The Impact of Artificial Intelligence on EIT

AI Usage in Corporate Environment

- CRM and AI driven insights to push sales, customer engagement, supply chain optimization (Amazon - Salesforce)

- AI for better risk assessments, fraud detection and customer service (Ping Insurance Group, China)

- Telecommunication & Chatbots

- Optimizing network Management with AI algorithms can predict network issues and improve service quality (Safaricom, Africa)

AI's effects in our working environment

Job Automation and Transformation

- McKinsey Global Institute (2017): 45% of work activities could be automated using current technology
- World Economic Forum (2020): AI could displace 85 million jobs by 2025, but create 97 million new roles

Skill Shifts and Training Needs

- McKinsey Global Institute (2017): By 2030, up to 375 million workers may need to switch occupational categories
- World Economic Forum (2020): 54% of employees will require significant reskilling and upskilling

Productivity and Economic Growth

- Accenture (2016): AI can increase labour productivity by up to 40%
- PwC (2017): Global GDP could rise by 14% by 2030 due to AI

Work-Life Balance and Remote Work

- Salesforce (2019): 61% of employees believe AI will improve their productivity and work-life balance

Recruitment

- Companies use AI to improve recruitment processes

AI vs other EIT Trends

Artificial Intelligence (AI)

- **Technological Innovation:**
  - AI market expected to reach $733.7 billion by 2027

- **Business Impacts:**
  - Automation, predictive analytics, enhanced decision-making
  - AI can increase business productivity by up to 40%

- **Societal Implications:**
  - Ethical concerns: job displacement, privacy, biases
  - 85 million jobs displaced, but 97 million new roles by 2025

Conclusion: AI's transformative potential across industries makes it the most important trend

- **Cloud Computing:**
  - Store/access data via internet
  - + Cost savings, scalability
  - - Data security, privacy

- **Internet of Things (IoT):**
  - Interconnected devices for data exchange
  - + Operational efficiency, predictive maintenance
  - - Security vulnerabilities

- **Blockchain:**
  - Decentralized ledger technology
  - + Transparency, security
  - - Regulatory challenges

- **Big Data:**
  - Processing vast volumes of data
  - + Improved decision-making, insights
  - - Data privacy, misuse

Discussion question

What do you think about AI?

Can you feel AI is affecting you in your working life?

Does your Company use AI ?