

## BROCHURE

# Infor Augmented Intelligence Service

### **Artificial intelligence and machine learning are within reach**

Technological advances have continually touted the ability of computing power to enable organizational capacity to better understand and solve challenges, but also to predict and help prevent those challenges from even occurring. The promises of artificial intelligence (AI) and especially machine learning (ML) have been promoted as a means of deriving new value from existing assets, provide better insights for strategic decision making, and bring more resilience and speed to supply chains.

There are now many examples demonstrating how AI/ML have delivered on their promises and occasionally there will be slight elevations in adoption. However, adoption of these solutions is still far from being implemented widely.<sup>1</sup> One reason is that many organizations believe advanced intelligence capabilities are out of reach in terms of cost and complexity.

Infor Augmented Intelligence Service (AIS) is an innovative approach to data science as a service (DSaaS) which looks to provide an all-inclusive model to support organizations looking to accelerate their digital transformation programs from ideation to value realization and continuous evolution.

Essentially, the service provides forward-looking recommendations that enable you to gain more value from your data to strengthen business decisions. Augmented intelligence, sometimes called intelligence amplification, is a new way of approaching data and analytics in the organization, and it can help you overcome seemingly insurmountable challenges.

## The future of decision making

What happens when you combine human knowledge with artificial intelligence, data, and analytics? Augmented intelligence is the result.<sup>2</sup>

Augmented intelligence and deep learning (the imitation of the way humans gain certain types of knowledge found in AI and ML<sup>3</sup>) are applicable across industries that prioritize the identification of predictive behaviors and patterns through data mining. One example of augmented intelligence is online businesses predicting customer preferences by applying data analytics.<sup>4</sup> Another more obvious example would be if you have ever used Siri or Alexa. If so, then you have engaged with augmented intelligence.

Gartner defines augmented intelligence in this way: “Augmented intelligence is a design pattern for a human-centered partnership model of people and artificial intelligence (AI) working together to enhance cognitive performance, including learning, decision making, and new experiences.”<sup>5</sup>

“Partnership” could be the key word in Gartner’s definition. Most business perspectives have moved well beyond the sci-fi and doomsday view that robots will indeed take over civilization as a result of AI’s continuing advancement. In fact, augment means “to support” and that is the role of augmented intelligence. Where you have human intelligence making decisions alone you also have AI which can mimic human tasks and thoughts.

Then, there is machine learning, a subset of AI, which can identify patterns and apply data to adjust and improve. Finally, there is augmented intelligence which produces data-induced insights that enhance decision making to support the human decision maker—so a partnership.

While it is expected that machines with AI will reduce 85 million jobs by 2025, it should quickly be noted that in the same timeframe AI will create 97 million new jobs, significantly more than it replaces.<sup>6</sup>

Describing the co-dependent relationship between humans and augmented intelligence, Domo.com says, “Augmented intelligence is a way to leverage human intelligence with the support of machines to help minimize human bias and error and pick up on patterns and trends. And while augmented intelligence is a way to create better insights to inform better decision making, it’s a process that still needs human oversight to connect with big-picture business objectives.”<sup>7</sup>

In 2022, the expected market growth for augmented intelligence services and software is estimated to reach US \$16.05 billion, up from \$14.28 billion in 2021. By 2027, this figure is forecasted to be \$29.19 billion.<sup>8</sup> Yet, another report forecasts that augmented intelligence could land even higher at over \$54 billion by 2027.<sup>9</sup>

## The new landscape of intelligent decision making

### Human

- Common sense, imagination
- Learns from experience life
- Autonomous

### Artificial intelligence

- Speed and focus
- Learns from data
- Depends on human input

### Augmented Intelligence

- Suggests decisions
- Works alongside your workforce
- Automates mundane tasks

## The business benefits that matter

The business application of augmented intelligence transforms the ability of your organization to be nimble and ambitious in supporting your growth strategy so you can:

- Realize business objectives based on data insights. Understanding causal attributes that drive your business success, such as seasonal impacts or product characteristics, is essential to improve supply chain visibility and allows for better future planning.
- Improve and automate decision making without requiring deep experience. The ability to understand and monitor production quality and recommend actions helps manufactures to improve customer service levels and reduce waste. Having recommendations on what, when, and why are accelerators toward improved productivity.
- React quickly to new opportunities. Impact your pricing strategies based on market conditions and provide improved customer experience by strategic and helpful recommendations. Reduce burdensome process in your business. Improve financial forecasting and planning for your company and use anomaly detection to identify and automate operations. Leverage ML to help track deviations in plans without requiring large back-office structures.

## Challenges to realizing value

While all those details above may seem attractive and most organizations would indeed like to employ AI/ML to drive value, there are several legitimate obstacles, including:

**Data strategy**—Many organizations struggle with “analysis paralysis” on how to manage data and map to business objectives. An IT-only focus is generally not successful and cannot fully justify investment.

**Value identification**—Driving towards strategic business objectives is key to long-term success that maintains momentum. Leveraging an agile and rapid focus on maximizing benefit from AI/ML is essential but very difficult without the necessary experience.

**Core skill sets**—Finding and recruiting data science talent can be involved and expensive, requiring significant investments. Our research indicates the upfront costs to staff this properly can range from \$600K onwards to support multiple roles required. With high demand, your organization needs to build in redundancy due to attrition which averages three years or less.

**Time and costs**—Upfront costs and lengthy execution lead to elusive return on investment (ROI) and time to value. Average implementation times range from one year to one and a half years requiring close to \$1M of total initial investment, and successful adoption can also be a significant challenge.

**Connection challenges**—Specialized knowledge is required to build and manage scalable data pipelines to setup and grow a rich data environment that allows for complex ML solutions.

**Data quality**—One of the main concerns raised by IT organizations is that data is not clean, consistent, or sufficient, and the continuous investment in cultivating data for purpose limits focus to reporting or descriptive analytics solutions only.

**Platform decision**—Due to the continuous advancement in AI/ML there are a diverse and intimidating number of vendors and partners to select from. Additionally, focus is very often on unproven but flashy tools. Variable costs due to consumption of resources makes investment decisions very difficult.

**Model management**—Anything of value requires maintenance, including making changes to the AI/ML solutions as your organizational behaviors change. Long-term, successful adoption is dependent on setting up process and tools for model updates and supporting business questions. Most organizations do not allocate enough planning to this facet of AI/ML solutions.

## A new, exceptional solution from Infor

Infor Augmented Intelligence Service (AIS) is an innovative approach to data science as a service (DSaaS) which looks to provide an all-inclusive model to support organizations looking to accelerate their digital transformation programs from ideation to value realization and continuous evolution.

Our solution helps you make better decisions by harnessing the power of your data. The subscription is a first-of-its-kind offering that includes managed infrastructure, ML models, solution delivery, and support along with advisory services all in one value-driven license.

The Infor AIS subscription supports your digital transformation and your ability to rapidly create competitive advantage through powerful data. Infor AIS also offers proven methods to achieve results cost effectively. Additionally, the subscription gives you access to experts that work to achieve improved processes and decisions for higher ROI.

## Key features of Infor AIS

Infor AIS delivers key features and functionality to help satisfy your enterprise needs across the areas of:

**Operational and process intelligence**—Improve efficiencies by generating automated process triggers based on specified events or conditions; and increase process efficiency by reducing manual processes.

**Asset intelligence**—Reduce costs by maximizing the life of assets through predictive analytics on health, maintenance, and parts needs; and improve asset health and labor and inventory efficiency.

**Forecast intelligence**—Predict the future by forecasting future demand based on history and market conditions; and sharpen forecast accuracy leading to inventory cost reduction and revenue increase.

**Customer intelligence**—Focus on customers by generating customer insights on what to sell and how to keep them happy; and elevate customer interaction efficiency, retention, and revenue growth.

**Price decision intelligence**—Price to sell by supporting pricing investment using market drivers and price history; and evolve pricing analysis to inform market-centric pricing.

**Human capital intelligence**—Care for employees by managing your most valuable investment; and improve labor efficiency, cost reduction, and employee satisfaction and retention.

## Ways Infor AIS leverages data

Infor AIS makes it simple for you to capitalize on your data for smarter decision making that leads to better business outcomes and value. Our solution does this by offering:

**Holistic solution**—Our solution provides everything that you need to tackle any augmented intelligence use case as it is pre-wired into the applications, from integration and data management to machine learning model operationalization.

**Templates**—Augmented intelligence templates ensure that you realize value quickly, which replaces costly experimentation with predictable and repeatable results. Our solution also allows unmetered access to all available solutions since most business requires a complex ensemble to deliver on digitalization strategies.

“**Augmented intelligence brings machines and humans together to enhance business growth.**”<sup>10</sup>

[Domo.com](https://www.domo.com)

**Quick launch**—We provide a turn-key solution that includes data platform, science models, and specialized experts so you can get started more quickly without investing in expensive, hard-to-find resources and get lasting value for the life of the solution. We estimate approximately 4-6 months to get your first solution to production for use.

**Partnership**—Our team works with your stakeholders to identify strategic business problems and collaborate on quantifying benefits and the impact from an AI/ML implementation. We employ our prescriptive approach to help support your business transformation using agile 2–3-week sprints.

**Support**—At a cost less than inhouse hiring, Infor AIS (besides deployment of models at scale) also ensures tracking for adoption and ROI along with model maintenance (eliminating hidden costs) and improvements post go live.

So, why is Infor AIS important for your organization and why do you need it? Because you can quickly:

- Turn your big data into smart business decisions
- Innovate which requires agility and speed
- Supercharge your IT investment for purpose
- Focus on your business strategy and let a reliable partner handle the ML

Ultimately, the value Infor AIS offers is the ability to break through and remove the barriers-to-entry to the AI/ML arena while delivering industry-specific expertise that influences your models and insights that impact your business decisions.

## Augmented intelligence simplified

The promise of AI and especially ML has been promoted as a way to derive even more value out of existing assets, provide better insight for strategic decision making, and bring more resilience and speed in supply chains. Yet, adoption of these solutions is still not implemented widely.

Now, Infor is taking an active approach in both reducing the cost of adoption for our clients and delivering results in a fraction of the time that the client would take to execute themselves. This enables organizations, including both small and mid-size businesses, with limited resources to derive value from emerging AI/ML capabilities. We are offering your organization solutions with:

1. A prescriptive approach to ML use
2. A complete team to accelerate adoption
3. Predefined solutions that can be leveraged
4. A fully managed system tracking and enhancing for value

Leveraging AI/ML is becoming more critical in business. Some organizations have hesitated to take advantage of modern technologies like augmented intelligence. Infor is making AI/ML approachable with new innovative solutions that support cost reduction and deliver results. The Infor Augmented Intelligence Service subscription provides the access you need to innovate. Simultaneously, we help evaluate your business challenges and act as a reliable technology partner, bringing new levels of intelligence within your reach.

Business today requires that you analyze your information, find patterns, solve problems, and then make informed decisions. Improving your decision making and business success are dependent on transforming your data into better insights.

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