

Artificial Intelligence

Using ICT Services
to Strengthen
Your Business

11/2018
Issue N° 5

workforce
WindsorEssex
YOUR LOCAL EMPLOYMENT PLANNING COUNCIL

What is Artificial Intelligence?



AI is any task performed by a computer that normally requires human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages. Part of AI, machine learning, is the techniques that give computers the ability to “learn” from data without being explicitly programmed.

What can AI do for your business?

AI has applications across industries. Some ways you can use AI in your industry are as follows:

- **Manufacturers:** Gain better forecasts for your supply chain to minimize waste, reduce overall inventory, and lower costs. In production, sensors spot defects on the line which will remove the defective part and order a replacement, all while calculating and adjusting just-in-time schedules.
- **Financial/Insurance:** Quote optimal prices, manage claims, detect customers’ risk profiles, and provide customers with personalized plans. By adopting predictive models, credit lending and scores are uncovered in real-time.
- **Retail and Hospitality:** Anticipate sales trends for ‘soon-to-be popular’ items while optimizing brand management with insights on market perceptions and target segments. AI can also analyze customer chat transcripts and uncover problems and opportunities by connecting with social media.
- **Health Care:** Emergency room utilization is improved through better triage, integrating call centres, and reducing error rates. Chronic conditions can be analyzed by leveraging data to enable early diagnosis. Proactive healthcare measures can be innovated using genetic data to integrate a personalized plan to eliminate or reduce risk factors.
- **Government and Service Sectors:** AI can act as a ‘human’ to answer questions from the public, fostering an environment that allows staff time to address more complicated and nuanced problems.



Case Study

An American apparel retail manufacturer needed support for their retail store fulfillment (replacing items in stores). The retailer needed to change their store fulfillment operations for eight individual store brands into one distribution center, which meant the distribution center needed to have a high density of storage and simultaneously ensure speedy product replenishment.

The retailer partnered with a service provider with a platform that can aid warehouse management operations in identifying the most efficient picking density for warehouse robots or in optimizing the order-release workflow. The platform was used to optimize operational processes for the whole distribution center right from order receiving (from data in the clients' ERP systems) to shipping and scheduling (with data from the Warehouse Management System).



THE RESULTS

- *Helped the retailer accommodate up to 600,000 pieces per day replenished in their stores*
- *Reduced processing costs*
- *Expanded storage capacity*

“**AI IS THE SINGLE MOST SIGNIFICANT DISRUPTIVE FORCE BEING HARNESSSED BY FORWARD-LOOKING BUSINESSES TODAY.**”

Check out the whole case study at:
www.workforcewindsoressex.com/ict-services



A.I.

About the ICT Services Series

Workforce WindsorEssex has worked with local ICT service providers to produce brochures that help businesses explore how ICT solutions can save them time, money, and effort.

Thank you to this issue's contributing partner:

splice[®]
DIGITAL

Splice Digital builds AI solutions for a variety of industries manufacturing, finance, retail, hospitality, health care, and government. They offer a host of services including:

They offer a host of services including:

- Artificial intelligence solutions
- Chatbots
- Business process automation
- Web development
- Custom software for business

Get in touch with Splice Digital:

1464 Ottawa St.

Windsor ON N8X 2G2

Email hello@splicedigital.com

Phone 1-866-636-3011 (ext. 1)

For more information on ICT services in Windsor-Essex, including past and upcoming issues, visit:

workforcewindsorsex.com/ict-services

workforce
WindsorEssex
YOUR LOCAL EMPLOYMENT PLANNING COUNCIL

 **Ontario**
This project is funded in part by the Government of Canada and the Government of Ontario.