



The next generation of IT....

“Decrease Cost AND Improve User Experience”

ChoiceWORX LLC

Charter Member of the AIIA Inner Circle



ARTIFICIAL INTELLIGENCE INCUBATOR & ACCELERATOR

CHOICEWORX™
simplifying intelligent automation

Why MUST the Enterprise Embrace Intelligent Automation



If “Their”
Technology
Fails.... So Will
Yours!

Technology for your Technology

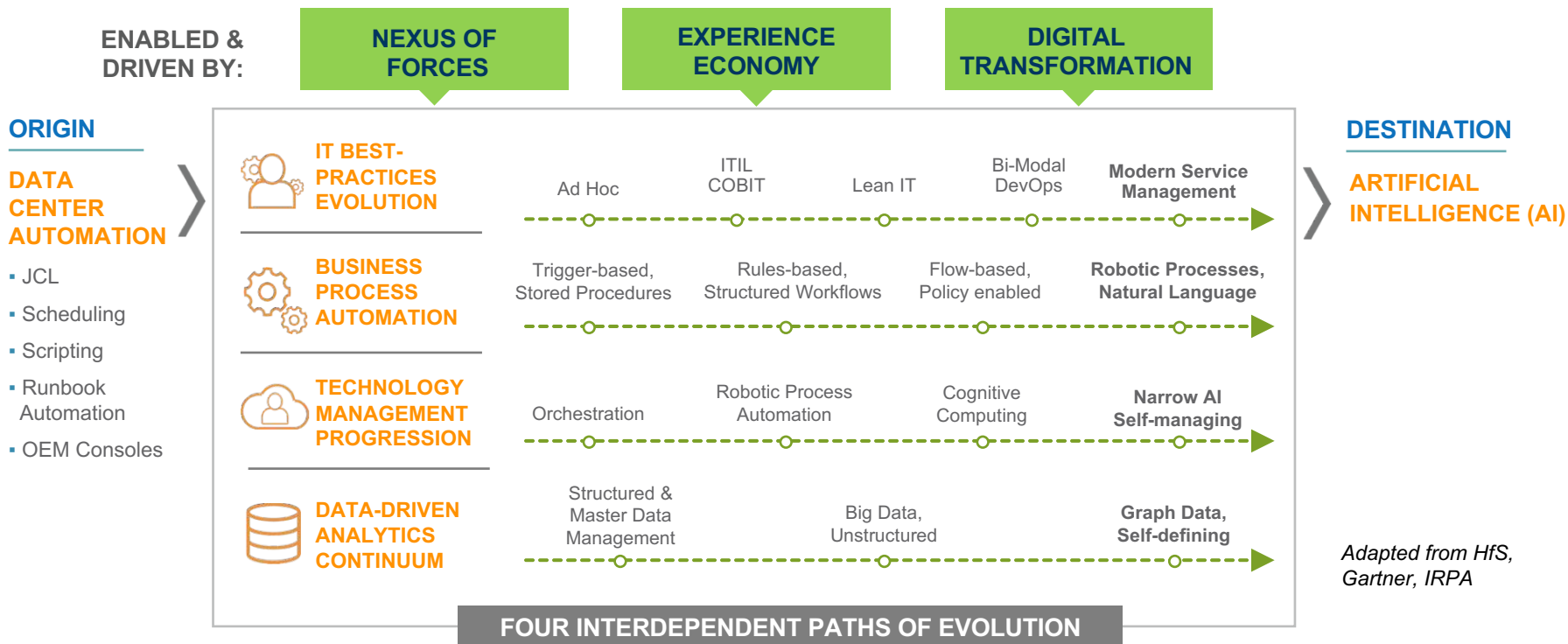
- ▶ Your RPA depends on IT and their ability to deliver application availability & maintenance
- ▶ IT departments need to apply AI to IT processes which are often too slow, people-intensive and fairly repetitive
- ▶ IT is Low Hanging Fruit and IT chiefs should pilot how AI could be used to improve IT availability, so your automation runs reliably



So....Where do we
Start?



The Journey to AI Technology Enablement for IT



Align your Objectives & Options

Your Objectives >












Cost

Quality

Time

Expertise

Your Options >

	Software	Platform
Fit for Purpose	 arago	 CHOICEWORX™ simplifying intelligent automation
Specialized	 cortex	 Celaton
General Purpose	 blueprism	 Azure
Generic	 UiPath Robotic Process Automation	 IBM WATSON
	 AUTOMATION ANYWHERE	 Google Cloud
		 aws

CONFIDENTIAL



Shift your
Paradigms



*What do the
Giant Panda,
Asian Elephants,
and Level 1 IT
staff have in
common?*

Endangered Species

- ▶ Really Big
- ▶ Kinda Slow
- ▶ Should we be looking for technologies that optimize this labor pool, or should we be taking advantage of advances in technology to refactor IT?
- ▶ Automobiles displaced the utilitarian purpose of horses in modern society, and so will AI powered technologies displace many of the highly repeatable task that humans perform.

Shifting Legacy Paradigms to Drive Automation

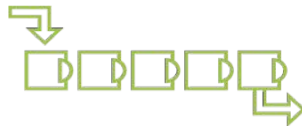
TRADITIONAL OPERATIONS PARADIGM

IT as Integrator/Sourcing Specialist



Service Desk NOC/Ops Deskside

ARBITRAGE, SPECIALIZED, REPETITIVE



COIN-SORTER FIFO STACK



FUNCTION-BASED TOOLS/CONSOLES

THE GAP

LABOR DYNAMICS

PROCESS DYNAMICS

TOOLS DYNAMICS

INTELLIGENT AUTOMATION PARADIGM

IT as Digital Enabler



BOTS, OMNI-Channel, DIGITAL L1

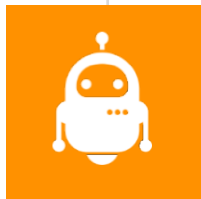


SITUATIONAL, SELECTABLE, & ALGORITHMIC FLOWS



AI ENABLED, DIGITAL PLATFORM

The Apptinum Intelligent Automation Paradigm



Solves Recurring IT problems Before
You're Even Aware of Them

Provides ChatBOT Powered Support

**Delivers Closed Loop Remediation
From Initial Alert to Final Remediation**

Complicated Scripting and Agents
Are No Longer Necessary

A Full Service Approach to AI

Benefits from AI without Hiring or Re-skilling



Improves Application
Availability;
Transforms Reactive
support to Pro-Active
support

**Improve End-user
experience AND
Reduce Cost**



SIMPLIFYING THE INTELLIGENT
AUTOMATION OF IT

CONTACT

SAM GROSS

Sam@ChoiceWORX.com

(914) 548-9865