



## TRG International Talk Webinar virtual:

### Aim and GPMIP

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“How AI can deliver a 1,000% productivity improvement on key processes”



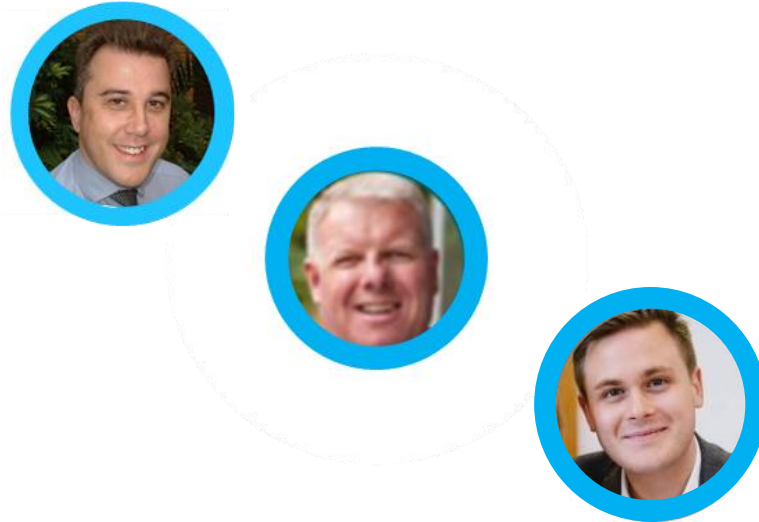
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# Introductions and objectives

- Steve Ackland
- Rob Heaton
- Matt Smith



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## Objectives:

- To consider the new technologies available
- Explain how new technologies can help drive significant productivity improvements
- Outline some real life scenarios where this has happened.



Matt Smith

What is AI or disruptive software and provide some technical examples?





Matt Smith

 Machine learning

Deep learning 

 RPA

NLP 

 IOT

Blockchain 

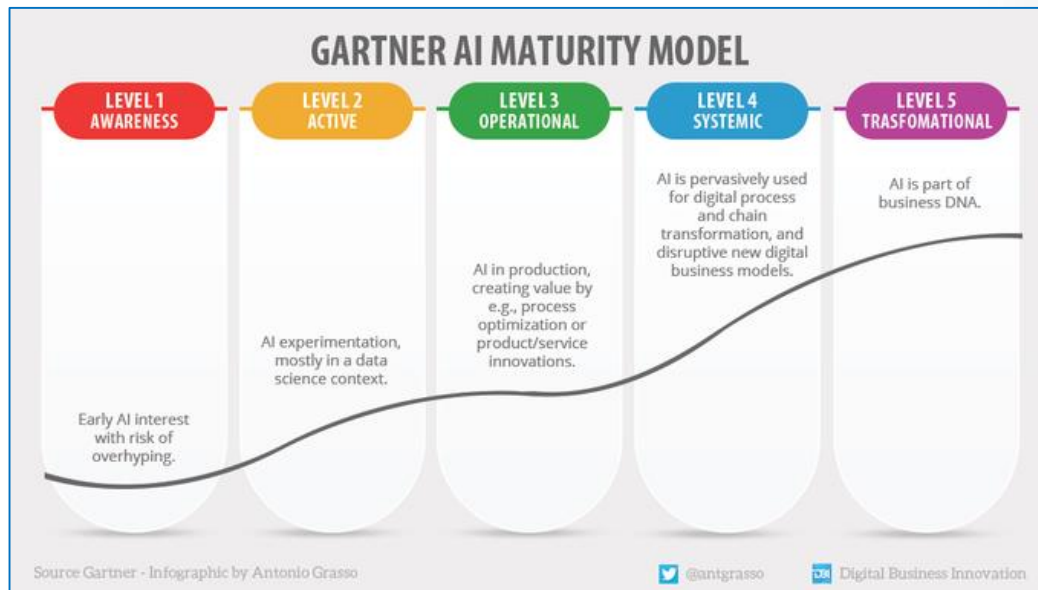
 Cognitive software

Open APIs 



Matt Smith

# What's the current state of AI? Buzzword or providing real benefit?





Steve Ackland

What real life applications and processes of AI have you been involved in and what business issues have they solved?



Steve Ackland



**Logistics**

**Retail/Marketing**



**Financial services**

**Manufacturing**



**Government/law**

**Fintech & crypto**



**Smart cities**

**Health/Pharma**





Rob Heaton

As an experienced businessman, what challenges have you come across where AI might have helped?







Matt Smith/Steve Ackland

How are the improvements measured to show you can achieve 1,000% increase in productivity?





Matt Smith/Steve Ackland

- AI Key Performance Indicators – proxy measures
  - Accuracy (Mean Absolute Error)
  - Work throughput multiplier
  - Traditional versus AI drivers
  - Average speed
  - Consistency
  - Algorithmic non-bias
  - Hardware to software to output relationships
  - Security



Rob Heaton

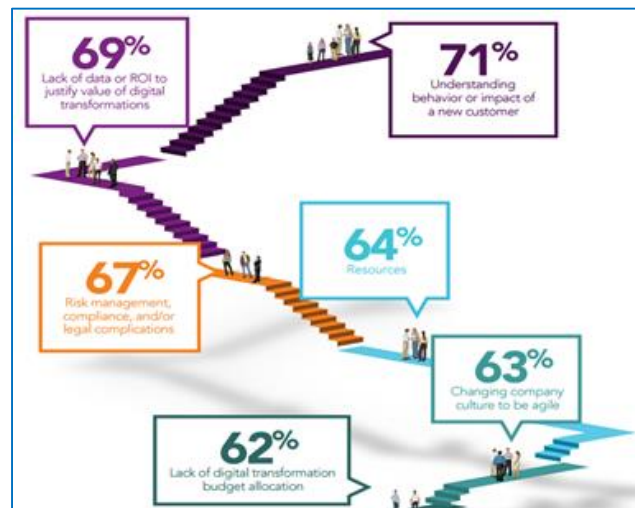
What advice would you offer to an organisation interested in looking at how AI could be implemented?





Matt Smith/Steve Ackland

Is there a good approach to follow when evaluating which type of AI to use and is this normally packaged within digital transformation?



# Thank you!

