



# Artificial Intelligence: The Future is Now

Mathieu Webster

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Shared vision. Better together



Shared Business Services

# NHS SBS

- Introduction to Mathieu Webster
- Introduction to NHS SBS
- Concept of AI
- Our experience
- Why is it difficult?
- Its no just all about automation
- Some good examples of AI in action

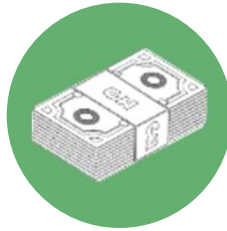
- Mathieu Webster
- Head of Transformation NHS SBS Finance and Accounting (F&A):
  - Drive transformation
  - Introduce a change framework
  - Oracle Financial Platform
  - Automation Programme
  - Develop our ecosystem



# Finance & Accounting in Numbers

**£225bn**

Cash managed on behalf of clients every year



**100%** of commissioning organisations served

**£645m**

VAT recovered on behalf of clients per year



**1m +**

Bank transactions reconciled annually



**62k**

Payment runs processed annually

**423,000 +**

Calls to our service centre every year



**78**

NHS Provider organisations supported

**95**

Robots undertaking 250 of our processes



**£20.7bn**

Client debt recovered every year



**6.8m**

Accounts Payable (AP) transactions processed annually



**462k**

Sales orders raised each year on behalf of clients

**60k**

Active Oracle users



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# Concept of AI

“It is a branch of computer science concerned with building smart machines capable of performing tasks that typically require human intelligence”

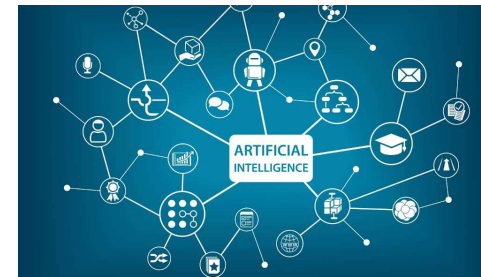
True Definition of AI



Marketing Hype



Reality



# So What?

- Why should I care?
- Primary objective is Intelligent Process
- AI is to provide a company's human workforce with additional knowledge, support, and insights acquired through systems integration and automation via bots.

# Why is it difficult

- Lack of practical experience
- Lack of imagination
- An inability to re-imagine how a task can be done
- Leadership thinking more about refinement than change
- Data Scientists are expensive and few and far between
- What is the problem statement?

# Our experience

- Practical Learning from a simple automation programme
- Finding challenges where process experts can't explain reasoning
- Driving the right forward culture...



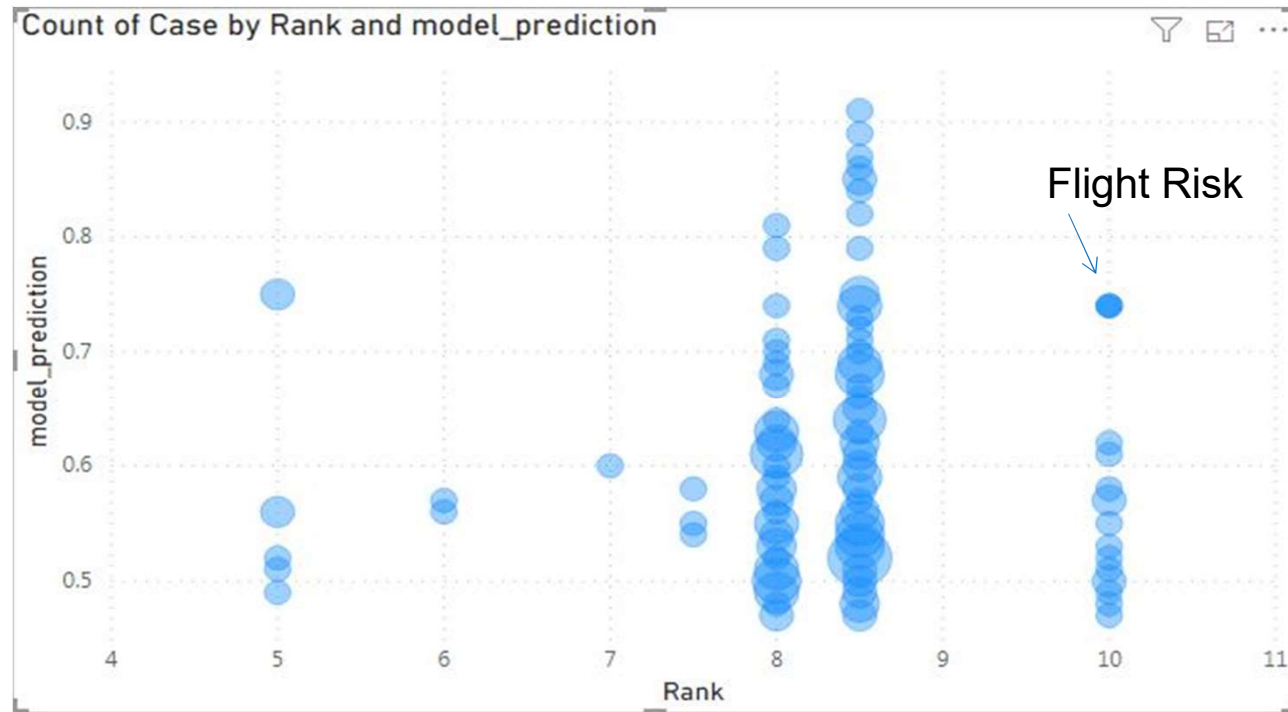
# Its just automation isn't it?

- Convergence of technologies known as Intelligent Process Automation
- Machine Learning
- Dynamic Load Balancing
- Sentiment Analysis
- Robotic Process Automation (RPA)
- Computer Vision Technology,
- Optical Character Recognition or even intelligent Character Recognition

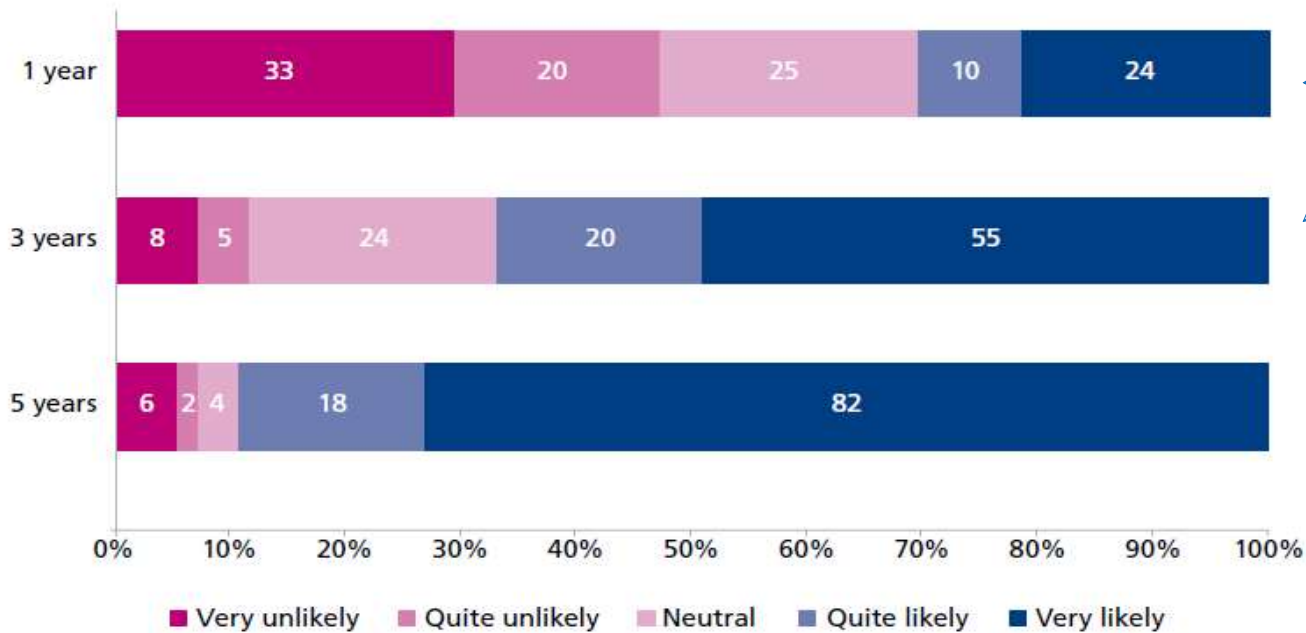


# AI in action

- Workforce Analytics
- Early Invoice Payment
- Payment on PO
- Machine led VAT analysis



# AI Products Available today



How many products do you see with AI in them?

Figure 2: Proportion of products likely or very likely to be ready for at scale deployment in 1,3 or 5 years from the UK State of the Nation Report (112 products)

# Closing thoughts

- What are your teams missing because they can't see it?
- Are you manually processing lots of data and asking people to make decisions – What's helping them make the right decision?
- What's the point in all this?

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