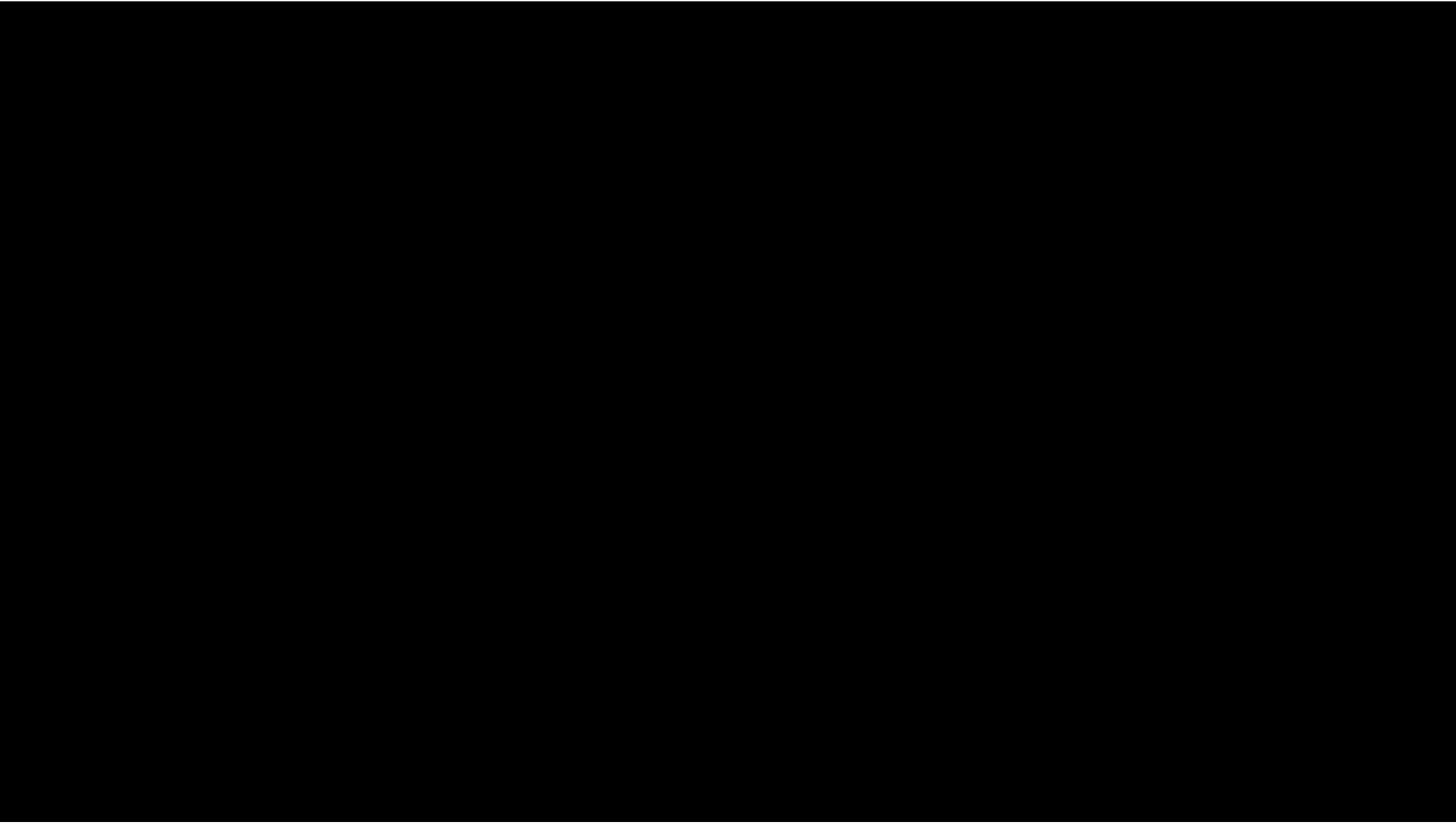


# A.I. Accelerated Innovation

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DI, 21. november 2019

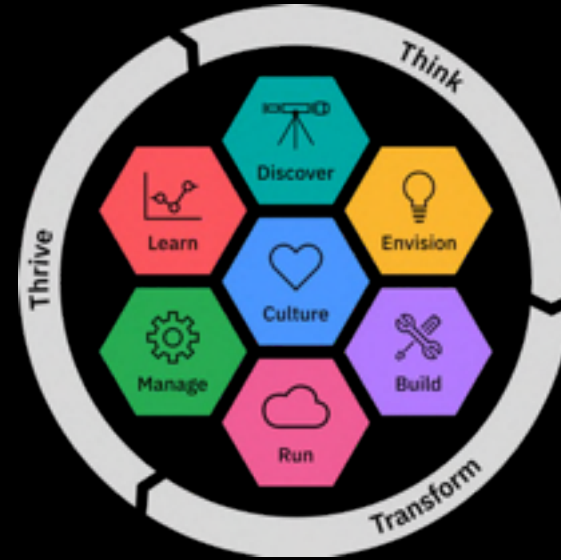
Photo by [Justin Veenema](#) on [Unsplash](#)



## **The issue:**

- **How can you accelerate innovation in a 'legacy heavy' organisation?**
- **And how to get started – and get going - and succeed?**

**“Innovation** is the deliberate process of creating business value by applying novel solutions to meaningful or strategic problems.”



## Innovation

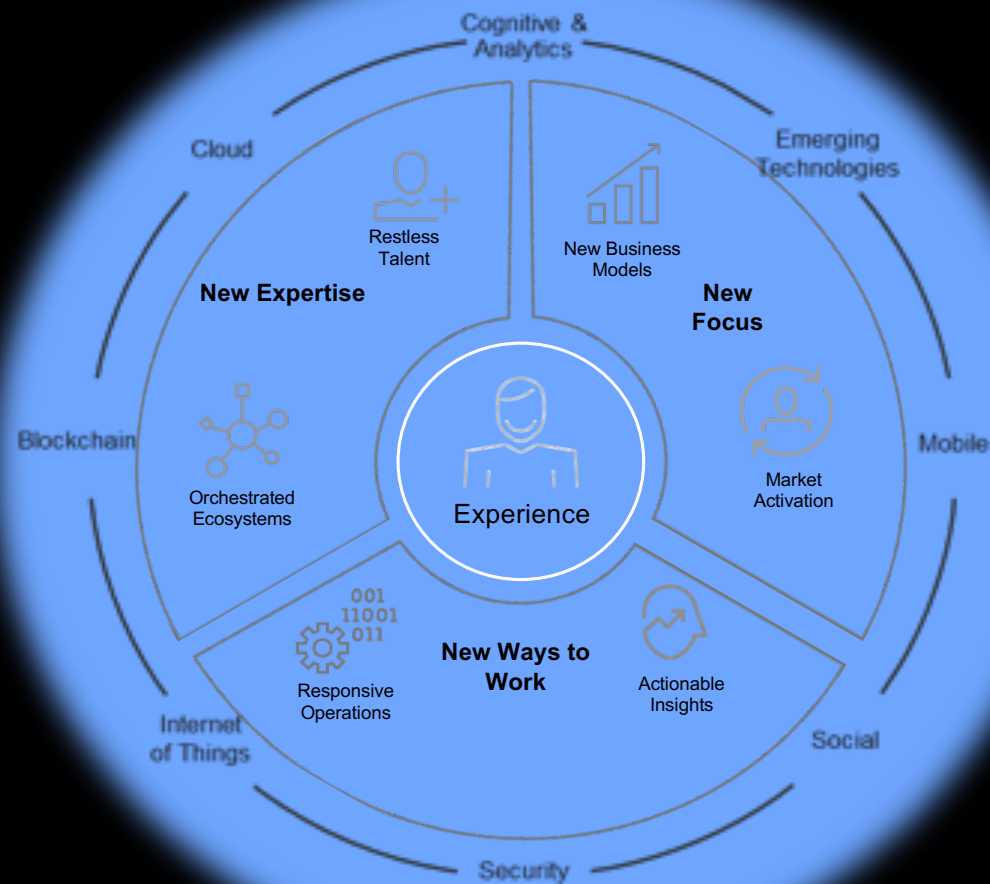
- Drives competition
- Keeps companies profitable
- Makes customers happy
- Needs to happen continuously
- Changes the world

## Key Elements

- Business Value
- Deliberate Process
- Novelty
- Alignment to Strategic Objectives



Organisations are **digitally reinventing** themselves to provide, relevant compelling experiences



# Converging tech – Insurance example..

– Humanized customer-facing workflows

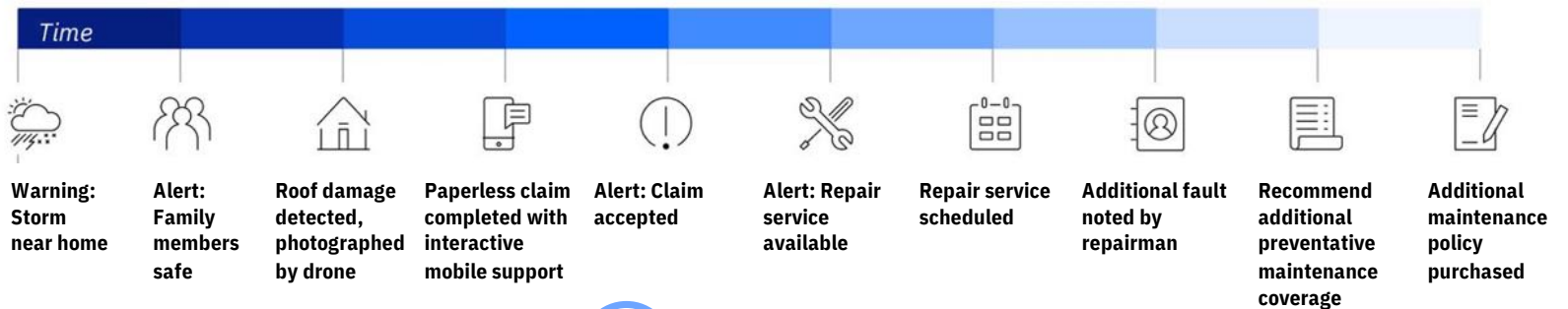
## Underlying capabilities

- Mobile alerts and risk management
- Electronics claims capture
- Cognitive claims processing
- Protective claim and service alerts
- Virtual assistant and real-time chat
- Proactive product recommendations

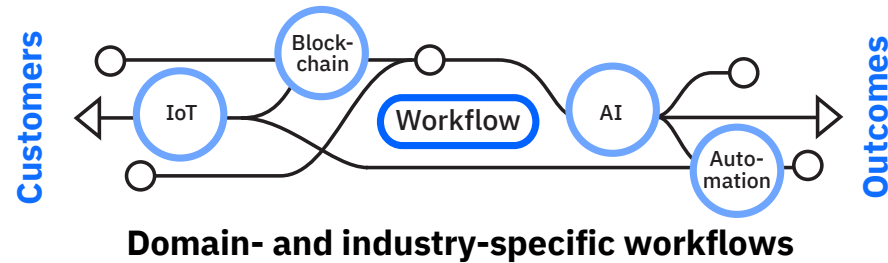
## Enabling technologies

- Streaming analytics
- AI, visual recognition
- AI, natural language processing
- Internet of Things
- Robotic process automation
- Blockchain

– Self-learning operational workflows



– Open platform workflows



ACT LIKE A START UP – SCALE LIKE AN ENTREPRISE



# ISS World

Putting a human touch in buildings

- Culture of innovation
- AI to drive change
- Process & business platform
- Agile DevOps
- Design Thinking
- Co-creation
- **Data Challenge**

8



**GETTING HERE**

- Multi-modal transportation services
- Alerts before leaving home
- "Please be aware that we are serving fish in the restaurant" (and you are allergic)
- Remember your umbrella
- Car sharing with colleagues
- Pre-book work area (and you might decide to work from home)
- Various work-from-home-services

Weather integration | Transport/city integration | Cognitive HR analytics | IoT integration | Tririga integration | MobileFirst

**ARRIVING**

- Walking around guidance
- Pay for your parking in-app (guest)
- Issue mobile parking ticket
- Provide alternative parking
- Find me a parking spot (before arriving)
- Find my car

MobileFirst | IoT integration (outdoor/camera) | Tririga integration | Maps 3D | Cognitive advisory services

**ENTERING**

- Access control
- The concierge knows you and can notify
- The building knows you and can advise/notify
- Alternative authentication means, e.g. combination of smartphone and biometrics, face recognition, smart watch + pincode/fingerprint etc.
- Information services - app based
- Counting, crowd and pattern analytics
- Video surveillance
- Anomaly video analytics (security)

Biometrics | IoT integration | Sensoring | MobileFirst | Tririga integration | Video analytics | Video content management

**WORKING HERE**

- Locate my colleagues
- Who is in my working area today
- Status on infrastructure
- Find me an empty seat based on personal profile
- Optimise usage of office space
- Crowd and usage analytics

Indoor localization | IoT platform | Tririga integration | Cognitive Analytics | Big data analytics

**DRINKING AND EATING**

- Get today's menu at the restaurant
- How long is the queue right now?
- When is it optimal for me to eat?
- Nutritional information compared to personal health profile
- Order guest tickets
- Order takeaway based on preferences

Content management | IoT integration | Video surveillance | Partner integration | Cognitive

**BEING HERE**

- Get alerts and notifications on building app (smartphone or iWatch)
- Get around - office maps 2D/3D
- Order hot drinks
- Order light meal
- Check delivery situation on beverage machines
- Manage postal services via app and notifications
- Understand building usage and environment
- Align internal climate with outside
- Space management

MobileFirst | 2D/3D maps | IoT Platform | Legacy Integration | Tririga integration | Video analytics | Big data analytics

**MEETING WITH OTHERS**

- Physical meeting room displays
- Reserve meeting room
- Arrange spontaneous meeting (lets meet in 4 minutes in the cafe)
- Conference support app
- Booked but unused meeting rooms
- Meeting room outages / defects

Tririga Integration | MobileFirst | Localisation services | Problem detection | Bookings

**LEAVING**

- Checking out
- Evaluating the day
- Find my car, bicycle or the path to the train station
- Heating the car
- Notifying the spouse

IoT Integration | Partner integration | IoT integration | MobileFirst

**BUILDING - HUMAN TOUCH POINTS**

# Lemvigh-Müller

Excellence in supply and delivery

- Started small in AI – scaled fast
- Co-creation
- Integrating AI in workprocesses
- Agile teaming
- New skills and reskilling
- Leverage internal and external data
- AI innovation pipeline
- **AI is not magic**



# Smart Concierge

## Panasonic

Innovation in hospitality

- Data security & Privacy
- Protected workflows and data
- Integrity and values
- Bias-free automation and algorithms
- Explainable answers & recommendations
- **Data - & AI-ethics tough considerations**

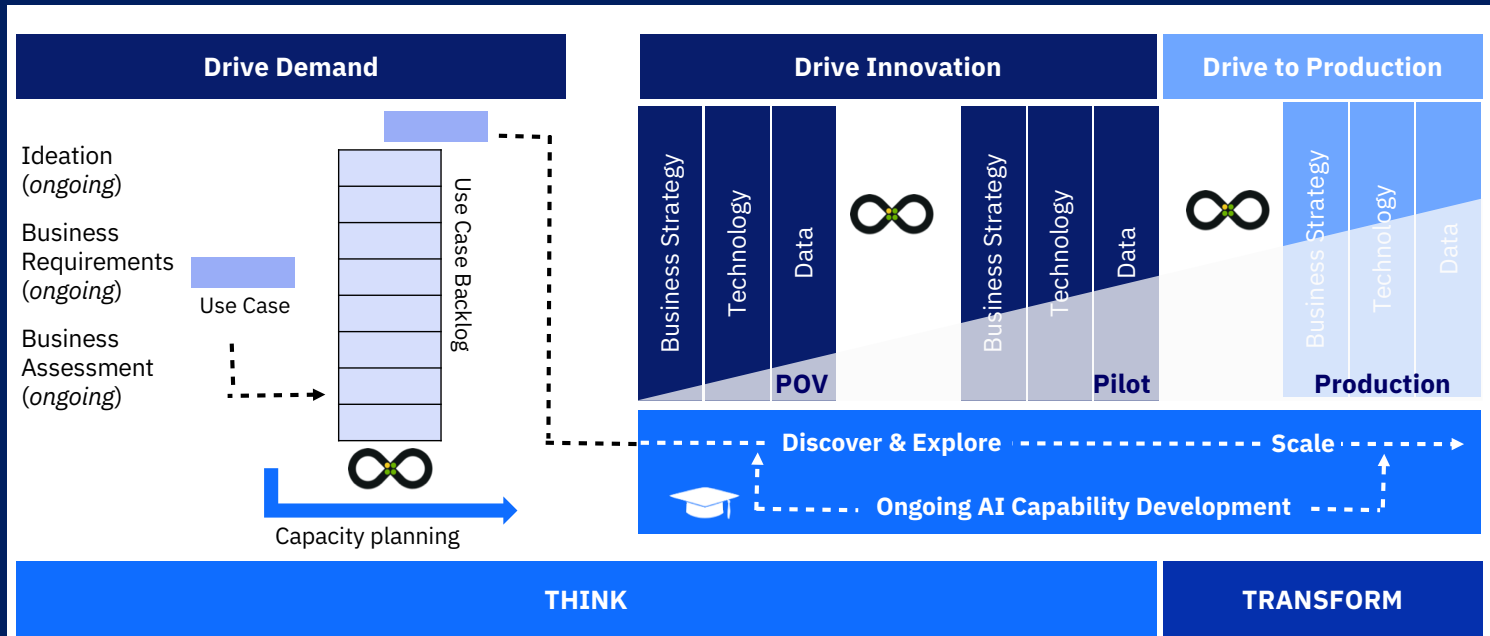


# IBM Garage Method: Rapid, scalable, and cost effective way to design, develop, test, and deploy transformative solutions

Enabled through **innovative capabilities** including cognitive, analytics, IOT, big data, blockchain, and process re-engineering

Cross functional, agile by design, structured, co-creation,

Effective methodology knowledge transfer to internal team



<https://www.ibm.com/garage>

<https://www.ibm.com/cloud/garage/method>

## Learnings

- CX, EX, SX
- Start small, scale fast/fail fast
- Think Data and IA
- Agility requires tech AND skill AND culture change
- Trust & ethics is a must → license to serve
- Don't start from scratch
- Implement

# Foundations of the IBM Garage & Innovation Centers



## The right people.

Your team, our team, your partners, creating an **ecosystem of expertise** tailored to the opportunity:

- IBM Research
- Industry Experts
- Digital Strategists
- Data Scientists
- Process Consultants
- Designers
- Architects
- Developers and Makers

## Applied technology.

**A catalog of workflows, assets, code patterns & boiler plates** powered by:

- Hybrid Cloud
- AI and Automation
- Data Science, Analytics
- Blockchain
- Technology Integration
- AR/VR
- IoT
- Quantum

## New ways of working.

- Enterprise Design Thinking
- Agile and Distributed Agile
- Site Reliability Engineering
- DevOps
- Digital Change
- Lean
- Transformation Framework

## Anywhere in the world.

- IBM, client, or third-party locations around the world, or virtual workspace
- Innovation platform
- **Local capability** leveraged globally, consistently

A photograph of a dark wooden wall with a herringbone pattern. Two lit light bulbs hang from the ceiling. A blue neon sign is mounted on the wall, displaying the text "Wake up. Kick ass. Repeat." in a white, hand-drawn font.

Wake up.  
Kick ass.  
Repeat.

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DIS, 21. november, 2019

Photo by [Justin Vermeja on Unsplash](#)