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TODAY'S OBJECTIVES

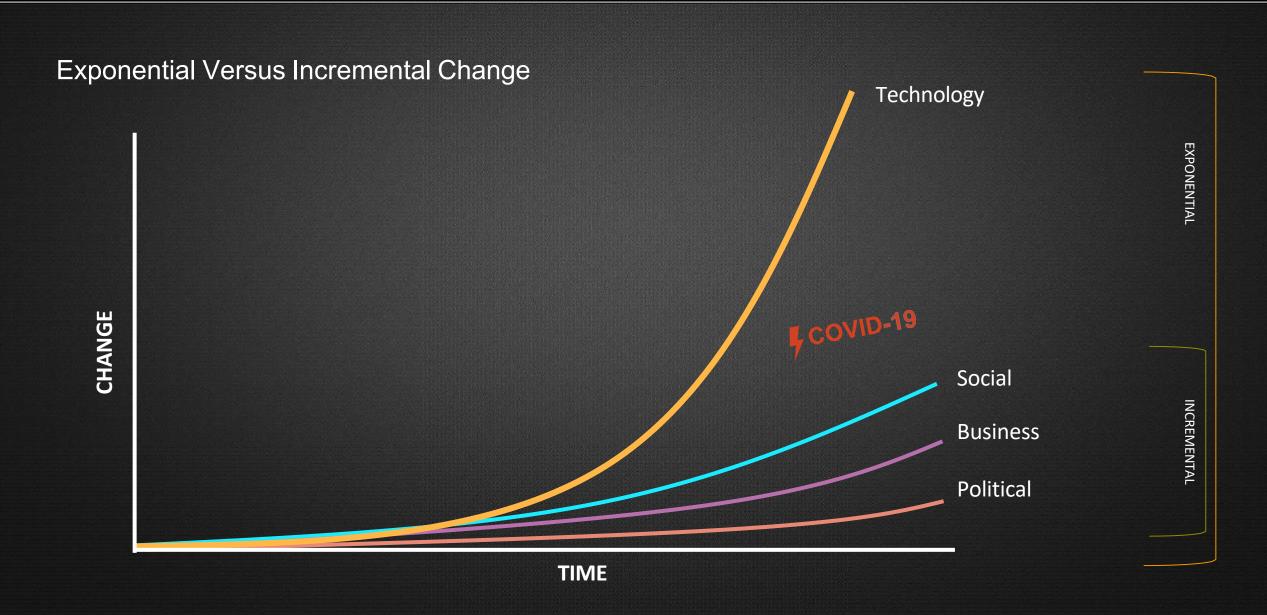
- Demystify Artificial Intelligence
- Establish a starting point for embracing Al
- Describe common terminology and explore the key technology that defines AI
- Examine real-world examples of AI in action today
- Begin to identify how AI can be deployed in a business

Visit:

learn.armanino.com/ailab



THE LAWS OF DISRUPTION

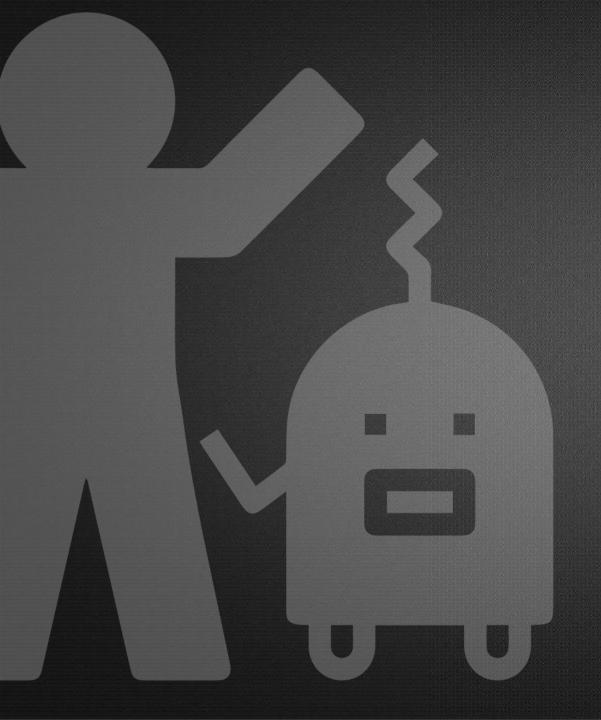


2 YEARS

(((

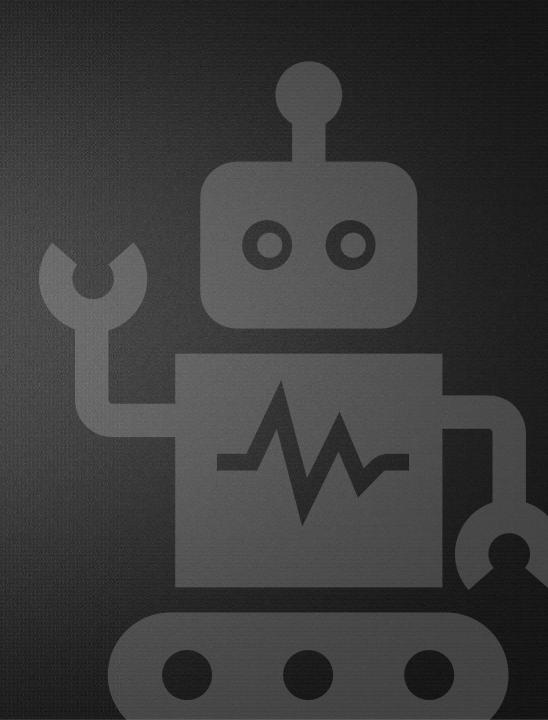
200 YEARS

more produced in the last 2 years than the last 200



believe Al will work next to humans within the next two years

customer interactions taking place via bots in lieu of humans by 2025



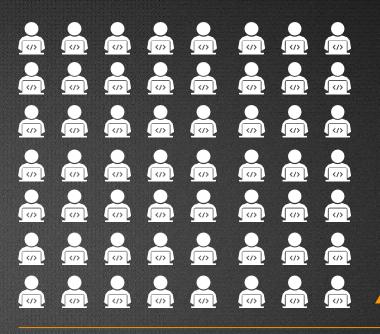
estimated size of Al-based analytics market by 2020

(up from \$8.2B in 2013)



net new jobs by 2022

133MM



NEW ROLES



DISPLACED JOBS

companies that believe
Al is fundamental to
their success

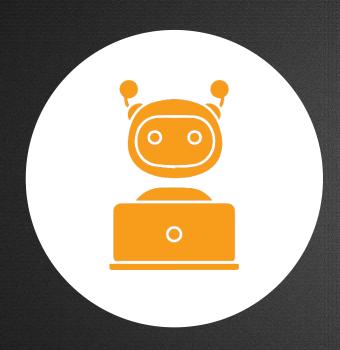
(but 3/4 aren't using broadly across their orgs)







THREE CORE COMPONENTS OF AI



VIRTUAL ASSISTANTS

Engaging customers and employees



ROBOTIC PROCESS AUTOMATION

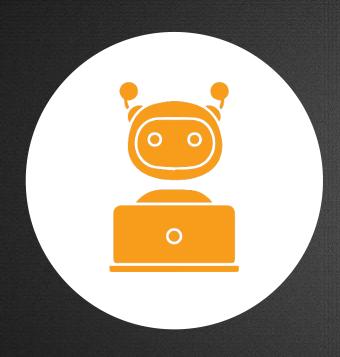
Automating business processes



PREDICTIVI ANALYTICS

Gaining insight through data

THREE CORE COMPONENTS OF AI



VIRTUAL ASSISTANTS

Engaging customers and employees

FITTRES

- Chat-bots deployed over websites, mobile apps, messaging platforms and physical robots
- Simulated conversations with human users
- Utilizing Natural Language Processing

REVIEWS

- Streamline customer & employee experience
- Complement/replace/augment Customer Service organizations
- Provide a virtual workforce 24 hours a day
- Educate employees and customers
- Provide information simply by asking questions

EVANDES

- Sales / marketing information
- Customer support
- Assistance in executing sales order transactions
- On-demand knowledge sharing
- In conjunction with RPA, reading and monitoring of contracts

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THREE CORE COMPONENTS OF AI



ROBOTIC PROCESS AUTOMATION

Automating business processes

FITURES

- Business process automation previously done by humans
- Software robots/bots
- Artificial Intelligence workers

REVERS

- Reduce costs
- Increase operational efficiency
- Enable workforce optimization
- Automate manual tasks
- Improve information security
- Reduce human errors

EXAMPLES

- Automating financial close
- Onboarding and offboarding of employees
- Providing process validation and approvals
- Performing common tasks
 - Data Entry
 - Payment Processing

THREE CORE COMPONENTS OF AI



PREDICTIVE ANALYTICS

Gaining insight through data

FATURES

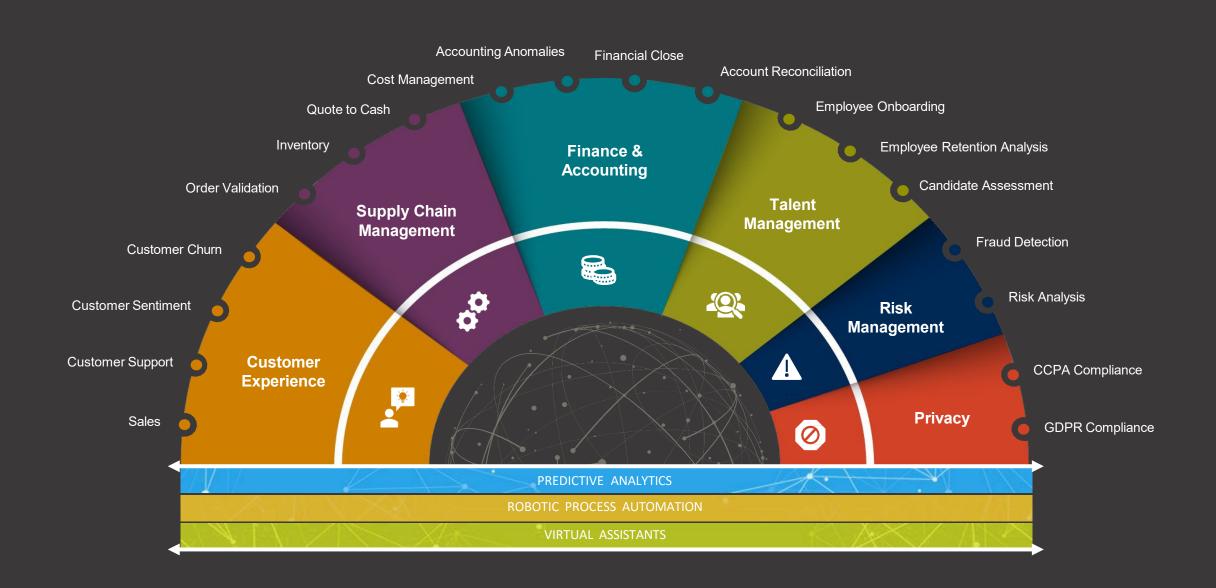
- Machine Learning and Deep Learning
- Big Data and data mining
- Computer programs that can learn without explicit programming

- Generate revenue
- Increase customer satisfaction
- Uncover new trends and opportunities
- Foresee changes in supply and demand
- Proactively manage workforce
- Reduce costs
- Ensure GDPR/privacy compliance
- Models improve over time

3/11/12/2

- Propensity modeling
- Predicting outcomes
 - Delays
 - Anomaly detection
 - Sales forecasting (win/loss)
 - Employee Turnover
- Predicting market price volatility
- Customer churn

THE SPECTRUM OF AI BUSINESS SOLUTIONS



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KEYS TO AI SUCCESS



EXECUTIVE ALIGNMENT

- Alignment between the C-suite, board, audit committee, and risk oversight team
- Education of entire management team
- Recognition of transformational nature of this technology

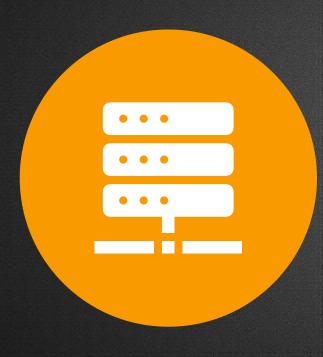
KEYS TO AI SUCCESS



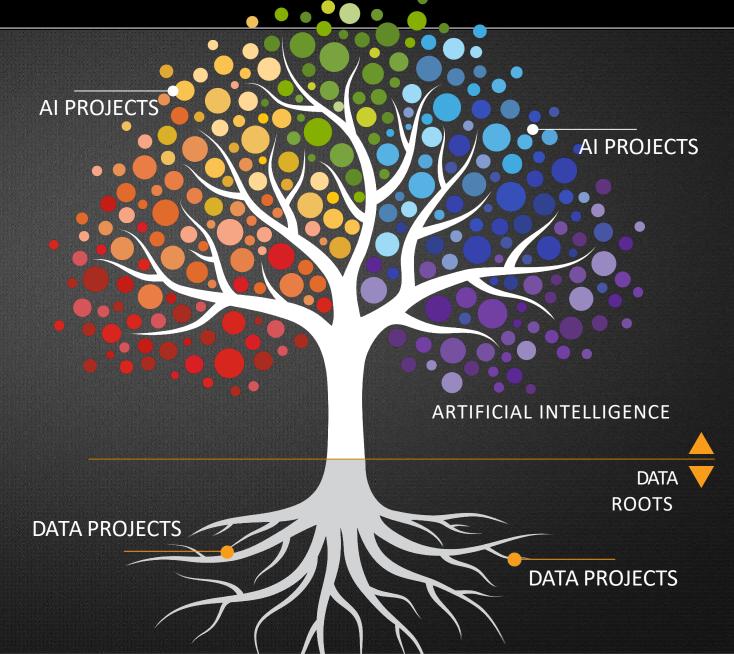
MOMENTUM

- Experiment
- Fail fast
- Prioritize your projects

KEYS TO AI SUCCESS



STRONG DATA INFRASTRUCTURE



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Business Use Cases

Bringing Reality to Al

How can we help?







None of these. I want to know Welcomertand impains is

Autificial Autelligence Lab

Which would you like to do?

We can certainly help with that. TRES of our data rejentiate built a from roum order to indicate which customers are likely to leave and when. Would you like to connect with one of our team members to discuss how it could apply to your business?



Which would you like to do?







Type a message...



VIRTUAL ASSISTANTS: CHATBOTS

FOR EMPLOYEES

- Training
- HR onboarding
- Benefit assistance
- IT help desk
- Exit interviews
- Travel booking and expense submissions

FOR CLIENTS

- Customer support
- Client portal for educational materials and simple questions
- Paying a bill

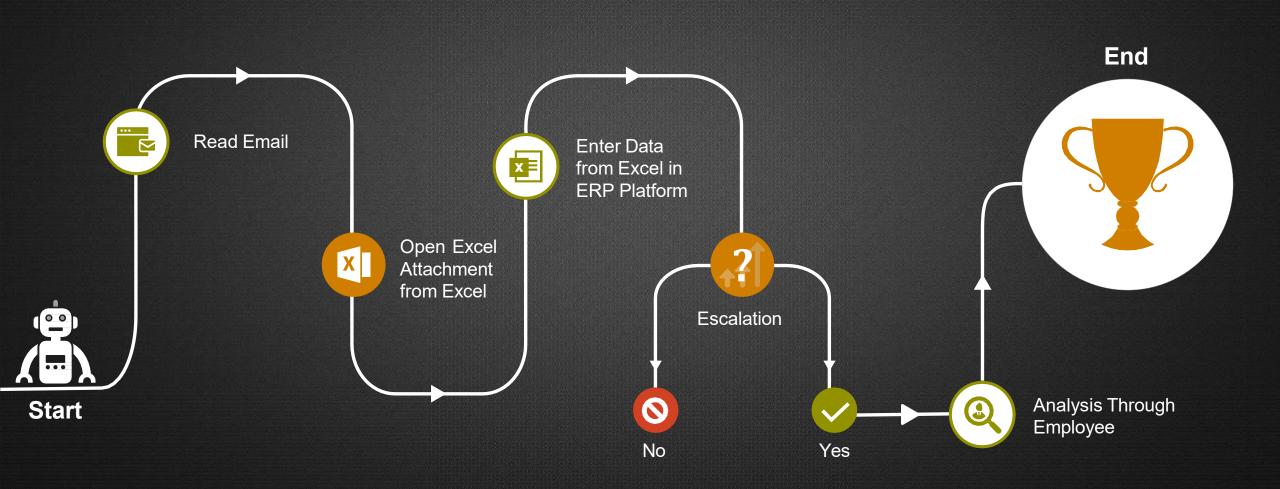
FOR PROSPECTIVE CUSTOMERS

- On-demand resources
- Product recommendations
- Appointment booking
- Curated education and news tailored to searches





HOW RPA WORKS



BENEFITS OF ROBOTIC PROCESS AUTOMATION

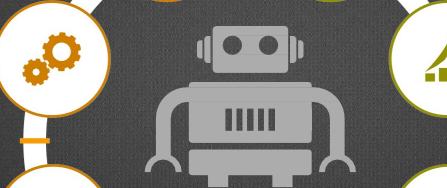


Improved Employee Value / Morale

Improve employee moral by performing reduced manual / data entry tasks. Employees can focus more on servicing the customer and strategic growth of the organization

Low Technical Barrier

No programming skills necessary to configure a bot



Productivity

Process cycle times are much faster compared to manual process approaches

Compliance

Bots follow regulatory compliance rules and provide audit trail history



Reliability and Consistency

Bots tirelessly work 24/7 without interruption. Routine tasks are performed the same way each and every time

Non-Invasive Technology

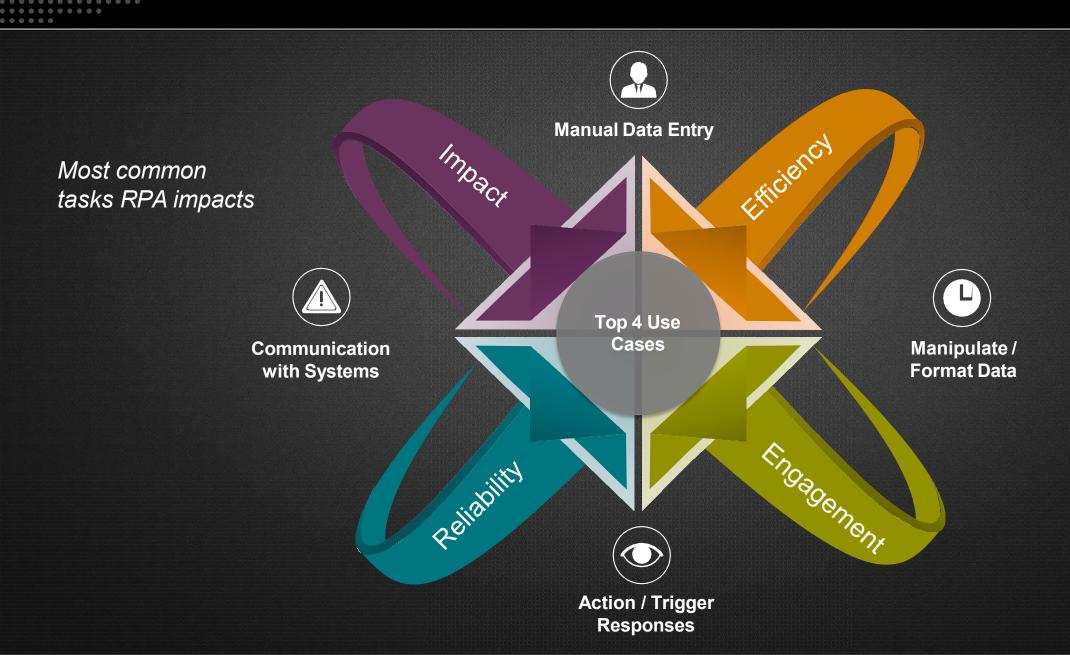
No disruption to underlying legacy systems, reducing the burden on IT



Scalability and Cost

Flexibility to scale up or down as needed. Will provide cost savings without relying on increased headcount for greater efficiency

RPA USE CASES THAT APPLY TO ANY OPERATION



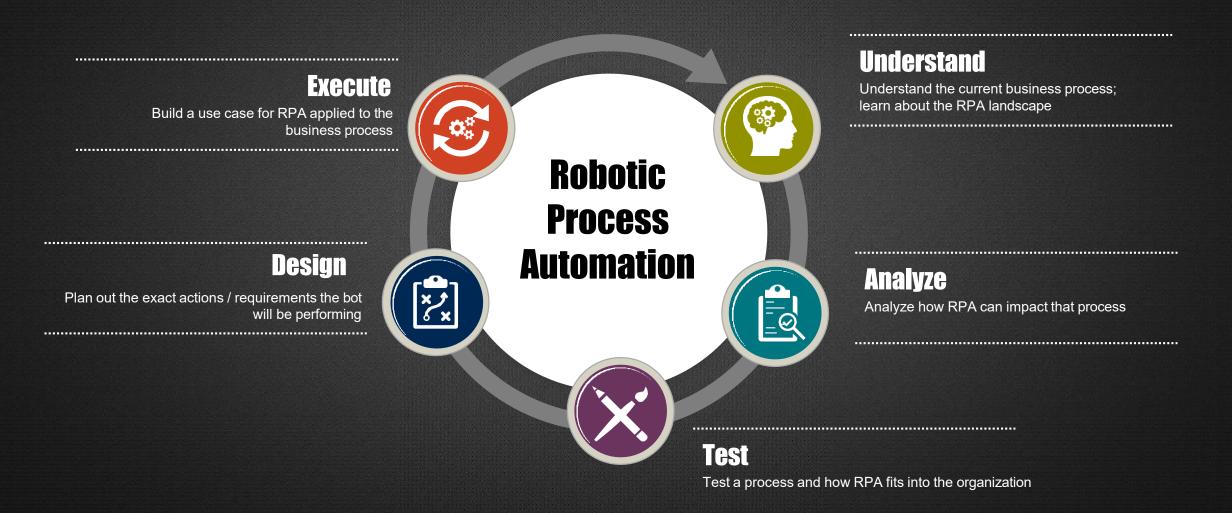


OUR PLATFORMS OF CHOICE



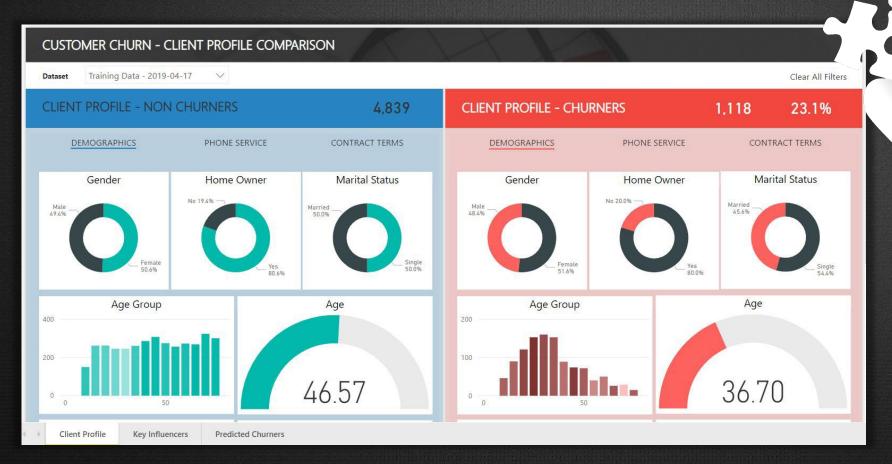
Depending on your unique needs, different solutions will be better suited to achieve success for your goals.

A TYPICAL RPA JOURNEY



PREDICTIVE ANALYTICS: CUSTOMER CHURN

Machine learning can identify customers who have a high propensity to leave you for your competitors.





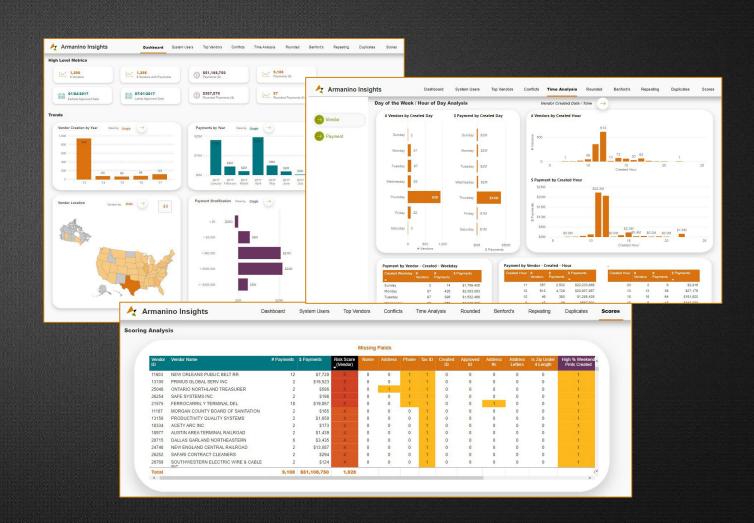
ANOMALY DETECTION & FRAUD ANALYTICS

Benefits

- Reduce losses through prevention and faster detection
- Improve internal controls and compliance program
- Greater visibility into vendor population
- Insights into spending patterns
- Assists in data clean up
- Fraud deterrent for employees and 3rd parties

Business Processes/Modules

- Accounts payable
- Payroll
- Corporate Expenses & Purchase Cards
- Inventory
- Accounts Receivable
- General Ledger / Manual JEs



ANOMALY DETECTION PLATFORM

Company Data

Vendors

Employees

Payments

Invoices

Corporate Expenses

Inventory

Purchase Cards

Payroll

General Ledger

Accounts Receivable

Data Normalization & Address Verification



Armanino Anomaly Detection Platform

Risk-Based Scoring

- Repeating Amounts
- Benford's
- Conflict of Interest
- DOW / HOD

- Missing Data
- Invoice Sequencing
- Duplicate Vendors
- Duplicate Transactions



Identity Verification

- Credit Bureaus
- US Postal Service
- Phonebooks
- Business Listings
- Gov't Watch Lists
- Known Fraud
- Death Master
- Property Records

Review Results



Report with Findings & Recommendations



Live Dashboard



RECAPPING THE THREE KEYS TO AI SUCCESS



EXECUTIVE ALIGNMENT

- Executive Sponsorship is Critical to the Success
- Identify Your AI "Champions" and Get Them Involved
- Develop a Data Strategy to Fully Leverage Al



BUILDING MOMENTUM

- Experiment
- Start With Small Projects
- Prioritize Projects



STRONG DATA INFRASTRUCTURE

Better Data Equates to Better Al

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TOP QUESTIONS FOR YOUR TEAM

- 1. What is our company's articulated strategy around data as an asset to the business? How are we incorporating AI into our overall operations strategy?
- 2. How are we using data to increase shareholder value over time?
- 3. How is AI being utilized to disrupt our competition?
- 4. If data is an asset, is our organization's data appreciating or depreciating in value?
- 5. How do we use Al innovation to achieve our organizational goals around scale, growth, efficiency and beyond?
- 6. What impact will Al have on our employees and workforce?
- 7. What are the obstacles to leveraging AI and how do we overcome them?
- 8. Do we have the right expertise to research, negotiate, implement, deploy, manage new innovation?
- 9. Are we prepared to execute on our Al strategy, or do we need to consider external expertise?
- 10. What use cases can we prioritize to get started today?

ARMANINO AI LAB

WHAT IT IS

- Centralization of resources to learn, understand and experiment with Al Technology
- Product overviews
- Prototyping with client use cases
- Help accelerate the use of Al in the marketplace

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MEMBERSHIP BENEFITS

- One-stop shop for AI technology, education, consulting and support
- Ability to execute against an Al proof of concept in a relatively short period of time
- Free peer-to-peer meetings
- Access to our Members Only microsite to access trending articles, product overviews, interactive forum, business scenarios and more
- Educational sessions for your management team and employees





WHAT CAN YOU DO NOW

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Or visit:

learn.armanino.com/ailab

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