



Giving your  
Enterprise a  
Voice

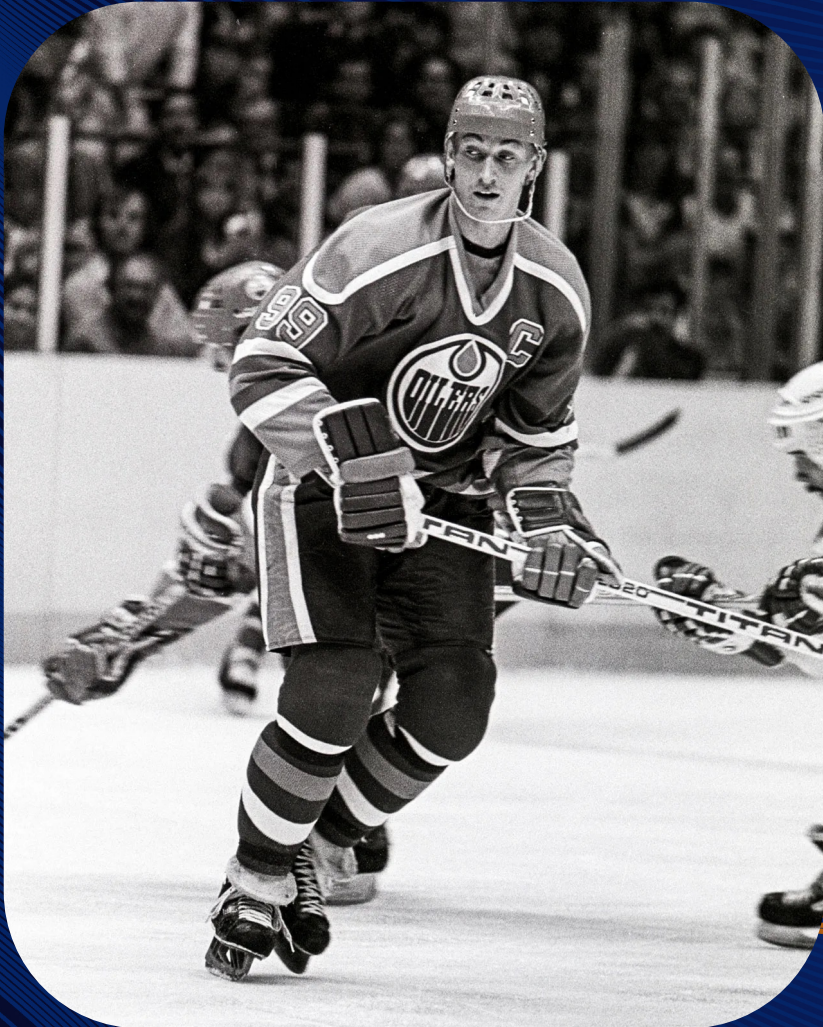
## ALLIANCE 2023

Chatbots, eForms, and Robotic Process Automation  
– Yes, You Are Behind!



# Meet me in St. Louie, Louie...



“

You miss 100% of  
the shots you don't  
take

”



**Andrew Bediz**

Managing Director  
IntraSee Division



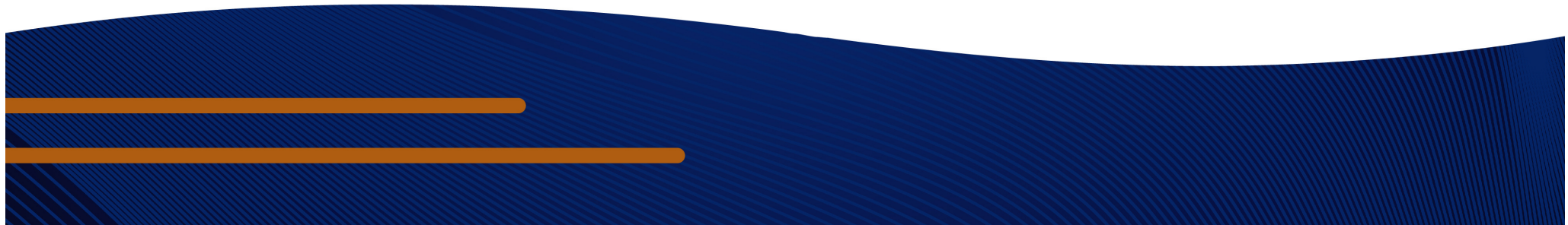
**Scott Antin**

VP Business Development  
Gideon Taylor



**Holger Noreke**

Managing Director  
Newbury Division





GT eForms™ - Validated PeopleSoft  
Automation Solution

PeopleSoft Project Services

AI Digital Assistants

Process Optimization Analysis

PeopleSoft 'Keep Current'  
Services

Full-Stack Cloud Managed Services

Automation Centers of Excellence

Integrated / Automated Testing – PeopleSoft  
and Beyond

Robotic Process Automation



## Giving Your Enterprise a Voice

### Delivering on the Promise of Enterprise Technology

Gideon Taylor enables clients to envision and create custom solutions for eForms and workflow technology, OCI cloud hosting, UiPath RPA, always-current managed services, full-service consulting and staffing, WebUX and conversational AI.

### Founded in 2001, based in American Fork, UT

Gideon Taylor is a PeopleSoft custom solutions provider for business, education, and government organizations.

ORACLE

Partner

UiPath™ Partner  
SILVER

## Gideon Taylor

**Products: GT eForms**

Specializing in business processes and automation in a PeopleSoft ecosystem.



## Newbury

**Products: UiPath Reseller**

Specializing in full life cycle PeopleSoft consulting services, Oracle Cloud Applications implementation and integration and RPA.

## Cloud

**Products: PureRed**

Specializing in moving to the cloud, managing your cloud or SaaS'ifying PeopleSoft

## IntraSee

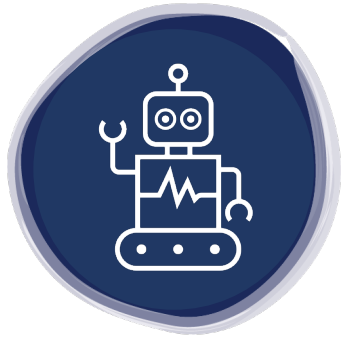
**Products: WebUX and Ida**

Specializing in a one-stop front-end user experience on the web, mobile or via automated chat.

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## Chatbots

AI-driven automated answers to guest and authenticated user questions instantly, 24x7 in over 100 languages.



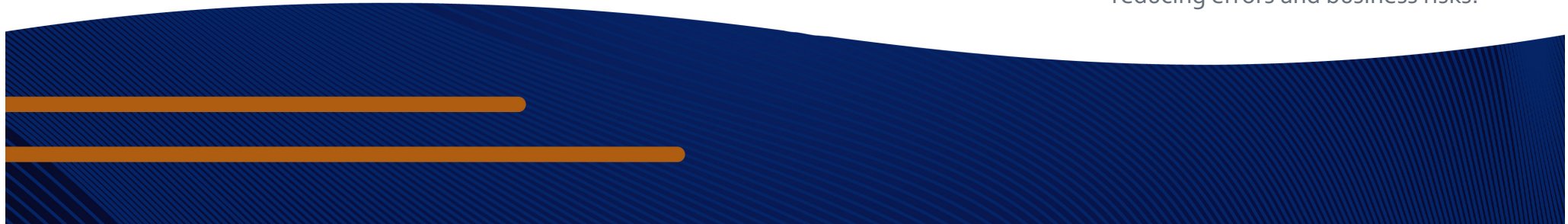
## eForms

Create dynamic, configurable Fluid self-service applications to automate any business process



## RPA

Software automation mimicking human users with software robots resulting in an increased productivity, user experience, while reducing errors and business risks.



# Chabots, you're behind

- More than 300,000 active chatbots on Facebook
- 69% of consumers prefer chatbots because of their ability to provide quick replies to simple questions.
- 40% of millennials say that they chat with chatbots daily.
- More than 50% of enterprises will spend more per annum on bots and chatbot creation than traditional mobile app development.
- Oh, and GPT-3 just changed expectations...

HUMAN AGENT	VS	IDA
24 HRS	AVERAGE RESPONSE TIME	2.5 SECS
67-75% <small>HUMAN ON AVERAGE</small>	RESPONSE ACCURACY	90+%
\$19-\$200	COST PER INTERACTION	< \$1
40 HRS	HOURS WORKED/WEEK	168 HRS
30 TICKETS	AVERAGE # TICKETS CLOSED/WEEK	UNLIMITED

Remember Mobile Apps?





## eForms, you're behind

- Nearly 60% of workers estimate they could save 6+ hours per week by automating data entry
- Avg error rate of 1% to 4% for manual data entry
- "1-10-100" - \$1 to verify data accuracy at point of entry; \$10 to clean up or correct data when in batch form; \$100+ for each record if no action is taken
- *"But, Scott, we already use electronic forms..."*



700% Efficiency Increase



Turnaround reduced from 5 days to 30 minutes



Reduced manual intervention & errors to less than 1%



Saved over 90% of time for new employee onboarding



Direct year-on-year ROI over \$300,000

# RPA, you're behind

- 53% of respondents have already started their RPA journey and a further 19% of respondents plan to adopt RPA in the next two years. (*Deloitte Global RPA Survey*)
- 38% of managers report compliance improvements are the leading benefit of RPA and it is followed by improved productivity/performance (*Source: Nice*)
- RPA can provide cost savings ranging from 20%–60% of baseline FTE costs for financial services (*Source: EY*)
- By 2024, enterprises will have reduced operational expenses by 30% by integrating hyper-automation technology with improved operational processes (*Gartner*)
- Newbury customers have experienced ROI in just a matter of months, not years.

## RPA by Numbers 2021 and Beyond



According to Gartner Global Revenue from RPA is set to hit USD 1.89 billion in the year 2021.



RPA is expected to witness a CAGR of 33.6% between 2021 to 2027



53% of enterprises have already started their RPA journey.



RPA will achieve near-universal adoption in 5 years.

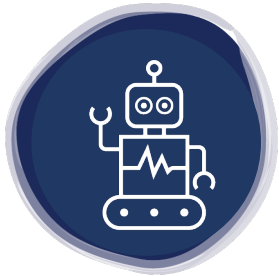
Source: Zenesys



# Why have companies fallen behind?

- Paralyzed by “the cloud”
- We don’t know what we don’t know
- Competing priorities
- "We have always done it this way..."
- Unsure of where to start
- Misunderstood ROI opportunity
- Team expertise

# Time to catch up



## Chatbots

- Ready in 6 weeks, live in 12
- Cost less than most humans
- AI learns over time



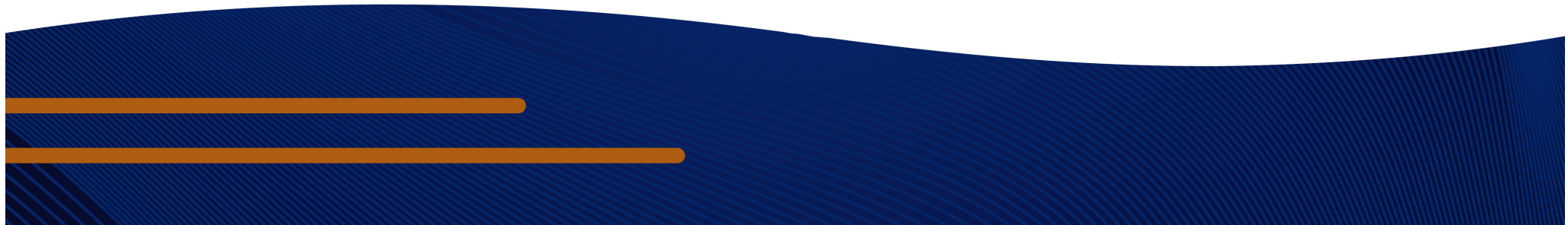
## eForms

- Install GT eForms framework in 3 hours
- Get trained
- Go build something!

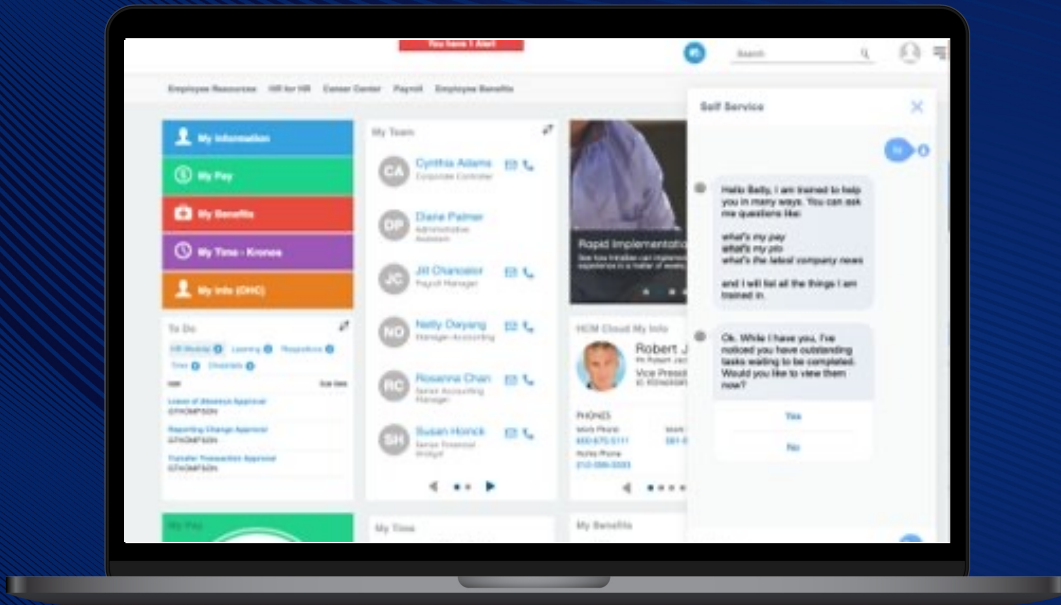


## RPA

- Installed & trained in a day
- First project could take 1 week!
- You don't need a huge budget







DEMO!

Chatbots

eForms

RPA



Self Service eForms



Company Directory



Approvals



6

My Team



Employee Snapshot



Team Time



Absence Analytics



Team Performance



Open Jobs



0

View Total Rewards



eForm Homepage



Annual Performance Review



Wakefern Non-Union Hire Offer





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# WHAT IS RPA?

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How can I use it to make my life easier?

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## In conclusion...

- Bridge technologies bring ROI today
- The projects are easier/quicker than you think
- Your user will feel like you are moving forward
- ...at a fraction of a platform switch budget
- Bridge technology doesn't need to wait on a cloud strategy
- ...and they can come with you to the cloud!



# Gideon Taylor Sessions – Alliance 2023

Session Name	Day / #	Organization	Description
<b>Saving Trees and Saving Time! (Part 1)</b>	Monday 9656	The Pennsylvania State University	This two-part series will demonstrate how Penn State's Graduate School has pulled various system resources together to change a completely manual and paper-based process into an efficient automated process.
<b>Saving Trees and Saving Time! (Part 2)</b>	Monday 9657	The Pennsylvania State University	Part Two
<b>Move to Cloud, Make Users Happy, Save Money: In What Order?</b>	Monday 9965	Gideon Taylor	You may find it worthwhile to invest in dramatically improving your PeopleSoft user experience today while you are preparing for your Cloud move.
<b>Chatbots, eForms, and Robotic Process Automation – Yes, You Are Behind!</b>	Tuesday 9966	Gideon Taylor	This session will include multiple case studies from several Higher Ed institutions implementing cutting-edge, cost-effective PeopleSoft solutions.
<b>GT eForms - Solution Sharing</b>	Tuesday 9767	University of California, Berkeley	Share various institution solutions ideas related to AWE, Workflow, GT eForms.
<b>Choose your own adventure: How eForms transformed security access</b>	Tuesday 9745	Concordia University	This presentation will demonstrate how Concordia implemented the eForm solution from the form design, notifications, security configuration and workflow to the eForm launch.
<b>VCCS: 23 bots, 1 system. A tale from year one</b>	Wed 9862	The Virginia Community College System	If you are considering implementing a digital assistant or upgrading from your chatbot, this session will provide invaluable tips and learnings.
<b>Los Rios: Lessons Learned on the Road to Transformation</b>	Wed 9838	Los Rios Community College District	This session will cover some of the tough lessons that Los Rios has learned along the way to digital transformation.
<b>Today's Special: eForms Your Way with a side of AWE</b>	Wed 9764	University of California, Berkeley	UC Berkeley has used GT eForms with Peoplesoft AWE to eliminate hundreds of thousands of paper forms & deliver self-service solutions.





**SCHEDULE MY DEMO!**



**GIDEON TAYLOR**



**PLAY TO WIN  
\$500!**



Cutoff @ 11:30am! Drawing  
12:30p at Booth 1809



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