

The Real World of AI: Business Processes Reimagined

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Augmenting Intelligence

Cognitive Computing
Interactive decision-making and reasoning over deep domain models and evidence-based explanations, using Artificial Intelligence/Machine Learning tools

Artificial Intelligence
Range of techniques including natural language processing, computer vision, knowledge representation, reasoning and planning, for advanced tasks

Machine Learning
Statistical analysis for pattern recognition to make data-driven predictions and discovery



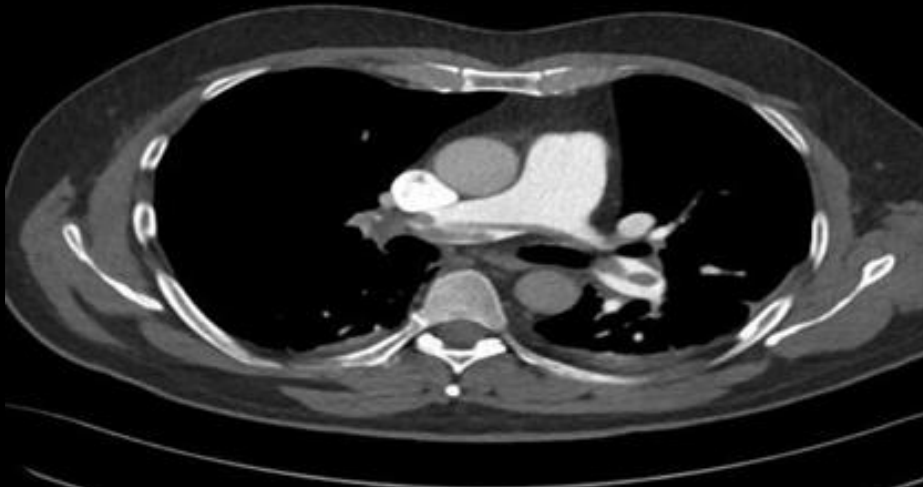
| Vitals | HR | BP | SpO2 | O2 Sat | Height | Weight | BMI |
|--------|--------|---------------|-------|-----------------------------|--------|---------|-----|
| | 90-120 | 140-160/80-90 | 95-98 | 95% (on 100% nasal cannula) | 180 cm | 80.7 kg | 2.1 |

| History of Present Illness | Chief Complaints |
|--|-------------------|
| 1) Abnormal ECG 2) Elevated cardiac enzymes 3) Severe chest pain | Severe chest pain |

| Current Diagnoses | Current Medications |
|--|--|
| 1) Angina 2013 2) Atherosclerosis 2013 3) Lateral and posterior wall infarction 2013 4) Ostial stenosis 2013 5) Right coronary stenosis 2013 6) Left ventricular hypertrophy 2013 7) Palpitations 2013 | 1) Metoprolol 2010 2) Hydrochlorothiazide 2011 3) Simvastatin 2011 |

| Family History | Lab/Measurements |
|--|--|
| 1) Mother - Stroke 2) Father - Heart attack | 1) Mag 2.0 2) P: 5.4 3) PPT: 25 4) PT: 12 5) Platelets 250000 6) ST Elevation: ST elevation L3+L2, V4R, V1-V2, aVF and ST-depression in leads I and aVL 7) Troponin T: 1434 8) WBC: 8.0 |

| Derived measurements | Ultrasound of the heart | Angiography Exam |
|----------------------|-------------------------|---------------------------|
| | 1) AS Width: 18mm | 1) Mid RCA Stenosis: true |



Professionals everywhere are reimagining the ways they work ...

AI is making the ordinary extraordinary



AI at the Core of Business Process Reimagination



Discovery

Create new insights and new value

Deploy disruptive business models



Decision

Provide bias-free advice semi-autonomously

Digitize and streamline processes

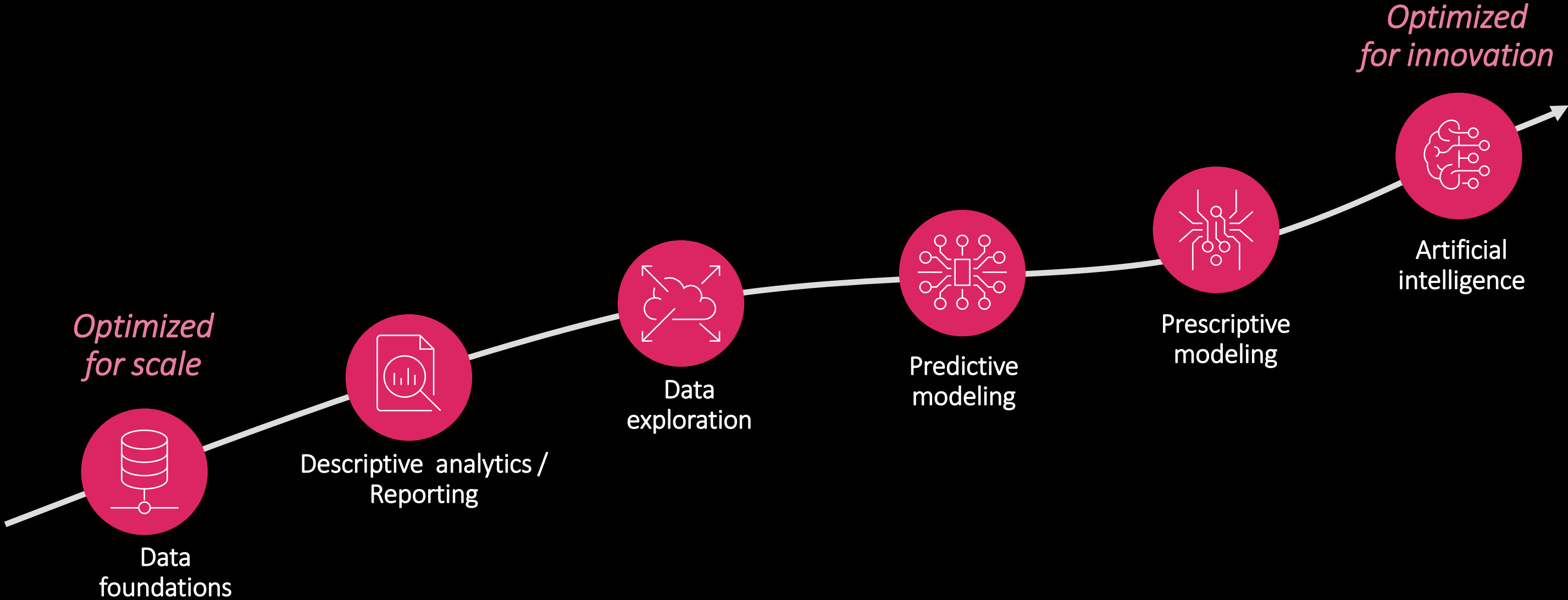


Engagement

Interact and assist through understanding and reasoning of both content and context

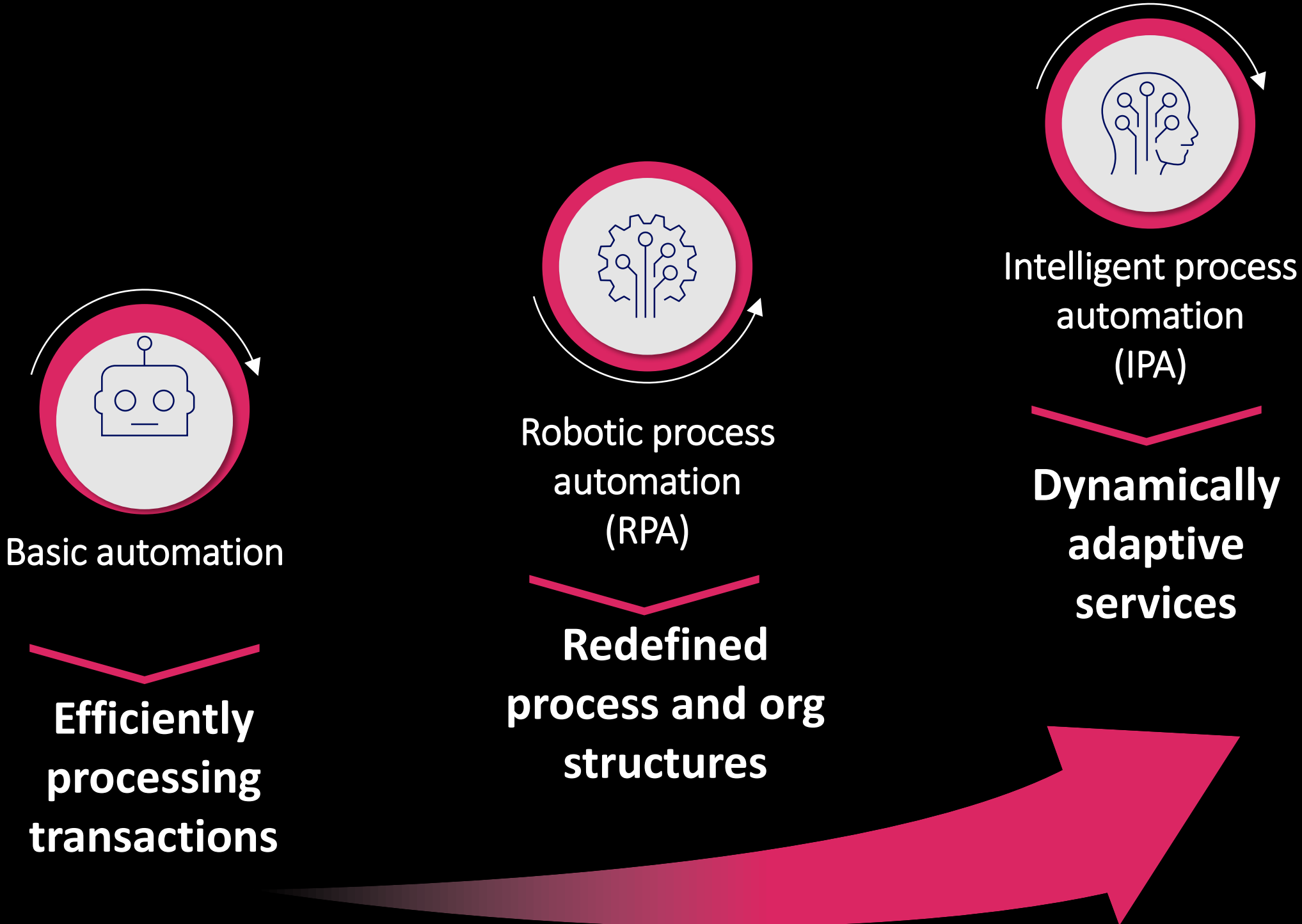
Re-invent client engagement

See the Unseen: Data First Approach to Process Reinvention

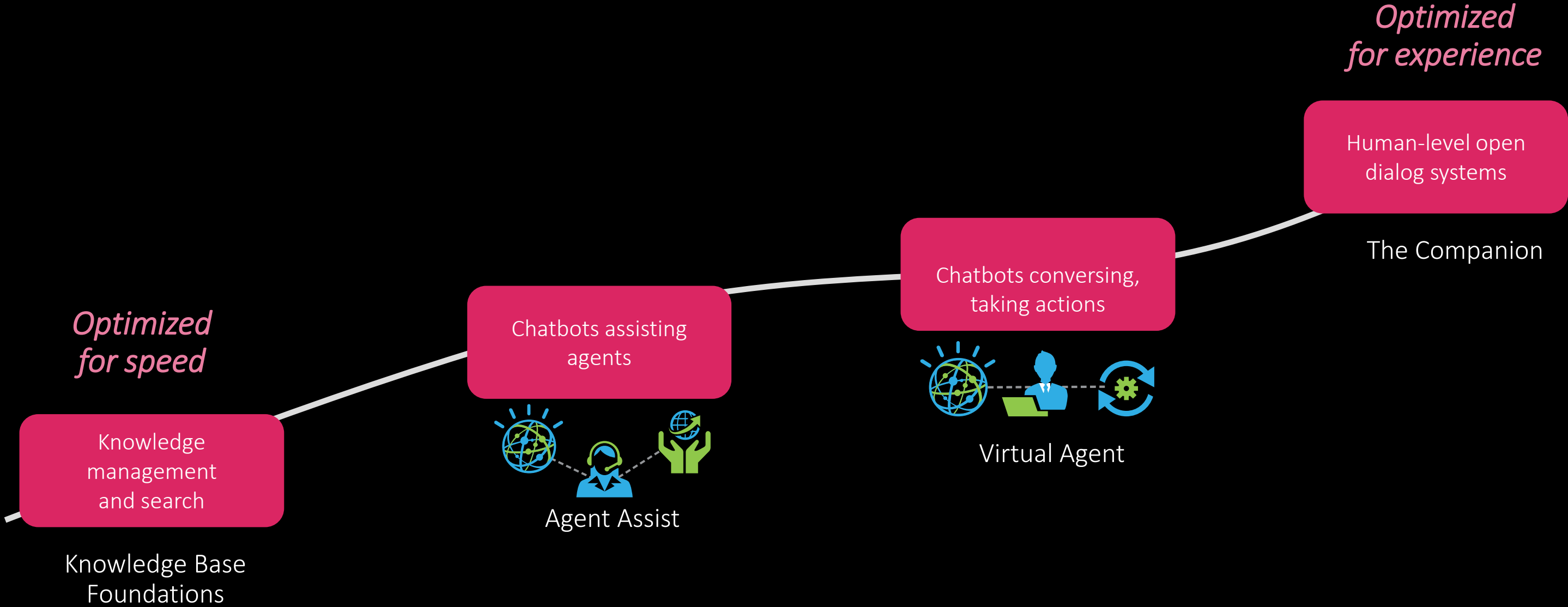


Digital exhaust analyzed for expedited identification of *Patterns* and *Economic Value* in business process redesign

Radically Improve: Intelligent Automation to Reimagine Work



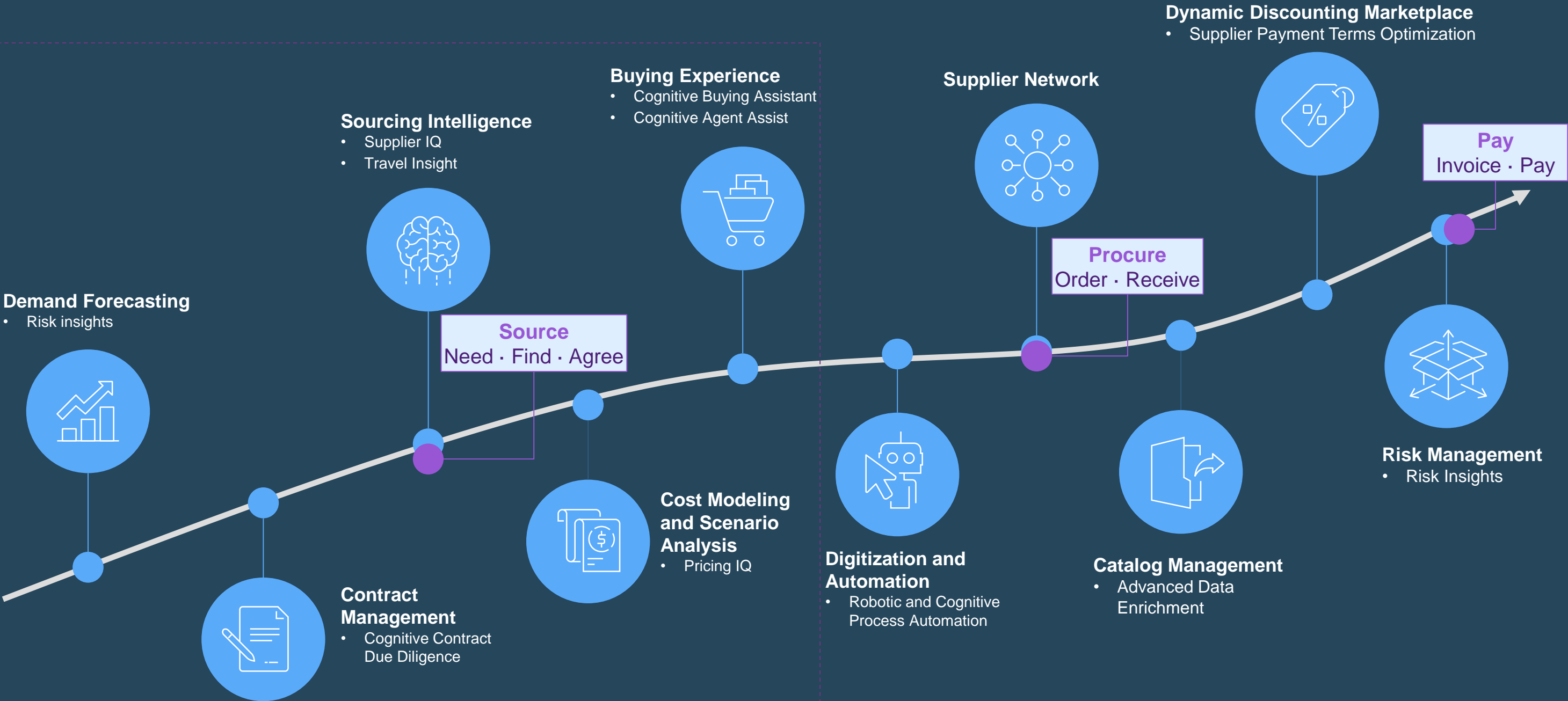
Customer Care Reimagined



Deployed across Horizontal processes and Vertical industry processes



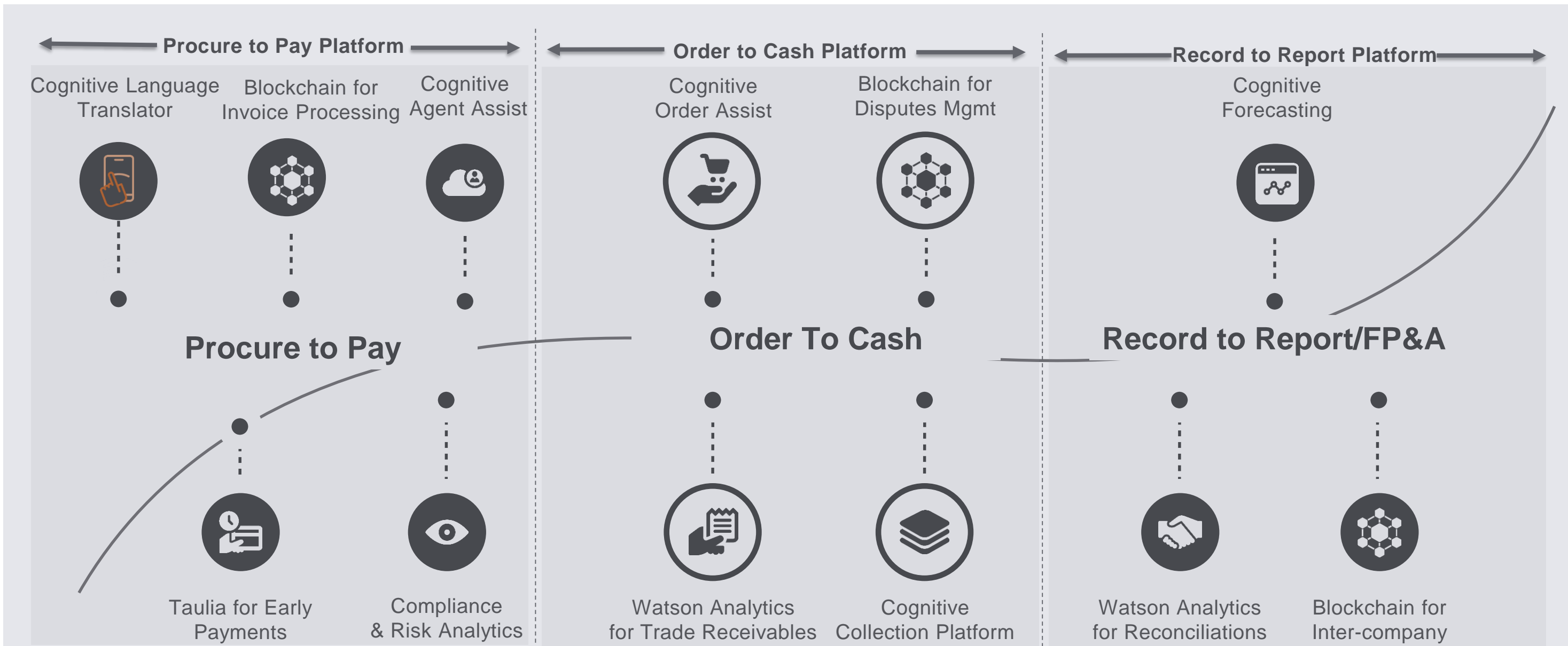
Procurement Reimagined






15% reduction in indirect spend

99% spend compliance achieved

Finance Reimagined



Map of Finance Business Process Related Cognitive Solutions

| | |  New Focus <i>Create new insights and new value</i> | | | | |  New Expertise <i>Provide bias-free advice semi-autonomously</i> | | | | |  New Ways to Work <i>Interact and assist through understanding and reasoning of both content and context</i> | | | | |
|---------|---------------------------------|--|-------------|--------------------------|-------|-------------|---|-------------|--------------------------|-------|-------------|---|-------------|--------------------------|-------|-------------|
| | | Concept | Design/Demo | Build - Prototype to MVP | Pilot | Prod/Deploy | Concept | Design/Demo | Build - Prototype to MVP | Pilot | Prod/Deploy | Concept | Design/Demo | Build - Prototype to MVP | Pilot | Prod/Deploy |
| Finance | Procure to Pay/Accounts Payable | | | | | | | | | | ● | ● | | | | 2 |
| | Order to Cash | | | | | | ●●● | | ● | ● | | ●●● | | | | 10 |
| | Record to Report | | | | | | | | | ● | | | | | ●● | 3 |
| | Transition Management | | | ● | | | | | | | | | | | ● | 2 |

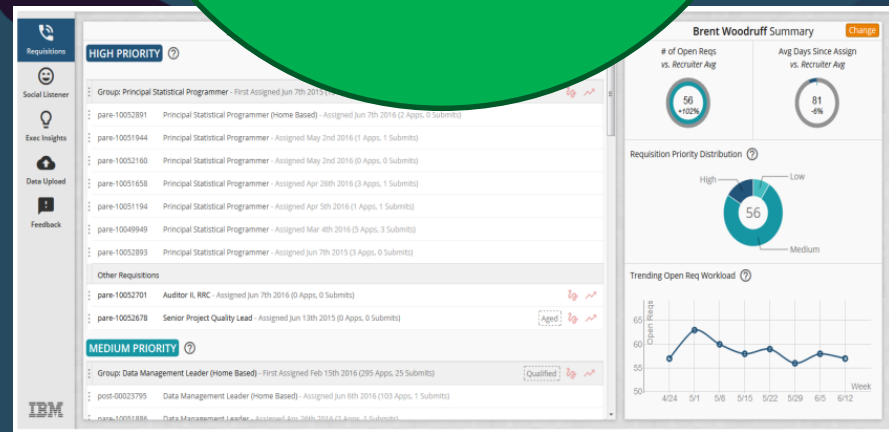
- Transition Management Advisor (Cobee)
- Cognitive Cash Application
- Cognitive Order Processor
- Cognitive Query Classifier
- Cognitive Root Cause Analysis for Dispute Management
- Cognitive Collection Platform
- [Watson Analytics based] Accounts Receivable Interactive
- Finance Reporting Service
- Language Translation for invoice processing
- Cognitive GRN
- Cognitive Perfect Order Index Assist
- Cognitive Assist for Collections
- Cognitive Assist for Patient Order Management
- Cognitive Inquiry Assist
- Agent Assist for Trade Finance
- Email Translation
- IRA



The organizations of the future are talent-centric and AI-powered

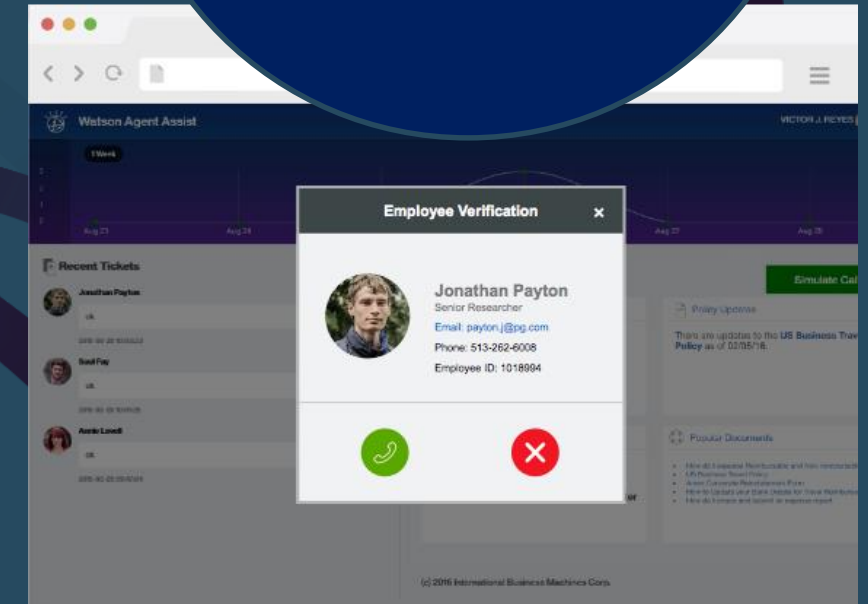
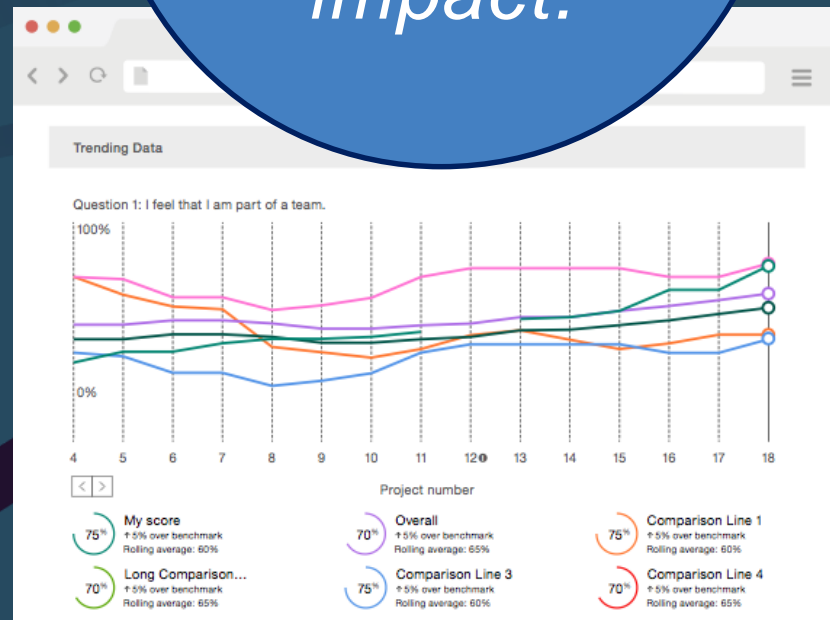
Future-proof talent strategy

Get the right people in right place at the right time.



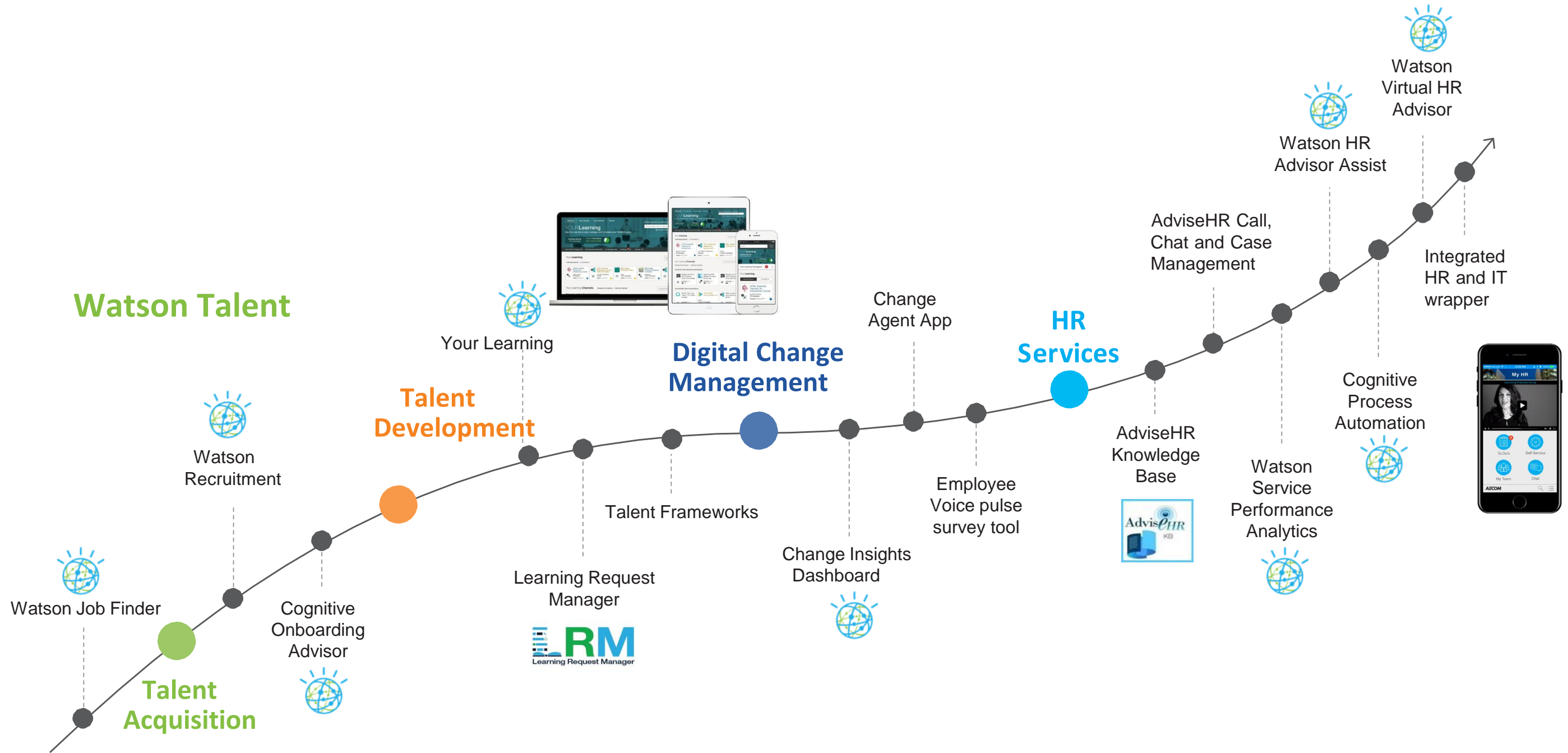
People-centric experience

Create irresistible employee experience.



Reimagine talent development

HR Reimagined



Watson Talent

- *A single platform for the future of HR*
- *10-year head start on the Cognitive Journey - Global, Scalable & Secure*
- *You retain ownership of your data and competitive insights. IBM does not share insights derived from your data*

Comes to you knowing HR

- Activated with 3000+ job profiles, 2000+ competencies; 40,000+ skills, 3.2M career paths, across 20 industries / libraries
- Trained by I/O Psychologists

Learns from your data and history to define your unique success profile

- Aggregates structured and unstructured data from work and non-work sources
- Detects and prevents bias

Transforms talent, delivers ROI and drives competitive advantage

- 14% increase in quality of candidates provided to hiring manager
- 20% increase in average monthly hires by recruiter

**Create your
digital
workforce
through
*intelligent
automation***

01

Enable an
Enterprise
Approach

02

Automation
at Scale

03

Consider
Your Platform

Thank you

