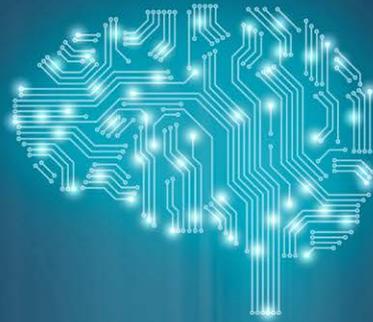
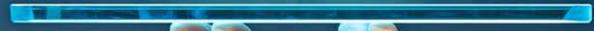




Talal Abu-Ghazaleh Artificial Intelligence Consulting



TAG AI CONSULT Newsletter



Capturing the Power of Artificial Intelligence
Issue 5 - May 2019



MESSAGE FROM THE CHAIRMAN

Artificial Intelligence (AI) has gained grounds in the advancement of technologies and development of smart autonomous applications and devices in industries.

With rapid market shifts towards AI, businesses still cannot keep in pace with accelerating trends and growing professional divide.

We have a mission to achieve, bringing advancement of AI technologies to businesses and building AI capacities to facilitate and enhance business prosperities to capture profit and keep in pace with AI evolution.

Only with consulting support and guidance, AI technologies, applications, and standards for excellence can be re-enforced in the promotion of dynamic and flexible smart and autonomous business environments.



Chinese Ambassador and Abu-Ghazaleh witness agreement on Artificial Intelligence between Chinese Robotics firm and TAG.GLOBAL



IBM Watson speeds up insurance claims by 70 percent



AI in the workplace: a blessing, not a curse



Chinese Ambassador and Abu-Ghazaleh witness agreement on Artificial Intelligence between Chinese Robotics firm and TAG.GLOBAL

AMMAN - Talal Abu-Ghazaleh Artificial Intelligence (TAGAI) signed a strategic agreement with leading Chinese robotics firm UBTECH in order to bring their Artificial Intelligence and robotic technology and education to the region.

The signing ceremony was attended by HE Dr. Talal Abu-Ghazaleh and the Chinese Ambassador to Jordan H.E. Mr. Pan Weifang.



UBTECH was represented at the event by their Director of Middle East and North Africa Region Mr. Terry Yongzhou who expressed confidence in the ability of TAGAI to leverage TAG Global's outreach to deliver UBTECH's cutting edge robotics courses in order to build capacity in this important technology discipline.

The Chinese Ambassador to Jordan expressed his support of the agreement and applauded Dr. Talal Abu-Ghazaleh's ongoing commitment to building Jordan-Chinese relations.

This agreement serves as a continuation of Dr. Talal's commitment to bring the best in technology education to the public and builds on the establishment of Talal Abu Ghazaleh University College for Innovation; a unique educational institution teaching the latest technology subjects including Artificial Intelligence (AI) and Robotics; as well as the establishment of Talal Abu-Ghazaleh Artificial Intelligence (TAGAI Consult) Consult;

a provider of AI consultancy and development services.

Dr. Talal Abu-Ghazaleh pledged his full support and commitment to the partnership and praised China as a leading force within the global technological revolution and voiced his support to foster greater cooperation between China and the Arab world, and highly commended his friendship and ties with the Chinese government and its people.

It is noteworthy to mention that TAG Global's relationship with China expands well over a decade with the establishment of multiple TAG Global offices in China, the establishment TAG-Chinese Visa Centre and the TAG-Confucius Centre in Jordan and the most recent TAG Global initiative under TAGITOP which brings the latest in Chinese laptop technology to the market.

China awarded Abu-Ghazaleh for promoting China-Arab relations.

IBM Watson speeds up insurance claims

by **70%**



Turkey's oldest insurance firm is using IBM Watson's AI-powered visual recognition to speed up automotive claims by 70 percent.

Anadolu Insurance is using IBM technology for assessing its auto claims - specifically, the IBM Watson Visual Recognition service.

On average, Anadolu reviews around 1200 vehicle damage files each day. Manually checking each file was a slow and tedious process, but - with 63 percent contradicting the amount of described damage - it's a vital operation.

Mehmet Abacı, Deputy Chief Executive Officer of Anadolu Insurance, said:

"Insurance is one of the primary industries that are affected by technological developments the most.

As the largest and long-established company of Turkey, we are also a leader in the use of technology.

We want to reduce the analysis and repair processes to a few hours by using artificial intelligence in analysis of minor damages in our customers' vehicles. Before that, we also performed such work and managed to pay our customers for minor housing damages such as glass breakage within five seconds. Now we have also started to use artificial intelligence technology in auto insurance more efficiently.

IBM Watson is helping Anadolu's customers take optimal photos of their damaged vehicle. Affected parts are identified along with the scope of the damage for the AI to determine whether the parts need repair, replacement, or further expert consultation.

Volkan Sözmen, IBM Turkey Country General Manager, comments:

"We are proud that our long-standing collaboration with Anadolu Insurance has acquired a new

dimension with this project. IBM Watson's visual recognition capabilities will greatly contribute to making Anadolu Insurance's processes more efficient and hassle-free for its customers.

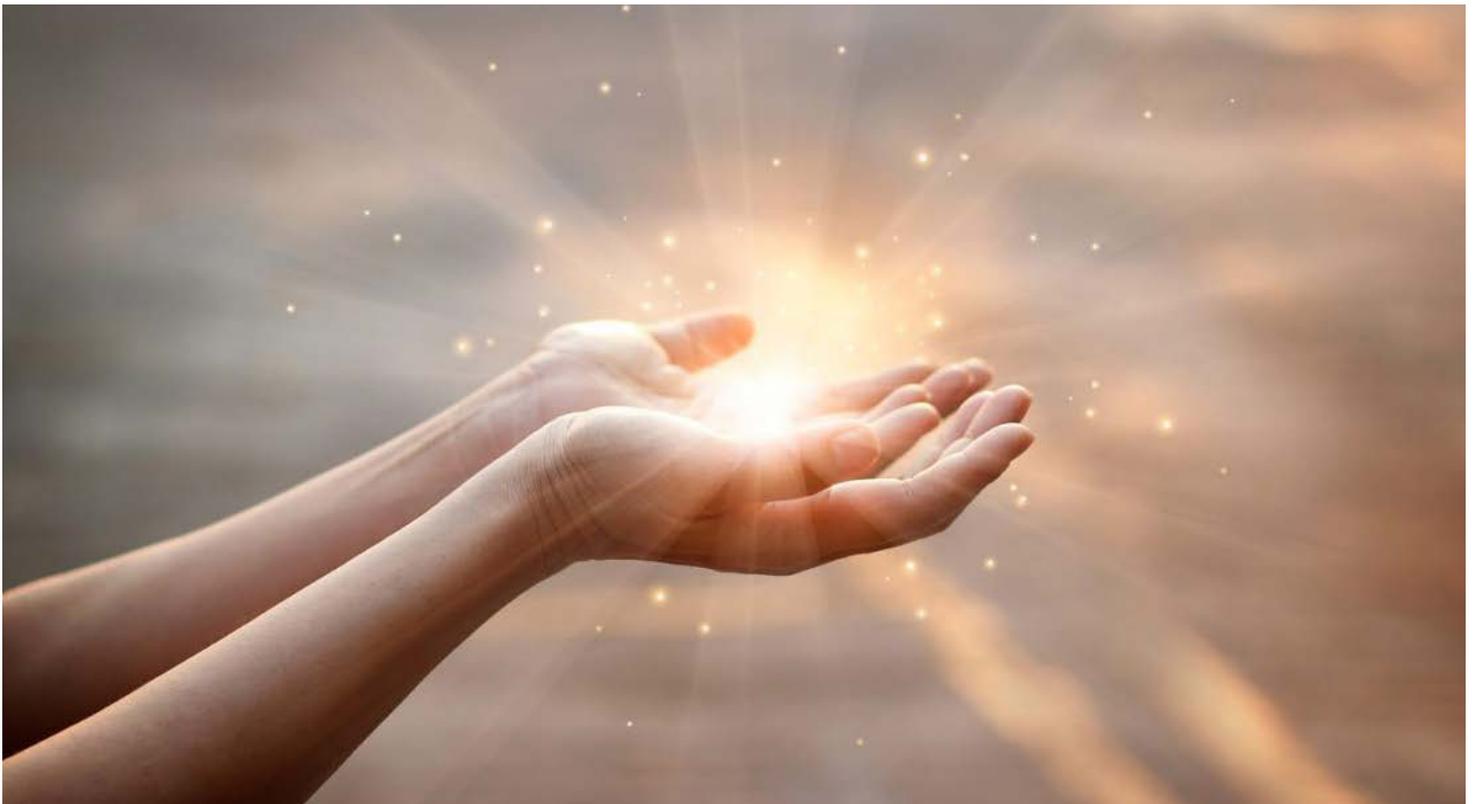
We believe that this project will not only help the insurance industry gain new momentum, but also change the course of the digital transformation journey.”

Experts from Anadolu Insurance are working alongside IBM's data scientists to train Watson with the language associated with damages and auto parts; such as buffer, door and mud-guards.

The insurance claims solution is expected to launch for contracted auto repair shops in the second half of this year.

Source: <https://www.artificialintelligence-news.com/2019/05/30/ibm-watson-insurance-claims-faster/>

AI in the workplace: a blessing, not a curse



Artificial intelligence is beginning to permeate many aspects of our daily lives - it's embedded into apps on our smartphones, leading the charge in entertainment, it's helped to modernise industries such as manufacturing and the supply chain, and

it's promising to make a big difference in the world of medicine.

At its core, AI has a huge amount of potential to improve the way people work: think automating

cumbersome processes, or helping employees be more efficient by balancing workloads and suggesting best-fit schedules. In effect, if it is leveraged in the right way, it can be instrumental in improving both an organisation's bottom line and engagement of its workers.

Though there is some scepticism around AI in the workplace, I think it's all in how you view it – can humans and machines coexist? Let's take a look.

AI on the rise

AI has come a long way since its early days, when it was relegated largely to academic circles or the realm of science fiction. It's now very much at the forefront, being used to make shift and holiday scheduling much less of a headache for employees, as a tool to transform marketing and customer service by analysing initial requests to match with the best human employee to carry out the task, and even as a pioneering technology in the world of data analytics to dive deep into data lakes much too cumbersome for a human, and bringing patterns and insights to the forefront.

These roles that AI is assuming alongside employees is being met with mixed reviews. According to a survey carried out by the Workforce Institute at Kronos, 92 percent of U.K. employees recognise that AI can make their lives easier by helping them improve the way they work. Alongside this, 68 percent said that they would be in favour of embracing AI if it helped them to better balance their workloads or increase fairness in subjective decisions.

So far, so good. But employees have concerns too.

Progress to be made

Digging a little deeper, 62 percent of respondents say that their employer has not yet shared details of plans to introduce AI with them. This lack of transparency can understandably lead to some workers fearing that their jobs are set to be replaced by so-called 'better alternatives'.

Source: <https://www.artificialintelligence-news.com/2019/05/09/ai-workplace-blessing-curse/>

However, there's no need for this to be the case. There is a clear opportunity for leaders to be more transparent and communicative with their employees about the applications of AI and, specifically, how it can be hugely influential in making their lives easier and freeing up their time to focus on creativity and innovation. This point is again highlighted by the research: 63 percent of respondents said that they would be more comfortable with the introduction of AI if their employer were more open about how it will affect their roles.

A HR challenge, not just a technology one

Employees generally recognise that there's potential in AI, but tackling any remaining suspicions is about focusing on the HR aspect of AI implementation, as well as the technological permutations. An organisation is only as strong as its people, so their well-being should be a close consideration whenever any change to the business is introduced.

This means that managers and leadership teams need to be as transparent as possible about how the technology will work, how they will work with the technology, and place special emphasis on its virtues and underlining how each person's role will or will not change.

People innovate, technology facilitates

In any industry, it will always be people who contribute the innovative thought that will drive an organisation forward – with technology then being a tool through which this innovation will be facilitated. AI is no different in this respect: it will play a pivotal role in the workplace of the future, but its potential can only be maximised when it is used in tandem with the creative flair that human staff provide.

If managers and business leaders can communicate this message to their employees effectively, AI will be welcomed with open arms and its promise will be fulfilled.

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