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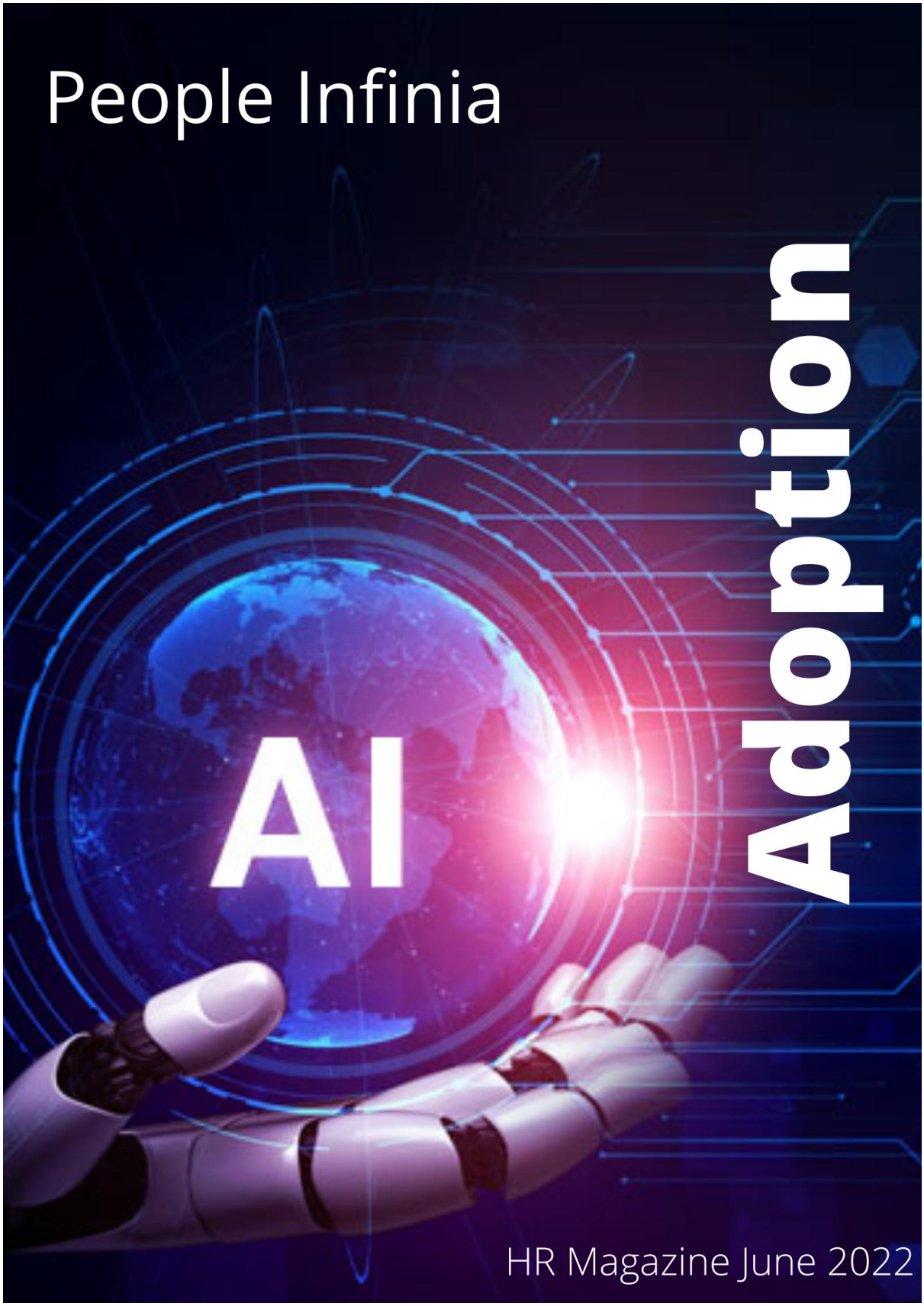

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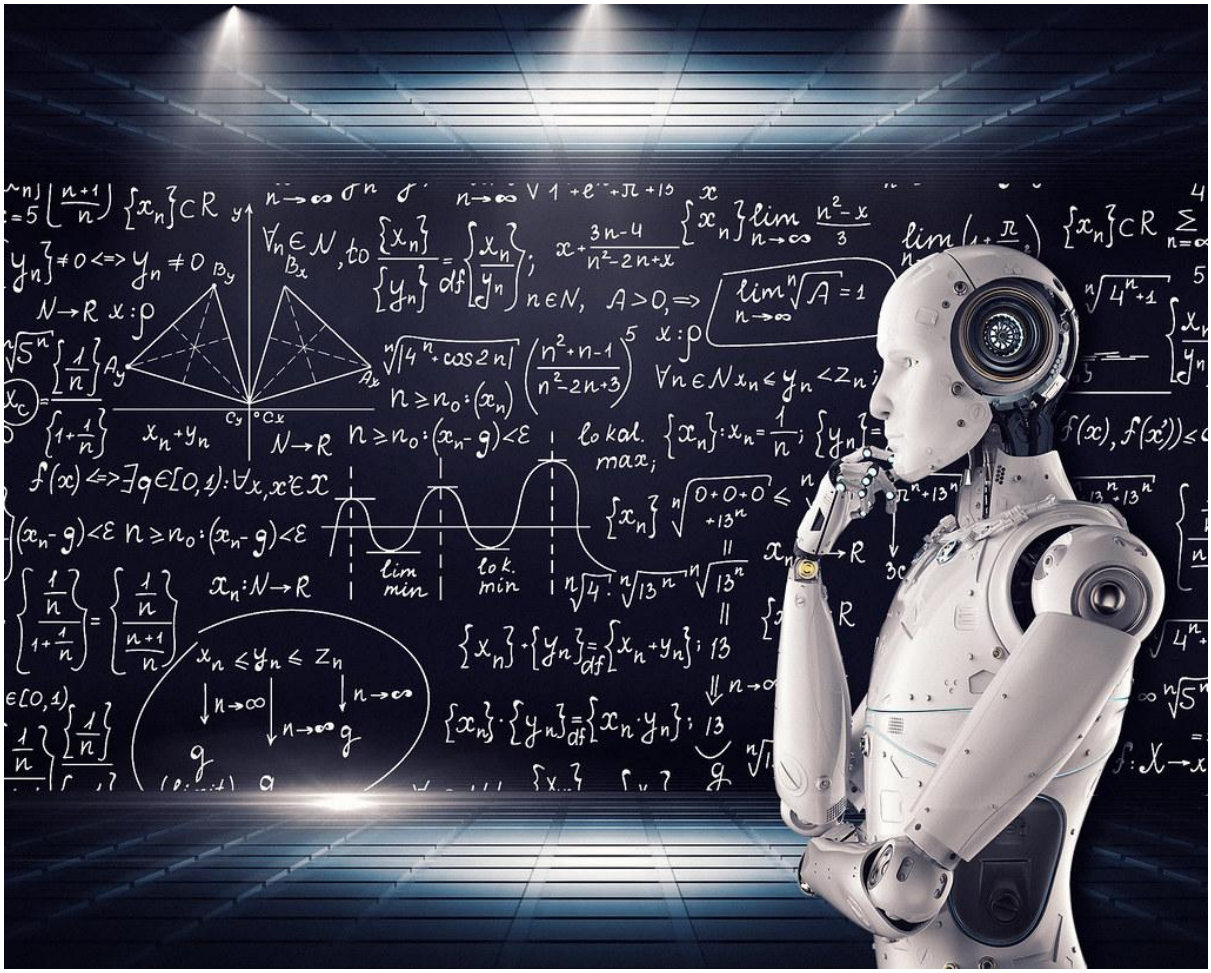
Artificial intelligence is becoming increasingly valuable to businesses, but it is now more important than ever to invest in operations and infrastructure systems that can respond and adapt to changes in a sustainable way.

It was never going to be easy to achieve AI adoption success, but the previous few years have seen substantial progress, with McKinsey & Company indicating that many firms are starting to perceive the benefit, including revenue effect. Simply said, the artificial intelligence journey may be entering a new phase.



According to McKinsey's The State of AI (published in November of that year), there was "no increase in AI adoption" in 2020; instead, companies were "capturing value from AI at the enterprise level" in terms of revenue and cost reductions, with some even attributing 20% or more of their earnings before interest, taxes, depreciation, and amortisation (EBITDA) to AI.

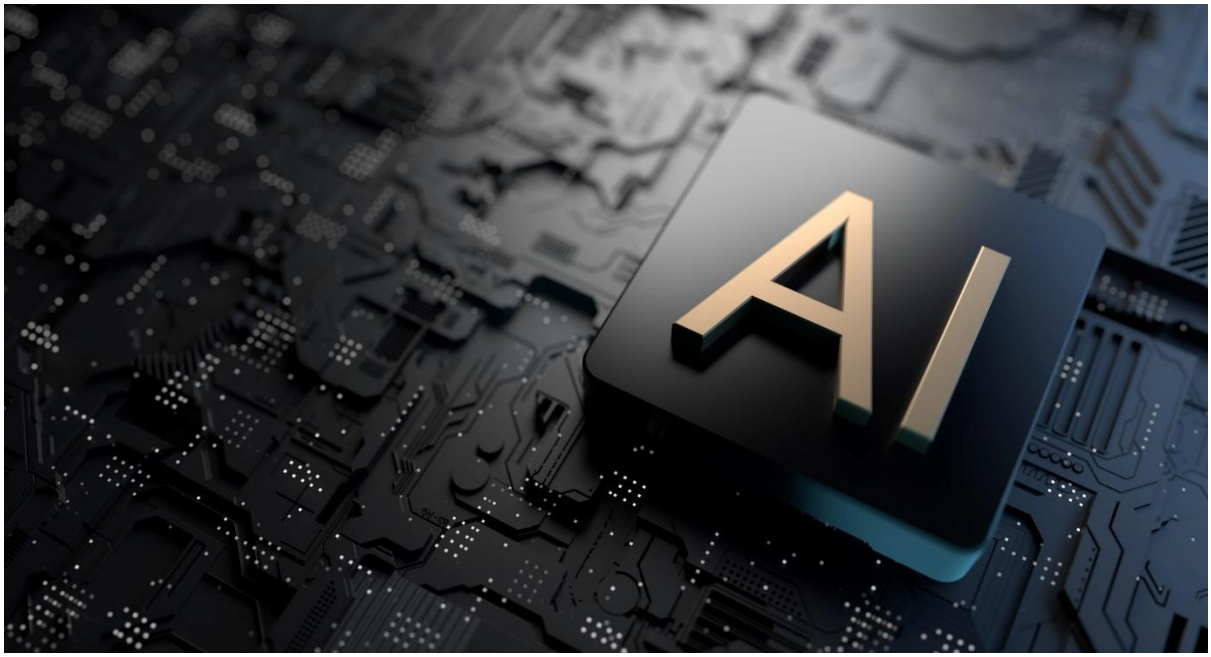
Following the Covid-19 outbreak, PwC discovered that 52 percent of companies had advanced their AI adoption plans, with 86 percent predicting that it will become a "mainstream technology" by 2021. Many businesses are already beginning on AI adventures, but this time they're not doing so blindly. It's become a more common technology, and instead of being a "bright, shiny thing," it's becoming more important to businesses.

The difficulty of implementing AI

The road to realising AI's full potential will be longer and more complicated than other technology transitions. The data, technology, and people involved will have an influence on numerous departments inside your business, as well as those with whom you collaborate.

Because the AI function, as well as the data supplied into it, must be monitored during various stages of development, deployment, and continuing changes, its adoption is a continuous process. Machine "learning" does exactly what it says on the tin: the AI learns from the data as it is added and altered, and it evolves. As a result, ongoing adjustments and changes are required.

The primary problems thus far have been around implementation as businesses learn to comprehend and value AI, but we are starting to see these issues overcome in a methodical manner. We now have a few success stories and strong examples from which businesses may learn and implement best practises, but it doesn't end there.

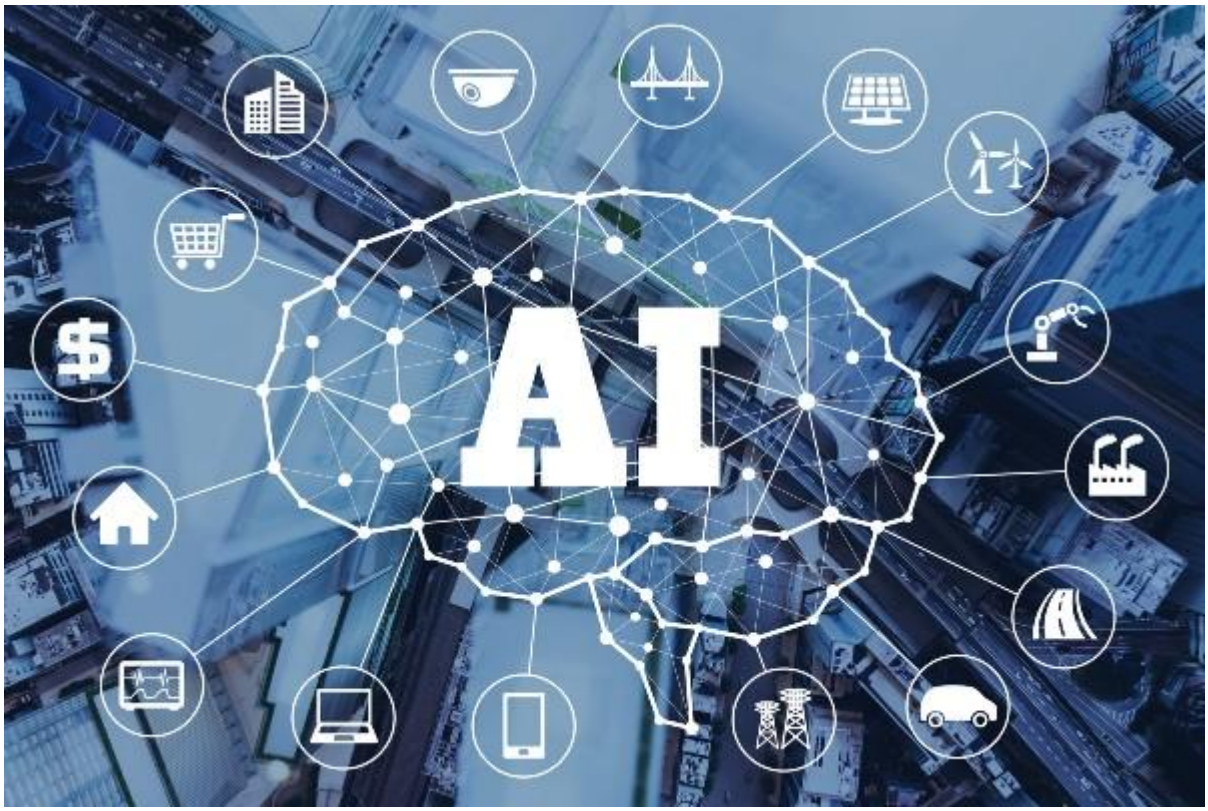


Adoption Process Stages

An AI solution traditionally (if you may use that word in this case) goes through three stages: planning, building, or modelling, and putting into production. Now it's time to concentrate on the fourth and arguably most crucial stage: operation. This is where presuming static data in the lab presents issues because real-world AI solutions will have to deal with dynamic data that shifts and changes, thus engineering teams must think about stability and resilience. The operating stage is equally crucial for maintaining stability.

More than a working model is required for stable and long-term AI solutions: Monitoring capabilities, observabilities, dashboards, feedback mechanisms, data annotation, and other traditional components should be included in the operating phase. The operations team will

need to consider retraining models and deploying them in the production environment, as well as enhanced data filtering, noise handling, and bi-directional communication between the AI and the user, later.



The next phase

Over the next two to five years, the operational stage will be crucial. Companies that have successfully designed, constructed, and deployed AI models must now spend in maintenance and operations. It can only continue to have an effect with live feedback, dynamic data, ongoing testing, and growth in the real-world setting.

In the future, there will be a greater need for AI-related technologies, products, processes, and, most importantly, people. This must be considered across whole businesses for teams to be able to respond to data changes in a scalable manner. It's just not sustainable to bring in an entire data science team for a three-month project every time there's a data change; after all, the goal of AI adoption is to automate processes and make life simpler, not to employ more labour and cause more issues.

We're headed to a future where putting AI into production shouldn't take 18 months and maintaining it shouldn't be a problem. What is the solution? Investing in operations and infrastructure, as well as developing a suite of operations that can respond to changes in a long-term manner.