



ASPIRE

BEYOND THE *BUBBLE*

CUTTING EDGE



THE HIDDEN COST OF AI FAILURES:

PITFALLS EVERY BUSINESS SHOULD KNOW

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The Hidden Cost of AI Failures: Pitfalls Every Business Should Know

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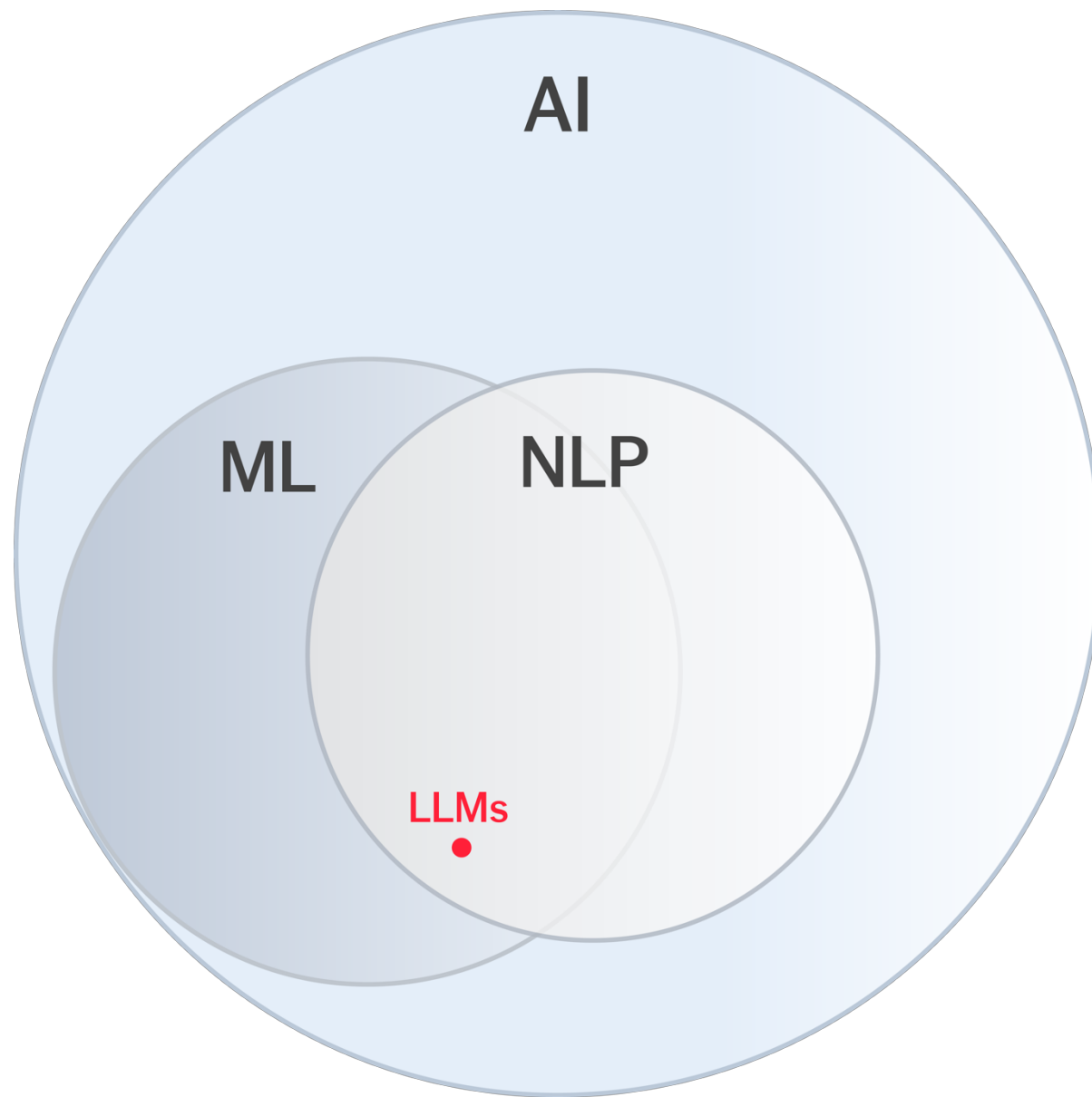
Technical Account Manager

Andrzej Błaszczuk

Channel Alliance Director

Kraków, October 24, 2024





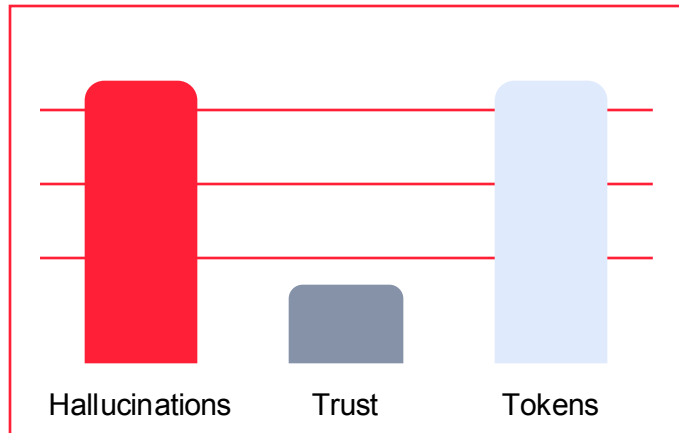
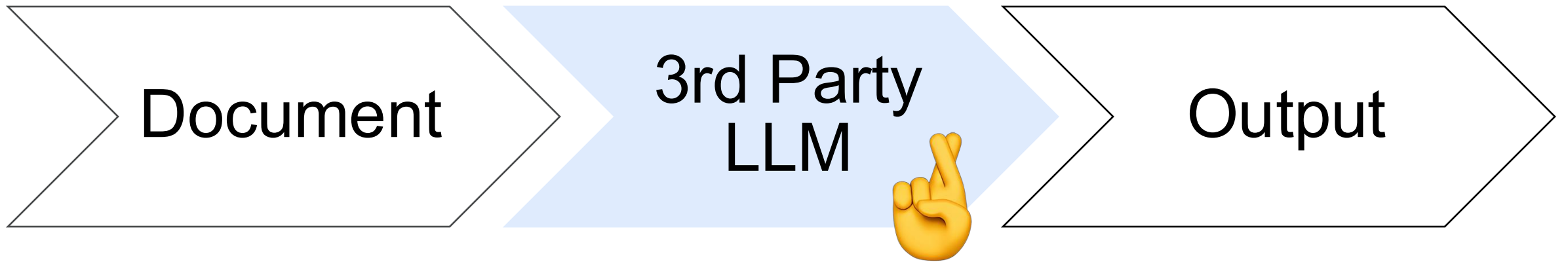
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Purpose-Built AI

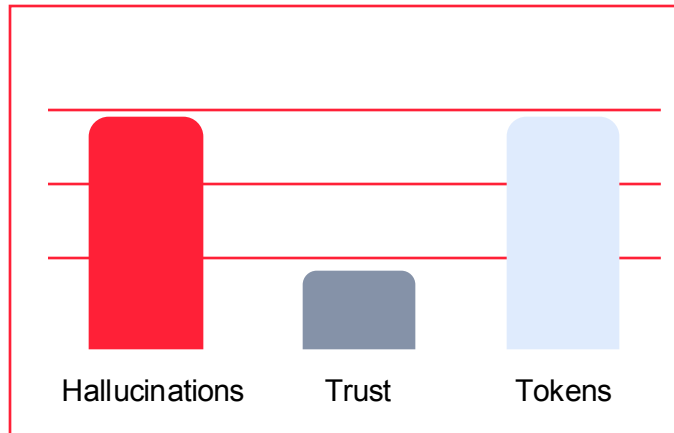
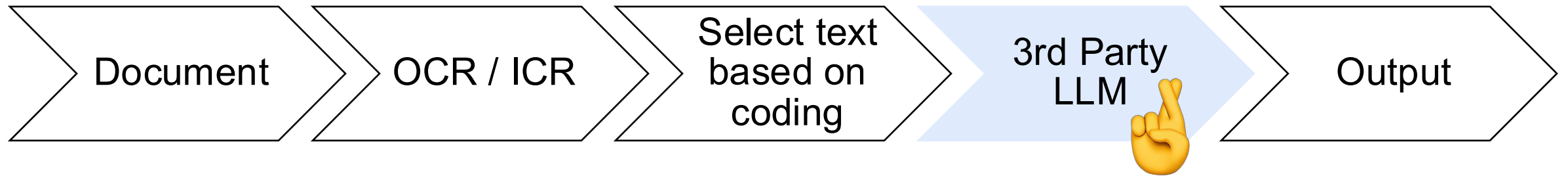
Incorporating the cutting-edge of **Neuro-Symbolic & Generative AI**
in a product purpose-built for Enterprises and Developers



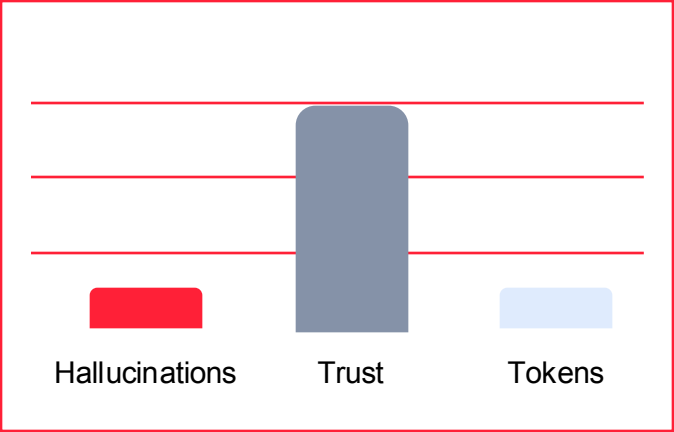
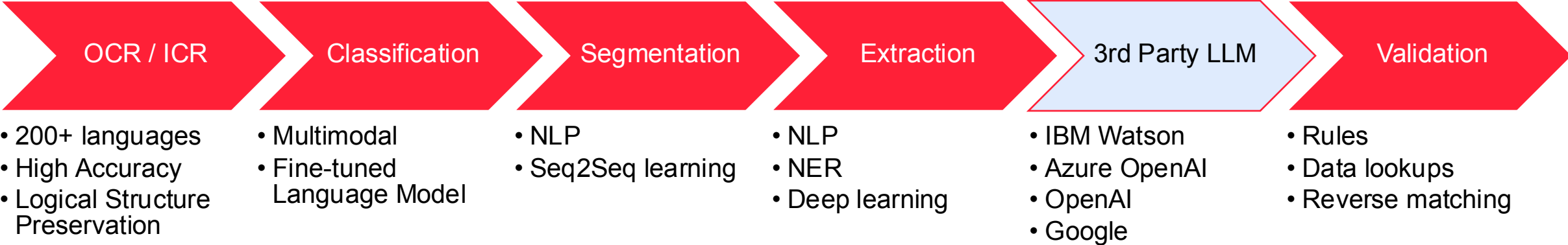
How most people try it...



A slightly better approach...



ABBYY defined The Industry Standard



As validated by:



Source: IDC, LLMs and GenAI Deliver New Enhancements, Capabilities, and Business Model Opportunities for Document Understanding AI, #US51424823

The „perfect“ IDP solution

The essential components for effective automation



Image
enhancement

Improves the visual appearance of document images (i.e. photos, scans) to **enable high quality OCR.**

OCR/ICR

Converts both machine-printed and handwritten text into **machine-readable text in any language.**

Classification

Identifies the document type and **assigns the corresponding extraction model.**

Extraction

Applies AI expert models to **accurately and reliably extract data points** from any document – structured, semi-structured, unstructured.

Data validation

Applies **data normalisation and validates results** against pre-defined confidence thresholds and business rules.

Manual
verification
(HITL)

Provides a user interface to **check and if required correct the extracted data** in case a documents fails the validation rules.

Continuous
learning

Uses the data provided during HITL verification to **retrain and further optimise the model** towards higher STP rates.

Integrations

Seamlessly connects to automation systems and business applications to **pass the extracted data onto downstream processes** in the required format.

Training custom LLMs & augmenting LLMs with RAG

- Access to “dark data” from otherwise inaccessible documents
- Best-in-class OCR / ICR for best possible training results
- 200+ supported languages
- Exceptional conversion accuracy
- Logical reproduction of document structure
- “Human-readable” order of content

Training custom LLMs allows organizations to operationalize troves of information and data for predictive analytics, automation, and business intelligence while ensuring data governance, relevance and reliability of generative AI output.

Organizations can achieve similar benefits by using a standard, off-the-shelf **LLM in combination with RAG (retrieval augmented generation)** to enhance the quality of generative AI output.







CONSOLIDATED BALANCE SHEETS

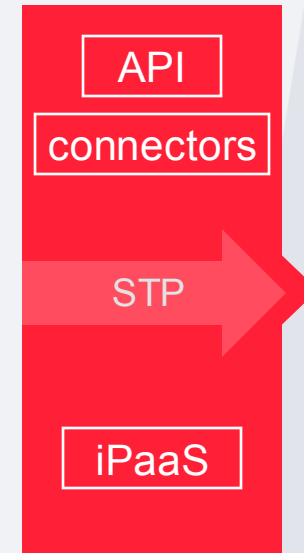
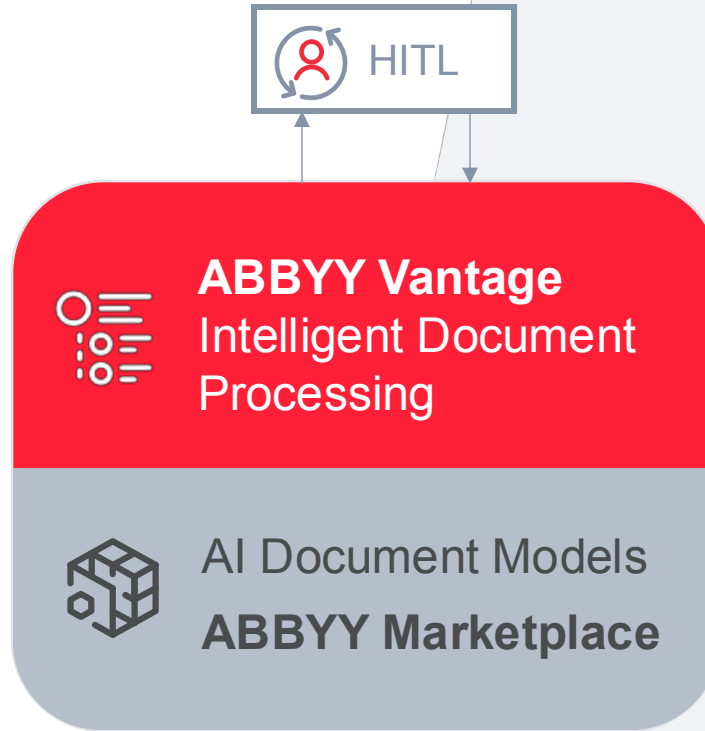
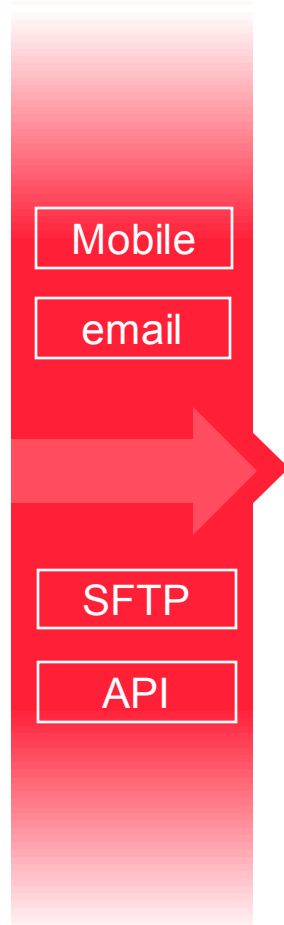
	September 26, 2020	September 28, 2019
ASSETS:		
Current assets:		
Cash and cash equivalents	\$ 38,016	\$ 48,844
Marketable securities	52,927	51,713
Accounts receivable, net	16,120	22,926
Inventories	4,061	4,106
Vendor non-trade receivables	21,325	22,878
Other current assets	11,264	12,352
Total current assets	143,713	162,819
Non-current assets:		
Marketable securities	100,887	105,341
Property, plant and equipment, net	36,766	37,378
Other non-current assets	42,522	32,978
Total non-current assets	180,175	175,697
Total assets	\$ 323,888	\$ 338,516
LIABILITIES AND SHAREHOLDERS' EQUITY:		
Current liabilities:		
Accounts payable	\$ 42,296	\$ 46,236
Other current liabilities	42,684	37,720
Deferred revenue	6,643	5,522
Commercial paper	4,996	5,980
Term debt	8,773	10,260
Total current liabilities	105,392	105,718
Non-current liabilities:		
Term debt	98,667	91,807
Other non-current liabilities	54,490	50,503
Total non-current liabilities	153,157	142,310
Total liabilities	258,549	248,028
Commitments and contingencies		
Shareholders' equity:		
Common stock and additional paid-in capital, \$0.00001 par value:		
50,400,000 shares authorized; 16,976,763 and 17,772,945 shares issued and outstanding, respectively	50,779	45,174
Retained earnings	14,966	45,898
Accumulated other comprehensive income/(loss)	(406)	(584)
Total shareholders' equity	65,339	90,488
Total liabilities and equity	\$ 323,888	\$ 338,516

Original Table

Typical data extraction

Intelligent document processing

-  Invoices
-  Purchase Orders
-  IDs
-  Certificates of Origin
-  Tax forms
-  and many more...



- ERP
- BPM
- ECM
- Industry specific systems
- LLMs / GPTs
- Chatbots
- Co-pilots

...pluggable into any business system



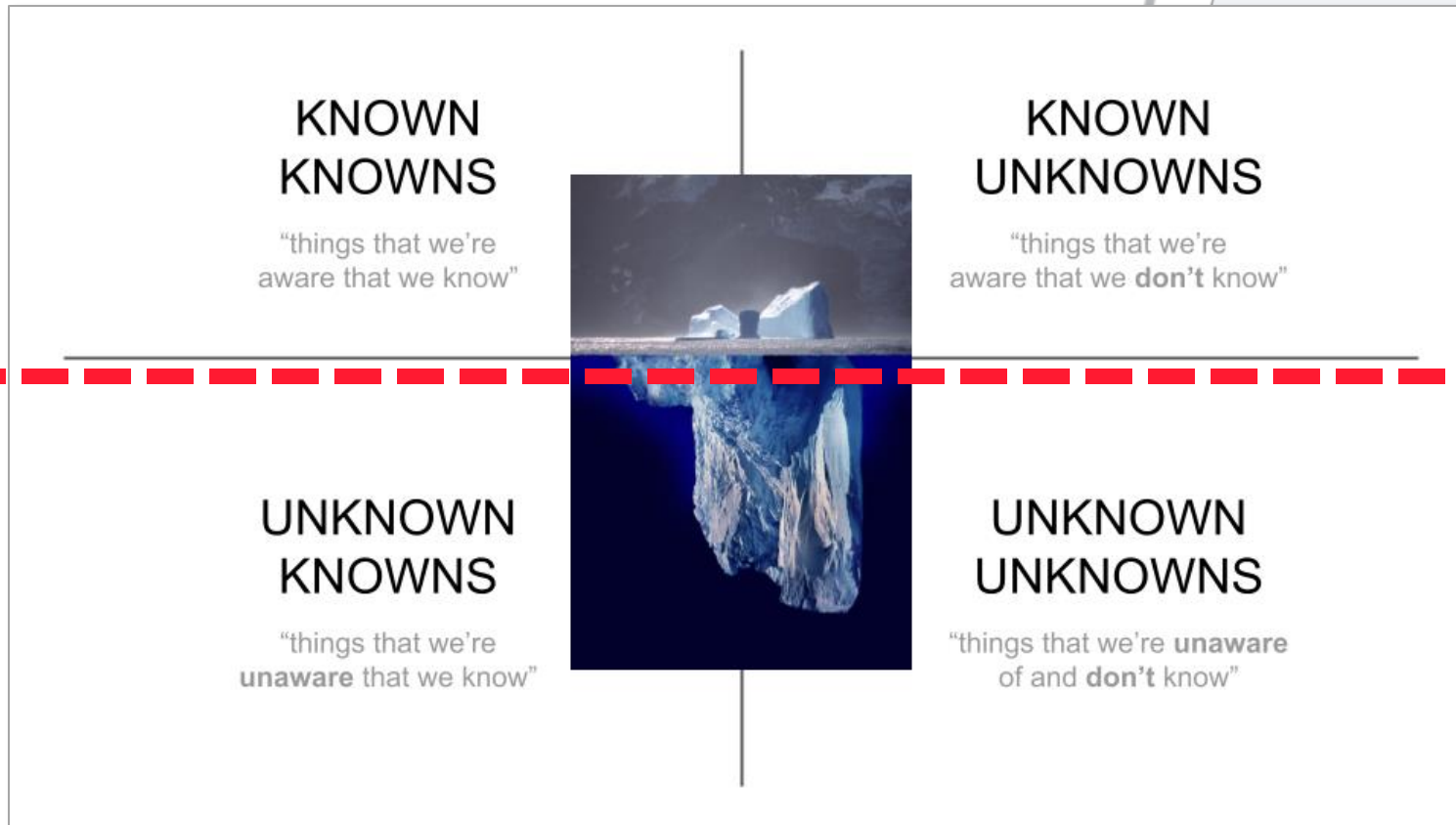
THE TRANSFORMATION CHALLENGE



of processes
contain
documents

The Process Problem

A lack of process analysis tools can result in the introduction of significant risks (predictable/unpredictable)



Manageable Risk

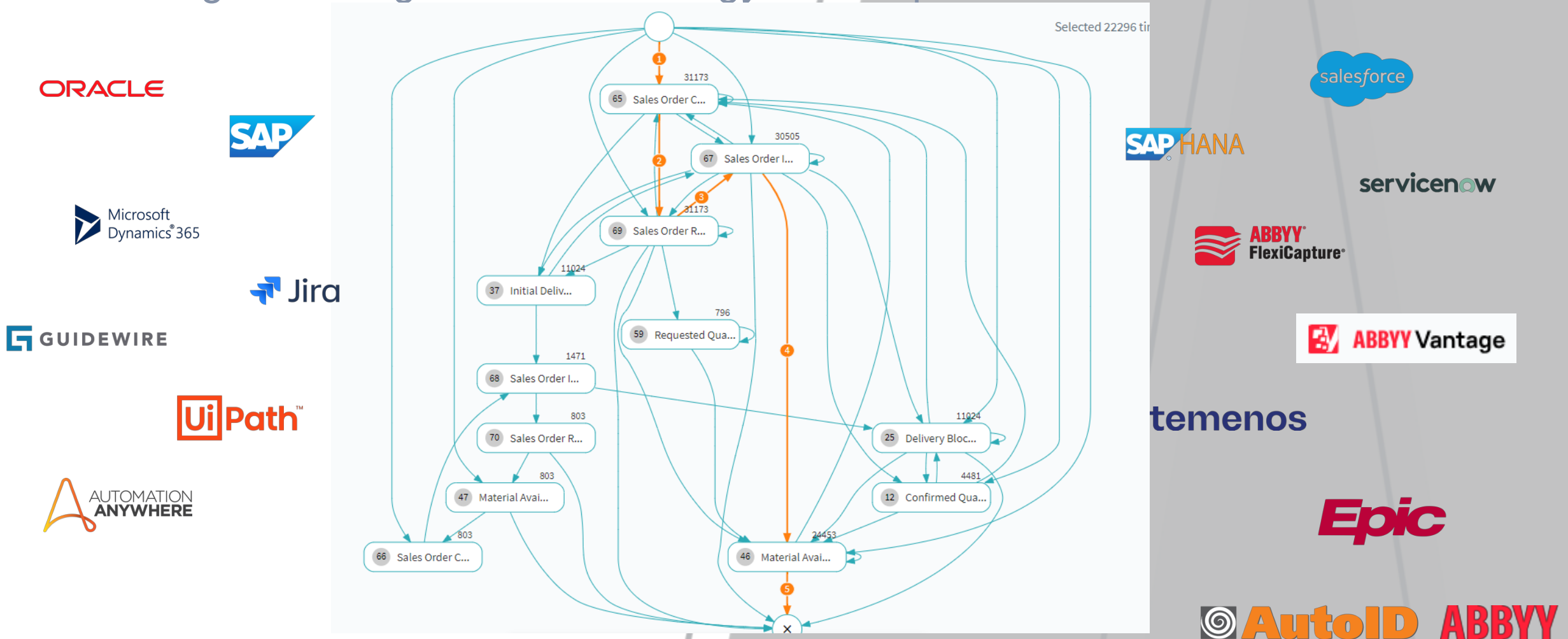
Operate cautiously due to known limits of knowledge in certain areas

Unmanageable Risk

You can't manage what you don't understand. Even where information exists the organization lacks the understanding of how to put it into action.

The complexity of the system landscape creates gaps

The simple reality is that processes are set up to fail – they are expected to run across a rigid and fragmented technology landscape



Main challenges in the industry

Hidden inefficiencies are present in the processes which limit their execution capacity.



1 Lack of Transparency.

Many organizations lack a clear understanding of how their processes actually work in practice.



2 Bottlenecks and reworks.

Processes often contain inefficiencies, bottlenecks, and unnecessary steps that hinder efficiency.



3 Compliance and Audit Challenges.

Ensuring that processes adhere to compliance standards is challenging, and audits may be time-consuming.



4 Variability and Non-Standardization.

Processes may vary significantly from their intended design, leading to inconsistencies and errors.



5 Resource Allocation and Utilization.

Poor resource allocation can result in underutilization or overburdening of resources.



6 Customer Experience Challenges.

Organizations may struggle to understand and improve the customer journey.



7 Opportunities for Automation.

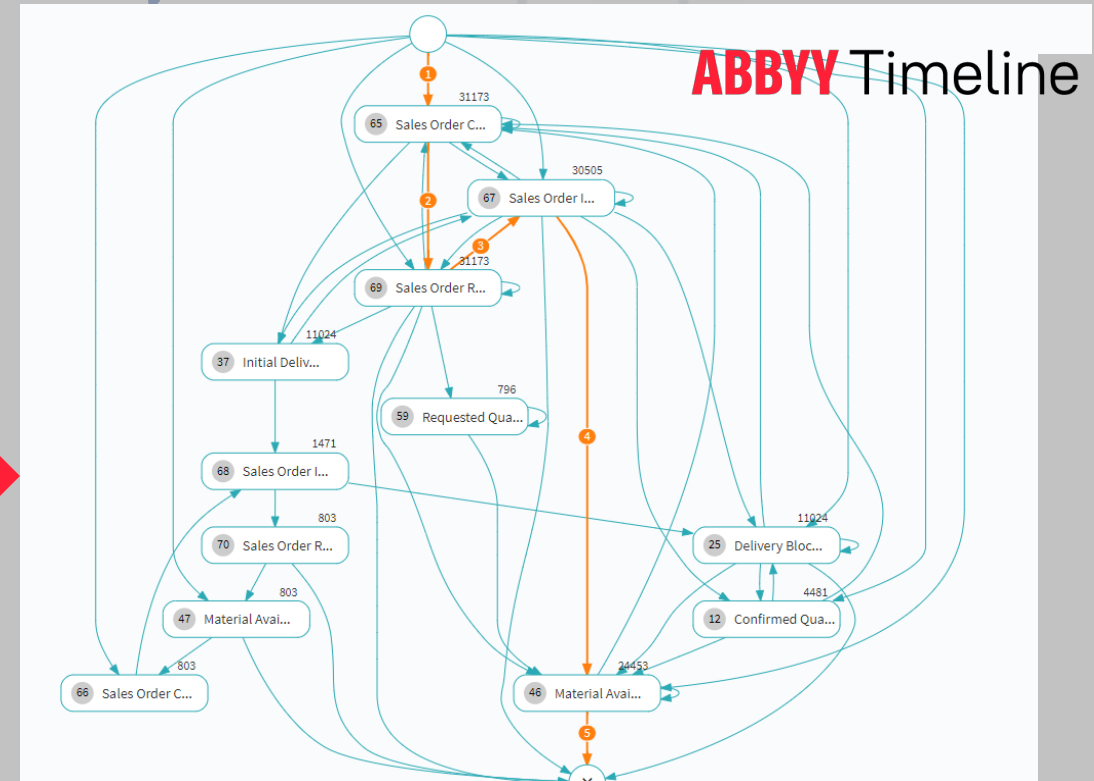
Identifying tasks suitable for automation can be challenging without a clear understanding of existing processes.

How to address these challenges?

ABBYY Timeline Process Intelligence addresses several key problems in business processes by leveraging data produced by the core systems.

Case ID	Event	Timestamp	...
100001	Order Received	02/18/2016 16:29:00	
100001	Existing Customer Check	02/19/2016 07:48:00	
100001	Stock Check	02/19/2016 16:39:00	
100001	Order Hold	02/20/2016 13:11:00	
100001	Stock Packed	02/22/2016 19:54:00	
100001	Goods Shipped	02/23/2016 14:02:00	
100001	Goods Accepted	02/24/2016 18:17:00	
100001	Order Complete	02/25/2016 10:11:00	

Event logs produced by core systems supporting business processes



Process Digital Twin

ABBYY Timeline

Use Case Demo

ABBYY Timeline: The 5 Pillars

ABBYY Timeline is a cloud-based, no-code process intelligence solution **designed for end business users.**

It enables organizations to automatically create an interactive digital twin of their business processes to **reveal hidden inefficiencies and identify opportunities for improvement.**

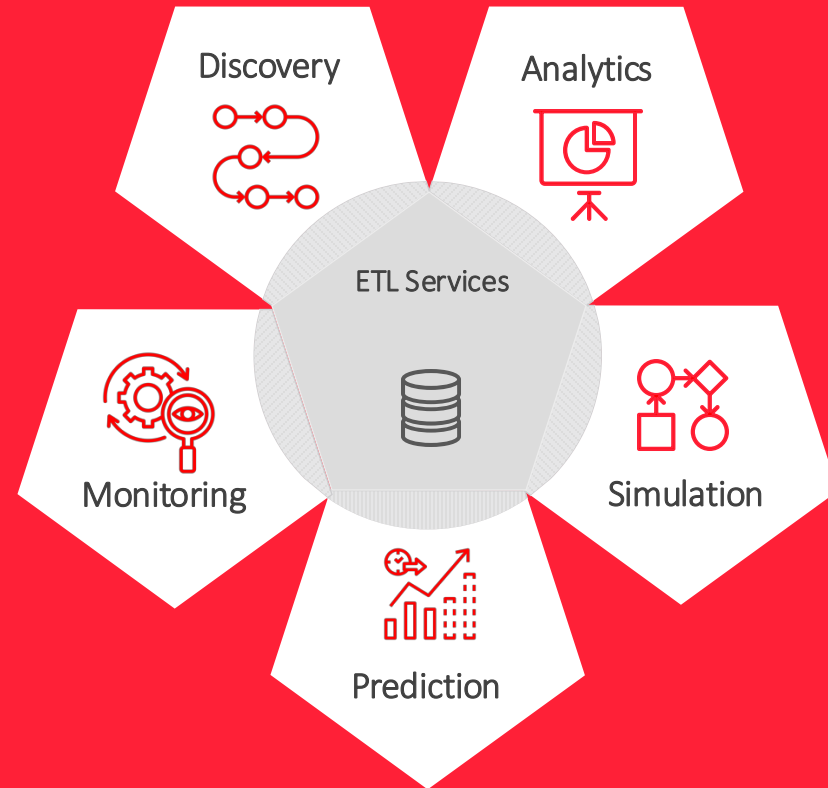
Find out how processes really work based on actual business data. This includes both process and task mining in a single platform.

Take advantage of a wide variety of pre-built analysis tools to achieve a detailed understanding of how processes work, identify inefficiencies and what factors drive them.

Robotically monitor each process instance to detect problems and notify users or trigger corrective actions. These actions can drive RPA, BPM or other technologies to drive closed-loop remediation.

Use process histories to build a digital twin that allows you to run simulations to test changes to process design and resource allocation before any development is started.

Leverage advanced AI techniques to monitor and assess every new event that arrives for any process instance to predict possible adverse outcomes and failure to meet target deadlines.



ABBYY Timeline Key Benefits



1 Efficiency Improvement. ABBYY Timeline can lead to a 15-25%* improvement in process efficiency by identifying and eliminating bottlenecks and unnecessary steps.



2 Cost Reduction. Organizations may experience a 20-30%* reduction in operational costs through optimized resource utilization and streamlined processes.



3 Compliance Adherence. Achieve a 15-20%* improvement in compliance adherence, leading to reduced regulatory risks and smoother audits.



4 Customer Satisfaction Enhancement. Improve customer satisfaction by 10-15%* through insights gained from optimizing processes to better meet customer needs.



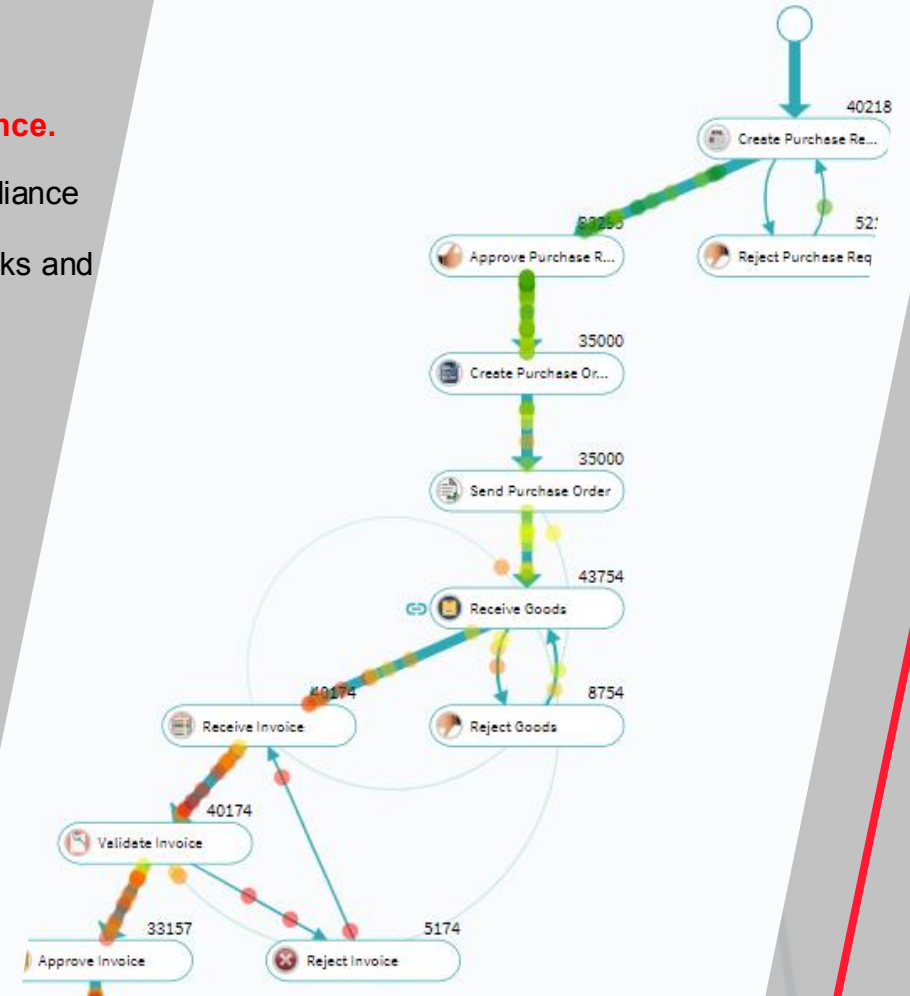
5 Automation Opportunities Realization. Identify tasks suitable for automation, resulting in a 20-30%* increase in automation efficiency and a reduction in manual effort.



6 Short Time-to-Market. ABBYY Timeline delivers results 5X* faster than other solutions, thanks to the 25+ pre-built analysis tools.



7 Easy to use. Any business user can make the most of the tool thanks to its no code approach.



* Based on industry benchmarks.



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THANK YOU
