AI and Machine Learning
A Challenge to Consider
Establishing the baseline for AI
Summarized AI/ML Trends

- Organizations see a need to be more in alignment, responsive to the business when it comes to AI/ML priorities; security top of mind
- Organizations see applicability for AI/ML both internally and among customers
- CX enhancement is a bigger driver than product/service innovation, increasing spend - organizations further along in deployment see more benefit
- A majority see internal applications for issue resolution, lowering costs - again organizations further along in deployment see more benefit
- Governing data, data integration, data quality/quantity all pose challenges to organizations

Highlighted findings:

- 82% see AI/ML applicability for their organization’s customers, 85% see applicability for internal operations
- 50% of current users in production say AI/ML has enhanced customer understanding; 44% report increasing customer engagement (vs. 27% of non-users expecting that benefit)
- 55% of current users in production say AI/ML has improved asset tracking; 55% report lowering operational costs
- 87% report one or more data pipeline challenges
AI/ML Initiatives will impact...

- **AI/ML Will Impact Both Internal and Customer Constituents**
- 82% see AI/ML applicability for their organization’s customers, 85% see applicability for internal operations
Benefits realized by AI…

AI/ML Seen as Driving Efficiency, Cost Savings Internally at our Customers

- Lower operational costs: 52%
- Faster issue resolution: 52%
- Improved asset tracking: 46%
- Increased uptime/availability: 44%
- Lower staff costs through automation: 40%
AI from Dell Technologies
Intelligent Storage Optimizations

Intelligent Management and Orchestration

Intelligent Workload Placement

Intelligent Accelerator Optimizations

Intelligent Fabric Management
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Services Optimizations
- Parts Failure Prediction
- Repair Time Prediction
- Guided Path Resolution Prediction
- Fraud Prediction

Supply Chain Optimizations
- Quality Issues
- Cost Prediction
- Commodity Demand Forecasting
- Large Order Disruption
- Dynamic Inventory

Robotic Process Automation
- Chat Bots
- Online Recommendations
- Facial Recognition
- Customer Satisfaction via NPS
- Sales Bots
An Industry Example: Finance
Reimagined User Experience

- Hyper Personalized
- Virtual Agents
- Tailored Products
- Always Connected / Always On
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Risk / Compliance Automation & Intelligence

Process Automation, Resiliency & Ops Efficiency

Reimagined User Experience

Cognitive Banking & Finance
Risk / Compliance
Automation & Intelligence

Fraud Detection

Trade Surveillance

Credit / Lending
Decisions

Transactions
Monitoring

Sanctions Screening
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Risk / Compliance Automation & Intelligence

Process Automation, Resiliency & Ops Efficiency

Reimagined User Experience

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- Self Driving Finance
- Deposits and Lending
- Insurance
- Investment Banking
- New Products and Services
Process Automation, Resiliency & Ops Efficiency

Business Process Automation

Automated Trade Processing

Resilient Infrastructure

Cybersecurity
The Future of AI
Counter AI

Third Wave AI
First Wave – Rules Base AI
Humans Build and Tune The Models
Decision Trees – Computer Gaming
Reasoning

Second Wave – Statistical Learning
Humans Build The Models, Machines Tune
Neural Nets
Computer Vision – Autonomous Vehicles
Perceiving, Learning

Third Wave – Model Based
Systems Build and Tune The Models
No Training Needed
Systems are contextually adaptive
Reasoning, Perceiving, Learning, Abstracting
AI Community is Split on AI’s Future

- It’s going to save/destroy humankind
- Whoever controls AI will control the world
- It is too immature & needs to be shelved for another decade

Counter AI

Heavy Investment in Understanding AI wart’s

- Is AI real?
- If AI is real, we need to start developing defensive countermeasures, if not then revisit it again in a decade
Counter AI

Cognitive Banking & Finance

Reimagined User Experience

AI In Dell

AI On Dell

AI For Dell

Third Wave AI

Process Automation, Resiliency & Ops Efficiency

Risk / Compliance Automation & Intelligence

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