Merlynn TOM (Tacit Object Modeler) and RPA (Robotic Process Automation)

AUTOMATION

Almost all large organisations have invested in RPA technologies and therefore this may be considered as standard technology. The focus for RPA has been traditionally around scale, cost and risk reduction. The current drive in RPA is for cost reduction with scale being a lower consideration. Risk reduction is seen as critical but complex to solve at this time. Current RPA technologies allow for rules to be defined into specific processes. These rules as described and defined and are relatively simplistic in nature.

Most of the mainstream vendors now allow for continuous learning (rule refinement) by analysing outcomes of the processes they manage. This is where they have deployed predictive technologies. Rule refinement using predictive technologies has inherent risk in that automatically changing the rule of a granular process could have unintended consequences to a larger supporting process. An example is an automated decision that declines a transaction that conflicts with a larger business strategy to retain clients. Gartner refer to this risk as

"Conflicting interests from multiple business units lead to misaligned execution priorities" - in the article "

Optimize RPA Governance to Scale Process Automation" - Saikat Ray, Rob Dunie

RISK AND UNCERTAINTY - TOM

TOM is an AI technology that, through a process, creates a digital, reusable component that is deployed in a decision support role including within third party applications like RPA toolsets.

To understand the difference between TOM and traditional AI/predictions is to understand the difference between predictions and decisions.

A prediction is the suggestion of an outcome.

A decision is the next best action based against a larger business imperative.

Almost all predictions have some uncertainty and therefore risk.

There are very few examples of predictions being 100% accurate. **The uncertainty in a prediction will pose a risk to the organisation.** The organisation will look to the input of a domain expert to assist in a further decision-point to better assess this risk.

The challenge is that there is a limitation around the availability of this expert. In addition, the expert is unable to verbalise the nature and logic behind their decision. T**he TOM technology has been designed to get behind the decision and to expose the logic within a Virtual Expert.** This effectively removes the scale challenge for the organisation.

The TOM technology is unique in this regard and we are not aware of any technology that can successfully simulate subconscious decisioning at this time. Ironically the pervasive nature of predictive technologies has led to more predictions and therefore a need for more decisions and in turn more experts.

APPLICATION

TOM is an important compliment to RPA.
RPA will need to become more relevant to cost, scale and risk objectives and will need to include complex, more inclusive logic. Rules within RPA will change and often these rule changes are brought about by the frustration of users/clients in a system that no longer feel the rules are representative to the business process. **This is where the TOM technology can think like the user/client to better suggest the evolution of the RPA.**

The knee-jerk of many technologists within organisations is that they can create the TOM functionality on their own however the presence and reliance on expertise within key processes is evidence that they have not been able to achieve this.

Technology with Conscience

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