

# From POCs to Enterprise Adoption of Gen AI

- Evolution to the  
Intelligent Enterprise

State of the Art Session

Oct 2024

# This is the Next Wave of Gen AI – Gartner Predictions

**2023** was about **experimenting**

**2024** is about **trust, scale and cost**

**2025**, Gen AI will be a **workforce partner for 90% of companies** globally

**2027** will see 50% of enterprises **using Gen AI models specific to industry or business function**

By **2028**, 30% of Gen AI implementations will be **optimized for sustainability**

<https://www.gartner.com/en/newsroom/press-releases/2024-09-09-gartner-predicts-40-percent-of-generative-ai-solutions-will-be-multimodal-by-2027>

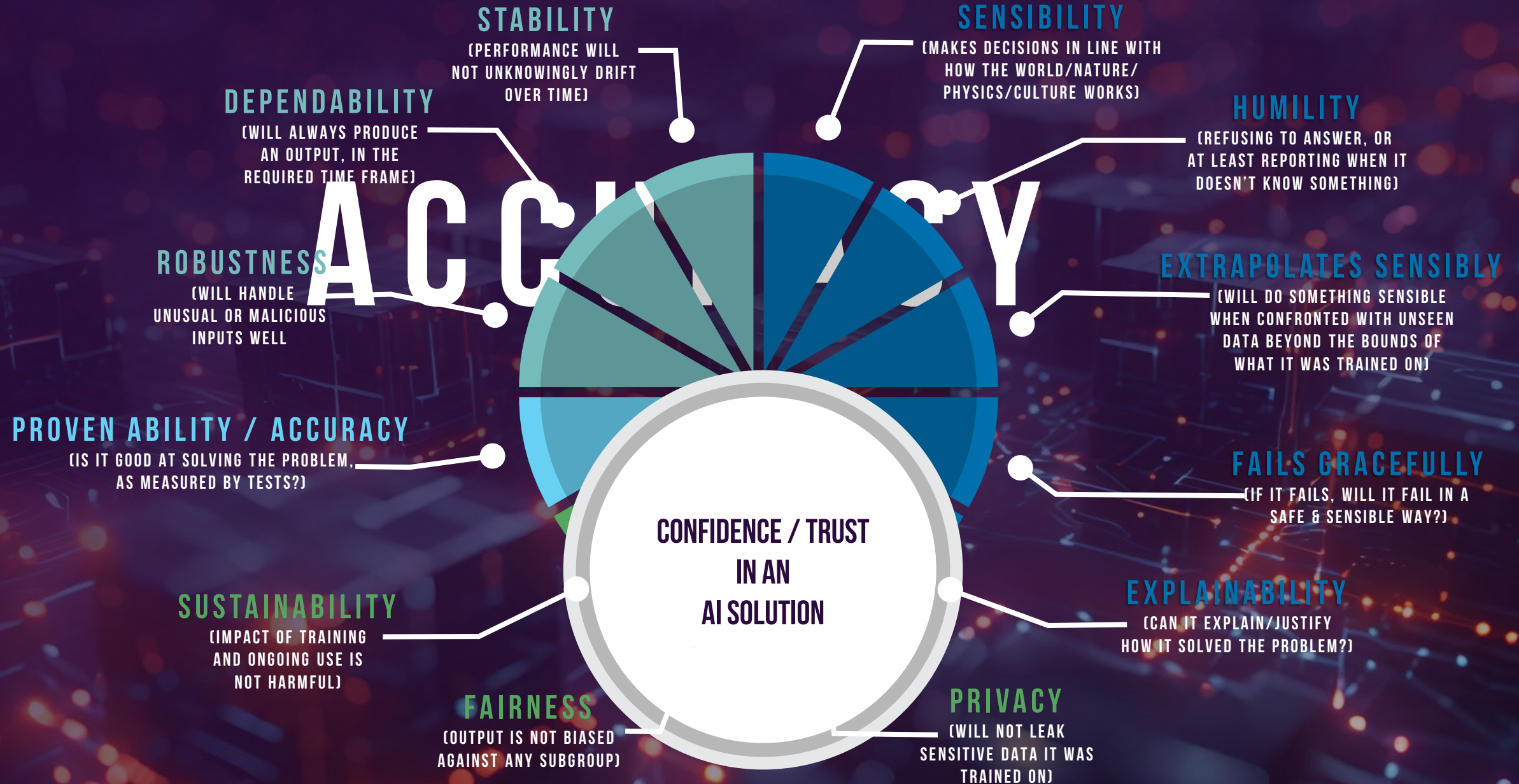
<https://www.gartner.com/en/articles/3-bold-and-actionable-predictions-for-the-future-of-genai>

● AI THAT WORKS

● AI THAT WORKS RELIABLY

● AI THAT WORKS IN PEOPLE'S BEST INTEREST

● AI THAT'S ALIGNED WITH HUMAN EXPECTATION

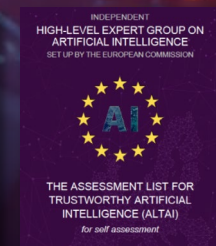
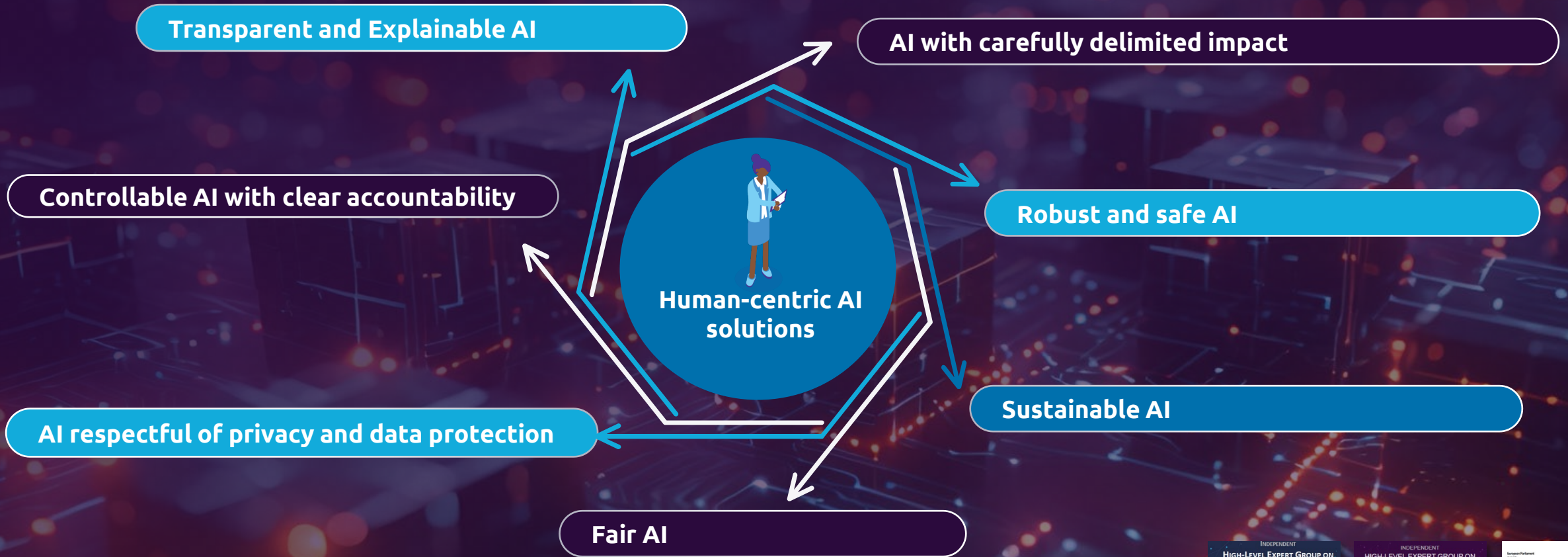


# To Trust AI is to Scale AI

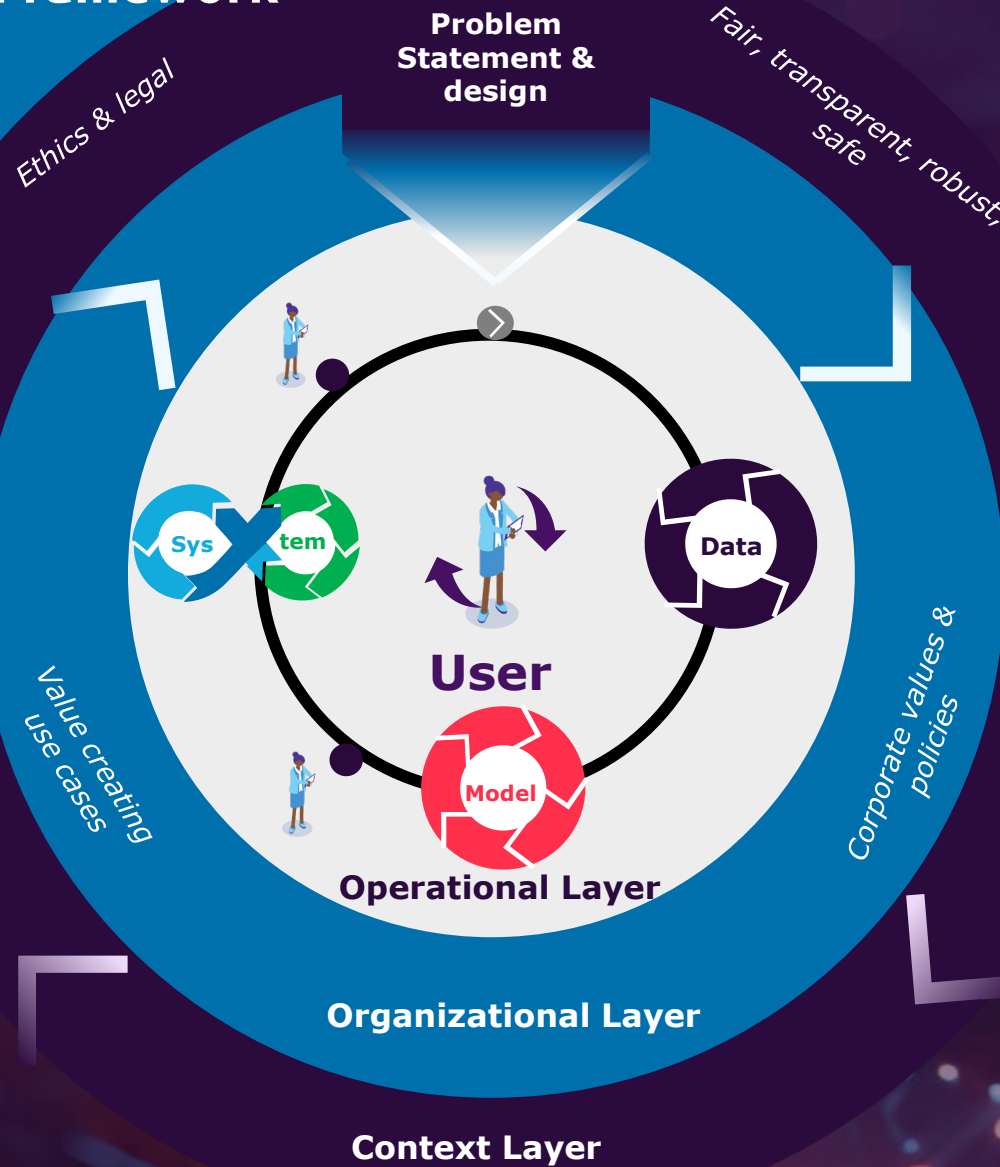


Embedding quality and trust in AI systems will lead to large scale deployment and adoption.

# EU AI Act - Ethical Principles that should be incorporated in AI design



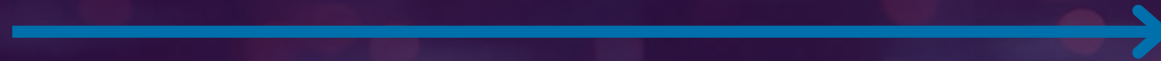
# Scale with control using Trusted AI Framework



- Trusted AI Framework is a cohesive, generic framework applicable to all layers of AI and Generative AI solutions
- The framework is governed by the EU ethics principles & our group code of ethics:
  - AI with delimited impact
  - Sustainable
  - Fair
  - Transparent and explainable
  - Controllable and accountable
  - Robust
  - Respectful of privacy and data protection
- The framework employs Human In The Loop (HIL) method in all the modules to ensure a human(user) centered approach

# Navigating with Generative AI

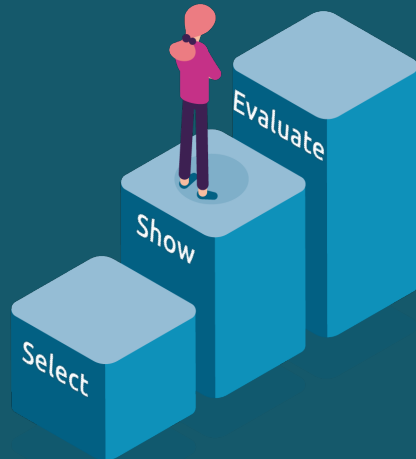
Business goals



Business needs

## Get It Going

Get started on Day 1 with our ready to use accelerators. Select your first use case and allow us to start developing immediately for you to assess tangible benefits at the earliest.



## Get It Done

Mature and start building your use cases supported by our GenAI foundation platform

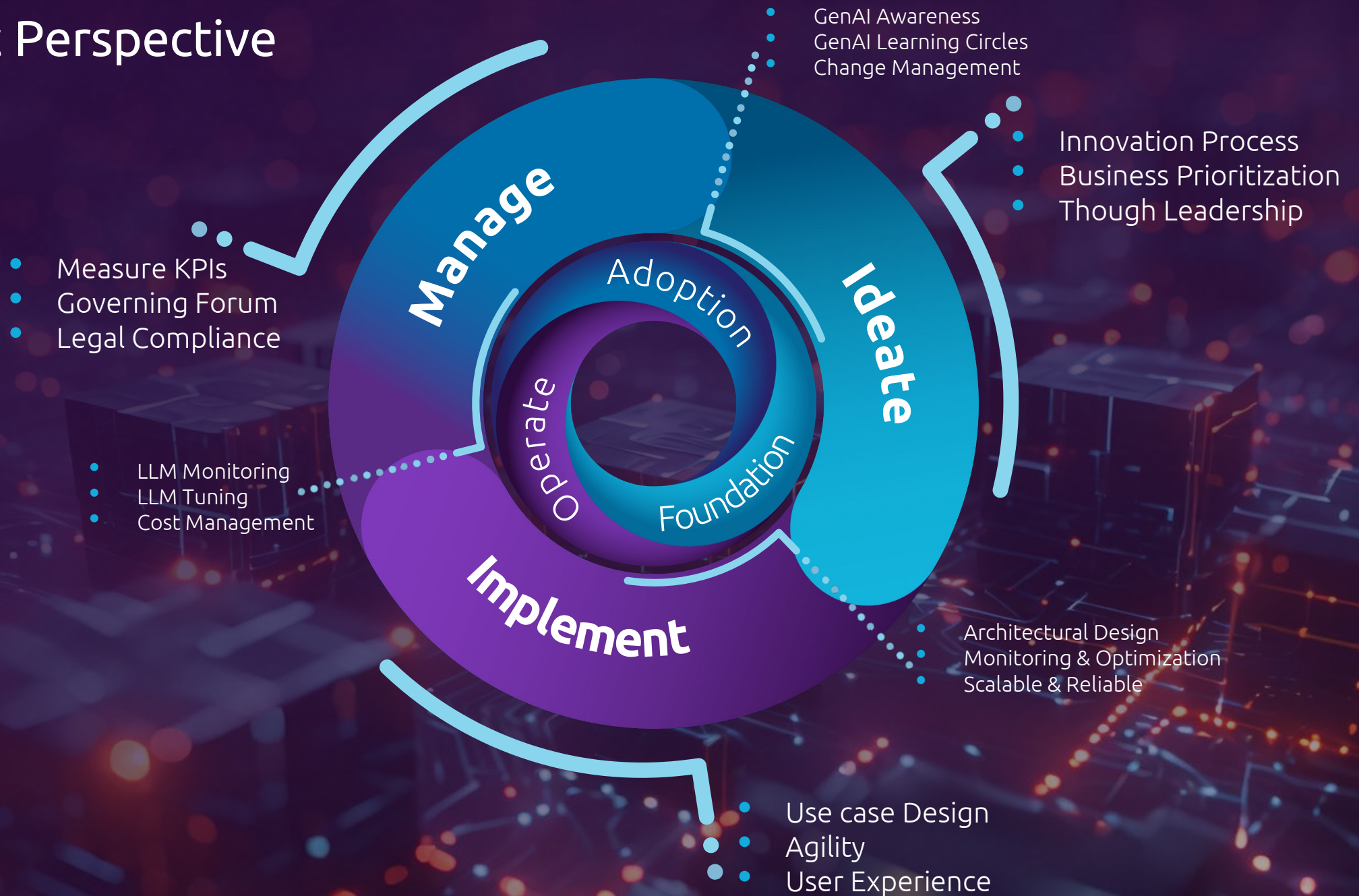


## Get It Bigger

Leverage our foundation platform coupled with our extensive GenAI expertise to continuously onboard new use cases and take GenAI to scale

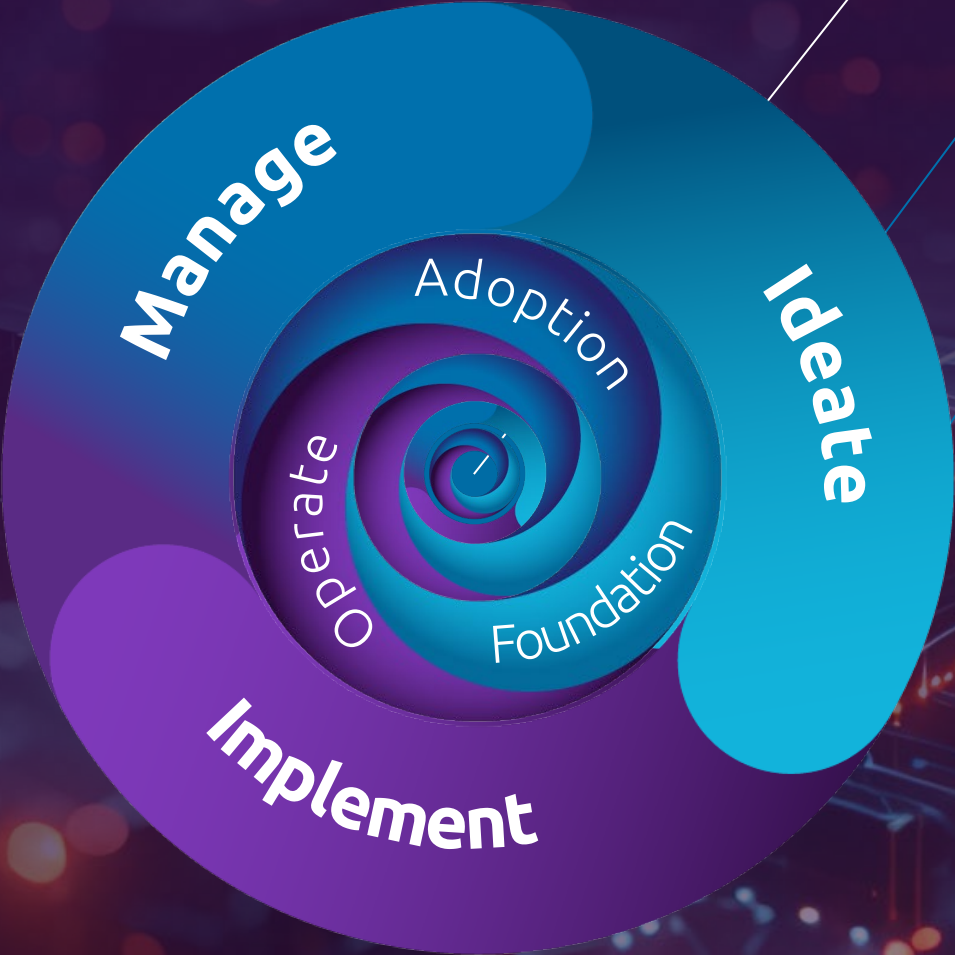


# Holistic Perspective





# Holistic Perspective Scale Up



Get It Going

Get It Done

Get It Bigger

# Organizing Generative AI



## Gen AI Center of Enablement

A dedicated group of experts focused on driving the Gen AI project from ideation through to execution and scale (e.g. business solution architect, enterprise architect, project manager, change manager).

The Gen AI CoE initiate and manage Gen AI PODs for project execution.



## Gen AI Governance Board

A strategic level forum to manage Gen AI with an oversight from Business, IT, Legal, Security and HR. Ensuring business alignment, legal compliance, security and ethical considerations.



## Business Adoption Program

A group of change management and business adoption experts driving the activities to train, coach and communicate the new way of working to move faster to value.

# There Are Different Ways How Generative AI is Implemented and Used in an Enterprise Environment

## Access to GenAI Tools

Individuals and teams can become more efficient and productive by using the Gen AI powered tools built in their business applications. We help with their enablement.



1x

## Gen AI Powered Readymade Tools

For example, we have readymade tools for our existing customers that can enhance activities done in software development and testing lifecycle



30x

## Building and Scaling Custom Gen AI Solutions

Leverage our foundation platform coupled with our extensive Gen AI expertise to continuously onboard new use cases and take Gen AI to scale



300x

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## The NEW



# Examples of Creating Value in the Reality we Meet

## Internal policy document chat

### Streamlined insight gathering

Reduced support staff by 1 FTE ~ 85 KEUR/year, stress related costs 3FTE x5KEUR/y (3 weeks of sick leave paid by employer)

### Unquantified benefits

Increased employee satisfaction, reduced risk of penalties due to non-compliance

**Total value/year**  
**100.000€**

## Manufacturing Chatbot

### Value potential of avoided stop time

25% of cost of 22K €/min from Forbes for automotive as reference based on 8 hours of stopped production.

### Unquantified benefits

Less pressure in troubleshooting and less reliance on key competencies by persisting and automating knowledge

**Total value/year**  
**3.000.000€**

## Contract Handling CFO Office

### Automating RFP processing

Coping with growth ~30 MEUR/y by avoid losing 2% of turnover. Avoided hiring 1FTE ~100k€/year. Stress related costs 7KEUR/y (3 weeks of sick leave paid by employer)

### Unquantified benefits

Increased employee satisfaction, reduced risk of penalties due to non-compliance

**Total value/year**  
**30.000.000€**

30x

10x

**Faster Contract Handling in Projects Increased Efficiency at Finance Office**

**Client challenge**

- Large, complex contracts and products, rendering thousands of questions between end-customer and client slows sales process.
- Time consuming for CFO office to find info on policies and financial manuals.
- Goal of higher efficiency and enabler of growth (target 4x efficiency at client, where 50% is to come from automation).

**Proposed solution**

- A combination of web-chat, OpenAI services and ML studio in Azure, an infrastructure supporting any LLM model and limited to client's own data. On-prem support.
- 4-10 weeks with iterations, more to scale up and build quality
- Azure, OpenAI services, ML studio, Langchain,
- Solution is short and long term, approach is a discovery/delivery with Sogeti
- Developed from scratch but based on Azure and Langchain Tech.

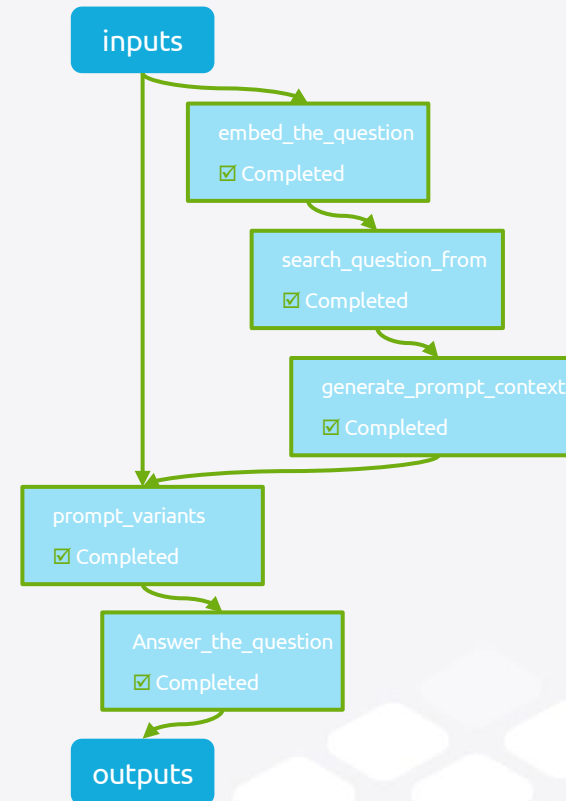
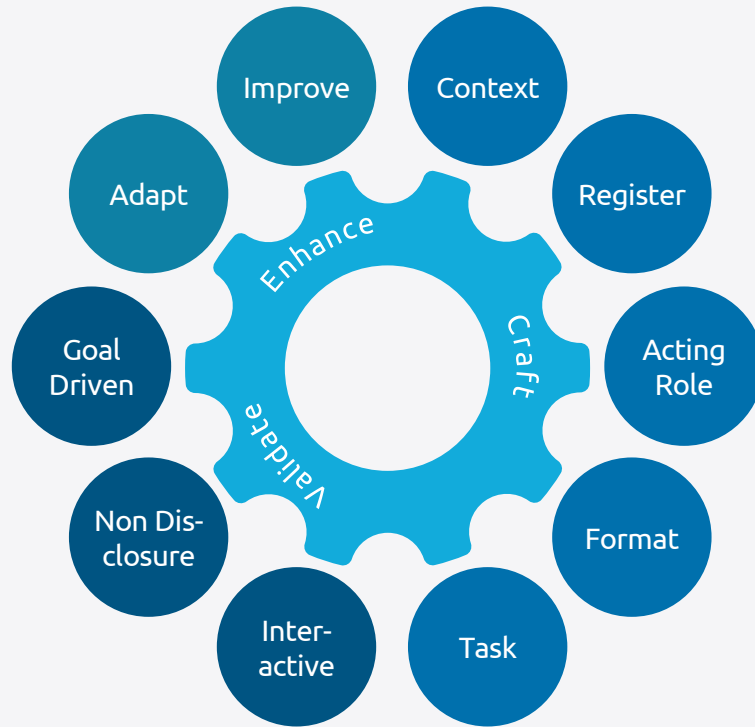
**How we made value**

- Reducing verified problem and creating sales opportunities
- Sales and Delivery Accelerating and reducing 5000+ hours/year of engineering
- Shortening sales and delivery cycle

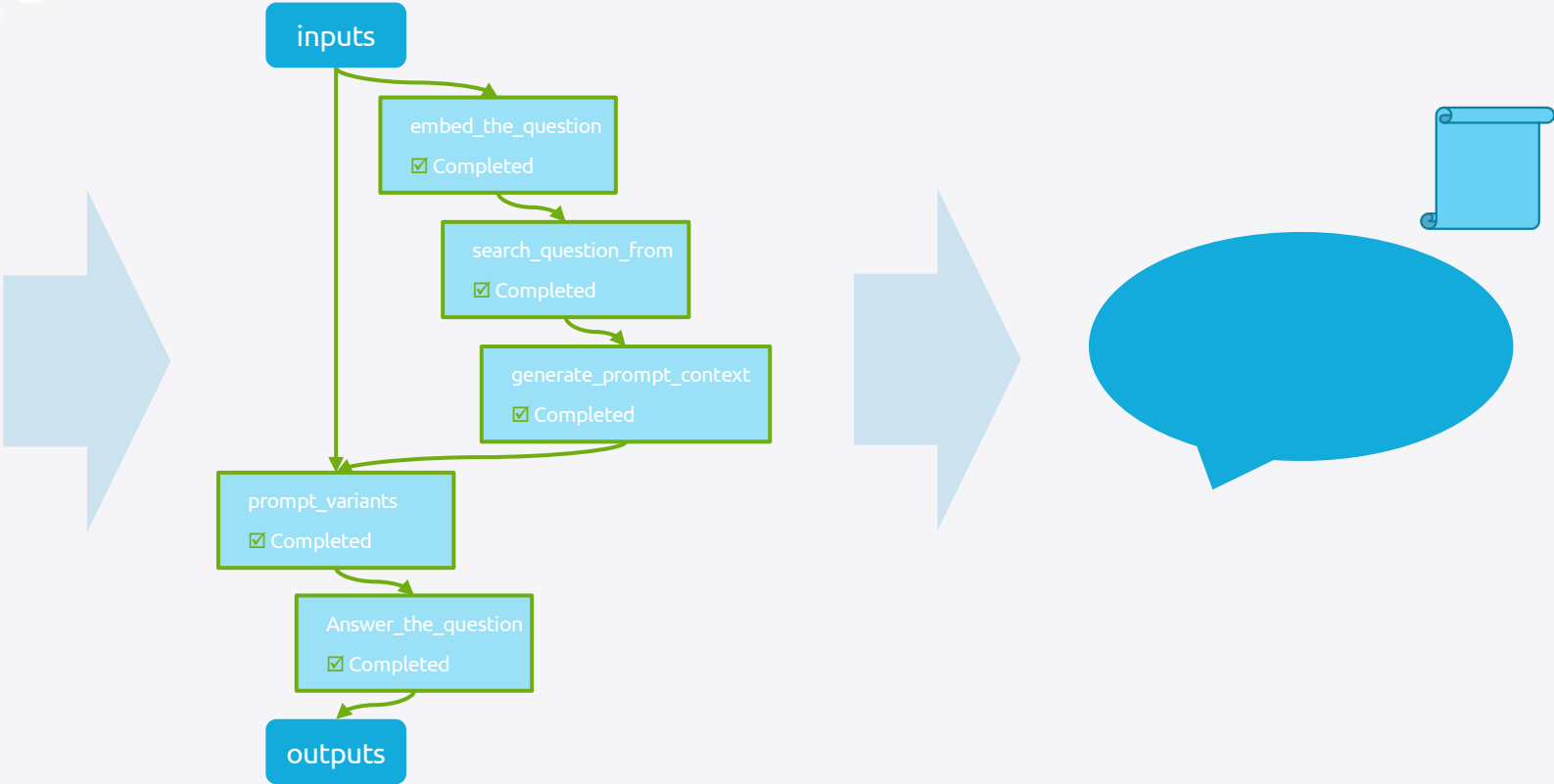
Generative AI Enabling Business outcomes at every speed | October 2023

*Comment: These numbers are not exact and are used based on shown assumptions, but assumptions are grounded in realistic numbers and cases listed are real that we have delivered or are delivering on.*

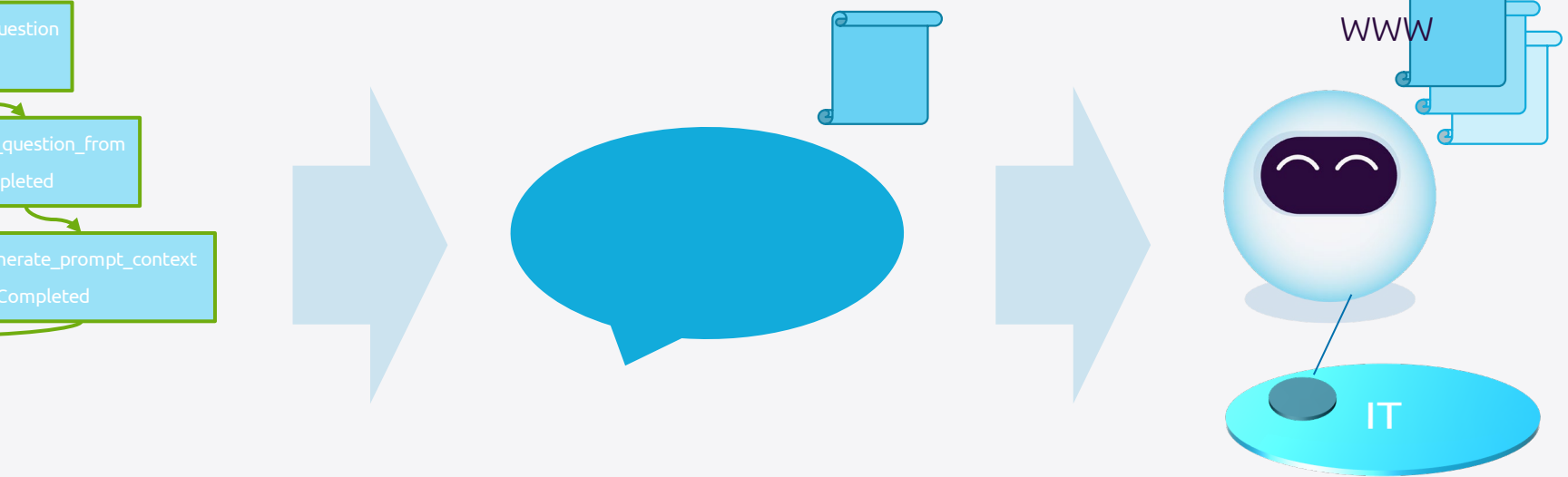
# Prompt Engineering to Prompt Chaining



# Prompt Engineering to Prompt Chaining to Conversations

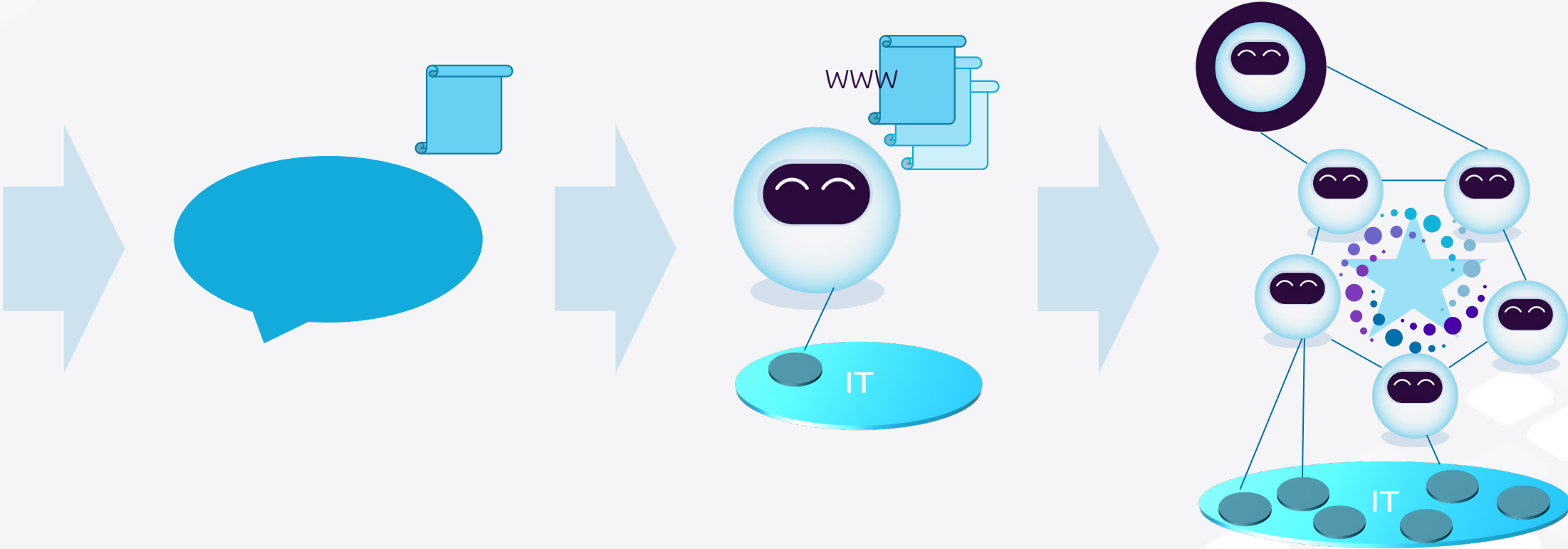


# Prompt Engineering to Prompt Chaining to Conversations to Agents

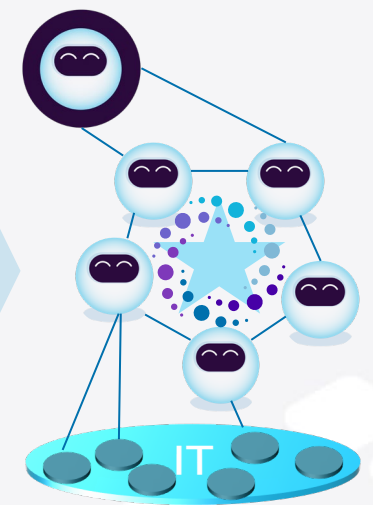
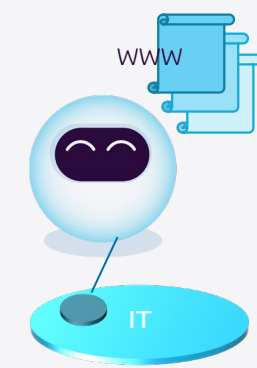
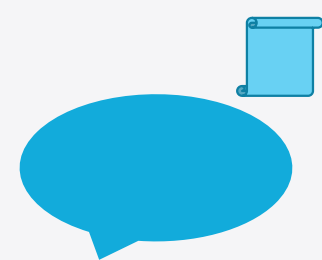
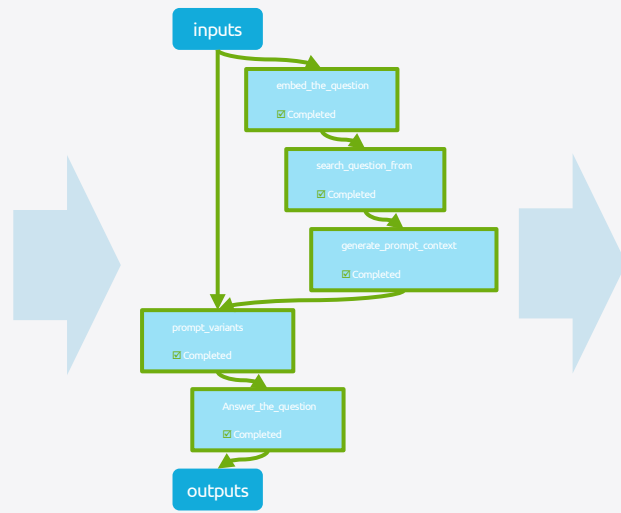
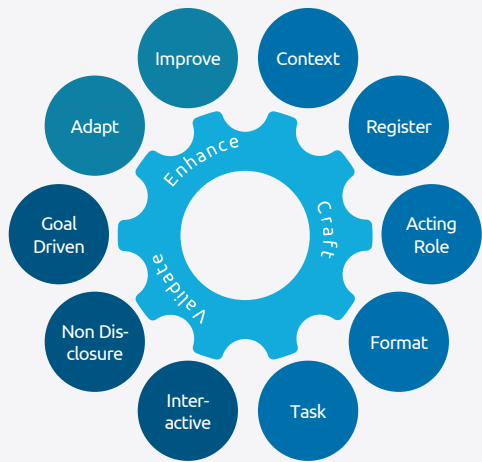




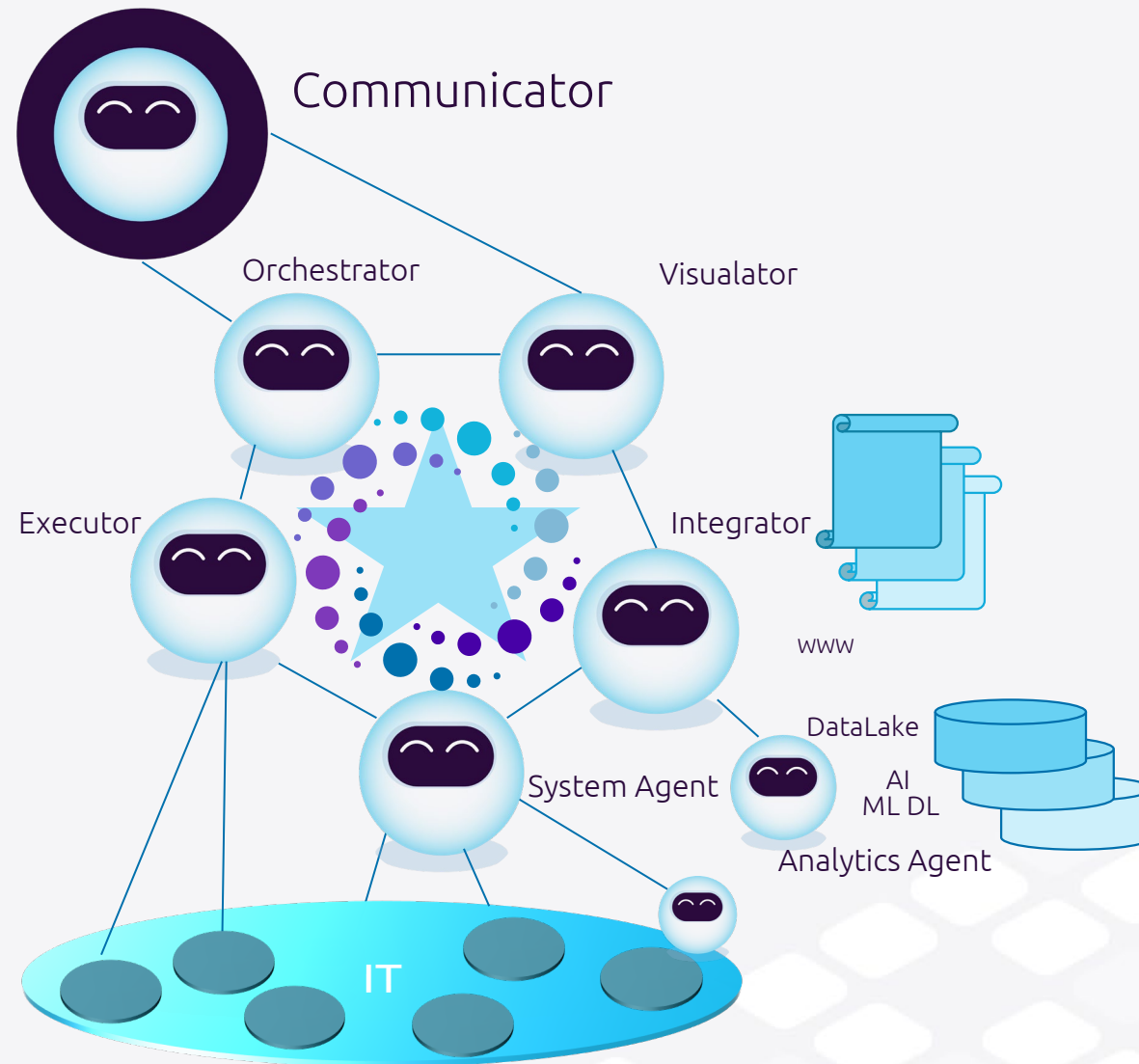
# Prompt Engineering to Prompt Chaining to Conversations to Agents to Agentic Systems



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# Agentic Systems

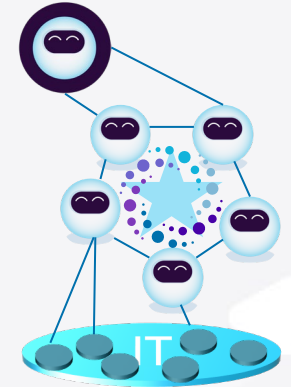
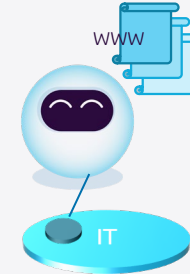
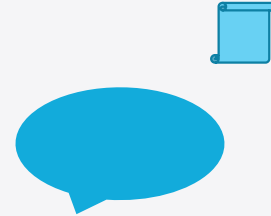
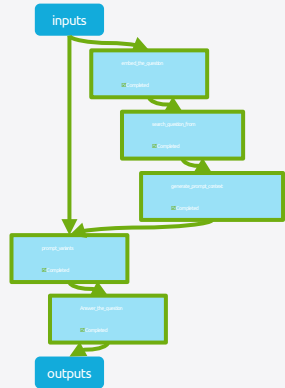


# The Intelligent Enterprise

## "Application"

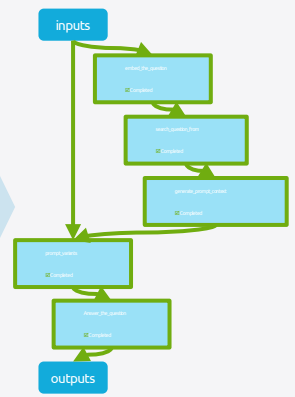
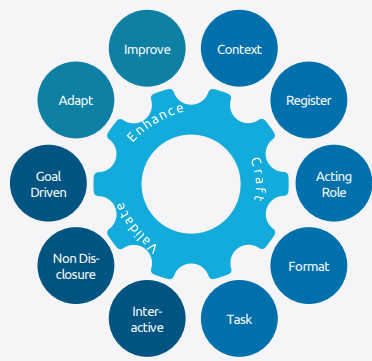
## "Intelligence"

## "Data Foundation"

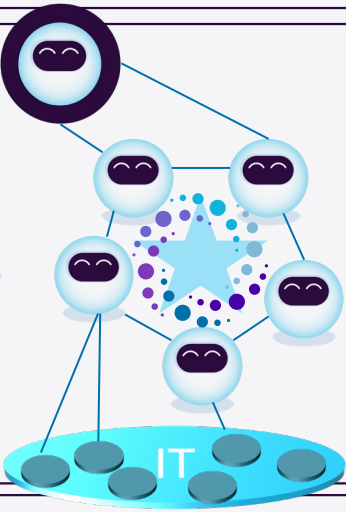


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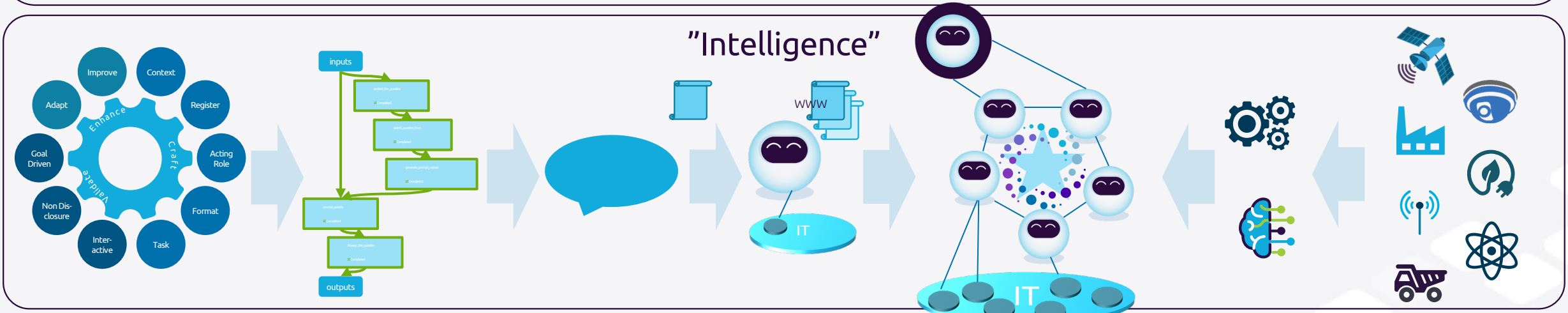
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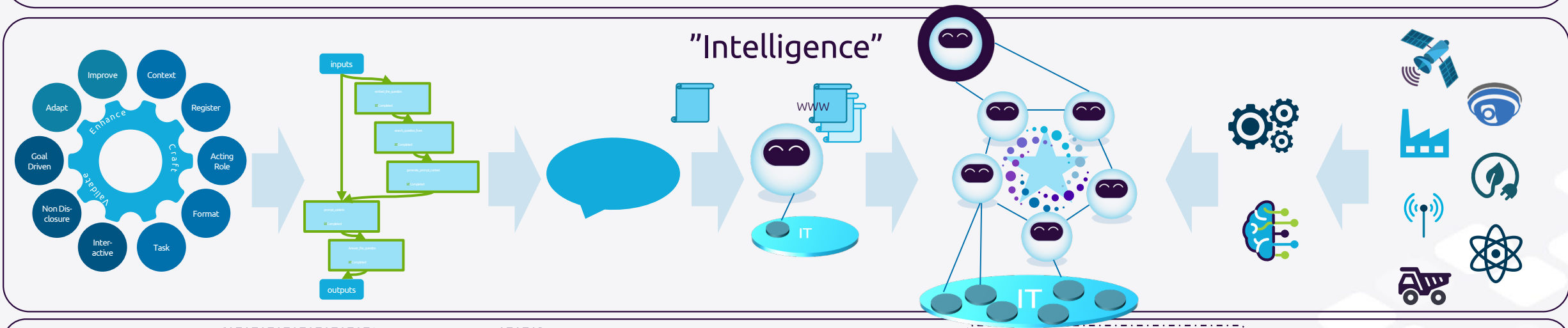
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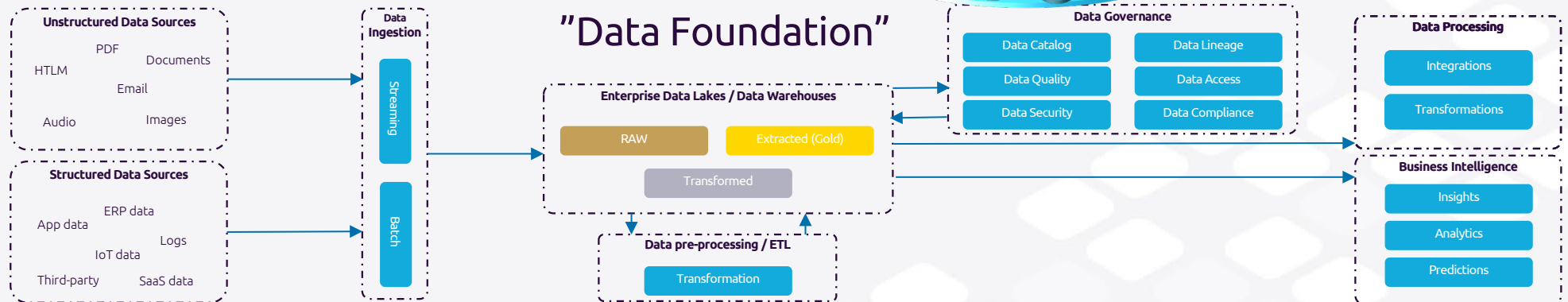
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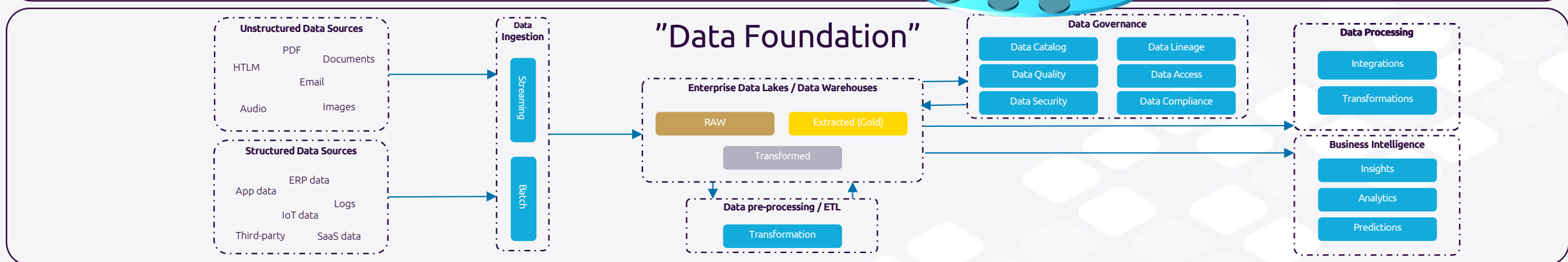
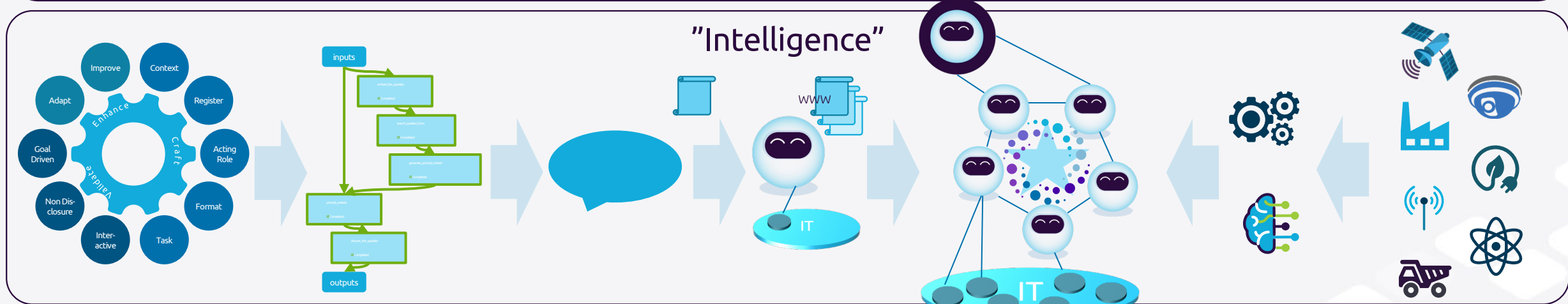
## "Application"



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# The Intelligent Enterprise





Questions?





sogeti

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