Keep Your Organization's Focus on Creativity by Using Artificial Intelligence





HITS Spring 2018

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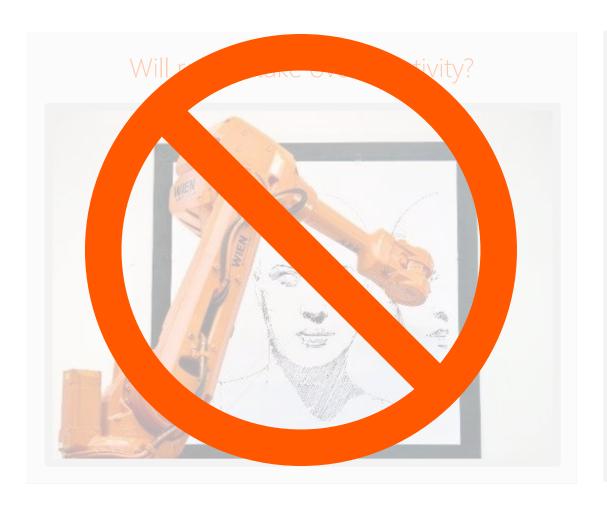
May 17, 2018

Artificial intelligence and creative industries





Artificial intelligence and creative industries



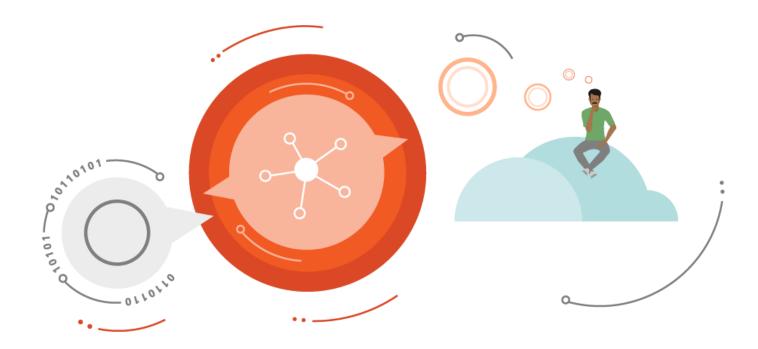






What is Al?

Machines that think and act like people



Understanding

Interpret meaning of data including text, voice and images

Reasoning

Form conclusions based on imperfect data and learn over time

Natural UI

Engage with humans in natural ways







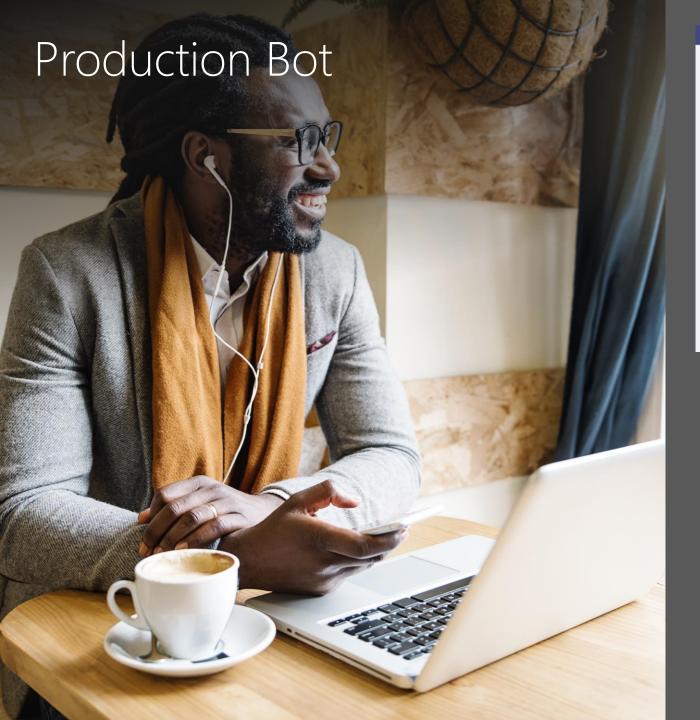


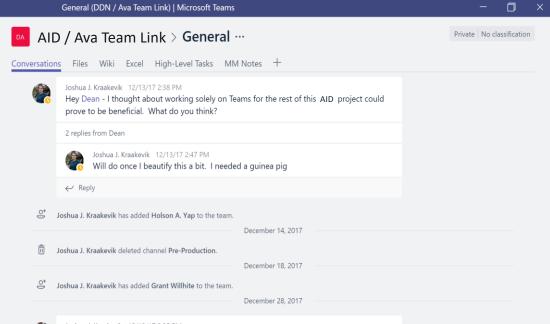




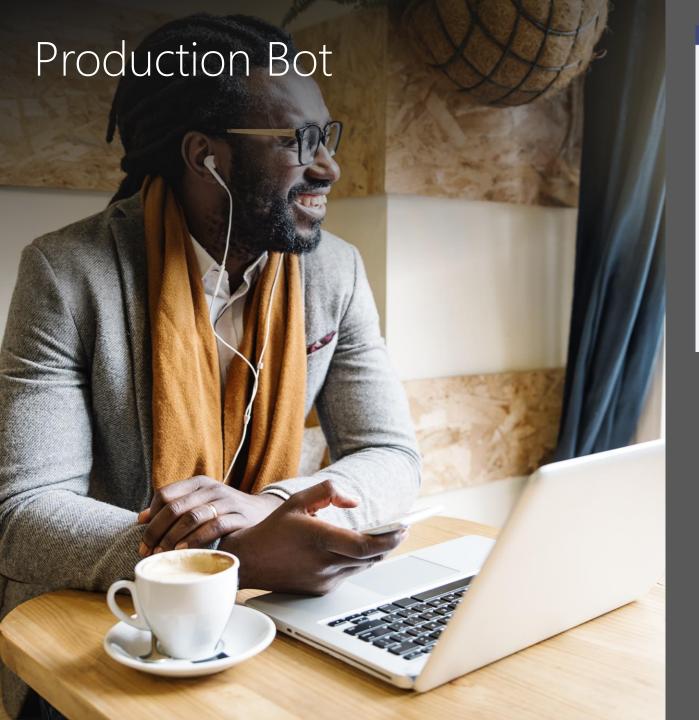
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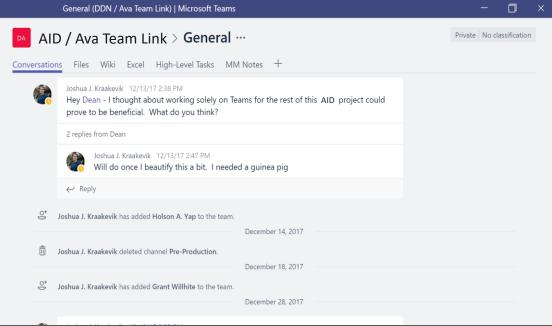
Sorry, I'm out sick today. Hoping to be back Monday.





Virtual Guru, can you book me an available editing bay with 4K and HDR for next Monday for 3 hours



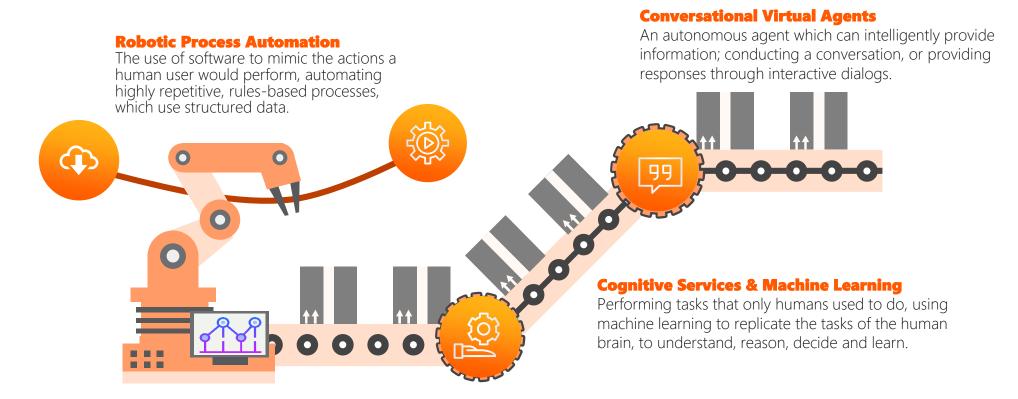


Virtual Guru, can you book me an available editing bay with 4K and HDR for next Monday for 3 hours

I've booked 2A5 for you Monday 5/21 from 1pm to 4pm. I also sent you a calendar reminder for this.

Extending RPA with Intelligent Automation

Moving from rule based decisions to self-learning and evolutionary processes





Workflow

Set-up, performance, and monitoring of a defined sequence of tasks.



Analytics Extracting insight and understanding from big datasets.



API Management Publishing, documenting, and overseeing APIs.



Dynamics 365 Bringing people, data, and processes together.

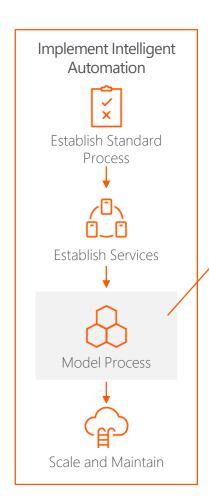


Intelligent Automation: delivering process efficiency

Intelligent automation can be applied across the business, with tailored cognitive models, in order to free capacity for value-add activities

Identify 'simple' cases that can be automated

Based on data processing and classification algorithms, the process can adapt depending on the need for human intervention.



Augment with Cognitive Services



'Model' Processes

Prior to Intelligent Automation, modeling a process was a manual task that resulted in a machine mimic. A 'model' in Intelligent Automation refers to a smart, self-optimizing algorithm.

'Supervised' and 'Unsupervised'

Prior to Intelligent Automation, model supervision required human interaction. With Intelligent Automation, models are data-driven, and supervision (or lack of supervision) is a property of your data that informs your algorithm.

Business Impacts





Scalable/Agile Operations



Reduced Deployment Costs



More Capacity for Value-added Work



What do clients automate?

Media

- Distribution
- Residuals
- Legal and release forms
- Anything with a lot of copy-pasting

Insurance

(life & pensions, property & casualty, and health)

- Actuarial analysis
- Underwriting
- Policy creation, servicing & reporting
- Claims processing

Hi-Tech Manufacturing

- Sales & marketing support
- Order management & fulfillment
- Supply chain planning & support
- Master data, customer & vendor data
- After-sales service

Other Verticals

- Healthcare
- Pharmaceuticals
- Consumer packaged goods
- Retail
- Telecom
- Energy & utilities
- Travel & logistics
- Public sector & others

Most organizations tend to start their Automation journey from Corporate functions and as they mature, shift to industry specific core areas.

Automation in industry-specific core areas tend to have greater application of Intelligence leading into AI.

Forrester predicts Automation spend in Al to be 10 times more than RPA by 2020.

Finance & Accounting

Order-to-cash, record-to-report, procure-to-pay, financial planning & analysis

Human Resources

HRIS, payroll, benefits, recruitment, learning, global mobility, talent management

Sourcing & Procurement

Spend analytics, strategic sourcing, category management, vendor management, day-to-day purchasing

Customer Care & Interaction

Query handling, product/service support, order fulfillment, sales support, customer satisfaction

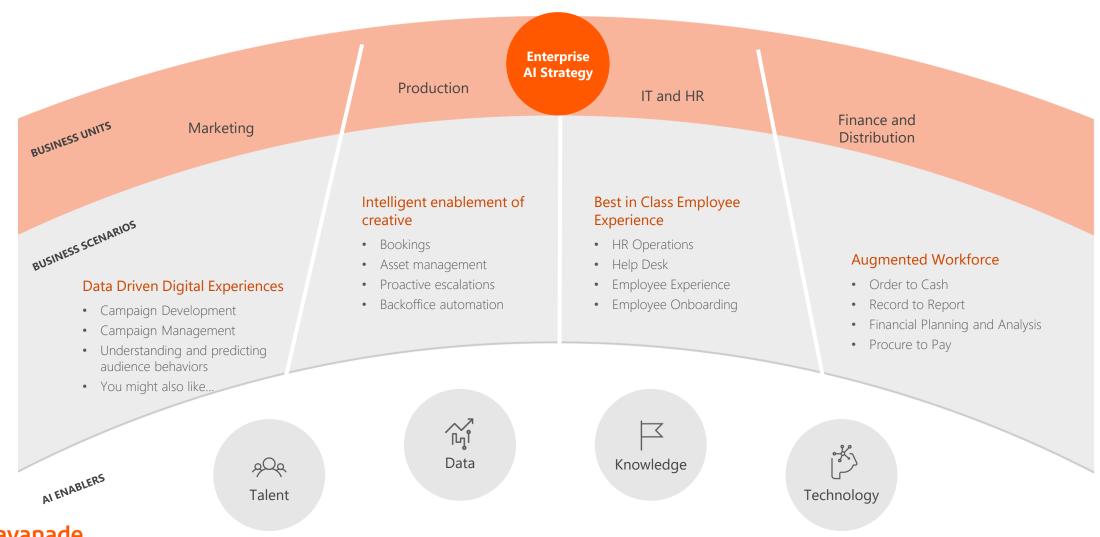
Knowledge Services

Research, analytics, legal process, data management



Maximize the value of artificial intelligence

Ensure you are developing an enterprise AI strategy to drive results



This isn't the Microsoft you used to know

Microsoft has embraced openness and interoperability, making it an even better choice for Al



Undisputed workplace leader

Microsoft has unique depth in the workplace that other Al vendors can't match. Clients can leverage existing investments and knowledge in the Microsoft platform.



Freedom to innovate

Microsoft has embraced openness – developers can work in C#, Java, Python, R, Linux and more.



Cross-platform capabilities

Applications can be deployed to a wide range of platforms.



We have the most advanced AI skills worldwide









Strong ties to Microsoft global bla

to Microsoft global blackbelts in Analytics, IoT and Artificial Intelligence





Deep connection

with Microsoft AI research and engineering teams





THANK YOU

