DIGITAL SURGE PROGRAMME

Demystifying Industry 4.0: the case for transformative technologies.

Cheat sheet

AI/Machine Learning

Artificial intelligence is a technology that enables a machine to simulate human behavior. Machine learning is a subset of AI which allows a machine to automatically learn from past data without programming explicitly. The goal of AI is to make a smart computer system like humans to solve complex problems.

Overview	Challenge	Solution	Results
Moving from Paper to Digital – Streamlining processes, increasing efficiency, and enhancing security.	How to securely digitise a warehouse full of documents (accountancy/solicitor practices, health care providers, etc.).	Used computer vision to scan all documents and digitalise all forms.	Manual data entry reduced, increasing efficiency, removing risk of human error, saving money, and allowing employees to work on higher value activities.
Brexit - one thing is guaranteed: paperwork.	The risk of sudden, high impact changes to the way businesses operate remains, and preparing for more than one eventuality can be costly.	Created 'virtual workers' to automate time-consuming, repetitive tasks and business processes.	Improved productivity and gained competitive advantage.
Chatbots in hospitality.	The imminent tourist wave is great news but staff shortages and factors like social distancing make riding the wave difficult.	A hotel chatbot, which could respond intelligently to human interactions.	Keeping customers, tourists, travellers informed increases confidence to travel. And, building a library of data on the sort of requests is great for business intelligence. **Great article!**
Machine Learning behind the scenes in restaurant booking.	How to management of no-shows.	With data from the electronic point of sale (EPoS) & reservations systems, machine learning can answer questions like: Do Saturday reservations have a higher no-show rate than Sundays?	By identify trends and predicting future behaviours the restaurant can increase efficiencies and reduce costs.

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