

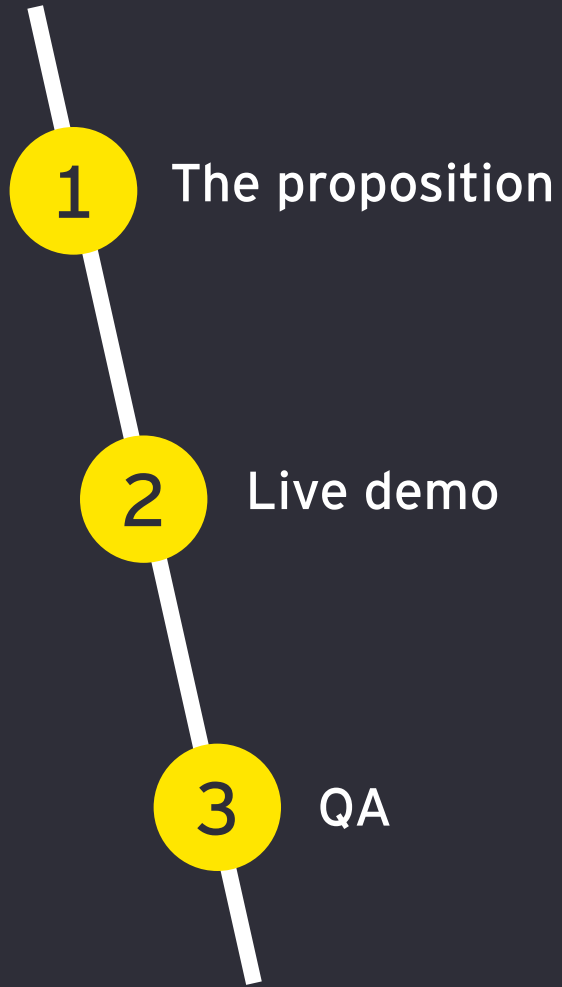


Intelligent  
Operations

**EY Intelligent Operations (IO) App** (powered by Mavim)

*Digital enabler and accelerator of Operational Excellence  
in Services*

# The agenda for today



*With you today..*



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# Organizations are struggling to embed Operational Excellence in a standardized way and effectively drive day-to-day performance improvement



Many organizations recognize that Operational Performance is key to deliver on its objectives and have embraced Operational Excellence, but are **struggling to embed Operational Excellence** in a standardized way and effectively drive day-to-day performance improvement



In addition, organizations are struggling to understand **how to generate value out of emerging (digital) technologies** (incl. GenAI) and embed Operational Excellence in their (day-to-day) operations



Time spend on data collection, consolidation and reporting vs. root cause analyzing and actioning on performance results



Ineffective decision making and lack of alignment across tiers and towers, whilst management is losing oversight of performance and all different activities related to both the run and change



Lack of employee empowerment and inability to standardize and scale operational excellence



Ineffective and inefficient collaboration across systems, applications and tools



Lack of visibility in (daily) work ('floor visualization') and digital tooling for problem solving



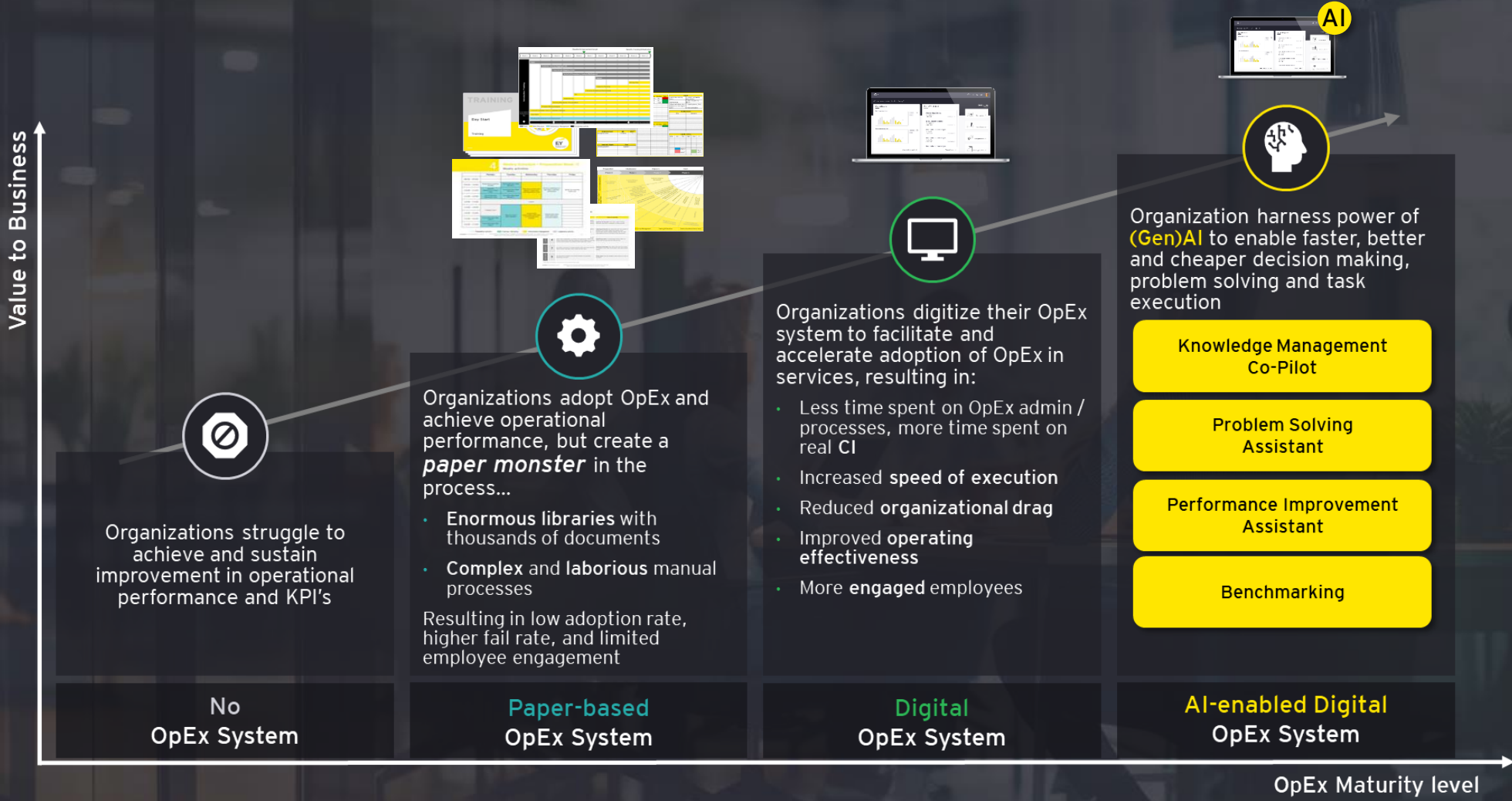
Lack of visibility on process execution and control effectiveness



Lack of visibility in employee motivation, wellbeing and productivity

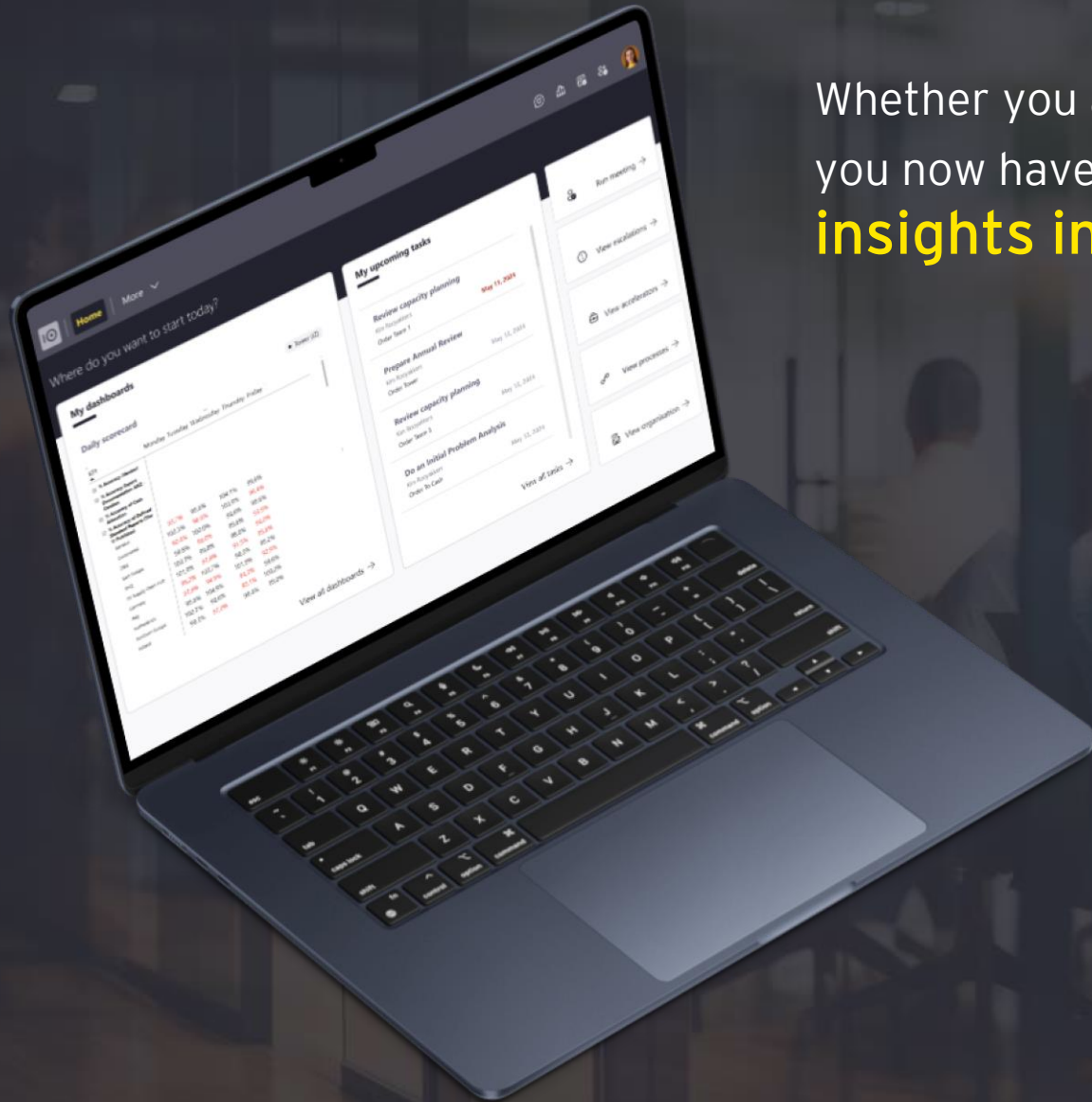
This directly impacts **Speed of Execution, Predictability & Reliability, Productivity, Customer Satisfaction, Employee Engagement and Compliancy**

# The Intelligent Operations (IO) App is EY's answer to help organizations leapfrog their operations into the new digital era and shape their future with confidence





# The EY Intelligent Operations (IO) App at a glance



Whether you are a COO, an operations leader or an agent, you now have 1 easy-to-use Microsoft App where you can directly turn **insights into action**

Powered by **Microsoft, Generative AI, and Digital Twin** technology, the IO App is a **people-centered** digital app designed to facilitate and accelerate the adoption of **Operational Excellence**, helping organizations standardize their ways of working and drive performance improvement

In our solution, Data, AI and Technology are not just enablers, but through the IO App they have truly become an integral part of Operations

The IO App will support clients to take a next step in their digital transformation through further integration and digitization of its office operations



## The front-end (dining area)

The dining area: The way the customer interacts with the restaurant: the way the food tastes, the menu's look and the service is experienced...

Service organizations have recently started to implement (process) orchestration platforms & intranets for functions and their operations to create a first (one) stop shop for customers and users.



## The work itself (the kitchen)

The way the cooks cook the food; the way the recipes, ingredients and tools are used to create the meals for the customers...

For many organizations, the first step towards digitization was to integrate business processes in one ERP and reduce an often-scattered set of systems.



## The control room (office and stand-up)

The way a restaurant organizes itself, manages their (cooking) processes and the way they continuously improve on their food offerings and service ...

The next step on the digital transformation journey in service operations is to enhance the "engine" by integrating design, manage and improve operations through one Intelligent Operations App, that seamless integrates with existing systems.





# Through a people-centered digital app, the EY IO App embeds Operational Excellence in the ways of working to accelerate performance improvement

## Performance Management

A standardized meeting drumbeat and digital meeting formats combines visualization of performance and setting and follow-up of actions, escalations and decisions;

Ensuring transparency, more effective alignment across tiers and between functions and increased speed of execution

## Problem Solving

An integrated suite of off the shelf (e.g. process- and task mining) and EY (e.g. Initial Problem Analysis, KANO, CJM) tools support teams to solve problems and improve their work, whilst automatically triggering workflows;

Ensuring data insights and analyses are translated into short term action and sustained results

## GenAI at the Core

GenAI becomes an integral part of day-to-day operations and unlocks the value of data by providing employees with direct and actionable answers on (execution of) SOP's and processes and suggesting (real-time) actions on performance deviations;

Enabling faster, better and cheaper task execution, problem solving and decision making

## Digital Twin Functionalities

The digital twin function of the App ensures that the organizational design and functional- and management processes (e.g. org charts, annual planning process, 90 day reviews, etc.) are not only recorded, but directly trigger workflows in the App to ensure (timely) execution and updates;

Improving the robustness and ease of e.g. strategy deployment, performance review cycles and audits

