

Enhancing Value and User Experience of Software Products with Artificial Intelligence (AI) and Machine Learning (ML)

by

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Abstract: The researches, publications, and presentations Artificial Intelligence (AI) and Machine Learning (ML) tend to focus on "how" to apply these to solve particular problems or application domain. Today I'll rather focus on the "where" part, i.e., where can we apply AI or ML in different product development scenarios. In this talk I'll concentrate on two of our products, viz.,

- a) digipaper: For document digitization and management
- b) SysExpertez: For system management of all hardware, software, users in IT network

During development of these two products we have identified areas, where AI and ML can be applied to create much better value and user experience. In one case, AI-powered 3rd party optical character recognition (OCR) technology is used to extract data from digitized documents. On the other hand, a combination of 3rd party AI & ML technologies and our own custom enhancements advance the system security and management. We'll describe these in more detail.