

# AI and the Future of Work

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Bootcamp 2019

# This Talk



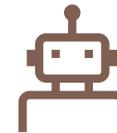
Current state of AI in  
the market



Adoption of AI



Statistics around AI  
today



AI Opportunities in  
industries



Framework for  
approaching problems  
to be solved with AI

# AI Today

Some Statistics

# What Technologies are included in AI?



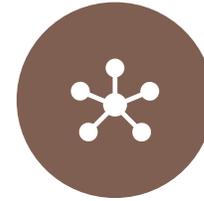
MACHINE  
LEARNING



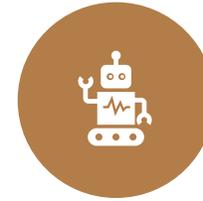
COGNITIVE  
SERVICES



DECISION SCIENCE



NEURAL  
NETWORKS



BOTS AND BOT  
FRAMEWORKS



NATURAL  
LANGUAGE  
PROCESSING



MORE...

# AI and the Future of Work

- ▶ **57%** - do not expect technological advances will displace any workers in the next five years
- ▶ **29%** expect job displacement
- ▶ **68%** plan to retain workers by offering reskilling programs
  - ▶ software development (63%)
  - ▶ data analytics (54%)
  - ▶ engineering (52%)
  - ▶ AI/machine learning (48%)

# Business Adoption of AI

Fortune 500

30 Businesses Surveyed

17% have implemented AI/ML at scale  
30% selective use in specific functions  
26% have deployed RPA at scale

In 3 years:  
50% using AI/ML at scale  
83% deploy RPA at scale

# Companies investing in AI

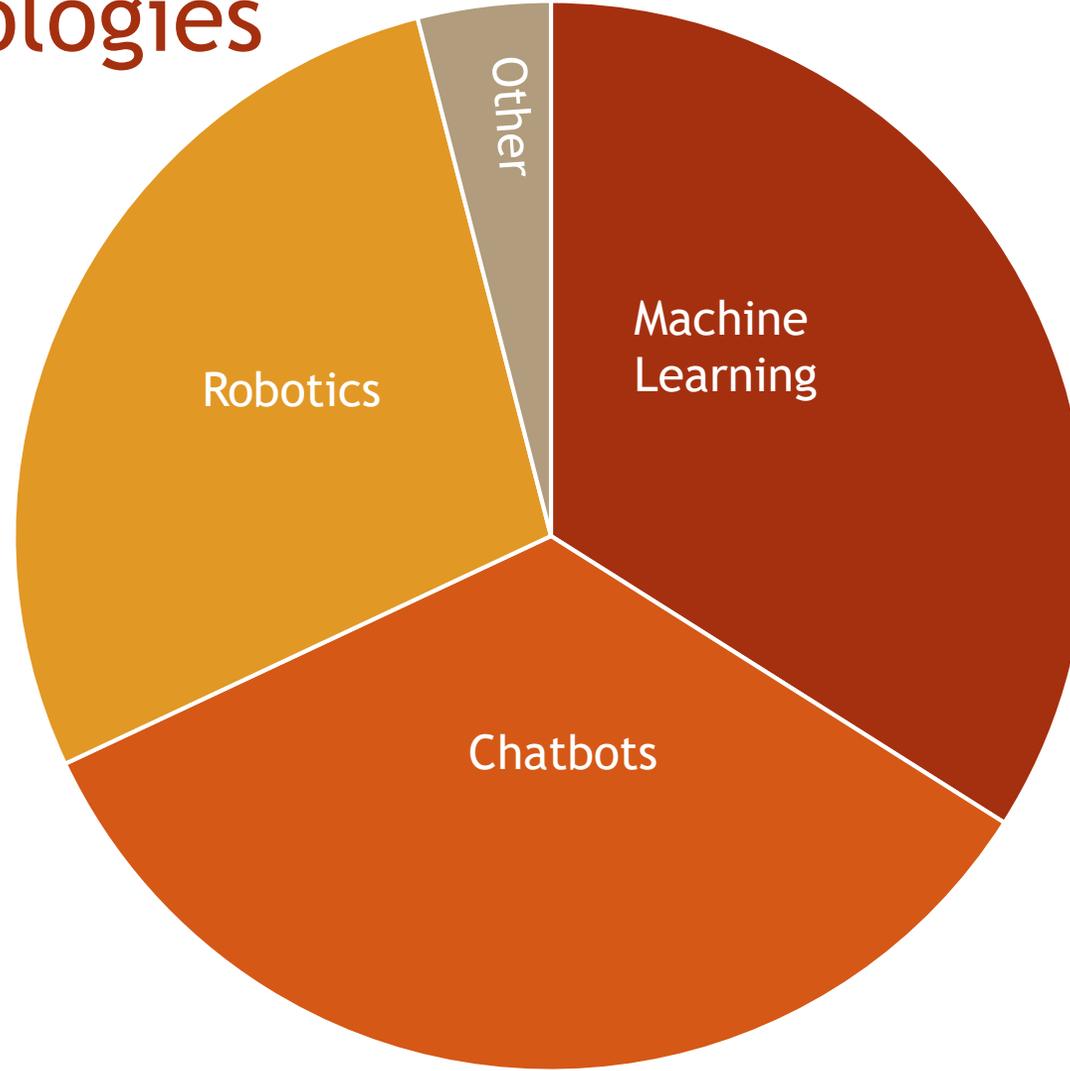
- 15% Productivity Improvements for the projects they are undertaking
- AI Talent and Supporting Infrastructure will increase 50-100% in the next three years
- 85% of those surveyed have an AI strategy
- 77% have implemented some type of AI in the workplace
- 31% are gaining significant value from their AI investment

## The top areas where AI investment is leveraged?

- ▶ Sales
- ▶ Marketing

# Top AI Technologies

- ▶ Machine Learning (34%)
- ▶ Chatbots (34%)
- ▶ Robotics (28%)



# Top AI Priorities for the next 3 to 5 years

1. Customer and Market Insights
2. Back Office and Shared Services Automation
3. Finance and Accounting
4. Analysis of voice and text for specific functional use cases



# Institutional Investment View of AI

*7% of institutional investors view AI only an opportunity*

*85% of institutional investors view AI as an investment risk  
(Others neutral)*

*Of those:*

*52% of these said it also presents an opportunity*

*33% said only a threat*

# Venture Capital in AI Startups

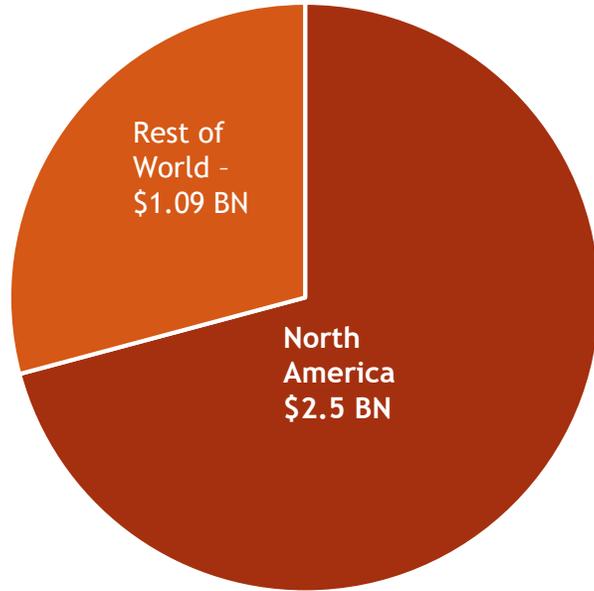
2019 - Billions



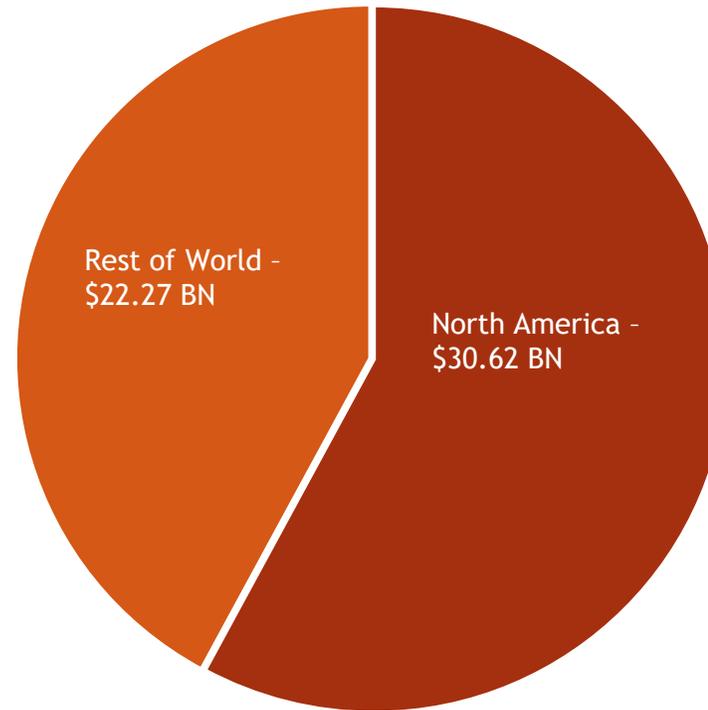
Source: Crunchbase

# AI Microchip Market

Value - Billions - 2019



Projected Value - Billions - 2027



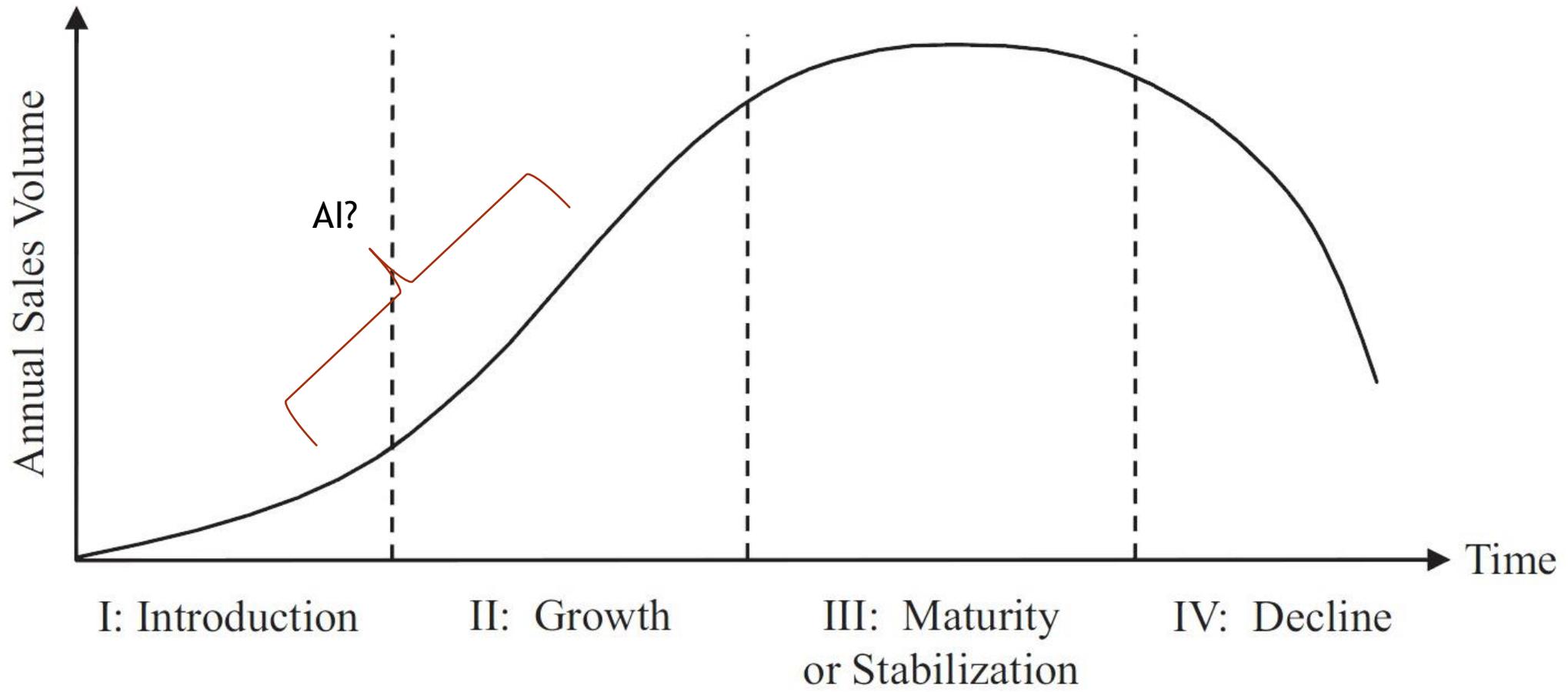
~ 15X Growth

# AI Quotes

- ▶ “An AI-equipped surveillance camera would be not a mere recording device, but could be made into something closer to an automated police officer”—[Edward Snowden](#)
- ▶ “As AI gets better at performing the routine tasks traditionally done by humans, only the hardest ones will be left for us to do. But wrestling with only difficult decisions all day long is stressful and unpleasant”—[Fred Benenson](#), former vice president of data, Kickstarter
- ▶ “By 2025, a quarter of all miles driven will be driven by on-demand services”—[Amy Wyron](#), vice president of business solutions, Gett

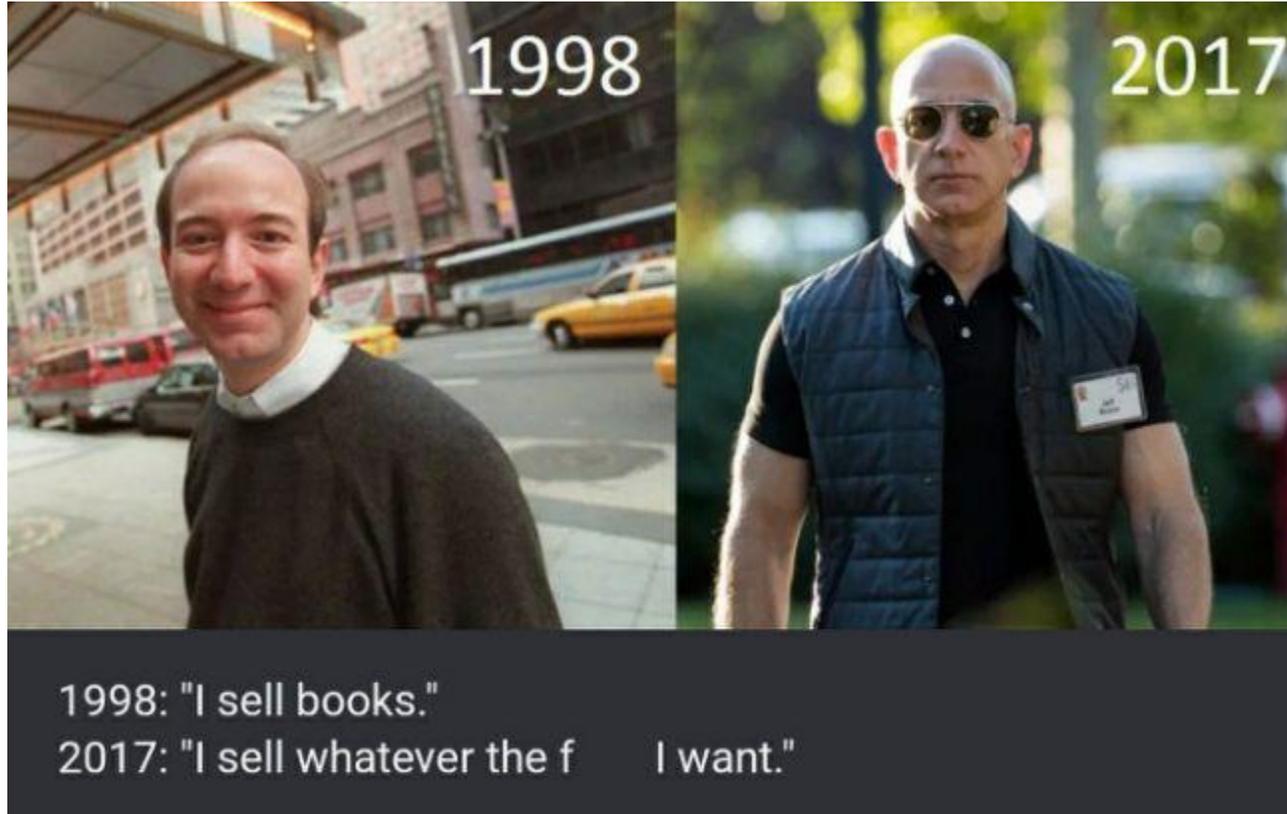
# Boiling it down

1. AI is still developing as a solution set



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2. This presents some huge opportunities



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3. Businesses and society are going to need to brace for impact with AI



An AI enabled garbage truck?

# Boiling it down

1. AI is still developing as a solution set
2. This presents some huge opportunities
3. Businesses and society are going to need to brace for impact with AI
4. Framework to overcome the human hurdle



From "this is cool" to "how can we use this to change the world."

# Upcoming AI Opportunities

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# How do you optimize a business?

Revenue

```
graph TD; Revenue[Revenue] --- SGA[SGA]; Revenue --- COGS[COGS]; SGA --- Profit[Profit]; COGS --- Profit; Revenue --> Profit;
```

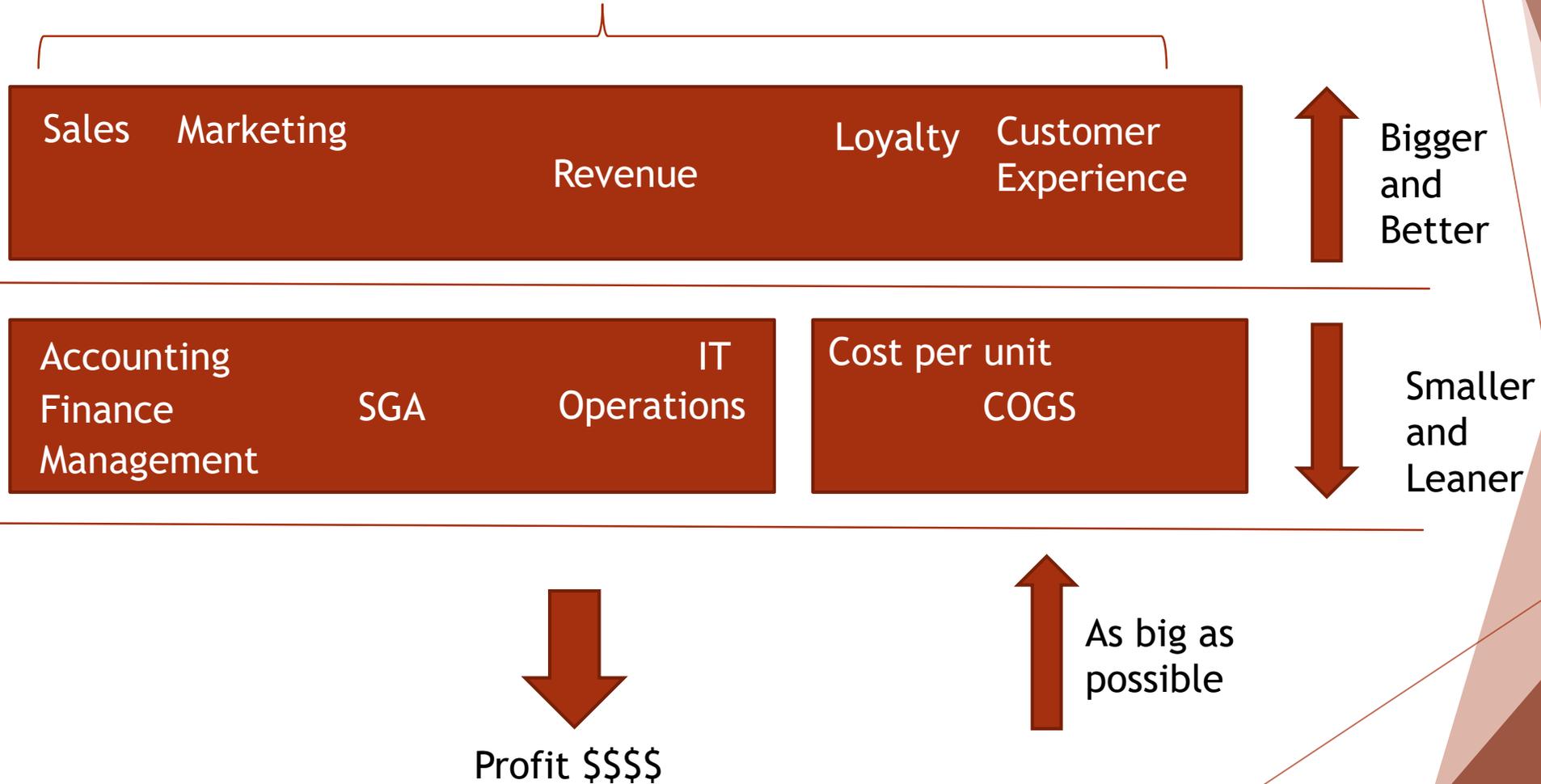
SGA

COGS

Profit \$\$\$\$

# How do you optimize a business?

Majority of current AI Investment



# Opportunity: Retail

- In store experiences
- Connected customer experiences
- Loyalty and Incentives

*Revenue*

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*Expense*

- Customer service and call centers
- PLM and Product Planning
- Omnichannel Commerce

## Examples:

Euveka

Afresh Technologies

AWM SmartShelf



# Opportunity: Hospitality

- Booking and pricing experiences
- Loyalty and revenue management
- Guest experience and personalization

## Revenue

## Expense

- Smart energy management
- Operational services
- Asset management and automation



ORACLE<sup>®</sup>  
Hospitality

@Oraclehosp

**35%** AI-enabled services reduced calls to the concierge desk by 35% at several leading hotel brands.

ORACLE<sup>®</sup>

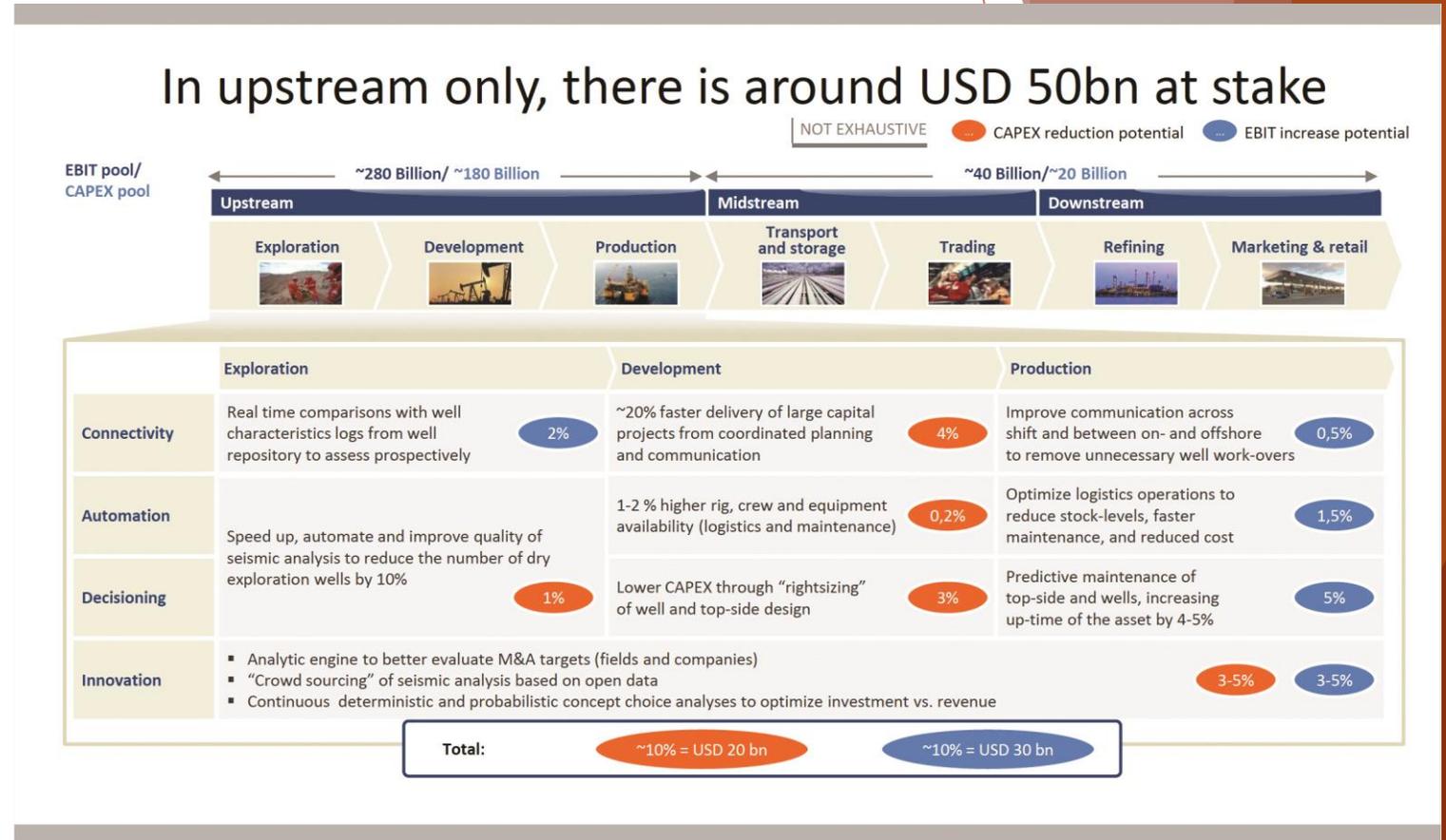
# Opportunity: Resources

- Supply and demand planning
- Pricing and distribution
- Discovery and exploration

## Revenue

## Expense

- Extraction and Generation
- Asset Management
- Operations Management



# The Biggest Challenge Remaining...

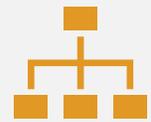


Human adoption

# How to drive adoption of AI in an Org



Make someone's job or life easier



Show how you can either make more or save more for the organization



Show them their competitors will out compete them with new technology

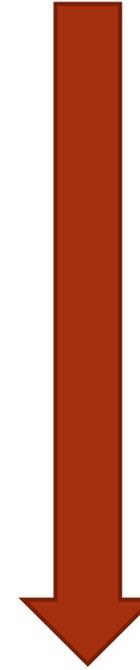
# Real Time Organization - a Framework

Business of Things - Break it down and start making changes

Connected Company - Tie the pieces together

Real Time Business - Make decisions using real time data

AI Enablement - have interactions and decisions made for you



# Projected Business Value



**20% INCREASE IN  
REVENUE**



**20% SAVINGS**



**3 CONNECTED  
REVENUE STREAMS**

# In Conclusion



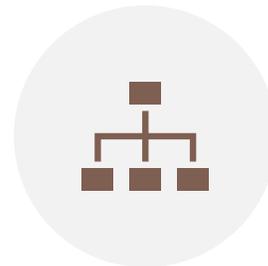
The world is poised for major AI growth over the next 10 years



The growth of AI has significant implications for everyone in society



There are some major opportunities within industry for AI to take shape



Business and Overall Human adoption will be the key to taking advantage of this



I hope this gave you some things to think about

# Thank You

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