

# SOFTWARE – WHERE NEXT?

Tomas  
NYSTRÖM  
Managing Director



accenture>technology

# CHANGE

INNOVATE  
TECHNOLOGY

INNOVATE  
ARCHITECTURE

INNOVATE  
FUNCTIONALITY



# INTELLIGENT ENTERPRISE

ADOPT  
AI

ACCEPT NO  
(TECHNOLOGY)  
LIMITS

UNDERSTAND  
IT = BUSINESS





DECREASING  
COST OF STORAGE

1980 = \$3.5M/GB  
2015 = \$0.03/GB



EXPONENTIAL  
GROWTH OF DATA

2020 Data =  
50 x 2010 Data



OPEN SOURCE  
FRAMEWORKS

Tensorflow, CNTK,  
Caffe, Torch, etc



UNLIMITED "GPU"  
COMPUTING POWER

5 GPUs  $\approx$  5000 CPUs  
in Google Brain







Hard coded stuff

Rules

Workflows

MDD

...

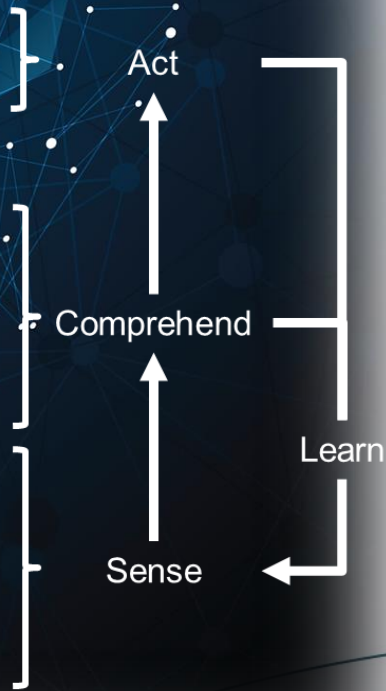
Robotics

Artificial intelligence

Knowledge Representation

Deep learning / Neural networks

Sensors



## CHANNELS INTEGRATION

CHAT BOT  
GUI



CTI CONNECTOR

MAIL CONNECTOR

SOCIAL NETWORK  
CONNECTOR



SPEECH TO TEXT



TEXT TO SPEECH



MAIL TO TEXT  
(CONVERTER)



## DIALOGUE MANAGEMENT

DIALOGUE  
MANAGER



DIALOGUE  
RULES



ANSWERS  
DIGITAL  
REPOSITORY



DIALOGUE  
CONTEXT MANAGER



## MACHINE LEARNING

ENTITY  
RECOGNITION



TRAIN & TEST  
(SUPERVISED  
& UN-  
SUPERVISED)



INTENT  
RECOGNITION



MODEL CONTINUOUS  
TRAINING



## ADMIN & CONFIG CONSOLE & REPORTING

MONITORING &  
REPORTING



MEDIA  
MANAGEMENT



DIALOGUE  
CONFIGURATION



## ACTIONING

DECOUPLING  
SERVICE  
BROKER



ACTION  
HANDLER



- **AI replaces humans for boring stuff**
- **AI does stuff humans can't scale to**
- **AI augments humans for complex stuff**
- **AI helps humans achieve their goals**



# INTELLIGENT ENTERPRISE

INNOVATE  
TECHNOLOGY

INNOVATE  
ARCHITECTURE

INNOVATE  
FUNCTIONALITY





Thank You!

