

# Augmented Me



Adding AI to business operations speeds up decision-making and creates the symbiotic relationship that brings humans and AI closer together

*“Taking the robot out of the human” is an established first step towards automation of work processes. But what if we bring AI into the equation? Mimicry is one element of mechanistic automation, but perhaps more important is the ability to augment human intelligence. This is apparent from AI’s mastery of natural language and its understanding of audio, video, and images - but also from its ability to observe processes in their broader context, detecting complex patterns that humans cannot even see or absorb. The resulting symbiotic relationship between humans and AI is already changing the way we work, the way we organize ourselves, and ultimately, the way we do business and live our lives.*



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## WHAT

- Cognitive systems are mastering human conversation; processing natural language with interpretation and understanding of context, generating natural language where narratives are needed to describe raw data, or using computer vision to evaluate the quality of objects on a production line. These capabilities enhance existing processes by augmenting human work, replacing parts of it, or more frequently both.
- GPT-3 has unlocked the most advanced means of dealing with language to date, paving the way for AI to creatively produce narratives that we use to tell stories about the increasingly complex environment we operate in
- Cognitive algorithms are deriving how humans interact with applications so they can build automated routines to take over the work.
- Multi-agent systems work together to drive autonomous business operations. They focus on goal seeking, prediction and recommended courses of action to augment the human process. This liberates decision makers from the labour-intensive process of preparing recommendations.

## USE

- A European mobile communications retailer leveraged cognitive technology to radically improve back office processes, leading to a 70% reduction in operating costs and up to an 80% improvement in operational efficiency.
- A trade finance organization digitized and categorized unstructured documentation and extracted relevant data with thousands of complex daily transactions, all managed by cognitive software and bots.
- [PetSmart](#), a US-based specialty retailer, was able to save up to \$12 million by using AI in fraud detection. The company implemented an AI/ML technology that aggregates millions of transactions and their outcomes.
- Capgemini Business Services uses intelligent document processing to automatically handle incoming structured and unstructured correspondence through a variety of digital channels, improving efficiency by over 50% on a volume of several million documents per year.

## IMPACT

- Improved productivity and effectiveness through automated decision-making and the availability of real time, predictive insights.
- Human-like cognitive capabilities in end-to-end processes enhance the consumer experience.
- Mitigating the risks of attrition, aging workforce and dependencies in areas of specialized or scarce knowledge.
- Enabling new capabilities where AI infused processes deliver at a previously unimaginable speed, gradually approaching the era of autonomous processes and even the autonomous enterprise.

## TECH

- Platforms: [SecondMind](#), [Aera](#), [Microsoft](#), [DataRobot](#), [Celaton InStream](#), [Artificial Solutions Teneo](#), [WorkFusion](#), [Loop AI Loop Q](#), [Machinify](#), [IBM Watson](#), [Pega](#)
- Adaptive learning: [FortessIQ](#), [Celonis](#), [Abbyy Timeline](#)