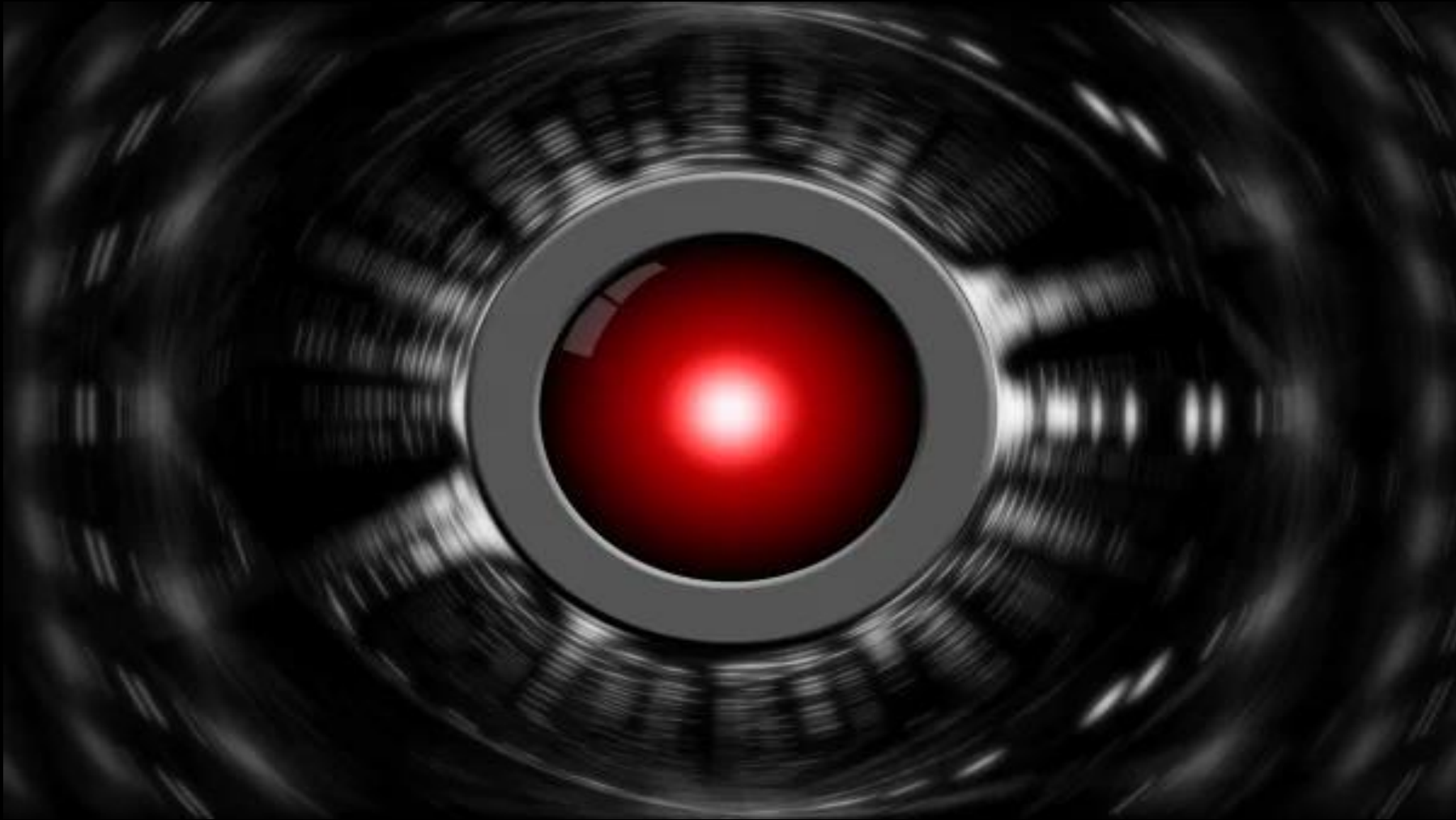


“Is everything okay Dave?”



What is AI, Why now, How to use and Where to start.

What is this?



It's the
fastest
growing
consumer
product of
all time.



100M
users in 2
months

What is Chat GPT?

It's a natural language AI that answers questions & produces content.

Like a chatbot?

It's like a chatbot but different



Apple Siri



How can I prepare for my next meeting with Jeff?



Your next meeting is in 5 minutes.

Should I cancel this meeting for you?



Chat GPT

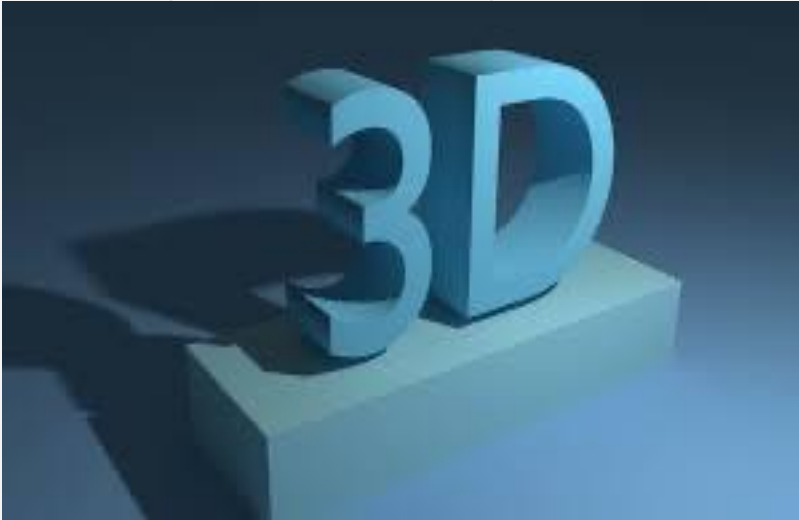


How can I prepare for my next meeting with Jeff?



Here's a few ways you can get ready for your meeting with Jeff next week... Jeff is focused on company growth and needs...

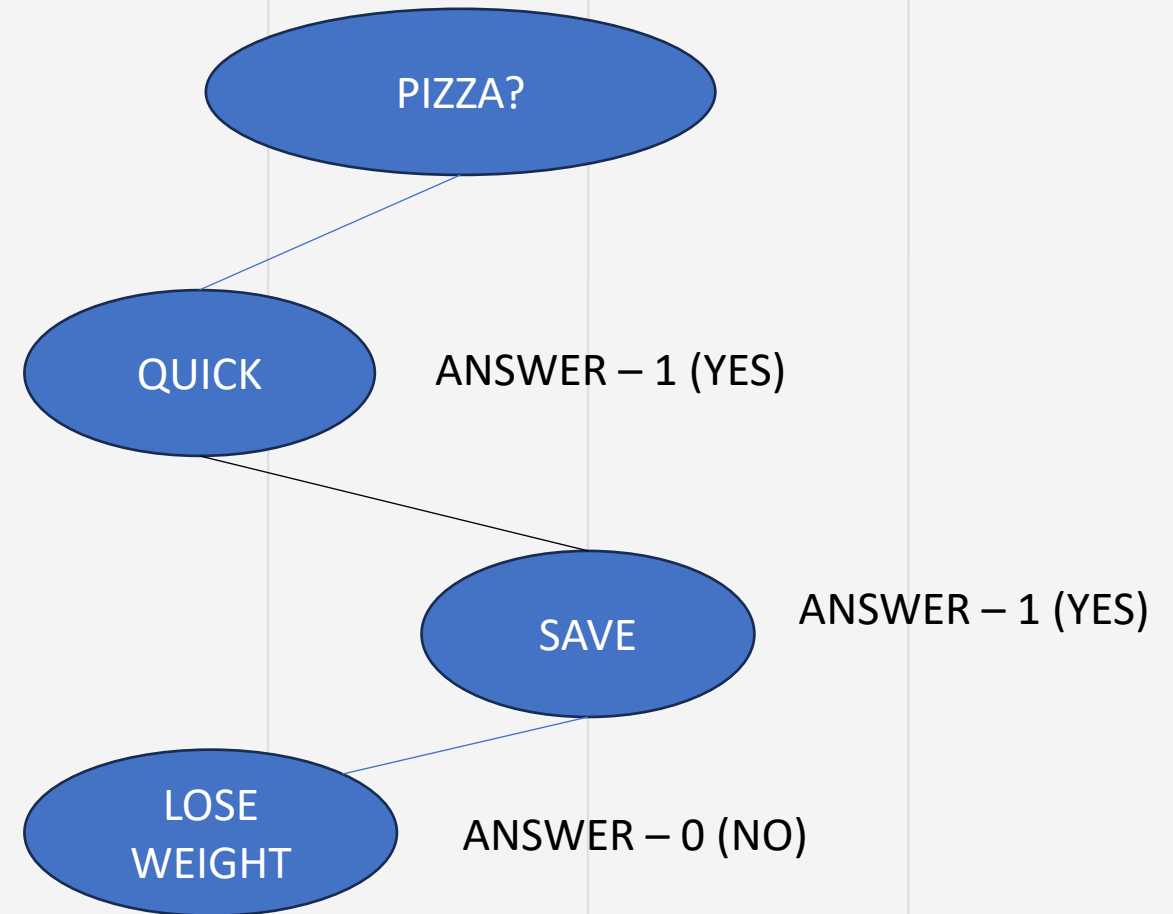
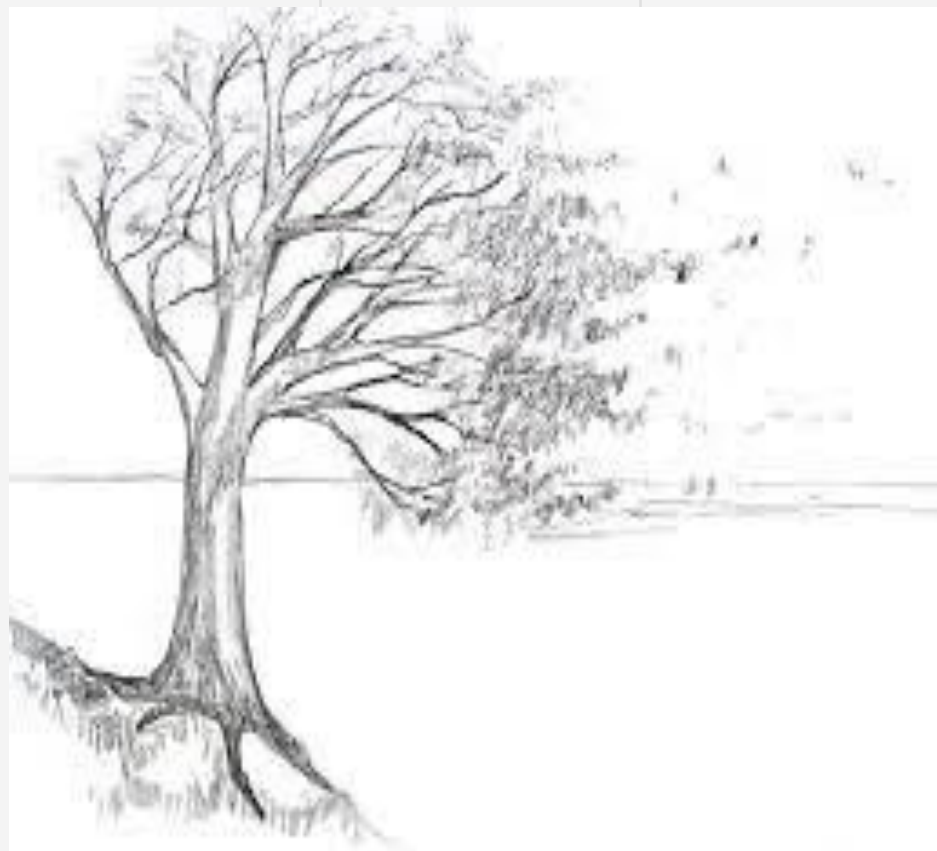
And it works on many data types





How does it work ...

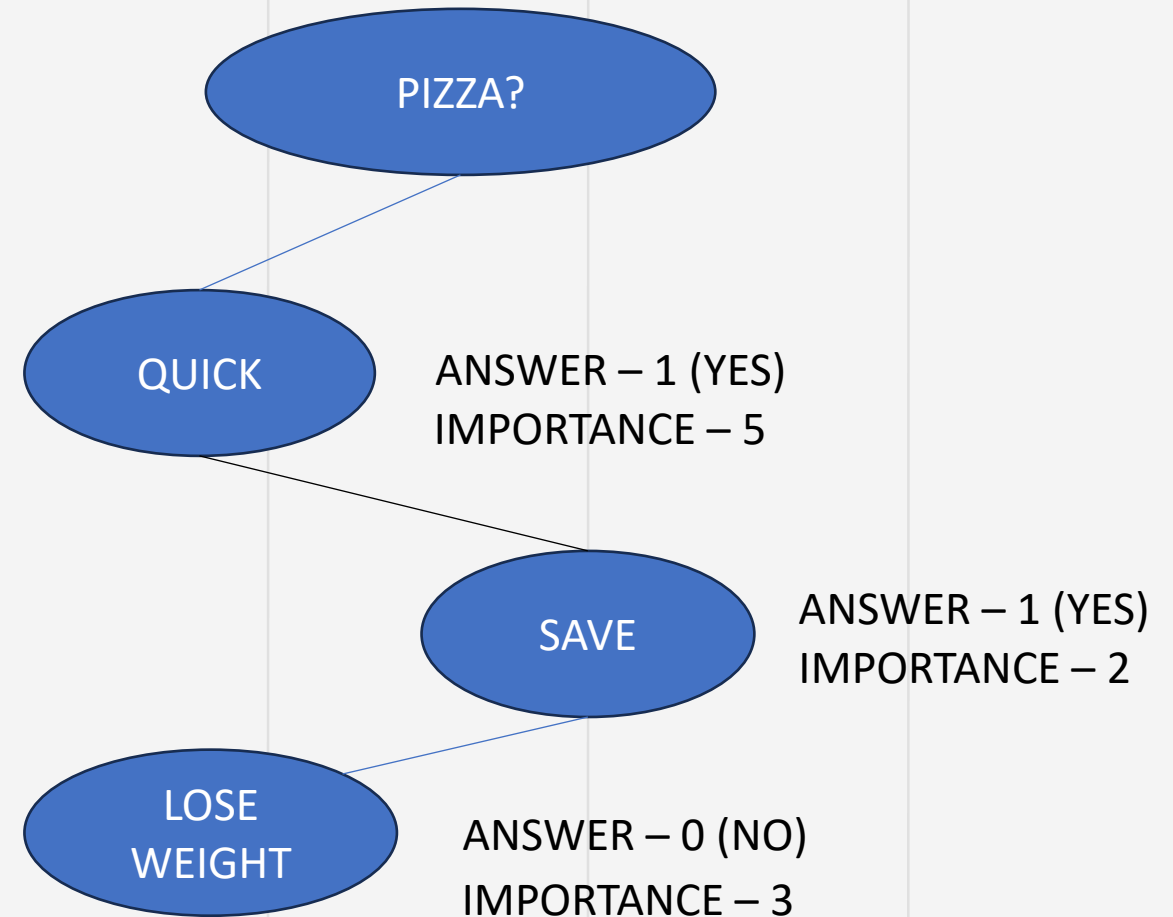
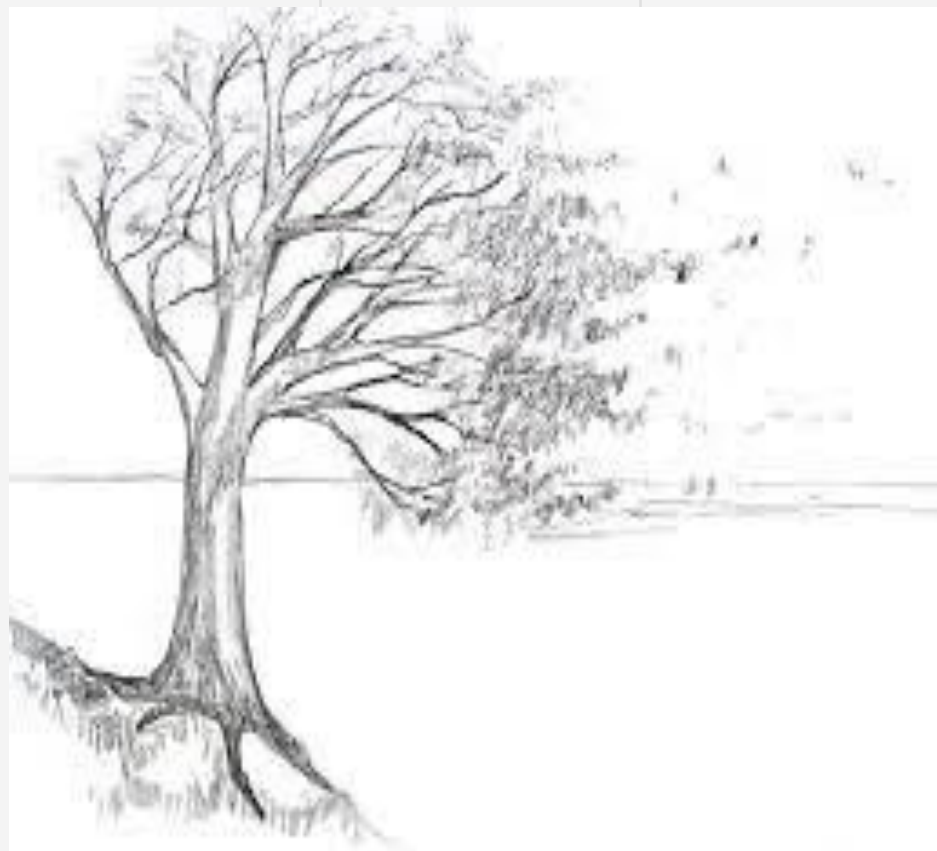
It started with trees




This would tell me I would not get pizza 😞

How does it work ...

It started with trees



So I can TRAIN it to say which parameters are more important 

The analogy broke down so trees became Neural Nets (Brains)





But why now??

Artificial Intelligence (AI)

Human intelligence exhibited by machines



Machine Learning (ML)

Systems that learn from historical data



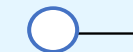
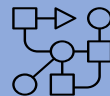
Deep Learning (DL)

ML technique that mimics human brain function



Foundation Model

Generative AI systems



1950's



1980's



2010's



2020's



Artificial Intelligence (AI)

Human intelligence exhibited by machines



WHO



TURIN



MINSKY



McCarthy

BASICALLY REALLY BIG BRAINS

WHAT



Russian Language Translator



Checkers Champion

HOW

Rules based systems

Small number of parameters

All Programmed



1950's



Machine Learning (ML)

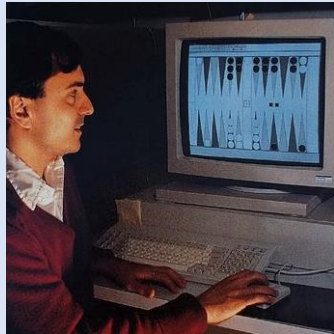
Systems that learn from historical data



WHO

EXPERTS BUT STILL QUITE BIG BRAINS

WHAT



BACKGAMMON



CHESS

HOW

Decision Trees

100,000s of parameters

Trained

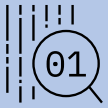


1980's



Deep Learning (DL)

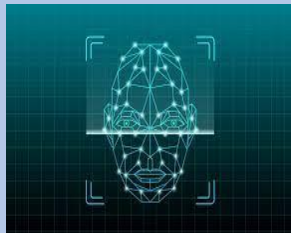
ML technique that mimics human brain function



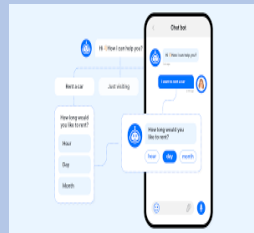
WHO

PROGRAMMERS

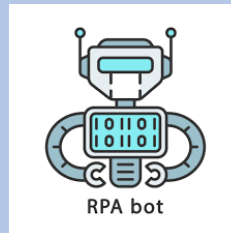
WHAT



VISUAL



CHATBOTS



RPA



HEALTH



GAME SHOWS

HOW

Neural Networks

Millions of parameters

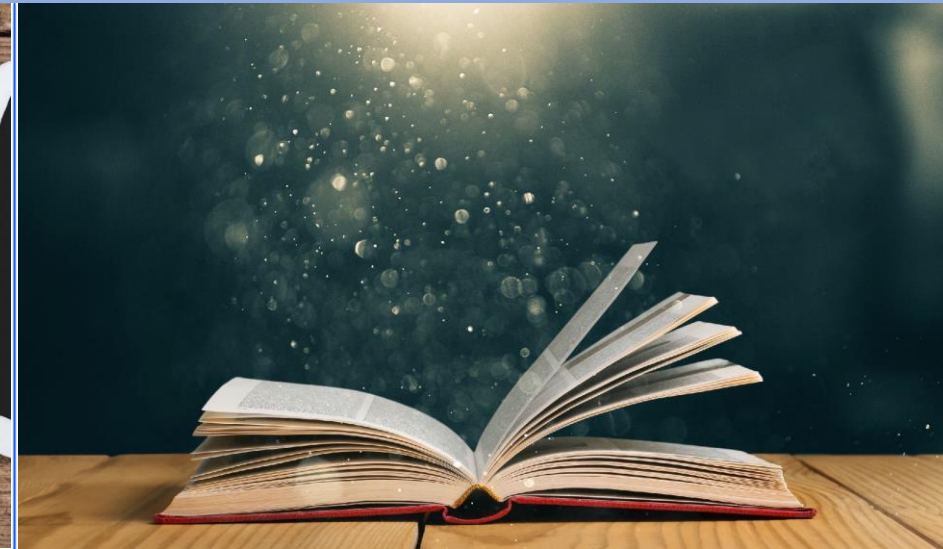
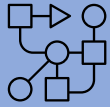
Trained, Untrained,
Supervised

2010's



Foundation Model - WHAT

Generative AI systems



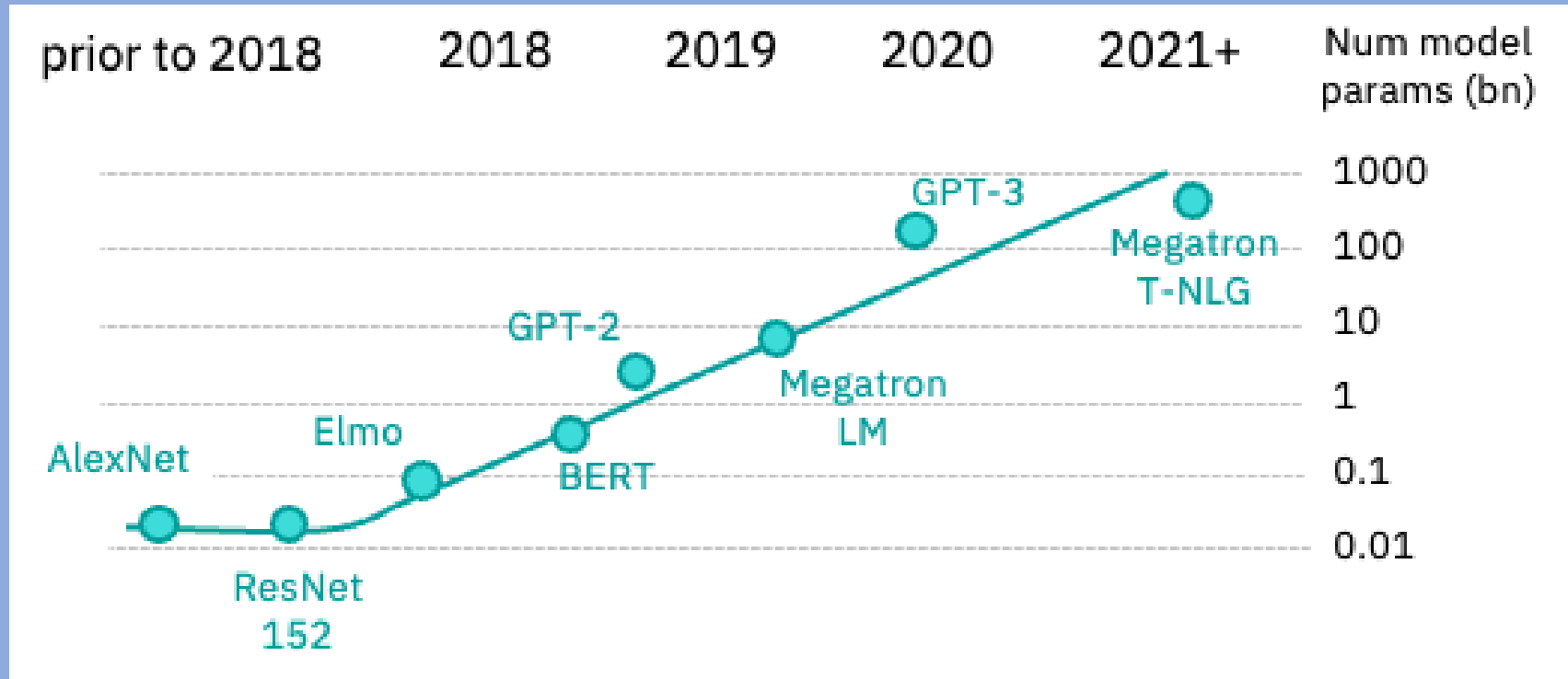
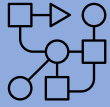
C R E A T E

```
document.getElementById(div).innerHTML = errMes  
else if (i==2)  
{  
  var atpos=inputs[i].indexOf(".");  
  var dotpos=inputs[i].lastIndexOf(".");  
  if (atpos<1 || dotpos<atpos+2 || dotpos>=inputs[i].length-1)  
    document.getElementById('errEmail').innerHTML = "Email is not valid";  
  else  
    document.getElementById(div).innerHTML = "OK";  
  inputs[i].lastIndexOf(".");  
  atpos+2 || dotpos+1  
  id('errEmail')  
}
```



Foundation Model - HOW

Generative AI systems



Generalised Training

Unsupervised / Self Supervised

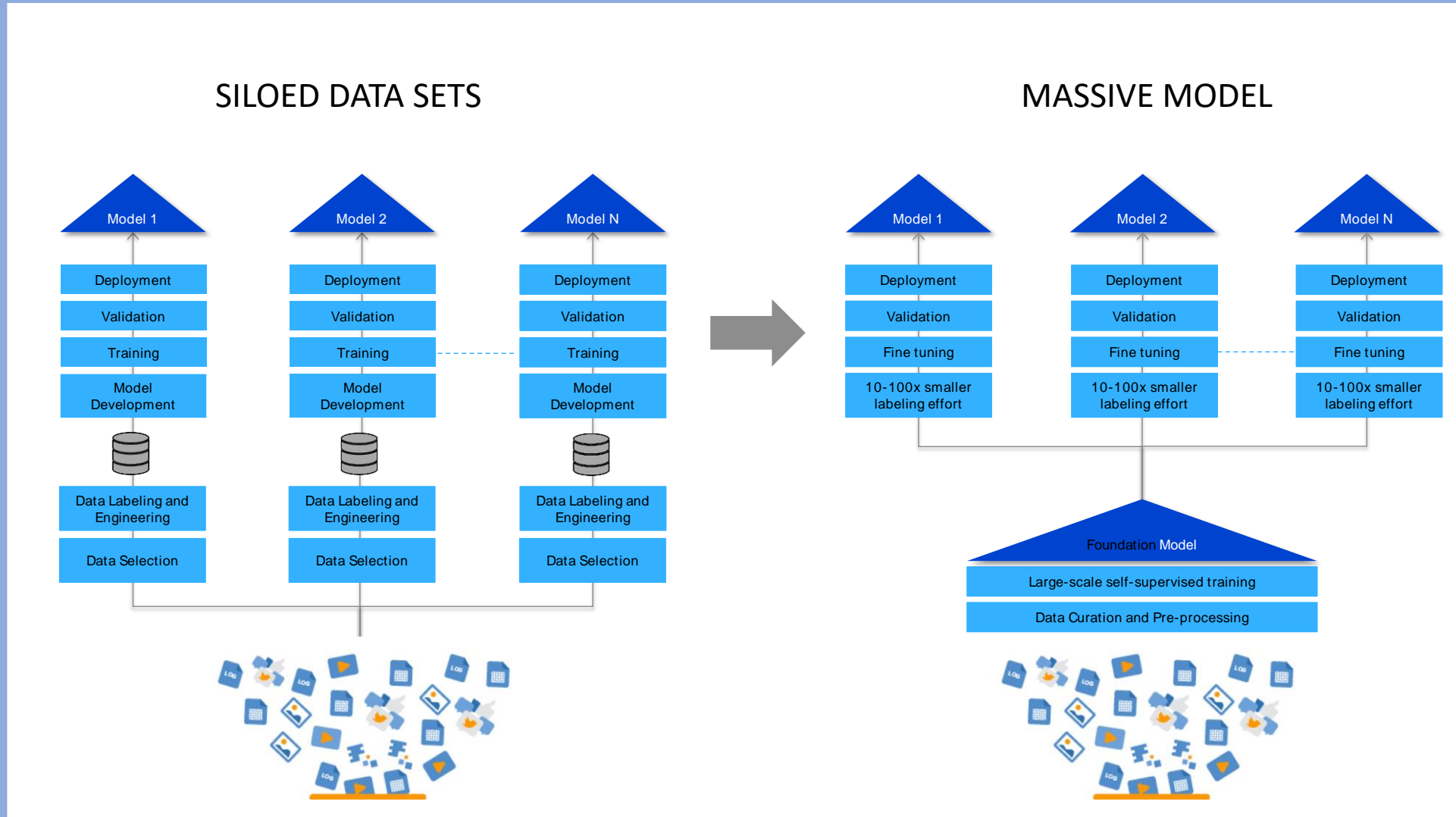
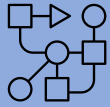
Pre Trained

2020's



Foundation Model - HOW

Generative AI systems



How does this translate to an example over time?

Advanced Analytics

e.g. given a housing database of rate per sq.ft and the size of recent listings, highlight the best value homes

Machine Learning

e.g. predict the price of a new house listing, by leveraging features eg. # yrs old, school rating, mean price per sq ft etc.

Deep Learning

e.g. predict the price of a new house listing

Foundation Models

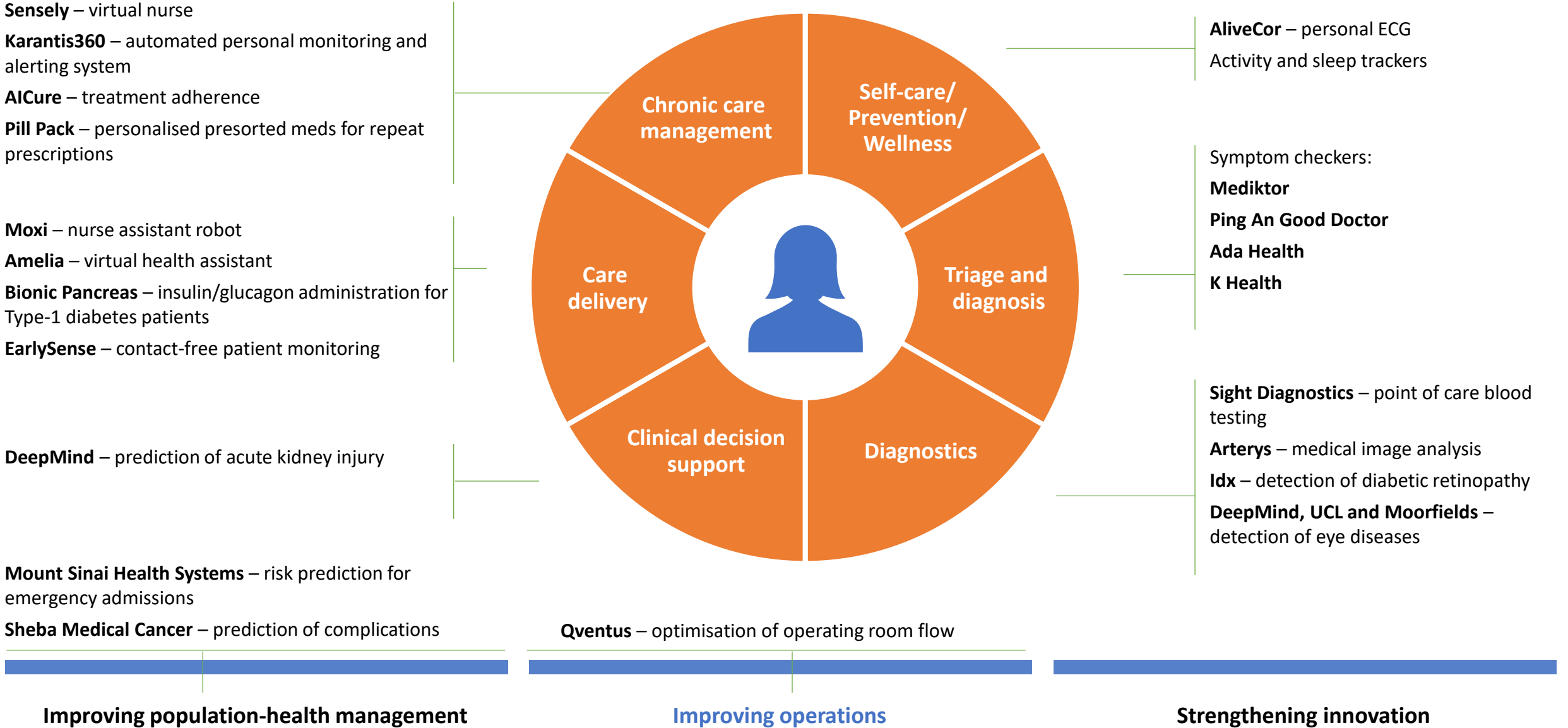
e.g. you are an estate agent. Write the description of a \$1M home in South Lake, TX and generate an ad listing



Chapter 2

- How can I use this? Where do I start?

Health systems can adopt AI use cases at each part of the healthcare value chain – but have yet to do so at scale



Domains that this is being applied to

NON-EXHAUSTIVE

Customer-facing functions and experiences	HR, Finance, and Supply Chain functions	IT development and operations	Core business operations
<p>Customer service Empower customers to find solutions with easy, compelling experiences. <i>Automate answers with 95% accuracy</i></p>	<p>HR automation Reduce manual work and automate recruiting, sourcing and nurturing job candidates. <i>Reduce employee mobility processing time by 50%</i></p>	<p>App modernization, migration Generate code, tune code generation response in real time. <i>Deliver faster development output</i></p>	<p>Threat management Reduce incident response times from hours to minutes or seconds. <i>Contain potential threats 8x faster</i></p>
<p>Marketing Increase personalization, improve efficiency across the content supply chain. <i>Reduce content creation costs by up to 40%</i></p>	<p>Supply chain Automate source to pay processes, reduce resource needs and improve cycle times. <i>Reduce cost per invoice by up to 50%</i></p>	<p>IT automation Identify deployment issues, avoiding incidents, optimize application demand to supply. <i>Reduce mean time to repair (MTTR) by 50%+</i></p>	<p>Asset management Optimize critical asset performance and operations while delivering sustainable outcomes. <i>Reduce unplanned downtime by 43%</i></p>
<p>Content creation Ex. Enhance digital sports viewing with auto-generated spoken AI commentary. <i>Scale live viewing experiences cost effectively</i></p>	<p>Planning and analysis Make smarter decisions, focus on higher value tasks with automated workflows and AI. <i>Process planning data up to 80% faster</i></p>	<p>AIOps Assure continuous, cost-effective performance and connectivity across applications. <i>Reduce application support tickets by 70%</i></p>	<p>Product development Ex. Expedite drug discovery by inferring structure with AI from simple molecular representations. <i>Faster and less expensive drug discovery</i></p>
<p>Knowledge worker Enable higher value work, improve decision making, and increase productivity. <i>Reduce 90% of text reading and analysis work</i></p>	<p>Regulatory compliance Support compliance based on requirements / risks, proactively respond to regulatory changes. <i>Reduce time spent responding to issues</i></p>	<p>Data platform engineering Redesign the approach for data integration using generative AI. <i>Reduce data integration time by 30%+</i></p>	<p>Environmental intelligence Provide intelligence to proactively plan and manage impact of severe weather and climate. <i>Increase manufacturing output by 25%</i></p>

What if you could ...



40% improvement in NPS and engagement scores with actions based on improved employee listening

3X improvement in matching employees to positions with a 24x7 digital career coach



25% reduction in turnover

3X faster time to actionable data insights*

30% decrease in time to skill proficiency



50% lower learning costs from AI-based personalized learning

40% increase in operational efficiency and competitive advantage



94% cases solved by virtual assistant

96% manager adoption

93% executive adoption



Accelerate Growth

Accelerate innovation by embedding Digital Labor into workforce and operations plans and organizational structures

Enhance Experience

Engage with candidates, employees, and managers in the most relevant and value-creating ways.

Unleash new Business Value

Survey complex, diverse sources of data, detect, analyse, communicate and act upon insights seamlessly, in real-time

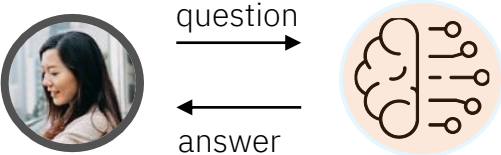
Improve Agility

Adopt flexible operating models to respond quickly to opportunity and market changes

HR units are infusing Artificial Intelligence as a key enabler of their transformation journey

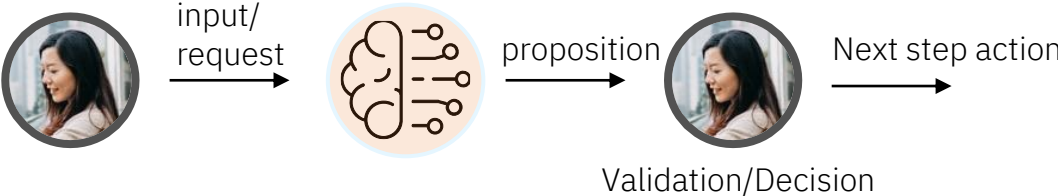
AI Service types

Zero-touch



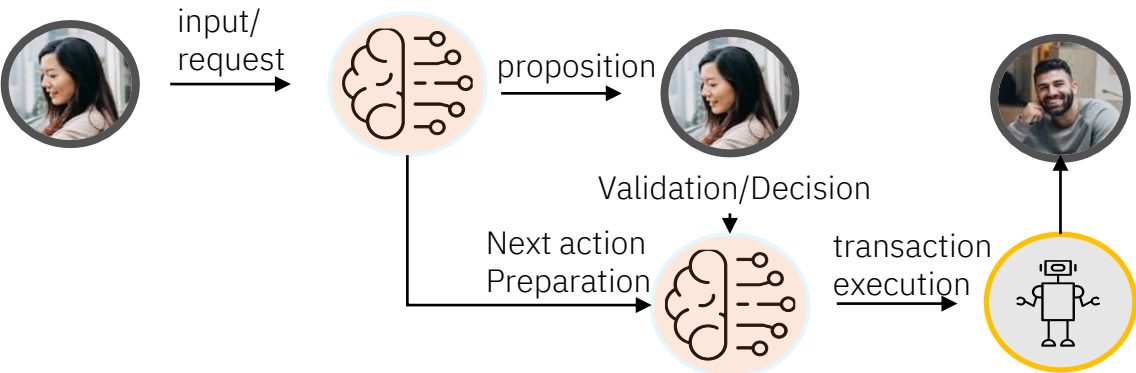
- e.g. Policy inquiries, PTO balance, New pay amount

Augmented



- e.g. Job Requisition preparation, Email generation

Orchestrated



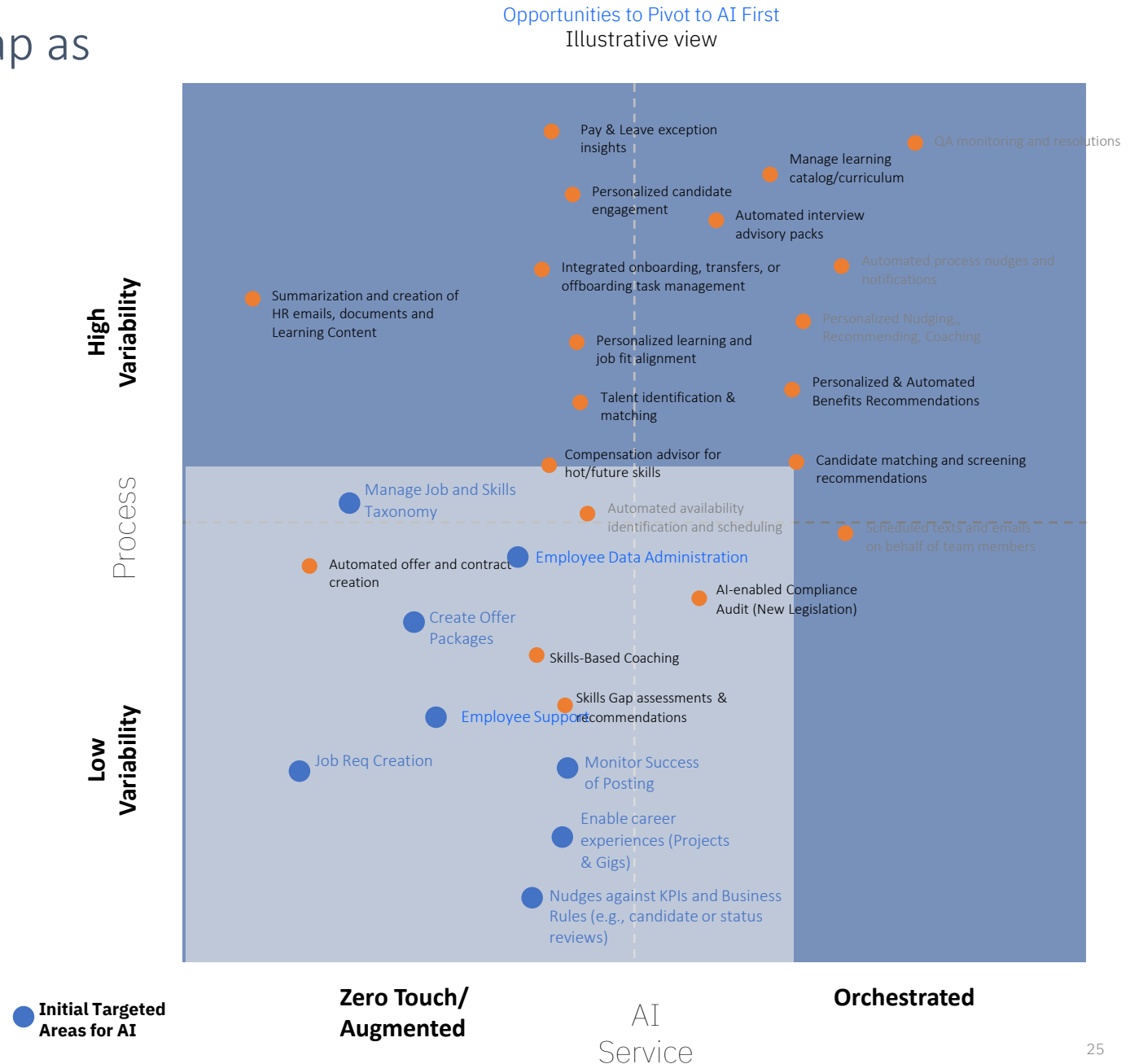
- e.g. Leave of Absence, Promotion cycle execution, Job Requisition creation and posting

Pivoting to an AI First HR transformation journey accelerating the digital roadmap as well as time to value

Progressively, employees, suppliers, clients will primarily interact with a digital assistant to get their work done.

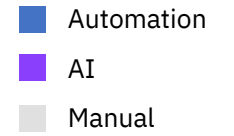
Over time, you and your teams won't be directly interacting much with core platforms such as Microsoft, ServiceNow, Oracle, Workday, SuccessFactors, etc.,

Processes will be orchestrated using a combination of multiple AI-powered digital assistants and automation to transact and perform the necessary entries into the enterprise systems of records



Talent & Skills Development - Maturity of AI in future: Generative AI Vision

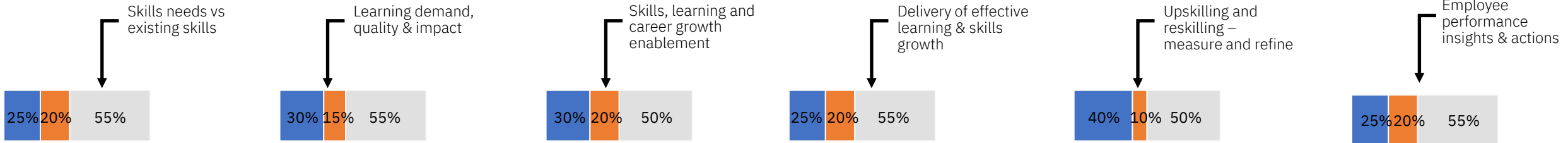
AI and automation can dramatically transform how Talent is managed, skills insights understood and actioned, and learning experienced



Processes



Current state



To Be State



Some keys to success



Designed for Humans

Design based on the **voice of the employee** rather than the voice of HR; focus on the **outcome and user natural workflow and experience first**, not the systems/technology.

Simplify access channels, pursuing a personal digital assistant with broad capability and contextual memory, able to **meet users where they are**

Ensure this experience harnesses the power of a **hybrid workforce**, where AI and people work together



Trustworthy

Apply strict **Trustworthy AI governance, methods and tools**, to deliver against the 5 pillars of

- **Explain ability**
- **Fairness,**
- **Robustness,**
- **Transparency**
- **Privacy**

It's only by embedding ethical principles into AI applications and processes, that trustworthy systems can be built.



Integrated Tech Ecosystem

Protect your investments. Bring your applications, AI and data into one unified experience.

AI motions are open & integrated with the business to stay current:

- Build your own model
 - Consume IBM's model
 - Consume open source model
- i.e., freedom to choose the best AI model for the job.

Built to connect multiple technology to work together to speed deployment/adoption and leverage pre-existing investments



Learning by Doing

Build your understanding and your execution skills by **forming multi-disciplinary squads and piloting** a set of **priority use cases**

Prioritize use cases balancing impact/ROI with **ease of execution and adoption** for the organization.

Create a **safe space to transform**. This is new, it is ok to **fail fast and learn fast**.

Thank you!



Domains that this is being applied to

NON-EXHAUSTIVE

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Generative AI is driving massive impact across industries and domains

Enhanced AI capabilities...

Summarization eg. call center interactions, documents such as financial reports, analyst articles, emails, news, media trends etc.

Conversational Knowledge eg. reviews, knowledge base, product descriptions etc.

Content creation eg. personas, user stories, synthetic data, generating images, personalized UI, marketing copy, email/social responses etc.

Code creation eg. Code co-pilot, code conversion, create technical documentation, test cases etc.

... supporting enterprise use cases across domains and industries

Customer Care

- Agent assist
- Personalization
- Sentiment analysis
- Content generation
- Call center transcripts

Digital Labor

- Summarization
- Knowledge search
- Analysis and reporting
- Contract development
- Content creation

Retail

- Sales summarization
- Hyper Personalization
- Product classification
- Computer Vision
- Price Optimization

Healthcare

- Prior Auth, Benefits admin
- Regulatory reporting
- Real World analysis
- Explain claims, benefits
- Summarize history

Public/Fed

- Govt forms translation
- Policy research
- Explain citizen benefits
- Summarize cases
- Regulatory compliance

IT Operations

- Technical documentation
- Coding copilot
- Test case development
- Compliance monitoring
- Network optimization

Cybersecurity

- Error log/root cause analysis
- External threat analysis
- Incident response
- Report generation
- Documentation

Industrial

- Technical documentation
- Industrial design
- Production optimization
- Recall analysis
- B2B back-office AI

FSS

- Know Your Customer KYC
- Wealth Mgmt. AI
- Regulatory changes
- Summarize earnings etc.
- Automate personalized email

Telco

- Offer personalization
- Network optimization
- Explain bill
- B2B back-office AI

EXAMPLES

... delivering rapid business value

Large global payments firm achieved **91% accuracy** and near real-time insights into customer complaints to rapidly react to emerging issues

Large global Telco achieved **90% reduction** in time to insights unlocking **\$20M+** in operational improvements identified from agent conversations

Large global Bank achieved **25% improvement** in conversational AI accuracy and **80% efficiency** gain in testing and classification

Large global Bank reduced **30,000 hrs** of internal audit across **5,000+** controls needed to maintain regulatory compliance by analyzing control documents at scale