you join us and take some time out to share some of your insights and experiences with us today uh why don't we get started Bonnie just introduce yourself tell us a little bit about what you do over at Cargill yeah thank you so I am the Global Intelligent automation Center of Excellence lead that's a mouthful um but I I basically lead the Coe for Cargill uh we have uh

(00:47) five capabilities that we are responsible for so beyond process automation we have intelligent document processing uh we also own digital signatures um conversational Ai and now gen AI which which is as you know the Hot Topic um and so we are kicking off our Coe for for that program as well wonderful um and you have been an automation Anywhere Customer for a while correct uh can you take us uh back a little bit and kind of unpack the journey that Cargill has been on with automation anywhere some of the things

(01:22) that you've been able to accomplish and um some of the use cases that you've been able to tackle one of the reasons that Caril chose automation anywhere was because of cyber security um so we have a lot of confidential data between our suppliers and our customers uh we have very large customers like McDonald's like Walmart um Nestle I met Nestle here uh the other well driving the car the other day and um those are just a few of the big ones but um it is very important for us to keep our customer data and our

(01:54) supplier data confidential so that was one of the main reasons we chose automation anywhere years ago since then um we have built out I think we're at about 265 bots in production wow um and we build about 50 per year is what we commit to do um we're a Federated model and so the center of excellence doesn't deliver all of them we work with different groups within Carill um but we we establish the platform we provide the licenses we also have a very um uh strict governance framework that follows our our uh organizational it standards

(02:31) and policies so I mean you're obviously one of the more mature automation programs that we have here today which is wonderful um if you were to take a guess and maybe you have a clear count how many folks across Cargill do you have creating automations I would say between 15 100 okay yeah and are they all you know professionally trained developers do you have citizen developers what's the strategy then yeah so we most most of the developers are within the IT department okay um and our train uh we also provide training for

(03:02) users um and we have uh people on on my team that can help out at any time if it's a more comprehensive use case then we will take it on ourselves um but uh we do have one group uh outside of it that's our process Excellence team um and they do some of the automations for like your standard Finance processes um and they they work on so those would be more business analysts versus developers okay and and tell us a little bit about some of the processes or Transformations that you've been able to deliver with automation anywhere that's

(03:40) a very loaded question because since we're a global Coe um we don't focus on just Finance or just HR we are across the board and Carill we're in uh 70 different countries um and so when you think about even like one process like maybe it's an an order management process we don't have just one order management process we have dozens um and so that's kind of it's it's a it's a very comprehensive organization because we work with so many different suppliers and so many different customers and

(04:12) different regions that have to follow laws and regulations within that particular region um so everything from Finance to HR to order management to it um we're all across the board yeah and what are the outcomes that um you focus on you know for of companies it's time for other companies it's you know um experience what is the most important thing for cargo is your defining your automation road map well you just hit a hot button because when I when I came on board to carel uh the focus was on FTE

(04:46) savings and I said we no there's a lot of additional benefits that are that go outside of FTE savings or hours saved um and and I've actually banned the term FTE savings I said that g gives a negative connotation and that's not what our goal is our goal is not to get rid of FTE and and we actually have never laid anyone off uh by automating a process um you know so the resources what we say is we we shift the resources so that they can be working on more challenging tasks versus a mundane task but what we are currently working on is

(05:22) a metrics model of how do we capture um uh kpis from additional metrics that go beyond hour saved so that might mean data accuracy that might mean compliance um sustainability metrics Revenue growth customer satisfaction employee satisfaction we have just a a huge program that we're working on right now to capture some of those additional um uh metrics that that we want to and not only measure from like the the beginning analysis of should we do this or not there about 50% of our requests get rejected so I say we have 265 bots in

(05:59) production we have hundreds of requests that have been rejected that we will not work on because it's not worth the investment um so I said you know we've got to we've got to capture additional metrics and then how do we also measure after the fact after a bot has been implemented in or migrated into production how do we continue to monitor that so that it continues to give the results back to our customers and our clients yeah I it's incredibly important all of these Investments should be yielding um the right Ro why that's

(06:30) strategic for every company um I'm curious to hear what you're excited about and what you're going to be again taking back to your manager well we're part of the Pathfinder program um uh I'm curious about co-pilot um and then uh I spoke with um a few of the executives while I've been here um about how do we integrate gen aai with automation because that is such a frenzy right now and we're trying to kind of pull the reins in at Carill um so I I lead the center of excellence um but we have so many vendors reaching out

(07:12) to us about geni and I'm I say you know I just I don't have the capacity to meet with all these different vendors and nor does any of the Coe members and um and I I mentioned to the executives yesterday I said listen um I consider this a partnership I don't consider you a software vendor I consider you a strategic partner so I hold weekly meetings on Friday for the Coe for Gen specifically if a vendor random vendor contacts me they're not invited to the meeting if you contact me you're invited

(07:48) to the meeting there's certainly so much happening in the market right now every minute you refresh your browser there's a new vendor popping up and you know we like to think we're able to help consolidate and simplify all of that noise in the market and give uh you know a much clearer path to integration of generative AI across your automation right I'm curious you know now that you oversee generative AI within Cargill um you know we're hearing a lot about what does the evolution of the automation

(08:18) function look like um you know is it going to become AI first is it going to remain automation first with AI um I know that's a bit of like a philosophical question but how do you see it as generative AI continues to geni is here to stay we have to address it today um what I want to avoid is doing things peace meal um so I have you know the five capabilities that I mentioned at the beginning um I don't want to go get vendors for each one of those capabilities how do we work to have one platform and that hopefully would

(08:56) include geni that's what I'm looking for and to be very streamlined cuz my concern is if we start pulling in a bunch of different vendors for different capabilities um and then we have upgrades in the future something's going to break y there there are going to be interfaces that break and so I'd rather keep it very streamlined um so that we're not going to run into those challenges down the road we're pleased to continue to partner with you and with Carill and and help you scale your um

(09:24) your program thank you it was nice to meet you too you as well all right all right enjoy the rest of it magic [Music] yeah

YouTube

https://www.youtube.com/watch?v=JPv0DWyJDrA