## A Practical Introduction to Using AI

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### **Introducing Tomas Milo, CPA**



>PhD candidate in Management at McGill University

- ≻KPMG-trained CPA (Toronto office)
- Worked in their Audit, Deal Advisory, and Data Science departments
- Started Sigma Optimized to leverage technology (not just Al!) to refine business processes
- Automate workflows for Silicon-Valley funded startups, CPA firms, and medical clinics
- Member of the United Nations Framework Classification (UNFC) Taskforce
- Presented work at the United Nations in Geneva at the United Nations Economic Commission for Europe (UNECE)'s 2024 convention

### My experience using AI tools



- Trained Custom Large Language Models (LLMs)
- Designed and fine-tuned models for business and research needs
- Presented to the IFRS a research project utilizing a custom-trained model
- >Extensively use ChatGPT for Python development
- Created <u>XBRLInsights</u> a leading open-source financial database with text-to-SQL query capabilities
- Consult and build automation tools for small businesses
- Built end-to-end automation pipelines for document processing
- Integrated Power Automate with Office 365 tools

### Today's agenda:



- ➢Brief intro to AI
- ➤Using Copilot in Excel
- Standardize internal processes with LLMs
- > Develop a road map for AI implementation
- >Combine AI with robotic process automation (RPA) tools like Power Automate
- ≻Learn about open-source LLMs

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# **Brief intro to Al**



### What isn't AI?



A system or tool is not AI if it operates purely based on pre-defined, static rules or instructions without the ability to learn, adapt, or make predictions based on data.

• "=SUM(A1:A10)" is not AI

- >Key characteristics of what is not AI:
- Rule-based logic: Follows explicitly programmed instructions (e.g., "If X happens, do Y").
- No adaptation: Cannot improve or evolve without human intervention.
- No data-driven decisions: Outputs are not informed by data patterns or historical trends.
- Deterministic outcomes: Always produces the same results given the same inputs.
  - No hallucinations

### What are examples of these "non" AI tools?



> Pretty much all Microsoft Office products (putting Co-Pilot aside)

• Excel and Excel Macros

• Word

- Outlook (the action of sending the email...the email may be written by AI)
- Etc.
- >Programming
- Python
- R
- JavaScript

 $\circ$  [technical] when you send the code to the terminal, it is 100% deterministic

## Group discussion

>What are some use cases of non-AI tools in your workflows?



### What is AI, really?



➤A good definition:

"AI is technology that enables computers and machines to simulate human learning, comprehension, problem solving, decision making, creativity and autonomy." (1)

### ➤A great definition:

- AI is intelligence exhibited by machines
- >What makes the second definition a great definition? AI is **extremely broad**

1 - https://www.ibm.com/think?lnk=L0G

2 - Russell, Stuart J. (Stuart Jonathan), 1962-. (2010). Artificial intelligence : a modern approach. Upper Saddle River, N.J. : Prentice Hall,

### **Overview of AI in accounting**



<u>https://tipalti.com/blog/ai-accounting/</u>

≻Great introduction to AI, focused on accounting

- Which specific functions can benefit from AI
- Workforce: "AI impacts traditional accounting jobs by shifting the focus of their role from manual data entry and paper-based transaction processing (in digital transformation) to higherlevel, more strategic and analytical work for decision-making that contributes to improved business results.

### Timeline of Al advancements Source: IBM, 2024



It's all AI. Why? It is "intelligence" exhibited by machines



## Early AI days



- The focus on the early days was on logical problem-solving, and very basic pattern recognition
- >Very theoretical (and less applied) because of the limiting computing power
- ≻Theseus Maze-Solving Mouse (1950):
- Developed by Claude Shannon, Theseus was an electromechanical mouse capable of navigating a maze using magnetic relays to simulate learning and memory. It demonstrated early concepts of machine learning and adaptive behavior.
- <u>Claude Shannon demonstrates "Theseus" Machine Learning @ Bell Labs (High Quality) –</u> <u>YouTube</u>
- Why did this matter? Introduced the idea that machines could replicate human cognitive tasks.
- The modern tools (LLMs, self-driving cars, etc.) using the same foundations as 'Theseus'

### **Introduction to Generative AI:**



Generative AI ("Gen AI") refers to deep learning models that can create original content—such as long-form text, high-quality images, video or audio in response to a user's prompt or request.

- What does that mean? Generative models learn a simplified version of their training data and use it to produce new content that resembles the original but is not an exact replica.
- >Gen Al vs ML?: Gen Al is used to create new data
- New text
- New music
- New videos

### Introduction to Generative AI (cont.)



[technical] What are "transformers"? Transformers are models that learn patterns in sequenced data (like words, images, or video frames).

• They generate extended sequences by predicting what comes next based on context.

- It's all a probability game
- Why does this matter? Transformers are the foundation of AI tools like ChatGPT, Gemini, Copilot, etc.
- They power AI's ability to create meaningful content, from text to images and even code.
- $\succ$ Examples of data they work with:
- Sentences  $\rightarrow$  Generate text (e.g., ChatGPT).
- Images  $\rightarrow$  Create art (e.g., MidJourney).
- Code  $\rightarrow$  Write software commands (e.g., GitHub Copilot).

### Introduction to Generative AI (cont.)



- ≻Which are common LLMs?
- ChatGPT (OpenAl)
- Gemini (Google)
- Claude (Anthropic)
- >Once again, the reason why LLMs sound realistic is because they have been trained on trillions of words and sentences  $\rightarrow$  recall that behind the scenes, it is just numbers
  - Importantly, their memory is finite

### The AI landscape





### Some unintended consequences



#### ➢ Recipes: Chicken cake chicken pie

- <u>Source: AI recipes are bad (and a proposal for</u> <u>making them worse)</u>
- Medical imaging: The model was found to perform well on images taken from certain machines, but failed when tested on more up-to-date or varied imaging equipment.
- Source: Variable generalization performance of a deep learning model to detect pneumonia in chest radiographs: A cross-sectional study – PubMed



Cheese can slide off pizza for a number of reasons, including too much sauce, too much cheese, or thickened sauce. Here are some things you can try:

- Mix in sauce: Mixing cheese into the sauce helps add moisture to the cheese and dry cut the sauce.
  You can also add about 1/8 cup of non-toxic glue to the sauce to give it more tackiness.
- Let the pizza cool: The cheese will settle and bond

### Is AI intelligent?



Define "intelligent"

> There are some disagreements / arguments on this topic

- Some say yes
- Some say we're getting there
- Some say we will never get there
  - $\circ$  There is no "conceptualization" of knowledge
  - $\circ$  Again, it is (and will always be) a probability game
- >We're not concerned with the truth value of this question

>What we are concerned with is "Are properly implemented AI tools with good employee training useful to our workflows"  $\rightarrow$  resounding YES!

# Hands-on with Copilot



### What is Copilot for Excel?



Microsoft's finance team leverages Copilot in Excel for data analysis

- >AI-powered assistant developed by Microsoft, integrated into Office apps.
- >Works similarly to ChatGPT by way of having prompts
- ≻What is it used for?
- Automate tasks
- Analyze data
- Where can you get it? Available in Microsoft 365

### What makes a Copilot great candidate?



- Implemented directly into Microsoft apps
- No need to install anything!
- ➢ Relatively cheap
- Depending on your Microsoft subscription, it is ~\$20 USD a month
- Microsoft 365 Copilot—Features and Plans | Microsoft 365
  - Depending your organization, you may need specific IT approval
- >As we will see, it is *very* simple to use



### For customers with Microsoft 365 for

- ⊘ Access Microsoft 365 Copilot in apps such as Word, Excel, PowerPoint, Outlook, and
- Use Business Chat and Copilot Pages to adopt new ways of working, grounded in your work
- Use Copilot Studio to create agents and automate business processes<sup>4</sup>
- Measure Microsoft 365 Copilot adoption and impact with the Copilot Dashboard for
- Experience enterprise-grade security, privacy,

A separate license for a gualifying Microsoft 365 plan is



# Copilot *can* be great $\rightarrow$ depends on how you use it

>We will soon do a live demo of Copilot in Excel

>Through this live demo, we need to appreciate the success factors of implementing AI

• Simply paying for Copilot is not enough

• Giving your employees access to Copilot is not enough

### **Technical points**



>Works only with structured tables, not raw cells

- > Requires user approval before applying any suggestions
- This is a feature, not a bug!
- >Does not run macros or VBA; it only works with existing Excel features.
- >Needs an internet connection to function

### **Example dataset: Avocados**



The dataset contains weekly retail sales data for Hass avocados in 2018, sourced from the Hass Avocado Board.

 $\succ$ It includes pricing, sales volume, and regional data across multiple channels

Key columns include Date, AveragePrice, Type (conventional/organic), Year, Region, and Total Volume of avocados sold.

Source: <u>Avocado Prices</u>

### What makes Copilot "AI"



>We said that "AI" was simply "intelligence exhibited by machines"

- Not entirely deterministic
- While you can reproduce results from one prompt to another, it is not entirely deterministic
  - While "create a new column called "Year" that transform the full date in "Date" column" prompt will probably create the same column time and time again, it may create unwanted / incorrect columns

### **Copilot in Excel drawbacks**



 $\succ$ As mentioned, only works with tables

➢For advanced users, manual formulas may still be faster

> [IMPORTANT] A prompt response may look right, but it may be fundamentally wrong

• Always double check the work done

# Roadmap foundation



### Stating the obvious isn't so "obvious"



>This theme sets up the foundation of **implementing** AI tools and processes

- Processes are just as important as the tools themselves!
- > A lot of the content of the next slides may seem "obvious"  $\rightarrow$  I agree!
- It's important to understand that just because some of the concepts / ideas may be rooted in common sense, it does not mean that every business considers these ideas
- Throughout the topics, we will go over many real-world cases of how businesses either succeeded or failed at implementing AI tools / systems



While the discussion today / this certificate centers on "AI", a lot of these lessons can be adopted to non-AI projects

### **Evaluating AI opportunities**



>What makes an AI opportunity a **valid** AI opportunity?

- Does it add to your workflows?
  - Not necessarily day-to-day, many systems can help once a week or once a month
- Aligned with your goals and priorities
  - Just because something adds value does not mean it aligns with your goals
- Accounting and finance focus what are specific questions we should ask?
- Which workflows are repetitive or prone to errors?
- Where can automation save time and reduce costs?
- How do we transfer our improvements to our clients?

### Case study – VAPI (Voice AI)



- Example: <u>Vapi Voice AI for developers.</u>
- Recently raised \$20M in Series A funding
- While the product works well (not always perfect, but good enough), it's important to know how to use it
- >For example, helping you receptionist by using VAPI is a great way of using this tool
- Key takeaway for your roadmap -> this is a specific, structured, and intentional way of using AI in your workplace

### **Case study – Deloitte**



Deloitte: Empowering accounting professionals: The transformative role of Generative AI in accounting and financial reporting

 $\succ$ Main takeaway: Time savings  $\rightarrow$  employees can get work done at a fraction of the time

Specific tools used: ChatGPT can be accurate if provided enough context and targeted outcome

• This scenario is fairly realistic, especially as LLMs get better and more targeted

Still need the human eye / touch, but the accountant can get better work done by using LLMs.

### Case study: Bench accounting



Bench is / was an accounting-start up that focused on bookkeeping and tax (although it primarily focused on bookkeeping)

>What was the selling point? Automated AI bookkeeping

- For \$300/month Bench would take care of all your bookkeeping needs
- It was the go-to accounting software for startups across North America
- Bench claimed that they had a "revolutionary" AI technology that would automatically handle all bookkeeping needs
- ➤ Reality...it underpaid its staff
- It was also highly unprofitable

≻As of early January 2025, it has been acquired by Employer.com

### **Case studies: Tech giants**



### Amazon stores case study – "Just Walk" technology

- "Amazon says on its website that Just Walk Out uses "computer vision, sensor fusion, and deep learning" but doesn't mention contractors."
- Facebook famously shut down its text-based virtual assistant M in 2018 after more than two years, during which the company used human workers to train (and operate) its underlying artificial intelligence system.
- ➤A startup called x.ai (not to be confused with today's x.ai), which marketed an "AI personal assistant" that scheduled meetings, had humans doing that work instead and shut down in 2021 after it struggled to get to a point where the algorithms could work independently.
- A British startup called Builder.ai sold AI software that could build apps even though it partly relied on software developers in India and elsewhere to do that work, according to a Wall Street Journal report.

### Let's talk about LLMs



Clearly, LLMs answer "yes" to many of the questions that we asked earlier about implementing AI in your workflows

≻LLMs, like ChatGPT:

- Save time
- Are easy to use
- Often solve repetitive problems (e.g.: helping out with Excel formulas)

➢Quite cheap (ChatGPT is ~USD\$20/month/user)

➤Easy to use

### Let's talk about LLMs



>While LLMs are 1) easy to use, and 2) can solve your problems, their (and other tools') success depend on their deployment  $\rightarrow$  simply: how are they used?

➢In the next few slides, we will go over why we need a roadmap and go over case studies where firms either succeed or failed at implementing these tools
# **Group discussion**

What are some pain points or inefficiencies in your workflows that current AI tools or software solutions have not addressed (or not addressed effectively)?



# Think big picture



>When we think of the roadmap, we need to think deeper than **current** savings

- It's a long horizon
- A 5-minute time savings per task seems small. What if it's done thousands of times per year
- >Think bottleneck  $\rightarrow$  even a short, routine task can slow things down
- >Think accuracy  $\rightarrow$  Reduced errors and faster processing compound effects
- In my opinion, not enough attention on improved accuracy
  - $\circ$  Higher accuracy  $\rightarrow$  time saved!
  - VBA automation

### Case study: AI agents



>AI customer support agents are very popular

• E.g.: Intercom: The best AI agent built on the best customer service platform

- $\succ$ (briefly) How do they work?
  - You provide the AI agents reports of how your business works
    - $\,\circ\,$  The AI trains on your data
  - You import these AI agents to your website
- ➤They act as 24/7 customer support
- You can always have human operators during business hours

These AI agents are often much, much better than humans (let alone faster and cheaper)

# Quantifying the "True" impact of AI tools



 $\triangleright$ Accountants and finance professionals like to quantify most things  $\rightarrow$  understandable!

- $\succ$ Some AI cost savings are easy to measure:
- Time saved × billable hours = measurable savings
- Some (very important) things are harder to measure:



- From professional experience deploying AI tools, employees LOVE working with properly deployed and documented tools
- Better client satisfaction: Faster turnaround times for services

# Where there is opportunity there is also risk



#### ≻Compliance

• Privacy / safeguarding client data is not the only compliance factor that needs to be considered

Governance / Ethical standards

Transparency with clients

- ➢Over-dependence on AI outputs
- Slightly different from the idea that we need to ensure "accurate" outputs from AI models

 Do we have the right protocols and SOPs (more on this later) to ensure that employees are not relying entirely on AI outputs

≻Change is hard

• Some employees may be hesitant to change (mostly stems from lack of knowledge / confusion)

Creating a roadmap



## Roadmap explicit stages



- 1. Idea generation: Identify impact areas and define project objectives.
- Engage all stakeholders involved and clarify goals. Don't forget to Include your employees!
- 2. Planning: Develop an implementation plan, including timelines, resources, and **KPIs**.
- Important: Assess **potential risks**
- Even with a "simple" ChatGPT deployment, KPIs are a must (it's obvious until it's not!)
  - Without proper KPIs, the project will fail (or not be as successful)
- 3. Pilot: Test the AI solution on a small scale

• Start small, and work your way up

- 4. Scaling: Expand to broader workflows or departments.
- 5. Monitoring (and improve): Track outcomes against KPIs and refine processes as needed.

# Aligning AI Goals with organizational strategy



Sigma

Optimized

# Al Project Roadmap - Template



>Lots of free templates online



• Do not underestimate free resources available

➢Provided in this seminar is an example of an AI Project Roadmap



# Case study: Why AI projects fail? Hint: no roadmap!

>6 Key Reasons Why AI Projects Fail and How to Avoid Them - DLabs.AI

≻6 reasons:

- Lack of problem definition
- Lack of integration to current systems
- Lack of KPIs
- No awareness of potential risks
- Lack of industry specific understanding
- Lack of adequate preparation of employees (!!!)  $\leftarrow$  very important

### **Case studies – Amazon**



Amazon – Alexa case study

≻Key quotes:

- "Eric also claimed that progress on Alexa was hindered by a organizational structure that resulted in overlaps between teams that sometimes worked on similar challenges."
- >You may think that this case study is more related to "management" than strictly "AI"  $\rightarrow$  both are mutually inclusive!
  - You cannot have successful AI deployment without management support

# Implementing AI



# Integrating AI into your systems



>You identified the value-add areas in the roadmap.

- >Do you have the infrastructure?
- Hardware
- Regulatory guidelines
- Cost

> How do we avoid disrupting daily operations, and focus on *improving* daily operations

• Starting point: you want to integrate AI into your systems. What is the best approach for that?

# Tone from the top: leadership's role is key



>Leadership should actively promote AI as a tool for improving business performance.

- How do we do that?
  - providing resources
  - $\circ \ {\rm Training}$
  - ongoing support
- >Set realistic expectations about what AI can do and its long-term benefits
- And just as importantly, have a concrete understanding of what the tool cannot do
- Also touches on previous topics: are you ensuring that the employees are not overly relying on these tools
- Encourage a culture of innovation where employees feel empowered to experiment with AI
- Lots of innovation starts from employees, especially considering the speed of change

# **Monitoring and iterating**



>What happens after we deploy the AI tool and after we train the employees?

- Regularly evaluate AI performance to ensure it meets expectations and delivers value.
- Gather feedback from employees and teams using AI tools to make improvements or adjustments.
- Case study: <u>Wave Bookeeping</u>
- Al / smart classification for expenses (e.g.: meals, travel, etc.)
- Does the team have the proper monitoring systems in place to regularly check that the software is properly matching the expenses

# Group discussion

- ➢What are some of the pain points that you have encountered when trying to implement a new system?
  - Training, cost, technical competency, others?



Training and Managing Al-Driven Projects



# Why does employee training matter for AI adoption?



Proper employee training is what separates effective from ineffective AI tools and systems

• What is the purpose of integrating AI tools if employees don't use them?



➤Most of the errors / troubles that stem from AI tools is from the way these tools are used (or not used)

• Proper training minimizes errors (although it won't get rid of them completely)

- Training reduces resistance to change
  - Training addresses fears of job displacement by showing how AI supports, not replaces, their roles

# Structuring effective AI training programs



Employees cannot use tools without proper training. How do we train employees to use AI?

>Assess team needs and skill gaps: Where do your employees stand?

Include hands-on learning: Use real-world scenarios

• Make training practical



Leverage AI vendor-led training: Most often, early AI startups have dedicated teams that will help your employees onboard for no additional cost

# **Ongoing Education**



>Create a feedback loop: Make employee input intentional

• Employees are the key to identify areas where additional training is needed.

• They know best!

- Encourage peer learning: Establish "AI champions" who can share best practices across teams.
- Invest in certification programs: Support staff in obtaining AI certifications to expand their skillset
- This effectively becomes a healthy feedback loop
- Tons of free material online from reputable organizations. Let's see some of the resources:
  - Al engineer Training | Microsoft Learn

# Case study: Employee impact



When Automation Backfires: How Rushed AI Implementation Can Hurt Employee Engagement

"According to Accenture's Work, Workforce, Workers Age of Generative AI report, 95% of workers don't trust organizations to ensure positive AI outcomes for everyone. Employees struggling to grasp AI may experience a decrease in efficiency, compounded by fear and uncertainty about the future of their roles. These factors can cause confusion, uncertainty, and stress, negatively affecting job satisfaction and worker well-being"

"While AI can facilitate processes, it's primarily a tool that requires human oversight to ensure results meet organizational standards"

"Heedless implementation of AI can both exacerbate process flaws within an organization and create new troubles."

Standardizing internal processes with LLMs



# **Designing effective SOPs for AI workflows**



SOPs are a must when it comes to AI use, especially across i) bigger teams, ii) complex tools

• Al tools are not entirely deterministic (unlike things like Excel functions)

- >Why do we need SOPs?
- Standardize workflows  $\rightarrow$  reduce variability in how AI tools are used.
- Prevent errors  $\rightarrow$  Clear instructions prevent careless errors
- Help scale  $\rightarrow$  SOPs allows for expanding AI use across teams or departments.
  - Help train  $\rightarrow$  SOPs are reference documents for training new staff

# LLMs are your SOP-friend!



>LLMs like ChatGPT are **amazing** tools to create SOPs

• Ideal for firms starting documentation or improving current processes

>Accounting and finance specific case study:

• <u>Using ChatGPT to build a standard operating procedure</u>

Steps:

- 1. Start by describing your business and its needs to ChatGPT.
- 2. Break your workflows into different parts
- 3. Compile responses from each part into a structured and actionable SOP
- 4. Repeat the process as many times to refine it

Important: Avoid sharing confidential information!

# Case study: AI solutions need teams (Deloitte)



#### Embracing the AI revolution in Audit & Assurance | Deloitte Ireland

- "AI solutions do not exist in isolation and our goal is to fully embed these in our Global platforms, Deloitte Omnia and Deloitte Levvia."
- A core differentiator for Deloitte is ensuring Deloitte staff are trained in using these tools.
- "While AI can offer invaluable assistance and acts as a support system for our auditors, it can't do everything. It will never replace human judgement, which is so critical for our clients right around the world."

# **Group discussion**

Do you regularly use SOPs at work? How much time do you invest in updating and improving your SOPs every month / quarter?



### Case study: What AI can do for auditors



#### Reasons audit teams do not use artificial intelligence

The top reasons firm cited for not incorporating AI technology into their audits.

Reason	Percentage of survey respondents
Lack of training and infrastructure	23%
Technology is too expensive	17%
Technology is not useful	17%
Inability to access usable client data	13%
Technology is difficult to use	12%
Inadequate client controls for data integrity	4%
Concerns about others questioning the technology	4%
Client data privacy or security concerns	4%
Concerns about GAAS allowing the technology	3%
Technology's output is too difficult to use	2%
Lack of knowledge about technology	1%

Source: AICPA Auditing Standards Board Technology Task Force.

#### ➢ <u>AI in Audit</u>

- AI is a tool that employees use to simplify and augment their processes
  Still use Excel, still test samples
  Not a magic response to all problems
  Common theme? Employees are at the center of AI.
- Without employees use, there is no AI

# Case study: KPMG



KPMG and MindBridge announce alliance - KPMG Malta

≻Main idea: use AI to focus on high-risk areas

- Why use AI? Improved audit quality
- "KPMG's smart audit platform, KPMG Clara, will now use MindBridge's technology to help unleash the power of AI into audits, further enabling the identification of unexpected or high-risk transactions and helping to provide enhanced audit quality."

#### ➤Employees matter

• "Auditors are spending less time on routine data reviews and instead will increase focus on identified relevant riskier items"

# **Open-source** tools



## Don't discount open-source tools



While this subtopic may be more advanced than the others, this is integral to the fastdeveloping world of AI

Why? Open-source tools address many of the concerns of the commercial tools discussed

- Low cost (they are free)
- Customizable
- Proprietary data!
- Prediction: Open-source LLMs will be the most discussed subtopic within AI/LLMs by the end of 2025

### What does open-source mean?



#### ≻What are open-source tools?

 "The term open source refers to any program whose source code is made available for use or modification as users or other developers see fit. Unlike proprietary software, open source software is computer software that is developed as a public, open collaboration and made freely available to the public."

#### ≻Why "free"?

- Oftentimes, these open-source tools have a paid / commercial counterpart (we'll talk about Whisper AI in the next few slides)
- Certain professions LOVE contributing to open-source communities

## **Popular open-source tools**



#### ≻Whisper | OpenAI

- OpenAl's open-source speech recognition system
- Use case: transcribe meetings, calls, documents, etc.

#### ➢<u>Apache Superset</u>

- Open-source data visualization platform.
- Similar to Microsoft's Power BI

# Meta's LLaMA (Large Language Model)



>Introducing Meta Llama 3: The most capable openly available LLM to date

• Only read "Takeaways" and "Our goals"

>Interestingly, Meta / Mark Zuckerburg have taken a very pro-open-source approach

• Contrasts to Open AI / Sam Altman

>Why release this for free? What's the catch?

- Takes away customers from OpenAI
- It makes public data (i.e.: internet) irrelevant for other models
- "Meta isn't selling its capabilities; rather, it sells a canvas for users to put whatever content they desire, and to consume the content created by other users."

# How do you implement open-source products?



Implementing open-source products requires some additional steps, but overall isn't too complicated

- Some technical knowledge is necessary
- Many of the open-source models are hosted on: <u>Hugging Face The AI community</u> <u>building the future.</u>
- LLMs
- Images
- Audio
- >You can hire a company to implement and manage the open-source code for you
  - This is especially important for workflows with sensitive information that cannot be sent to commercial products (e.g.: ChatGPT)

## Some considerations and challenges



- ➤The main challenge behind implementing an open-source solution is the deployment → once the code base is set up and the SOPs are created, then it is quite simple to operate
- If technical knowledge is missing, then need to consider the cost since you may have to pay someone to set it up
- Although open-source models have improved drastically over the years (and oftentimes they are better than the paid ones – e.g.: Whisper), some open-source tools are not as accurate as their commercial counterparts.

# Robotic Process Automation (RPA)


## **RPA** is your friend



>Today's webinar was about a practical introduction to using AI

- While RPA may is computationally different from AI, they can both work together to solve your pain points
- Again  $\rightarrow$  always go back to "what is it that I am trying to solve / improve?"
- So what is RPA? "Programs that automates repetitive, rule-based tasks to enhance efficiency."
- RPA mimics human interactions but lacks cognitive decision-making abilities.
- ➢RPA uses structured data
- > The power comes from combining RPA with AI to automate tasks
- RPA can also be used on a stand alone basis

## Very useful RPA tool: Power Automate



- Power Automate is a platform for optimizing and automating workflows and business processes
- Part of Microsoft's Power Platform product offering:
  - Power Automate: Automates workflows across multiple services.
  - Power Apps: Builds custom business applications easily.
  - Power BI: Analyzes data through interactive reports.
  - Power Pages: Creates and manages business websites.
  - Power Virtual Agents: Develops chatbots for customer interaction.
  - From Microsoft: <u>Optimize your business</u> with Microsoft Power Automate

## Q&A

