NICHOLAS NICOLOUDIS @ SAP

1. What industries can benefit the most from AI?

I believe the key is to understand what AI can do more efficiently/effectively than humans. AI is known for:

• Identifying patterns, trends, and associations

• Learn by humans (supervised) or from other AI (unsupervised) to create new approaches/concepts

• Predict future outcomes based on historical trends

• Inform fact-based decisions

With this in mind, industries such as healthcare will benefit immensely from AI. There are current examples of AI identifying tumours patients with greater success rate than humans. Examples of where AI has been used to print 3D tissue/bone structures to replace human parts and digital assistants/nurses to assist patients who have health challenges or require greater supervision. One of our partners Deloitte have developed Deloitte Assist, a Google home integrated into our Leonardo platform to support nurses in their wards.

Automotive industry is currently being disrupted by companies such as Tesla that provide autonomous driving cars. This will significantly change the industry especially taxi's and transportation since AI can now predict accidents before they happen. Trucking

companies are using algorithms to minimise travel using the shortest route and how they can convoy to optimise fuel usage.

As well as the above, Cybersecurity to identify compromises and phishing attacks and e-commerce by identifying peoples buying habits and providing the next best offer.

2. Why do you think companies should invest in AI?

Companies should invest in AI to try and optimise their current process. I have instances where banks have saved 80% efficiency in loan origination by using image processing of manually entered forms and processing into ERP using robotic process automation. Companies are also increasing call tickets times and accuracy, I've seen a report where we increased customer support satisfaction from mid 40% to high 80%.

3. Who is in your opinion a global player in AI and Smart Cities?

If you are looking at other cities that have implemented smart cities strategies and AI, I'd have to look at cities such as Singapore and Dubai. Dubai has implemented smart lighting and we have completed several projects including blockchain that allow different industries to exchange data using blockchain as a trust network to

store information. We've also completed several trials around traffic management to minimised traffic congestion in peek hours.

4. New Zealand's AI technology is mainly driven by entrepreneurs, how do you think NZ can position themselves on the global platform?

- 527% Improvement in customer profit margin in companies with best-in-class customer experience management

- 72% Of businesses cite improving customer experience as their top priority

- 50% Of customer support interactions will be digitalized or occur in online communities by 2018

In believe New Zealand has some amazing talent and a possible challenge these local entrepreneurs have is scale and being able to share their technology on a global scale. SAP has programs such as SAP.io that allows small companies and startups the ability to access global funds and our global customer base since 77% of the worlds transactions run through an SAP solution.

5. Your best travel tip for Germany?

I love travelling to Germany and one tip I highly advise is to try and be early when taking transport, watching shows or any activity that is based on time. Germans are very precise and always arrive and leave on time.

Dr Nicholas Nicoloudis
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