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AI:10

GET INSIGHTS ON AI UNDER 10 MINUTES

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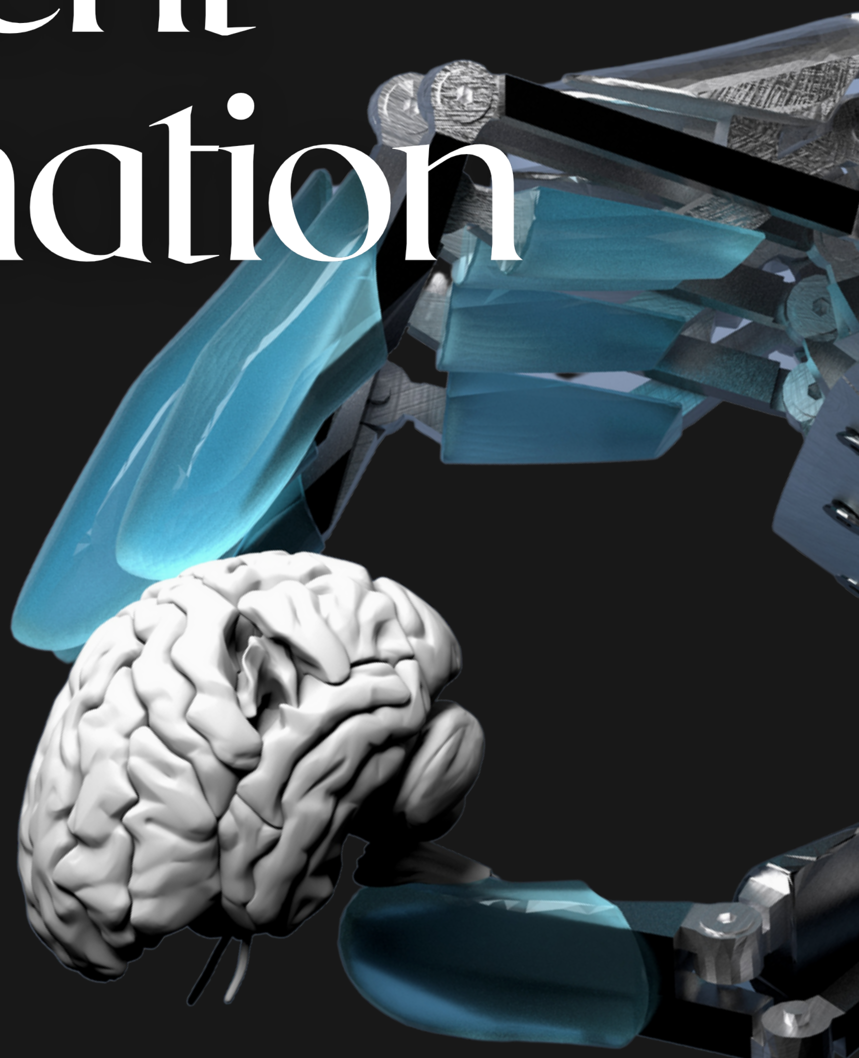
SPECIAL EDITION - INTELLIGENT AUTOMATION FOCUS

Intelligent Automation

: Industry Focus



HEADLINE NEWS IN A FLASH

- UAE aims to convert oil wealth into tech prowess
- TrashBot uses AI to sort recyclables
- Google says AI update will improve search result quality in 'snippets'
- Signal AI, a 'decision augmentation' startup, raises $50M for a platform that extracts insights from the internet and other public content
- The UK wants to boost AI development by removing data mining hurdles
- Deep Science: AI simulates economies and predicts which startups receive funding

SPECIAL EDITION

INTELLIGENT AUTOMATION

featuring Tauhid Abddul Jalil,
Director, Customer Solutions & Operations, LAIYE

AN INTERVIEW FOR THE CENTRE FOR AI INNOVATION (CEAI) GLOBAL

We're grateful to get Mr Tauhid Abddul Jalil, Director, Customer Solutions & Operations at LAIYE to share his thoughts and perspectives on Intelligent Automation. As a Consultant for more than a decade focusing in Intelligent Transformation & Automation, Mr Tauhid has supported and driven solutions for both the SME and Enterprise markets, helping companies embrace smart technology to evolve with smarter operations and greater returns.

Q1

What are the top key trends in Intelligent Automation that you observe?

Firstly, in order to scale up the automation coverage within organisations, we are seeing more and more companies starting to adopt intelligent automation to leverage AI capabilities to learn their unstructured data. This is because more than 70% of data within organisations today is unstructured and process automation rules-driven approach is not sustainable to handle such data. As a result, organisations are beginning to realise the need for their process automation to handle use cases where data and rules are less structured.

Secondly, organisations are looking towards AI solutions that are much more efficient in reaching a level of performance that is able to clearly show ROI sensibility upfront. They want to avoid the inefficiencies of dealing with multiple vendors and drowning in a sea of...

Tauhid Abddul Jalil
Director, Customer Solutions & Operations, LAIYE https://laiye.com/en/

"...we are seeing more and more companies starting to adopt intelligent automation to leverage AI capabilities..."

incompatible data. This is where Laiye's all-in-one AI platform which combines the power of AI with RPA helps organizations remove their pain points.

Thirdly, we also see a trend in the market where Intelligent Automation solutions are being determined and sought after by business users rather than the IT division. Hence, solutions are shaping up to enable non-technical users to not only understand how intelligence works, but also to wield these tools to scale up automation without full dependency on the IT divisions.

Q2

What are the major pain points faced when converting your clients' business issues into intelligent automation solutions for them?

The uncertainty of data structure and representation is the primary key issue when it comes to automation, and they can be broken down into the following aspects :

- Data that is being encountered in daily operations are not fixed - some are semi-structured where the formats and layout of data are not fixed and cannot be controlled since they are coming from external stakeholders (eg. Transactional documents such as Invoices) and some are totally unstructured given the nature of communication, (eg. legal documents, emails, customer feedback, conversations) Process automations which are driven by rules will not be able to sustainability handle such data since every variation requires rules to be built manually.

- The recognition of meaning behind data is not accurate. Understanding context, semantics or even sentiment, which are innate to human beings, are lost whenever data is being put through process automation that are just based on recognition go rules and keywords. This limits the organisation to achieve true end-to-end automation in their use case, but more importantly, causes confusion with external stakeholders who are interfacing with those automated solutions. Eventually, automation is viewed as a hindrance to the process, rather than an enabler to do more.

- A key challenge we see with new clients' is that their existing set up requires technical skillsets to build automation workflows in handling complicated data. This creates a dependency on their IT divisions and sometimes create choke point which slows down the implementation of these required solutions. Laiye's products are user-friendly and makes it easy for anyone to assemble and deploy Intelligent Automation without their organization.

- Large training resources and effort are required just to reach a decent level of accuracy. Datasets are required to be in the thousands, just to train a model to understand non-structured or data such as emails, transactional documents, customer conversations, etc.

Q3

How can technology like AI be used to solve these based on your experience?

The correct use of AI technologies helps in understanding data just like a "human being". The emphasis here would be on the "correct use of AI technologies", and I'll cover that in my answers below.

- AI technologies such as Natural Language Processing, Machine Learning and Computer Vision, enable the machine to learn patterns in the data so that it's able to understand context. This will then be used to understand new data formats that are being processed, allowing for automated processing with a high degree of precision. Of course, precision also depends on the strength of algorithms and techniques built by different products in the market and the new disruptors of AI today are introducing capabilities where learning is made more efficient, requiring less data in achieving production level precision to achieve the ROI target.

- In addition, wielding AI in the right manner, allows for organisations to enhance the experience when connecting with customers and end-users. For example, with the accurate understanding of semantics and user intentions, it allows the machines to provide information accurately and even craft out a journey for users to discover more products and services that are highly relevant to their requirements and preferences.

Q4

What were the barriers/challenges in your experience, and how did you overcome them?

I think one primary barrier in the early years of automation would be the understanding of the use of AI and how it applies to different use cases, which requires experience and domain knowledge. With the rise of AI in recent years, the sheer number and variety of solutions and offerings in the market could easily confuse solution consultants such as myself on what is the right choice to make for their technology adoption. This could distract them from staying grounded with the business objective at hand.

I've personally learnt that the most successful AI projects are the ones where solution implementors have built a close relationship with their users in truly understanding their pain and aspirations. The answers to efficiency and scalability are right there with our business users who are experiencing the work daily - the right listening ear from technology is what they really need.

Q5

What advice would you give for those who wish (or continue) to pursue Digital Transformation initiatives in their organisation? What are the top 3 or 5 things that they need to focus on?

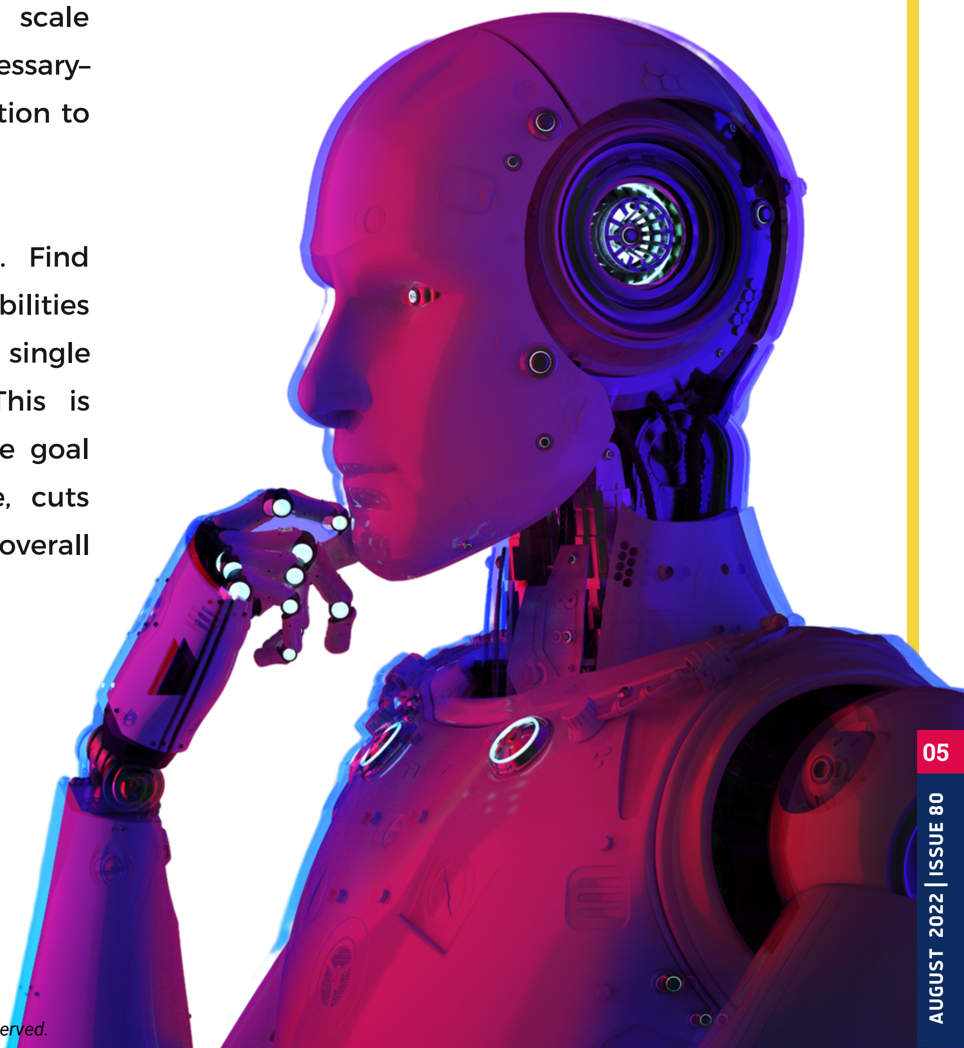
- Education on choosing the right technology for their business problems. Organisations could ...

- be, at times, too fixated on onboarding technology without clearly understanding how it actually solves their business problems. Every investment must constantly be driven by a clear business outcome - and that may not even necessarily involve any form of AI technology!

- A key issue is definitely in bringing users onboard to automation - such projects are being viewed as taking over jobs. However it is key to understand that Intelligent Automation is NOT aimed at replacing human manpower. AI's ability to minimise and gradually eliminate human errors from daily work enables companies to scale much faster and pivot where necessary– This is what's critical for an organisation to survive.

- Harness the power of integration. Find solutions that brings multiple capabilities together so they work seamlessly in a single Intelligent Automation platform. This is what Laiye's platform does with the goal reducing the implementation time, cuts costs, and creates a better overall experience for the end-users.

"...the most successful AI projects are the ones where solution implementors have built a close relationship with their users in truly understanding their pain and aspirations. "






HEALDLINE NEWS IN A FLASH

UAE AIMS TO CONVERT OIL WEALTH INTO TECH PROWESS

The Middle East has long been thought of as an oil region, but the United Arab Emirates aims to change this with an intense focus on growing the country's technology and startup scene. For the first half of 2022, the Middle East region brought in $1.73 billion in investments across 354 deals, up from more than $1.2 billion in the first half of 2021 — a 64% year over year growth. The UAE took in 46% of the total venture capital received in the Middle East and Africa in 2021, according to the country's Ministry of Economy. The UAE began focusing on its tech and startup hub goal in 2016 by establishing the Sharjah Research Technology and Innovation Park to incubate companies in a variety of industries, including water management, renewable energy, transportation, manufacturing and agriculture.

Source: TechCrunch

GOOGLE SAYS AI UPDATE WILL IMPROVE SEARCH RESULT QUALITY IN 'SNIPPETS'

If you've ever Googled something only to be met with a little info box highlighting the top answer, you've encountered one of Google's "featured snippets." Featured snippets are the little bite-sized Google results the search engine packages up and delivers to the top of the page for many searches. The problem with featured snippets is that, from a user perspective, these results appear to be extra trustworthy — they're featured up at the top of the results page, after all. Since Google first introduced them years ago, they've only become more prevalent over time, but much like the rest of Google search results, the snippets are algorithmically populated not programmed by human curators. Google says that it is rolling out an under-the-hood change that should improve the answers people see in these info boxes at the top of many results pages. According to Google, a new AI model called the "Multitask Unified Model" empowers its search ranking system to check its own work, in a way.

Source: TechCrunch

THE UK WANTS TO BOOST AI DEVELOPMENT BY REMOVING DATA MINING HURDLES

The U.K. is planning to tweak an existing law to allow text and data mining "for any purpose," in a move that's designed to boost artificial intelligence (AI) development across the country. The announcement constitutes part of a broader strategy to "level up" AI and transform the U.K. into what it calls a "global AI superpower" — and part of this will involve reassessing existing intellectual property (IP) laws. Following a two-month consultation period where stakeholders from across the industrial spectrum were asked for input, including rightsholders, academics, lawyers, trade organisations and businesses, the U.K.'s Intellectual Property Office (IPO) today published its response and confirmed what will (and won't) be changing moving forward.

Source: TechCrunch

TRASHBOT USES AI TO SORT RECYCLABLES

There are a number of startups working to improve trash sorting with robots. AMP Robotics is near the top of the list, coupling a picker and a conveyor belt to sort materials in large, automated facilities. The technology aims to correct human shortcomings when it comes to recycling. Too often people either don't bother to separate trash, or simply don't understand where things go. Founded in 2015, CleanRobotics hopes to correct the issue at the point of disposal. The Colorado firm's flagship trashbot system uses on-board machine learning and robotic systems to sort materials from a single disposal point. It claims the machines are able to do so with roughly 90% accuracy — not perfect, but certainly better that what humans generally do. Recycling rules are confusing and consumers are often so confused that their recycling accuracy is less than chance, leading to highly contaminated recyclables, which no one is buying," CEO Charles Yhap said in a release. "Our system improves material diversion from landfills, resulting in more recyclables and less waste.

Source: TechCrunch

SIGNAL AI, A 'DECISION AUGMENTATION' STARTUP, RAISES $50M FOR A PLATFORM THAT EXTRACTS INSIGHTS FROM THE INTERNET AND OTHER PUBLIC CONTENT

Signal AI, an artificial intelligence startup that trawls the vast sea of internet and other publicly available data to provide organizations with sentiment insights and other information to make better business decisions, has raised $50 million. It plans to use the funds to continue building out its AI platform to bring in more diversified data sources, in order to extract insights across an ever-wider range of business questions that a person might ask. They aggregate hundreds of sources of data — from social and news media through to 25,000 podcasts, regulatory filings and other public records — into a single platform. It then applies machine learning and other AI techniques to extract insights from it all based on natural language questions posed by Signal AI customers.

Source: TechCrunch

DEEP SCIENCE: AI SIMULATES ECONOMIES AND PREDICTS WHICH STARTUPS RECEIVE FUNDING

This week in AI, scientists conducted a fascinating experiment to predict how "market-driven" platforms like food delivery and ride-hailing businesses affect the overall economy when they're optimized for different objectives, like maximizing revenue. Elsewhere, demonstrating the versatility of AI, a team hailing from ETH Zurich developed a system that can read tree heights from satellite images, while a separate group of researchers tested a system to predict a startup's success from public web data. The market-driven platform work builds on Salesforce's AI Economist, an open source research environment for understanding how AI could improve economic policy. In fact, some of the researchers behind the AI Economist were involved in the new work, which was detailed in a study originally published in March.

Source: Source: TechCrunch

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MyFinB is an award-winning tech company that specializes in artificial intelligence. The company developed its own natural language platform with predictive and prescriptive narrative capabilities - a niche area that differentiates itself from any others.

MyFinB helps people understand and communicate what is most important in their data. By transforming data into insightful, human-like language, the company's natural language technology enables people to be data-driven and make better decisions, focus talent on higher-value opportunities, and create differentiated products.

The Centre for AI Innovation (CEAI) forms part of MyFinB Venture's portfolio of innovative, disruptive projects to guide and support the digital transformation initiatives by organisations and business innovators.

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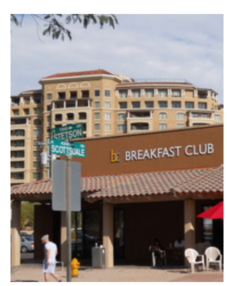

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