

**Deloitte.**



Technology-AI

November 2023

# Agenda overview

01

Introduction to AI and Gen AI

02

Impact on HR and workforce

03

Demo of Gen AI applications

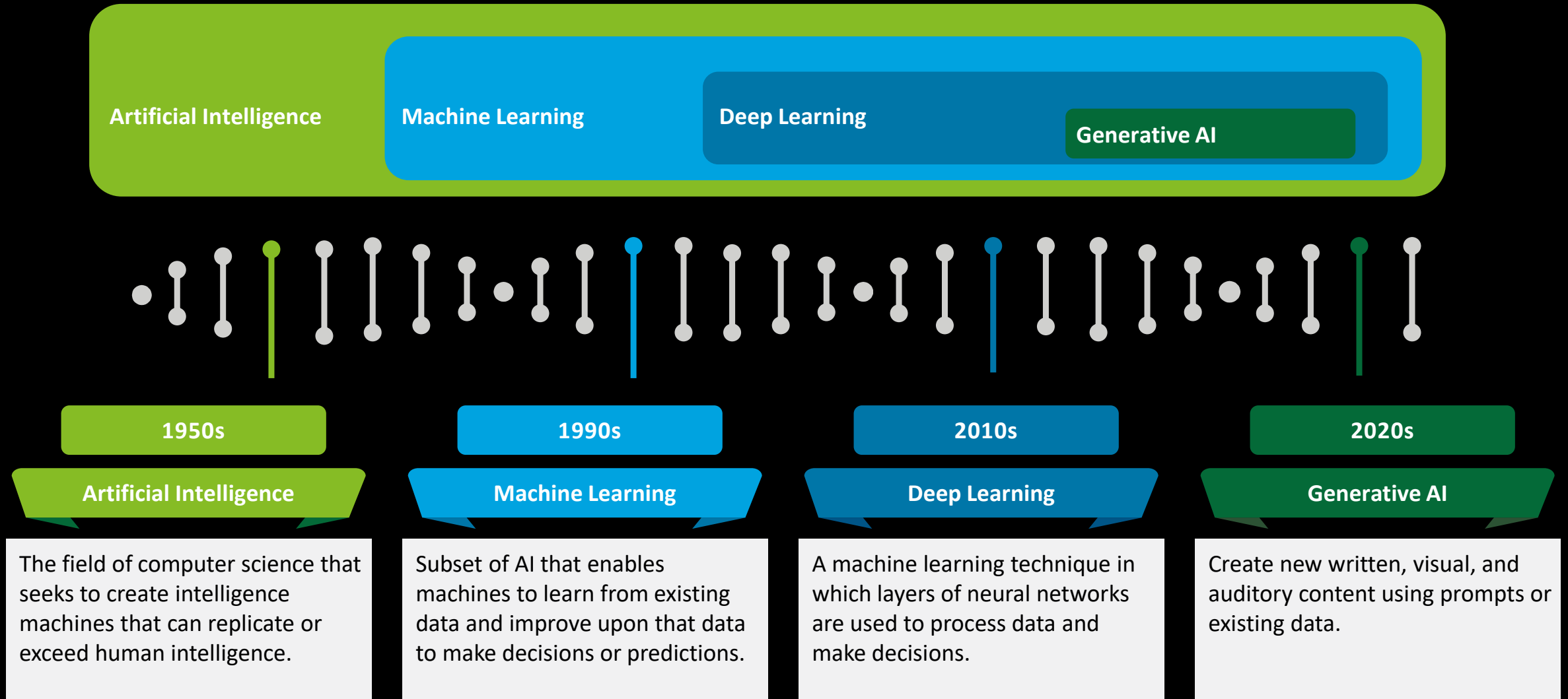
Quiz Time!

**100 Million**

**175 Billion**

# Introduction to AI and Gen AI

# The next era of AI is here ...

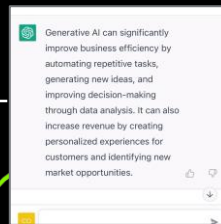


# Generative AI modalities

Generative AI can produce a **wide range of outputs depending** on the **specific application** and **type of data** that is needed. Here are some common output types that are applicable to business

## Text

Prompt: Explain the business impact of Generative AI in 50 words



## Video

Prompt: Create a video of a teddy bear painting a portrait



## Image

Prompt: A bowl of soup that is a portal to another dimension as digital art



## Code

Prompt: In Python, code a programme that predicts the likelihood of customer conversion

```
import pandas as pd
from sklearn.linear_model import LogisticRegression
from sklearn.metrics import accuracy_score

# Load the dataset
data = pd.read_csv('customer_data.csv')

# Split the data into input features (X) and target variable (y)
X = data[['age', 'gender', 'new_products']]
y = data['conversion']

# Split the data into training and test sets
X_train, X_test, y_train, y_test = train_test_split(X, y, test_size=0.2,
                                                    random_state=0)

# Create a logistic regression model
model = LogisticRegression()
```

## Audio

Prompt: Generative AI-powered customer service agents

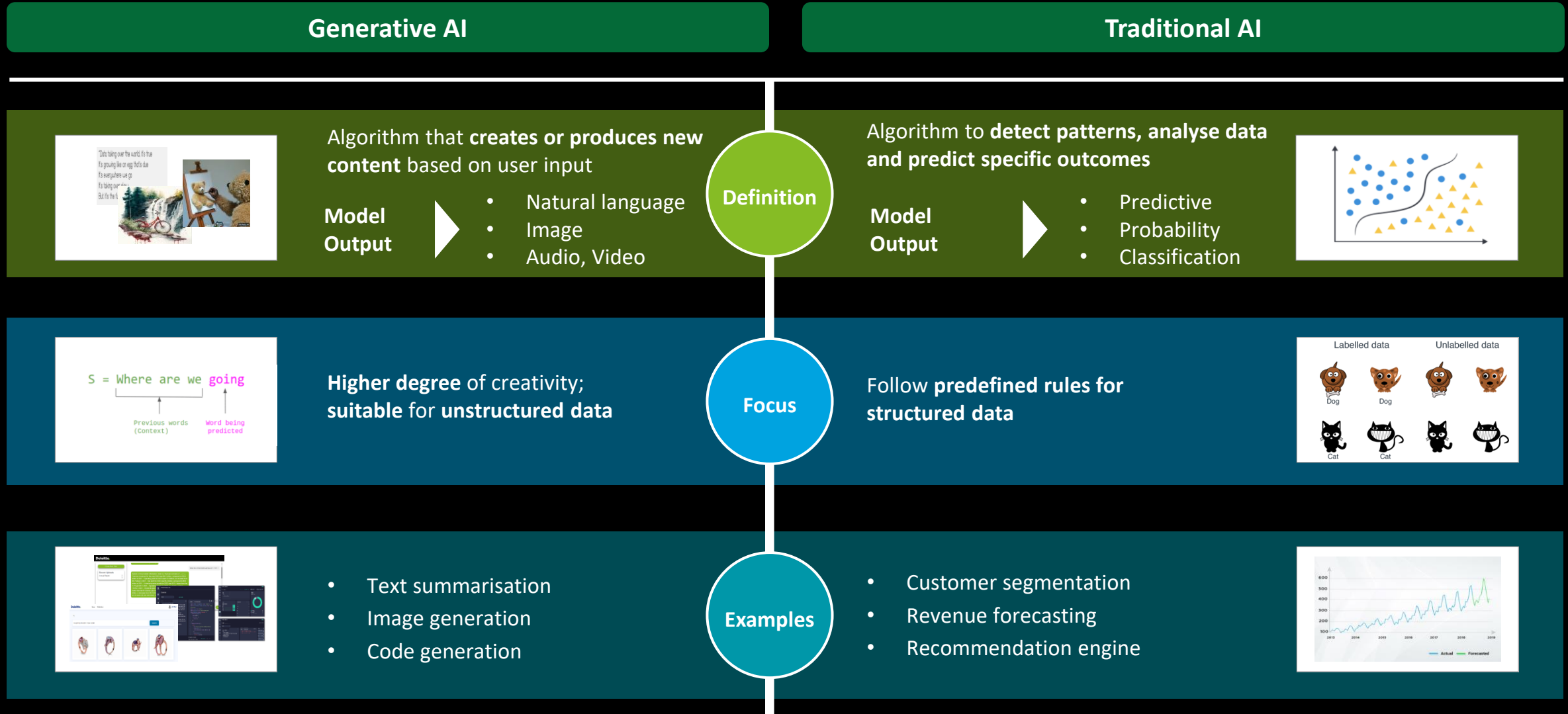
- Phone / Voice
- Multi-lingual
- Multiple tasks
- Empathy / Humour
- Ensures resolution
- Systems integration

## 3D

Prompt: A beautiful dress made from garbage bags, on a mannequin. Studio lighting, high quality, high resolution



# Generative AI vs. traditional AI – What's the difference?

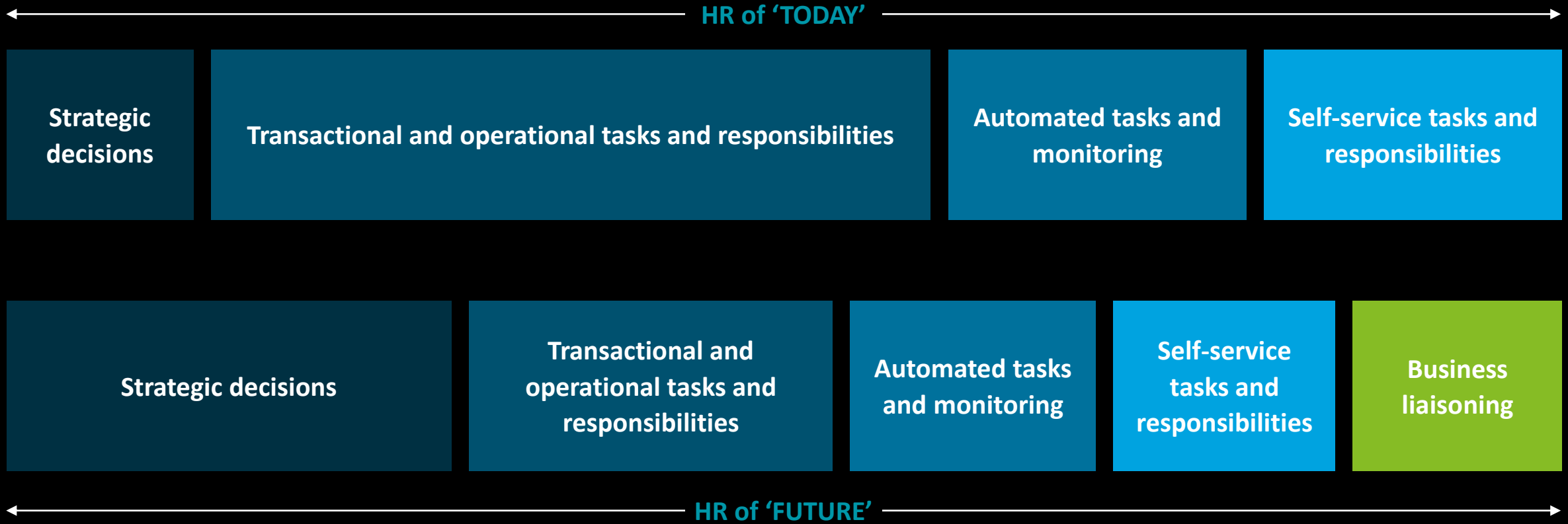


# Impact on HR and workforce



# The impact of Gen AI on HR

Gen AI will have a significantly impact on the ways of working for an organisation, bringing huge shifts in employee productivity and strategic value tasks.



# The impact of Gen AI on Talent - Enabling workforce productivity

Gen AI will make workers more productive and reallocate how time is typically spent at work.

## A day in the life empowered by AI

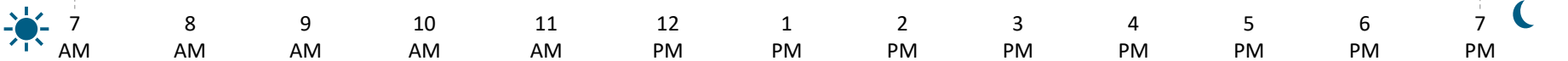
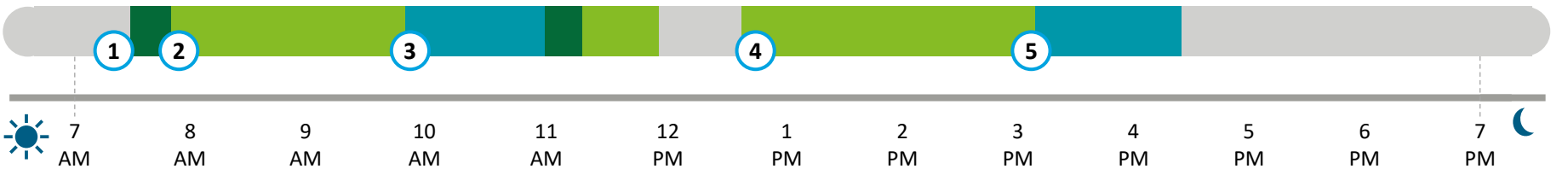


Ned the knowledge worker

### Current day in the life



### A day in the life w/Generative AI



## Generative AI impact Points



1 AI reviews inbox and generates **personalised task lists** based on priority. AI composes follow-up emails and sends meeting invites.



2 AI drafts **agenda and talking points** for meetings. AI takes notes and provides a summary highlighting action items.



3 To prepare for a meeting, AI compares data from 4 pricing spreadsheets. AI **analyses data and provides chart suggestions**.



4 AI creates a **presentation** for leadership meeting based on key notes from earlier meeting and embeds dashboard. AI generates a summary of questions asked by leaders and **generates recommended action items based** on concerns.



5 AI creates a **data visualisation dashboard** and reference spreadsheet from earlier in the day.

# Gen AI impact on financial services roles

The financial services industry will witness a significant impact of Gen AI implementation in the future.

Total tasks

1000+



Total roles analysed

50+



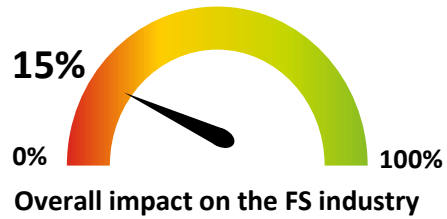
Total Gen AI impact areas

150+



Data points analysed\*

150K+



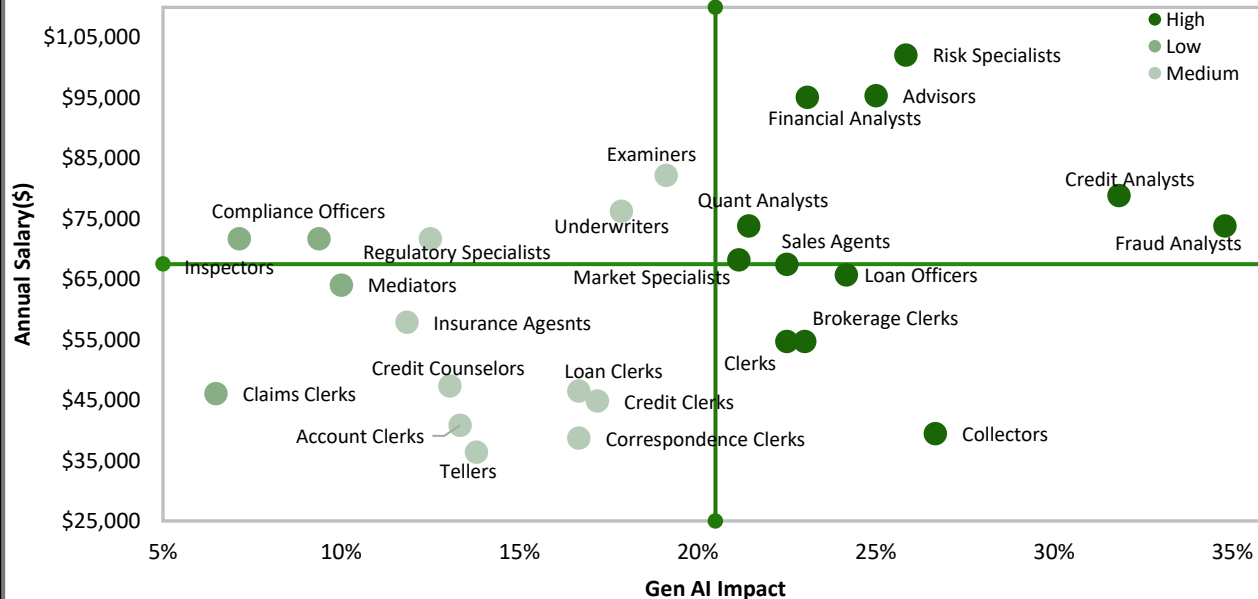
Core roles 17%



Non-core roles 12%



Gen AI impact vs annual salary



## Most impacted roles

	Fraud analysts	35%
	Credit analysts	32%
	Collectors	27%
	Risk specialists	26%
	Advisors	25%

## Least impacted roles

	Compliance officers	9%
	Inspectors	7%
	Claims clerks	6%
	Customs brokers	<2%
	Appraisers	<2%

# Sample role level deep dive

## Brokerage clerk



Facilitating transactions, maintaining records, and ensuring compliance in a brokerage firm

### Gen AI impact



23%

### Tasks affected



5/10

### Potential cost impact



US\$12744



### Task Level Impact

Task	Impact	Technology
Correspond with customers and confer with coworkers to answer inquiries, discuss market fluctuations, or resolve account problems.	●	AI-powered chatbots and voice assistance
Document security transactions, such as purchases, sales, conversions, redemptions, or payments, using computers, accounting ledgers, or certificate records.		
File, type, or operate standard office machines.		
Perform clerical tasks, such as answering phones or distributing mail.	●	AI-powered chatbots and voice assistance
Prepare forms, such as receipts, withdrawal orders, transmittal papers, or transfer confirmations, based on transaction requests from stockholders.		
Schedule and coordinate transfer and delivery of security certificates between companies, departments, and customers.		
Monitor daily stock prices and compute fluctuations to determine the need for additional collateral to secure loans.	●	LSTM Networks (RNN)
Verify ownership and transaction information and dividend distribution instructions to ensure conformance with governmental regulations, using stock records and reports.	●	ML, Natural Language Processing (NLP)
Compute total holdings, dividends, interest, transfer taxes, brokerage fees, or commissions and allocate appropriate payments to customers.		
Prepare reports summarizing daily transactions and earnings for individual customer accounts.	●	Natural Language Generation



### Key skills to unlock Gen AI potential

- ↗ Prompt engineering
- ↗ Data analysis & interpretation
- ↗ Awareness of GenAI applications
- ↗ Digital literacy



### Additional core skills

- ↘ Order processing
- ↘ Customer service
- ↘ Record keeping
- ↘ Basic market research

# Deloitte's Technology, Trust and Ethics (TTE) framework to Build, Deploy and Commercialise Generative AI applications

## Safe & Secure

The technology is protected from risks that may cause individual and / or collective physical, emotional, environmental, and/or digital harm.

## Robust & Reliable

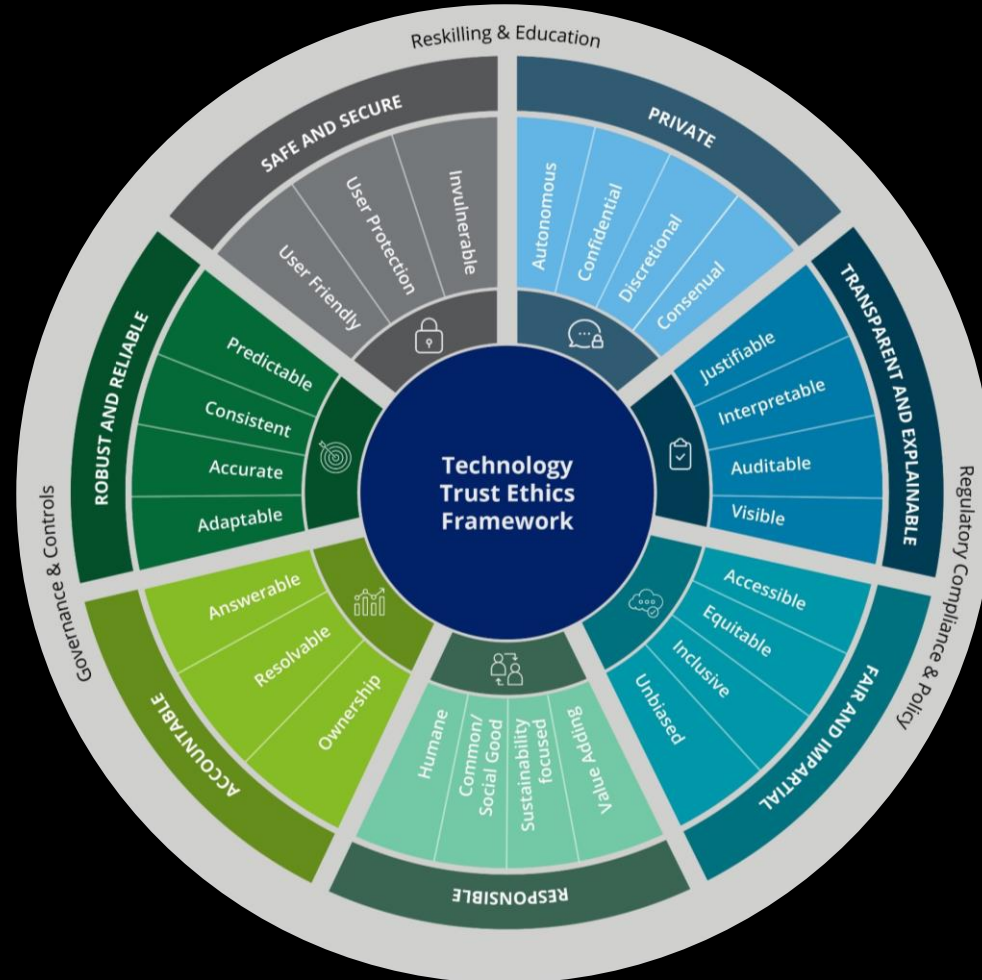
The technology produces consistent and accurate outputs, withstands errors, and recovers quickly from unforeseen disruptions and misuse.

## Accountable

Policies are in place to determine who is responsible for the decisions made or derived with the use of technology.

## Responsible

The technology is created and operated in a socially responsible manner.



## Private

User privacy is respected, and data is not used or stored beyond its intended and stated use and duration; users are able to opt-in / out of sharing their data.

## Transparent & Explainable

Users understand how technology is being leveraged, particularly in making decisions; these decisions are easy to understand, auditable, and open to inspection.

## Fair & Impartial

The technology is designed and operated inclusively in an aim for equitable application, access, and outcomes.

# Problems solved through Generative AI

## Generative AI use-cases bucketed into four pillars

Capabilities



### Text Search and Summarization

Search & generate text summaries



### Content Generation

Create new content - text, image, audio etc.



### Software Development

Generate, translate, explain & debug code



### Business Solutioning

Gen AI based solutions & tools

Use-cases

- Quick summary of a large report
- FAQ from playbook
- Creating comparative summaries

- Custom image generation
- Social media campaigns
- Hyper personalized emails

- Write a code to build a forecasting model in python
- Code Migration from SQL to python
- Code debugging & documentation
- Synthetic data generation for testing

- Creating descriptive summaries from data mart
- Customer complaints resolution
- Anomaly detection

# Demo of Gen AI applications







## AI generated imagery

Create an image of the International HR & global mobility profession which helps global organisations in hiring and deploying talent across borders and repatriating them on end of assignment

# Value of Generative AI for Global Mobility

## Efficiency

Automation of manual, repetitive, or tedious tasks



## Creativity

Potential to unlock new levels of creativity by generating unique and diverse outputs that are not limited by previous biases



## Scale

Operations at a much larger scale than what humans alone are capable of



## Personalization

Customized outputs for each individual user by considering their preferences



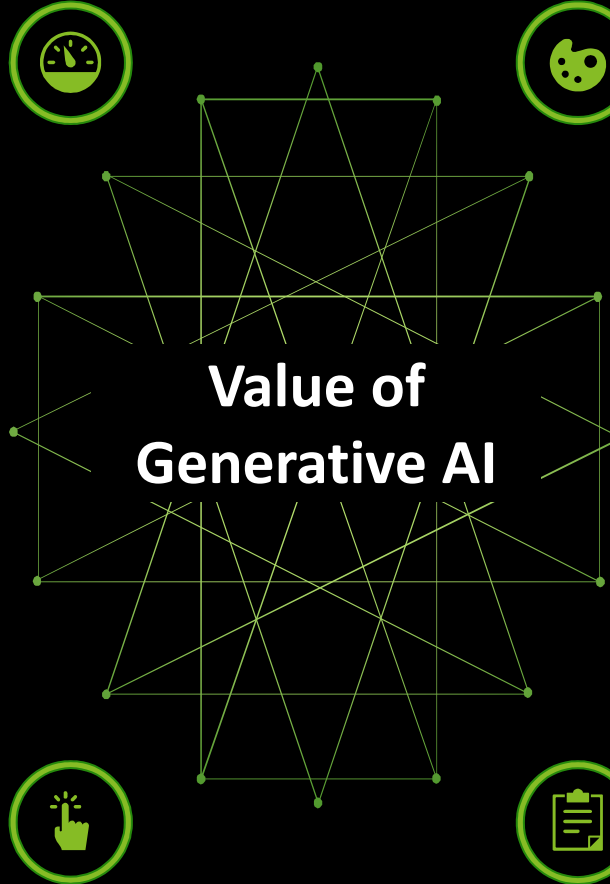
## Novelty and Innovation

New and innovative ideas and solutions that may not have been considered by humans alone



## Quality

Learning from larger amounts of data and identifying patterns that humans may not be able to



# Generative AI use cases for Global Mobility

Many organisations are looking for ways to use Generative AI in the workplace. The following represent three major categories of AI solutions that could have immediate impact and opportunity.

## Reduce your admin

Providing administrative support tools to aid your day-to-day tasks such as developing first draft documents and data analysis in Word, Excel, PowerPoint, etc. Opportunities to increase efficiencies.



## Elevate your role

Leveraging data to have a 'seat at the table' and engage in conversations around new market entry, alignment to corporate strategy, ROI on assignments, etc.



## Transform the experience

Using Large Language Models (LLMs) to accelerate the deployment and maintenance of mobility chatbots and digital assistants to provide frontline support to employees, recruiters, and business stakeholders.



# Generative AI applications across the talent lifecycle

Generative AI has the potential to significantly streamline talent acquisition and management



## Examples of use cases....

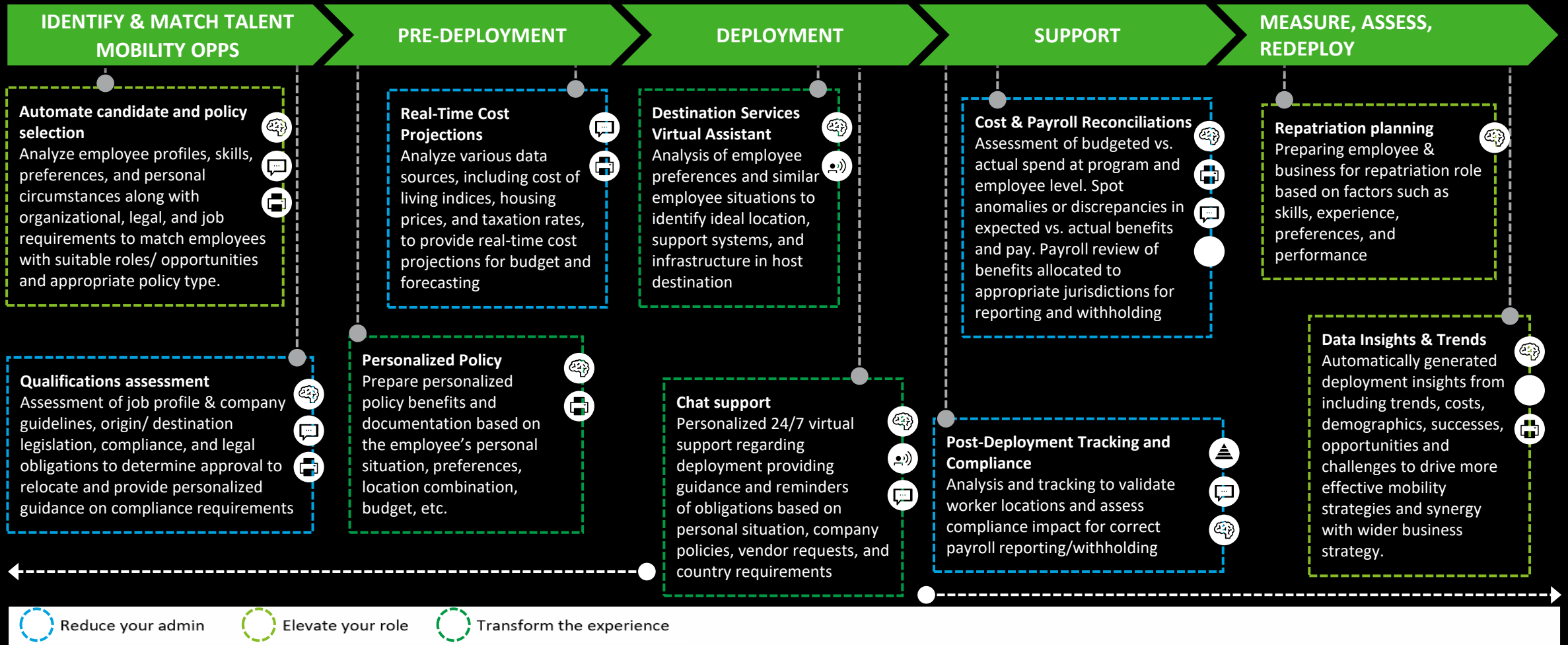
### Personalised Onboarding

#### New Employee Support Platform

- Sarah, a new hire in a multinational company, encountered challenges understanding company policies and protocols during her onboarding
- To assist new employees like Sarah, the HR department implemented a ChatGPT-based support platform
- The AI-powered system provided personalized onboarding guidance, answering Sarah's questions promptly and offering tailored resources to aid in her orientation process
- This not only reduced the time taken for onboarding but also increased the new hires' satisfaction and productivity

# Generative AI enables the Global Mobility Lifecycle

Generative AI has the potential to significantly impact all phases of a global workforce – whether it’s a traditional assignment, hybrid/remote worker, or an internal candidate seeking a new role in the organization, there a multitude of opportunities to consider.



## Examples of use cases....

### Global Mobility Support

#### International Relocation Assistance

- An employee, Alex, was relocating internationally for a new assignment but faced difficulties with the relocation process
- The HR department employed ChatGPT to assist employees like Alex
- The AI offered comprehensive guidance on visa requirements, local housing options, and cultural insights specific to the new location
- This support system eased the transition for employees relocating, resulting in smoother relocations and increased satisfaction among international assignees

## Organisational challenges

Organizations **aggregate large data** sets, many of which are underutilized because they span multiple systems or are difficult to analyze. By **centralizing data and enhancing data quality / reliability**, it is possible to gain insights that drive **policy development, enhance compliance, promote DEI outcomes, and measure ROI.**

## WORKFORCE TRENDS



**83%** of organizations believe that leveraging worker data to create **benefits for both the organization and its workers** is important or very important to their organizations' success<sup>1</sup>



Only **19%** of organization believe they are **very ready to leverage** their worker data<sup>1</sup>



**86%** of business leaders say **measuring DEI outcomes** is important or very important to their organizations' success<sup>2</sup>

(1) [2023 Global human capital trends | Deloitte Insights](#)

(2) [2022 Deloitte Workforce Solutions DEI Survey](#)



# Have you heard this Global Mobility song?!

Global workforce, HR's role  
In international control  
New hires, onboarding, swiftly  
Diversity, it's key  
Language barriers, we transcend  
Cultural gaps, we mend  
Visa issues, relocation  
We're the HR sensation

(Chorus)

We're the driving force, global mobility  
Connecting worlds, promoting unity  
From Tokyo to Rome, we pave the way  
In HR and mobility, every single day

Employee needs, we understand  
Learning modules, we've planned  
Adaptive skills, we teach and grow  
Inclusivity, let it show

AI's aid, it's a tool  
Facilitating, making us cool  
Employee relations, engagement high  
Global HR, we reach the sky

(Chorus)

We're the driving force, global mobility  
Connecting worlds, promoting unity  
From Tokyo to Rome, we pave the way  
In HR and mobility, every single day

(Bridge)

Fostering change, in every nation  
Global HR, our dedication  
Cross-cultural, we thrive  
In this world, we will survive

(Chorus)

We're the driving force, global mobility  
Connecting worlds, promoting unity  
From Tokyo to Rome, we pave the way  
In HR and mobility, every single day



Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) for a more detailed description of DTTL and its member firms.

This material is prepared by Deloitte Touche Tohmatsu India LLP (DTTILLP). This material (including any information contained in it) is intended to provide general information on a particular subject(s) and is not an exhaustive treatment of such subject(s) or a substitute to obtaining professional services or advice. This material may contain information sourced from publicly available information or other third party sources. DTTILLP does not independently verify any such sources and is not responsible for any loss whatsoever caused due to reliance placed on information sourced from such sources. None of DTTILLP, Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the “Deloitte Network”) is, by means of this material, rendering any kind of investment, legal or other professional advice or services. You should seek specific advice of the relevant professional(s) for these kind of services. This material or information is not intended to be relied upon as the sole basis for any decision which may affect you or your business. Before making any decision or taking any action that might affect your personal finances or business, you should consult a qualified professional adviser.

No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. By using this material or any information contained in it, the user accepts this entire notice and terms of use.

© 2023 Deloitte Touche Tohmatsu India LLP. Member of Deloitte Touche Tohmatsu Limited