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AI FOR ENTERPRISES / SMES

*featuring Dr James (Kayliang) Ong,
Founder & Managing Director, Artificial Intelligence
International Institute (AIII)*

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

In this interview, we have Dr James (Kayliang) Ong, Founder & Managing Director at Artificial Intelligence International Institute (AIII). With over 35 years of experience in the enterprise technology, digital transformation and venture building in Asia, US and Europe. Dr James has worked with Fortune 500 companies and tech startups for technology-enabled business process transformation across multiple generations of technology revolution including Artificial Intelligence (AI), Knowledge Discovery, Data Mining, CRM, Mobile Internet, Cloud Computing, Omnichannel Retail, Virtual World, Blockchain, Web3 and Metaverse.



Dr James (Kayliang) Ong,
Founder & Managing Director,
Artificial Intelligence International
Institute (AIII) <https://aiii.global/>

Q1

What are the top key trends in AI for enterprises/ SMEs that you observe?

For enterprises, 3 key trends that I observed are as follows; First, to do better Data Profile Analysis to understand and analyze their data profile better, figure out what are the values of their data, how to access them and what and how they can be used for ML-based AI.

Second, how to set up and run their MLOps more efficiently with more reliability. Third, explore Hybrid AI like Knowledge Graph with Machine Learning. For SME, I would suggest them to consider buying AI solutions or systems that are matured and ready on the market to be used and integrated with their business processes and technology systems.

"...figure out what are the values of their data, how to access them and what and how they can be used for ML-based AI."

AI FOR ENTERPRISES / SMES

: Industry Focus

Q2

What are the major pain points for when it comes to making AI sustainable for enterprises/SMEs?

The major pain points for sustainable deployment of AI in enterprises are:

- Technology complexity – Know the past, understand the current limitation, keep track of new development and understand where AI technology is heading towards
- Commercial viability – Cost of data management, ML development, QA and maintenance cost and known and unknown risks
- Governance readiness – Clarity of compliance and readiness of leadership, talents and processes to manage AI governance

Q3

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

AI can solve some business problems for enterprises in terms of automation of repetitive tasks and augmentation of decision tasks. More advanced use of AI could lead to design and creation of autonomous systems. However, the use of AI also creates a lot more challenges as described in the 3 major pain points above.

Q4

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

For barriers and challenges and how to overcome them, I suggest the following:

- First, do not buy into the hype. AI has gone through 2 waves of industry development with the first wave in the 1980-1990s and followed by a period of 20 years of AI winter.
- There are many lessons learned on what not to do.
- Second, deploy AI with your organisational readiness and the capabilities and understanding of their leadership team and AI talents.
- Third, focus on narrow industry applications and be patient.
- Fourth, continue to explore and experiment with AI and engage with strategic and knowledge partners that can advise them and keep them up-to-date on latest development and thought leadership on the 3 key main pain points mentioned above.



AI FOR ENTERPRISES / SMES

: Industry Focus

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?

For digital transformation with AI for their organization, ensure the following:

1. Leadership is ready and sufficient understanding to develop their AI strategy with sufficient AI knowledge in terms of history, type of AI technologies, industry adoption status and where AI is heading next
2. Pick and define the right initiative to explore and experiment
3. Establish an AI advisory team to guide for 1. and 2.

"AI can solve some business problems for enterprises in terms of automation of repetitive tasks and augmentation of decision tasks. More advanced use of AI could lead to design and creation of autonomous systems. "



A close-up photograph of a physical Bitcoin coin. The coin is gold-colored and features the Bitcoin symbol (a 'B' with two vertical bars) in the center. The words 'BITCOIN' and 'DECENTRALIZED DIGITAL CURRENCY' are visible around the perimeter. The coin is resting on a dark, textured surface. Overlaid on the top left is the text 'TOP HEADLINES' in white, and on the top right is the word 'THE' in large, bold, white letters.

AUGUST 2022 | ISSUE 81



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3 LEVELS



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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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CONTACT US



MALAYSIA

MyFinB (M) Sdn. Bhd.

Level 13A, Menara
Tokio Marine 189 Jalan
Tun Razak, Hampshire
Park, 50450 Kuala
Lumpur, Malaysia.

Tel: +60 327 173 418



SINGAPORE

**MyFinB Holdings
Pte. Ltd.**

One Marina
Boulevard, Level 20,
Singapore 018989

Tel: +65 6932 2658



UNITED STATES

**Global Chamber,
LLC.**

4400 N Scottsdale
Road, Suite 9-852,
Scottsdale, AZ 85251
USA

Tel: +1 (855) 476-9845