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Automation? CEOs: People still needed

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How is your company preparing for future automation?

To see all CEO answers, visit MiamiHerald.com/news/business/biz-monday.



Automation has been a hot topic in the hospitality industry for quite some time now. Everything is being offered, from AI concierges to electronic butlers to fully robotic hotels. We highly value the personalization and human touch that our staff brings to the Biltmore experience and have no plans to replace our colleagues with robots. We believe that carefully selected automation has a place in our hotel and golf operations as long as it does not diminish the quality service our team members provide.

Gene Prescott, president and CEO, Biltmore Hotel, Coral Gables

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Development is a detail-oriented industry requiring a considerable amount of creativity and a strong ability to work outside of set parameters and systems. This makes automating development quite challenging; however, we've been making a concerted effort to automate processes, such as legal and accounting procedures. The increased power, and ease of access, to the cloud has also allowed us to streamline our operations and now paperwork that would take hours, can be done in minutes.

Carlos Rosso, president, The Related Group's Condominium division

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We are in the business of creating, designing and manufacturing men's sportswear. We do utilize the latest in design technology and software. But at the end of the day our hands are involved in everything from cutting the fabrics to sewing the garments.

We are a hands-on company, still the best way to ensure the finest quality.

Stan Rudman, CMO and owner, Sportailor Inc.



At the Heat organization, we believe strongly in technology's power to drive innovation, and are investing heavily in it. This includes the creation of our own Heat App, which made us the first NBA team to go mobile-only for ticket entry. Additionally, we have a robust business intelligence department that runs thousands of data analytic systems to enhance efficiencies, manage expenses and make better decisions. For example, I have a visualization tool that allows me to easily see the guest patterns throughout the arena on any given game or event night, including which door entries were accessed the most, which areas filled up the fastest, and any other issues that might have impacted flow. All this data combined with my experience operating the arena ensures I can continue to provide the best guest experience in South Florida.

Kim Stone, general manager and EVP, AmericanAirlines Arena

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We have been preparing for automation for almost 20 years, since we came to Miami in 1999. We have invested more heavily in technology and social media than most community banks and have received awards and recognition for our work, including from the American Banker and the Independent Community Bankers Association. We recognize that our customers, especially millennials, use and need state-of-the-art mobile and online banking services and the black community is very active on social media. We are also the first black-owned Internet bank and have customers who live in almost all 50 states.

Teri Williams, president, CEO and a director, OneUnited Bank