# Insight

# 10 GAME-CHANGING USE CASES
## *for Data & AI*

Five major industries are adopting Artificial Intelligence (AI) to solve real-world challenges — from capturing new markets to improving the patient experience.

*Here's a look at what's possible.*

## Retail

### Demand forecasting

Next-gen retailers are using AI to analyze historical data, predicting what products will be needed and when — month-by-month, region-by-region and even based on weather patterns.

**Challenges solved**
- ✓ Demand volatility
- ✓ Inefficient/reactive supply chain operations
- ✓ Lost retail revenue opportunities

### Inventory management

AI solutions are offering real-time, highly accurate views of inventory levels — helping stores keep business running smoothly while allocating resources more strategically.

**Challenges solved**
- ✓ Out-of-stock or overstock status
- ✓ Inaccurate inventory data
- ✓ Error-prone processes for counting inventory

## Manufacturing

### Line quality control

Computer vision is automating routine inspections and pinpointing defects immediately, leading to new levels of visibility and productivity.

**Challenges solved**
- ✓ High product defect rates on the line
- ✓ Time-intensive processes for quality control
- ✓ High return rates

### Parts delivery

Digital twins — virtual representations that act as digital counterparts of a physical object or process — are drastically improving errors with real-time data.

**Challenges solved**
- ✓ Line downtime due to inefficient parts delivery
- ✓ High labor costs

### Client story

For an automobile manufacturer, carts were loading parts inefficiently and getting into traffic jams in high-use areas. We built a digital twin of the factory floor, created an optimization algorithm for parts delivery — and saved the company $10 million in lost labor.

## Health & life sciences

### Hospital labor optimization

Unified data platforms powered by AI algorithms are helping hospitals make more timely decisions for patients, leading to more efficient, better-quality care.

**Challenges solved**
- ✓ Inefficient care coordination
- ✓ Downtime between lab results and provider consultations
- ✓ Lengthy patient stays
- ✓ Low patient satisfaction

### Automated document processing

Reducing or eliminating human intervention for document processing is increasing accuracy and efficiencies.

**Challenges solved**
- ✓ Error-prone back-office processing
- ✓ High capital costs across invoicing, claims management, ERP and more
- ✓ High labor costs

### Client story

We worked with Steward Health Care to create a length-of-stay monitoring system powered by real-time business data and analytics — reducing patient length of stay by 1.5 days and saving millions of dollars per hospital per year.

## Financial services

### AI-enhanced customer agents

Cognitive customer agents are integrating with social channels to engage potential clients — improving the customer experience by solving issues and answering questions quickly.

**Challenges solved**
- ✓ Slow customer service response times
- ✓ Lack of resources to capture new or untapped markets

### Data science upskilling/enablement

Seeking outside expertise in Machine Learning Ops (MLOps) is helping teams identify, build and deploy AI models — taking AI adoption to the next level at velocity.

**Challenges solved**
- ✓ Older patterns and legacy tools for data science
- ✓ Constraints with small amounts of data
- ✓ Error-prone deployments for code
- ✓ Processes not repeatable

### Client story

A financial services leader worked with Insight to integrate AI into its investment and trading platform — leading to a 72% increase in new millennial account openings at launch.

## Energy

### Infrastructure inspection

Computer vision drone cameras are inspecting hundred-acre areas for dust, encroachment, and more, using models with high accuracy for a complete view.

**Challenges solved**
- ✓ Error-prone processes (ground-level visual inspection)
- ✓ Time-intensive processes

### Predictive maintenance

Detection algorithms are being pushed to edge locations — helping energy companies proactively shut down faulty machines, create more efficient repair patterns and save millions in repair costs.

**Challenges solved**
- ✓ Reactive repair crews in "firefighting mode"
- ✓ High repair costs
- ✓ Time-consuming maintenance

# What will AI *do for your business?*

**No matter your industry or level of AI adoption, you can turn data into impact.** Insight leverages deep expertise to help you pinpoint and execute on your most strategic use cases for maximum ROI.

**Learn more**