KI – Reality Insights

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KI
revolutioniert die Art & Weise, wie wir mit Technologie interagieren

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Zu Beginn,
KI-Hype

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Dann,
Verwirrung

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Schließlich,
Ernüchterung

„Mindful AI" – nachhaltig Use Cases entwickeln

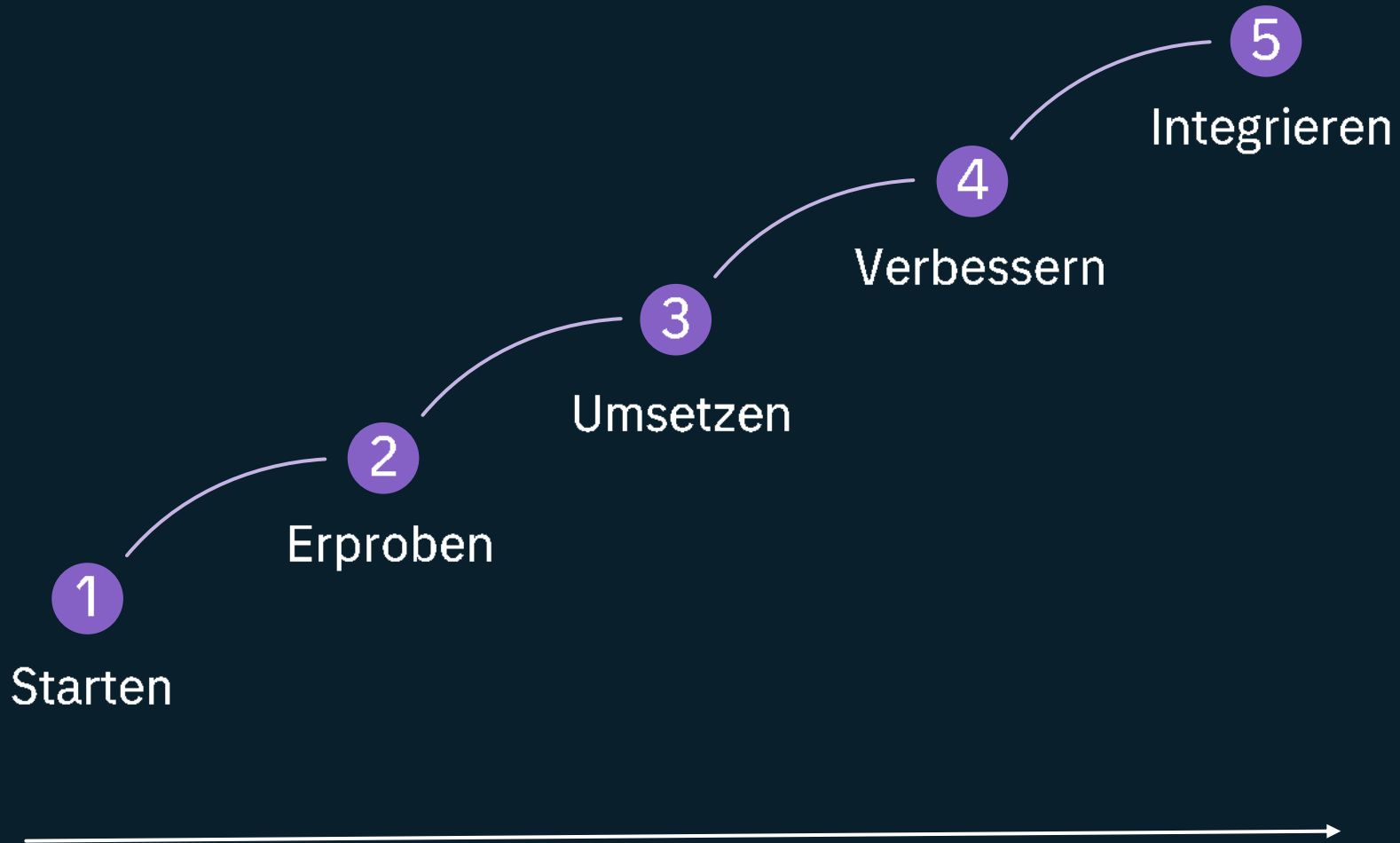
Ziele & Strategie

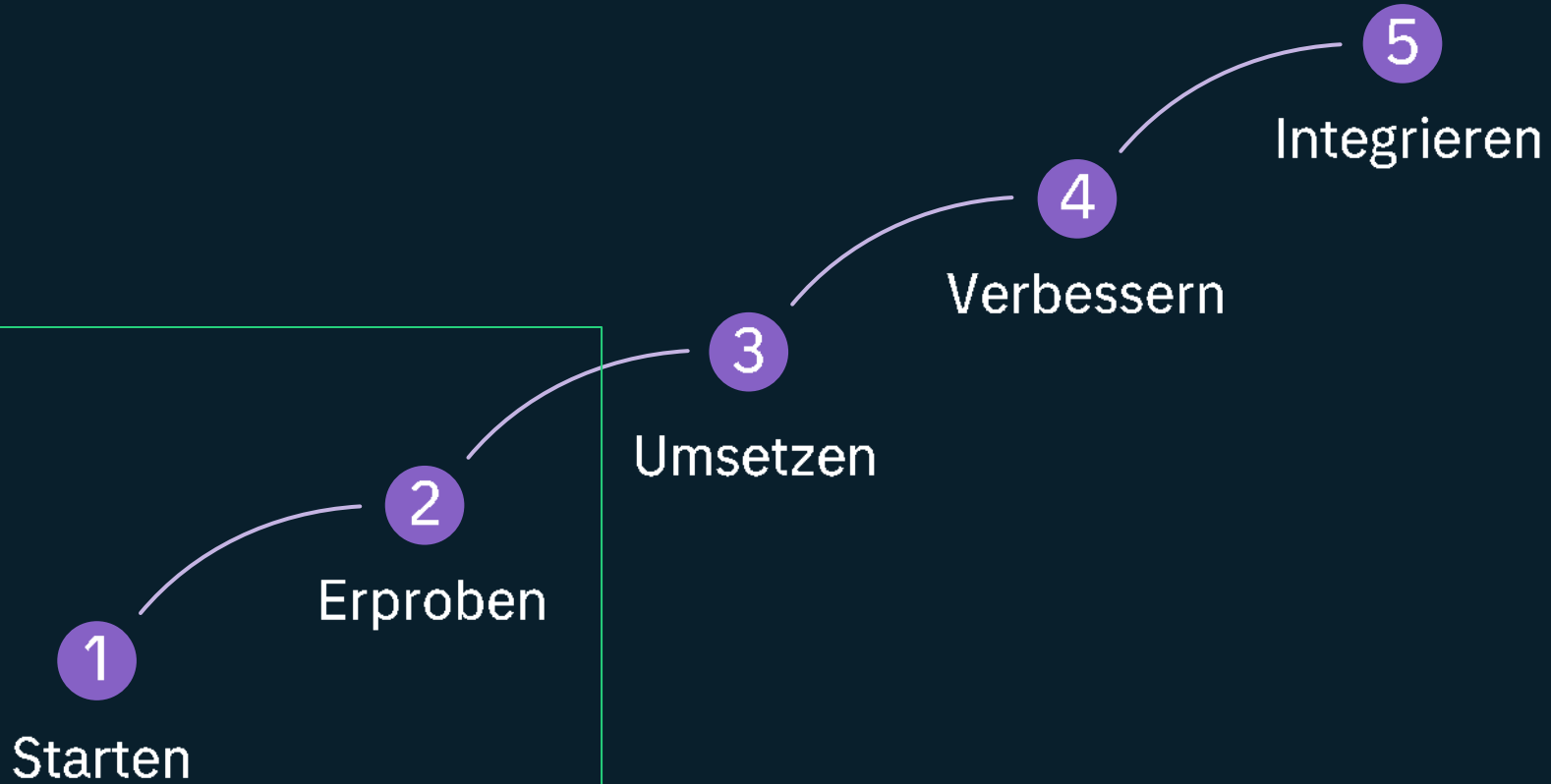Geschäftsprozesse & Herausforderungen

Kriterien & Bewertungen

Use Cases & Implementierung

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Von der Vision zur Realität

5 Integrieren

4 Verbessern

3 Umsetzen

2 Erproben

1 Starten

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Start and Try

1. Starten
2. Erproben
3. Umsetzen
4. Verbessern
5. Integrieren

Live Demo

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Angepasste KI-Systeme

Assistenz Systeme

Integrated AI Solutions

3

Umsetzen

Wert generieren

1 Starten

2 Erproben

3 Umsetzen

4 Verbessern

5 Integrieren
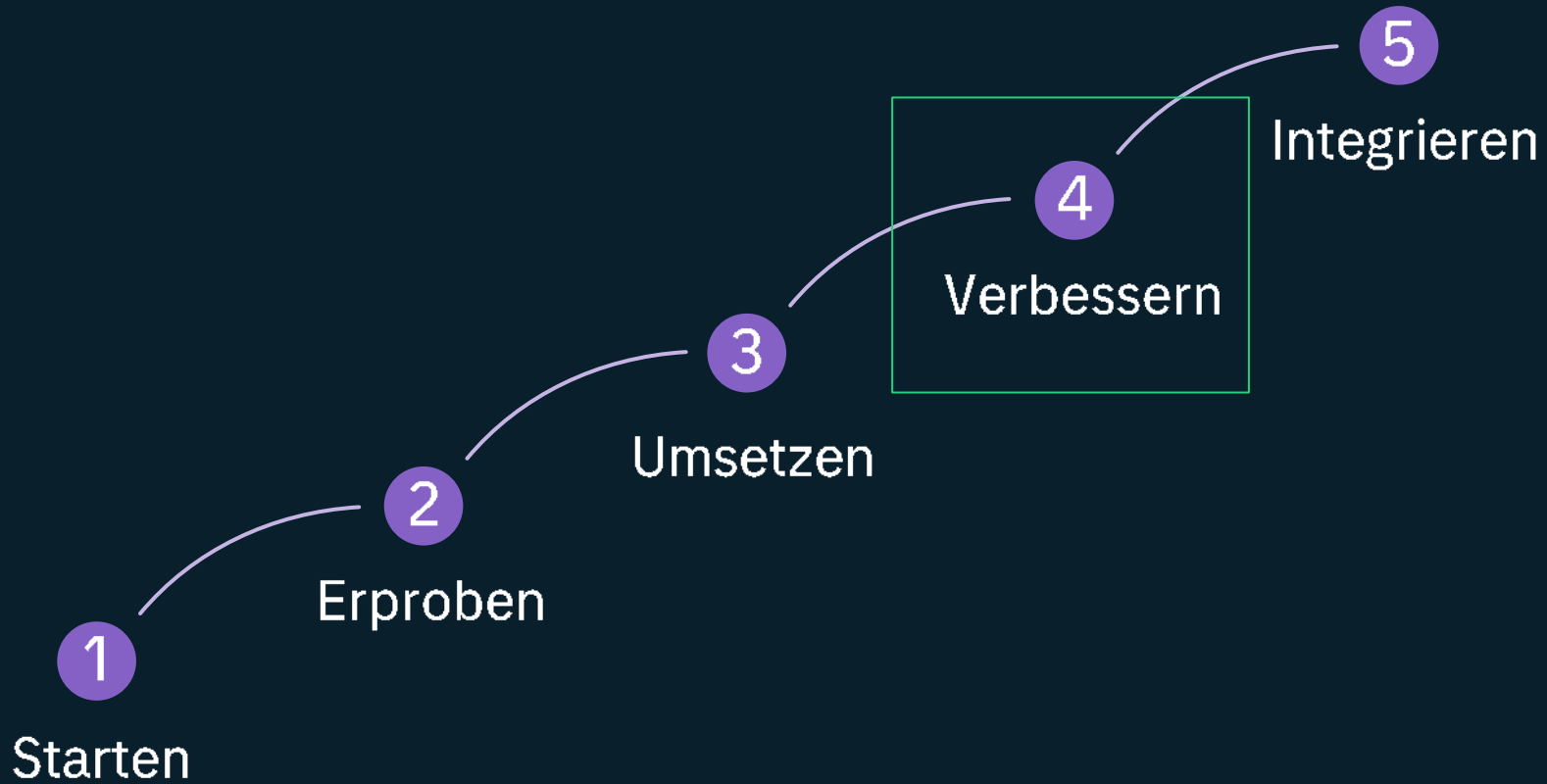
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Effizientere Arbeitsweise

Automation
Giving software the human tasks that are tedious and could not be automated before

Augmentation
Enhance human productivity to do work more effectively

Acceleration
Extract and index knowledge to shorten innovation cycles enabling continuous innovation
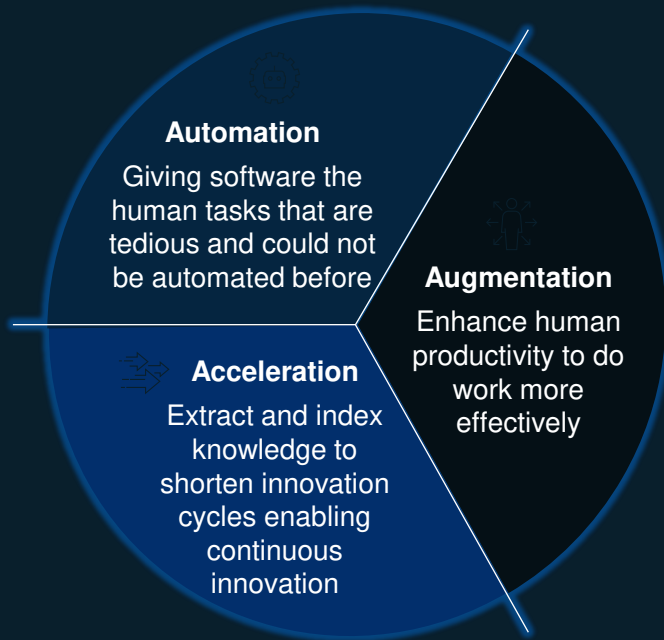
tietoevry Chat

Use the general assistants for questions of any kind related to your professional context.
For specialized inquiries and expertise, specific assistants are available to you further down.

Universal-Chat
General questions with or without company-related context.

Universal-Chat & Document Support
General questions with or without company-related context and advanced document analysis.

Tietoevry GPTs

The following assistants provide specific expertise stored in knowledge bases:

Ask HR
What are my vacation entitlements? What salary models are available?

Project Expert
Knows about project contacts and their roles, ongoing projects, abbreviations, and their meanings.

Legal Document Expert
Offers assistance with reviewing and summarizing legal texts.

Works council
Are there any new offers for employees? Am I entitled to a new company phone?

KI Change & Adoption

Neue Arbeitsweisen definieren

Organisatorische Auswirkungen
mitdenken

Eine Bewegung für eine schnellere
Akzeptanz starten

Ängste und Widerstände bewältigen,
für erhöhte Akzeptanz und

5

Integrieren

Was machen Unternehmen mit KI?

Use Case Headline	Leveraged Key Capability	Business Impact	Customer
Engineering Assistance	Text comprehension, document scanning	Use GenAI to improve the **core value creation** process by reducing "standard tasks".	Global Engineering, 30.000 employees
Commercial/ Tendering Support	Text comprehension, document scanning	Handle **extensive specifications** faster and provide better responses to customers	Leader in special vehicles, 4000 employees
Service Management	Multi language text comprehension	Use **incidents data** to improve service quality for corporate IT services.	Leader in building materials, 17000 employees
Corporate Support Bot	Text comprehension, information retrieval	Help employees to identify passages in **relevant internal documents** for their need.	Fortune 500, automotive, 170000 employees
Customer 360° Bot	Reasoning & task execution	Gather **customer details** across divisions and provide a more comprehensive understanding	Paper packaging multinational, 22000 employees
Maintenance/ Shift Book Bot "Josef"	Multi language text comprehension	Provide 24/7 **situational awareness** on shopfloor and improved knowhow transfer	Paper multinational 17000 employees
Management Reporting Bot	Reasoning & information retrieval	Using **data catalogue & lineage** to help with user questions on management dashboards	European retailer, 26000 employees

The winner is not the one who **has a better technology**, but the one who **uses technology better**.

(Gartner)

Vielen Dank!

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