



Super charging process with data...

Data driven process interventions

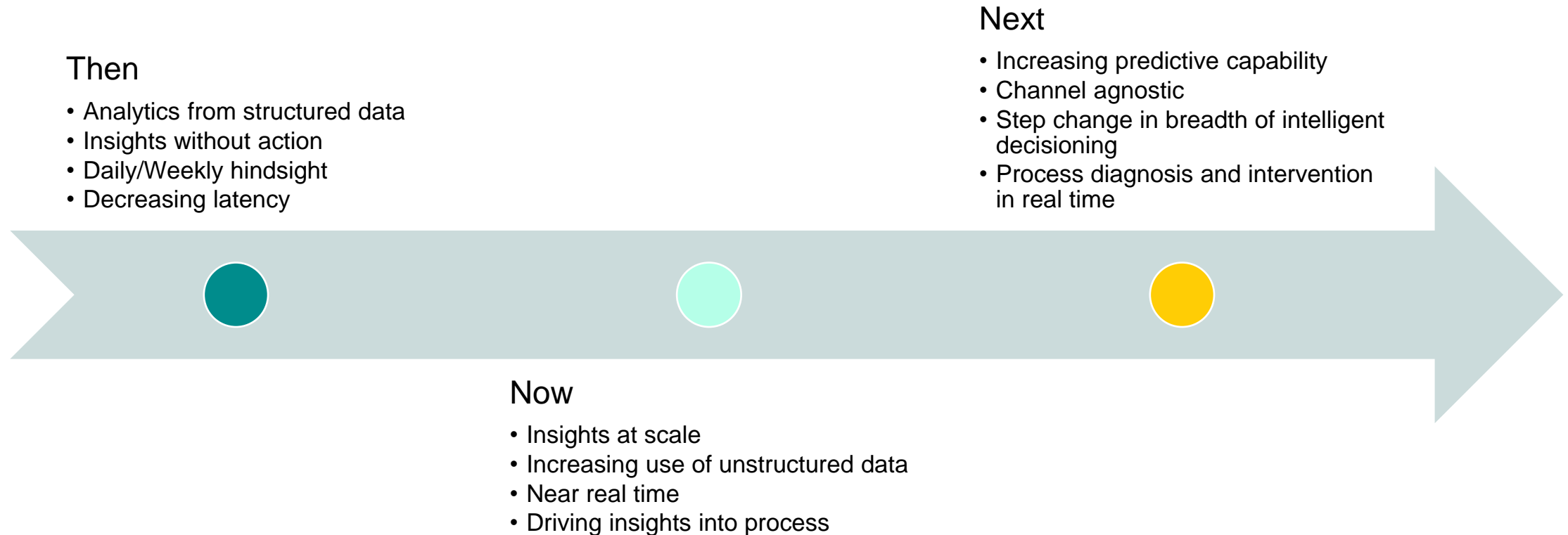




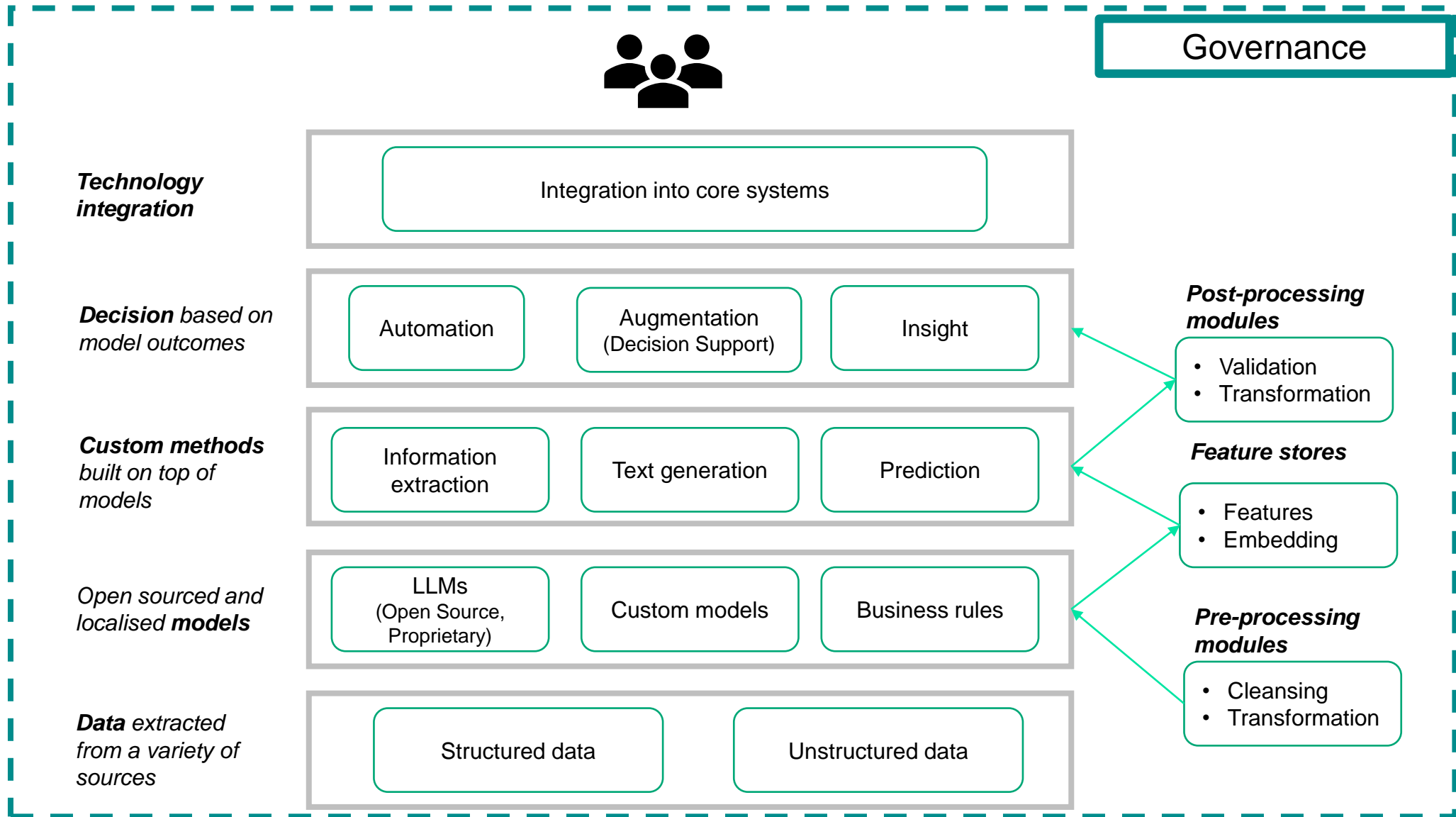
Context

- Building capability for over a decade
- Narrowed focus to AI enabled processes and decisions
- Largely internal team with partner support where required
- Focus on the tangible business opportunities
- Rapidly evolving technology landscape sees us solving problems today that were not feasible to solve five years ago

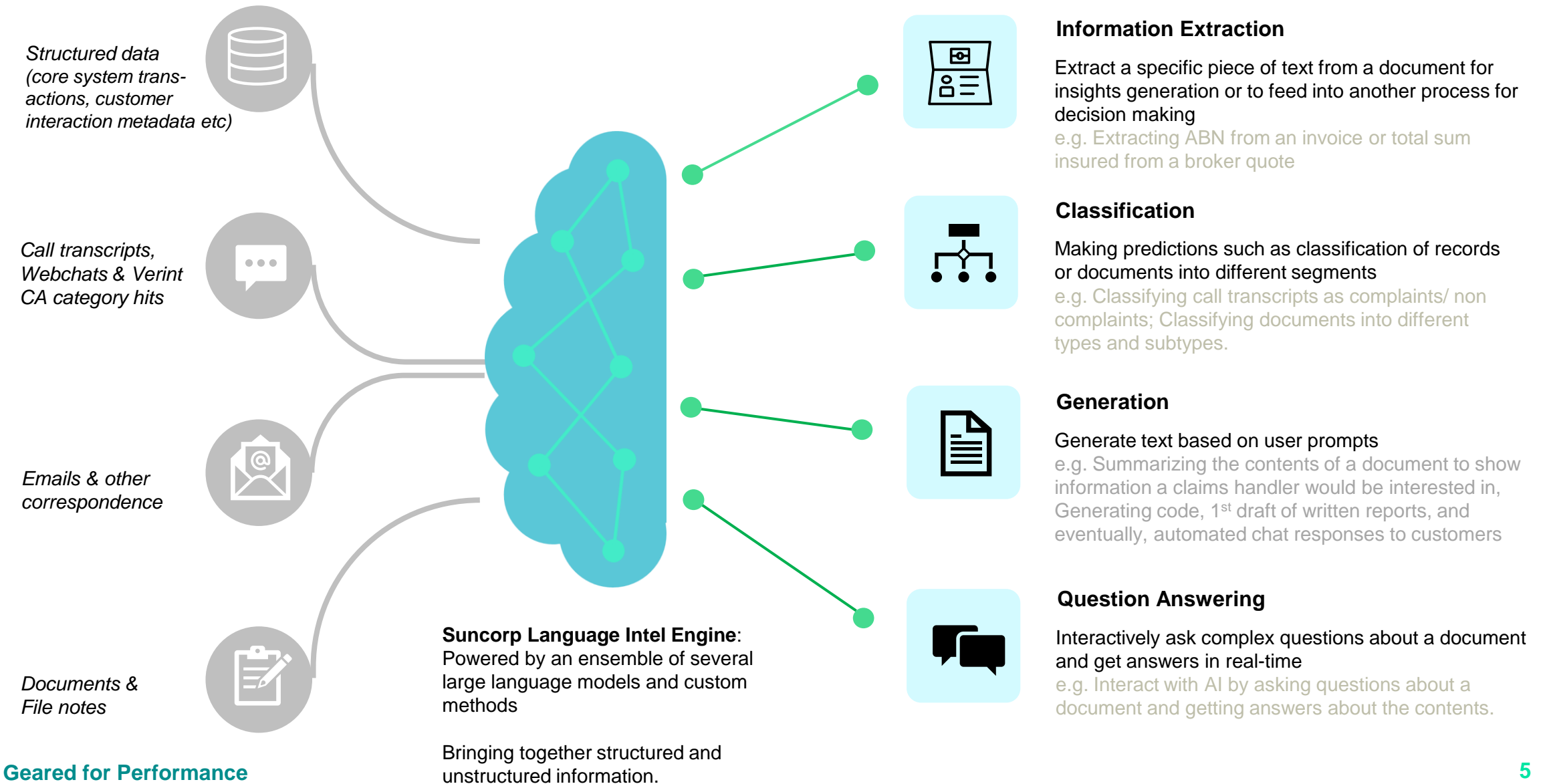
Incremental, experimental but accelerating.....



Layered architecture



Suncorp's Language Intelligence Engine



Tips and Takeaways

- Do (or try to)...
- Foster innovation and flearning
- Experiment liberally
- Increment solutions – prototype, MVP
- Be clear on the downsides/limitations
- Don't forget it's not set and forget
- Try Hard not to....
- Build for the current state
- Assume the human process is flawless
- Present AI as flawless
- Accept resistance to experimentation
- Try to deliver everything in one hit



Questions?