



# FiTecuSERV

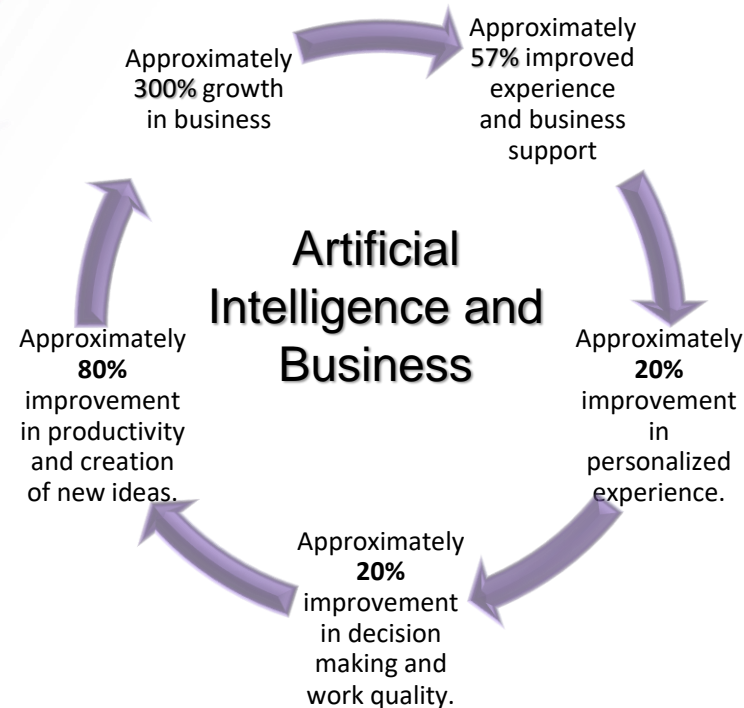


Artificial Intelligence

## Introduction to Artificial Intelligence

Under this domain we attempt to create a model and apply the intelligence of the human mind to machines in order to get accurate and meaningful results. Intelligent behaviour is studied and applied using computer science in which machines imitate intelligence human behaviour.

We can use artificial intelligence in various tasks of your organization like generating insights to make improved decisions, enhance data security to eliminate frauds, helping managing the data and various other domains that help you act swiftly and reduce complexity which in turn helps you take the right decision at the right time.



## | Typical Solutions

### **Computer vision:**

Using the technology called computer vision we use digital inputs like images, videos and Other visual inputs to gather meaningful information and then using this derived information to make recommendations and automate tasks which will improve the business processes. So, if artificial intelligence enables system to “think”, the vision enables them to “see”, “observe” and “understand”.

### **NLP (Natural Language Processing):**

Under this technology we facilitate communication in between computers, or computers with humans, using human language. Basically it is a way in which computers are programmed to analyse and process enormous amount of language data. One example of using this technology in business is OCR (Optical Character Recognition) in which lot of time can be saved to process the digital information to draw meaningful results and using this information derived to help take the right decision at the right time Other example is to automate transcription, translation or use voice synthesized to perform some specific tasks, like in interaction centres (e.g client contact centres).

### **RPA (Robotic Process Automation):**

There are many repeatable business process in an organization that can be automated which can save a lot of time and money. By onboarding RPA in your organization, we help you approximately 200% improvement in response rate, reduce approximately 30% of cost to company and approximately 27% increase in first time task response rate.

## Key-factors for a successful AI implementation

### **Clear Business Case**

A clear understanding of business case helps us to understand what an organization want to achieve and help our certified project managers to create a blueprint to reach the goals. .

### **Data Availability**

Data holds an important role in the field of AI implementation. Identify and analyse data availability as also privacy and compliance requirements are important tasks since they helps us to ensure that are available and have a maximum representation of the business processes and its relationships and interactions.

### **Good Modelling Methodology**

Our professionals will conduct the processes, the management and the implementation under a system that follows certified methodology's (As PMP for project management or CRISP-DM for Data science, for example). For AI solutions the right methodology will be applied considering the business case

### **Automation**

There are various tasks in an organization that can be automated which results in saving time and money. We use various levels of machine learning techniques to achieve this goal.

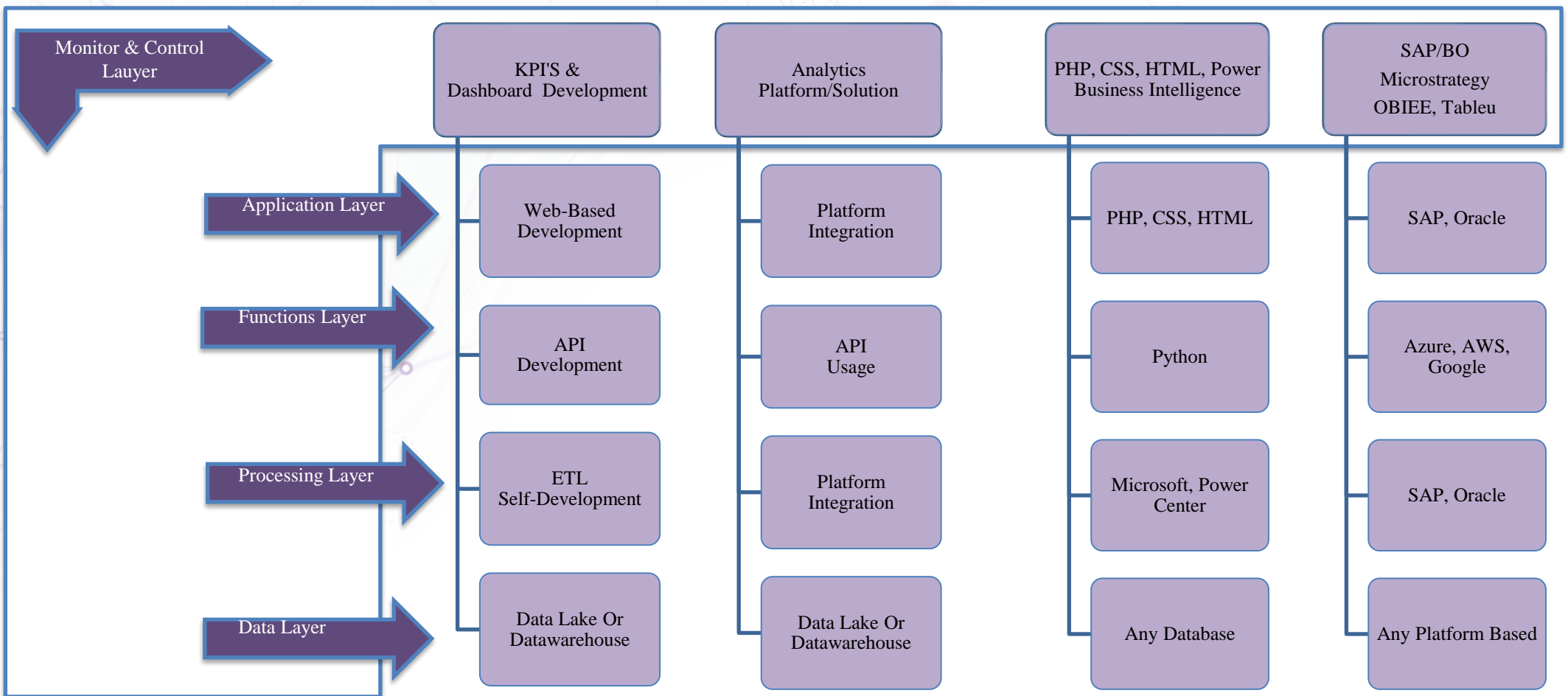
### **Interactive and incremental**

We manage projects using a process which combines iterative design method with the incremental build model. Under this  
4 model iterations are conducted till the optimal result is achieved.

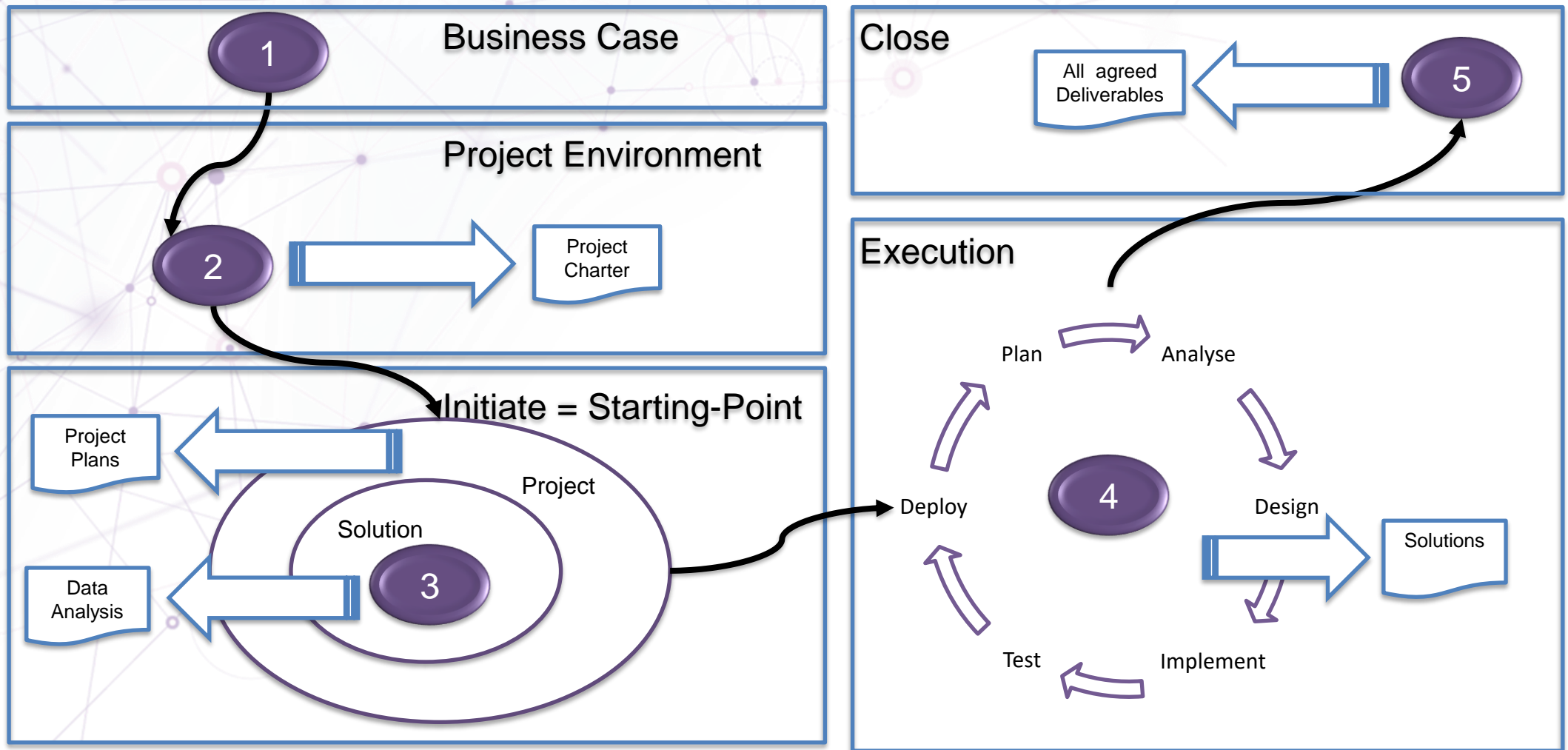
## Difference between Self-Development vs Platform Solution

Types of Development Components

Types of Solution Partners



## AitecServ Implementation Model (AIM)



## AIM – Business Case & Project Environment

### Business Case

Identify Stakeholders  
(Key: Product Owner)

Preparation/Identification of Business Case

Project Vision

High Level Requirements

### Project Environment

Understand the organization's change management process

Identify and analyze the factors surrounding the project

Identify compliance needs

Capture assumptions, constraints and prior agreements

## AIM – Starting Point

### Management:

In this stage the main focus is to elaborate the several management plans. This projects normally require a very clear and detailed plans to ensure project success.

This kind of service is characterized by multidisciplinary teams and complex project management requirements.

### Solution:

In this stage we evaluate the data availability and make a first exploratory and very descriptive data analyses to access mainly the quality of data and capture some basic insights that can guide us on the next stage.

## Management

*Identify Major Deliverables*

*Identify Risks*

*Initial preparation of project plans*

## Solution

*Evaluate data availability*

*Exploratory Data Analysis*



## AIM – Execution

### Management

*Monitor and control project objectives*

*Manage the various project plans*

*Manage Product and Sprint Backlog*

### Solution

*Implementation following AGILE principles*

*first release of a pilot with a “Go-No Go”*

*Incremental and interactive*

#### **Management:**

The main task are to monitor and control the project objectives and performance, making the necessary adjustments to keep the project on track.

#### **Solution:**

Our services follow preferentially an agile approach, providing in the first release a pilot version with the minimum valuable product for solution evaluation, address the expected objectives and to a refine the product backlog.



# Atecserv

Thank  
you!

For more information or to Schedule a  
meeting please contact us on:



<http://www.atecserv.pt/en/contact>  
<mailto:geral@atecserv.pt>