

# Automation, the foundation block for setting up Autonomous Operations

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## **INTRODUCTION:**

AI adoption is rising across the industries. Organizations across multiple sectors are exploring options to infuse AI in their operations to build autonomous operations. The key drivers that's making AI adoption so critical are volume and optimization. Due to tremendous growth in the volume of operation that has happened across all sectors, it is becoming impossible to manage operations through conventional methods. On the other hand, due to so many players in the market for every product and service, every company is trying to bring down the cost by adopting technology. AI provides an excellent opportunity to optimize operation by reducing operational costs. These were the same drivers at some point of time that led to the rise of automation in the industry. It became impossible to manage operation only by the manual workforce. Automation came to the rescue and helped to keep up with the increase in the volume of operation. Cost optimization was also one of the factors which pushed the industry to leverage automation. The journey of AI actually started with automation. Industries transitioned from manual operations to automated operations to keep up and now it is transitioning to AI-driven autonomous

operation. Autonomous Operations is the ability of a system to sense the state of its environment, analyze the data and self-adjust the operation to adopt to the changes in the state of environment by leveraging the power of AI. Autonomous operations are used by multiple organizations in their critical business processes which accelerates the pace of operation and allowing organizations to scale up to keep up with the demand of the volume of operation. e.g., During COVID Travel and hospitality business relied on self-service Chatbots to help customers with cancellation. It helped to address the sudden spike in cancellation request in hotel and flights through AI driven autonomous process. There is a rush among companies to adopt AI across multiple sectors. But the question is "Is your company ready to adopt AI-based autonomous operation?". The answer to the question lies in the foundation of AI - Data. As it is said in the AI world, your AI-driven operations are only accurate to the extent your data is accurate and 2 diverse. Limited and erroneous data would lead to the low efficiency of AI-based operation. Eventually will lead to low confidence in AI. The best way to capture a large volume of data is by automation. If your operation is automated, your systems are always capturing data digitally. The data is accurate as there would be no manual error due to data entry errors. These data when captured and stored will become a gold mine for AI models to act on and derive future predictions. Companies that have a high level of automation already have a strong foundation to effectively leverage AI with high accuracy. Also, a company that already has automated operations can make use of AI to self-learn from the data and can make automated operations even more optimized and efficient. Thus, autonomous operation has a high chance of success when companies have automated operations in place already as the foundation block. Build automation and add AI on the top of it to make your operations autonomous and become a leader in your industry in AI adoption.