

Enterprise AI/LLM-Powered Software Development.

Ho Chi Minh City – 14 March 2025

Phi Van Tran

Chief Technology Officer
Hitachi Digital Services

- Phi has over 10 years of experience in software solutions and services for global clients.
- Leader AI Center of Excellence, a team of around 100 Data and AI Experts.
- Solution Architect for multi-million projects in the UK Rail industry, Japan Energy, BFSI.
- Certified professional Software Architect from Google, Azure, AWS.
- Mentoring for innovation in the tech community.
- Alumnus of University of Science – VNUHCM.



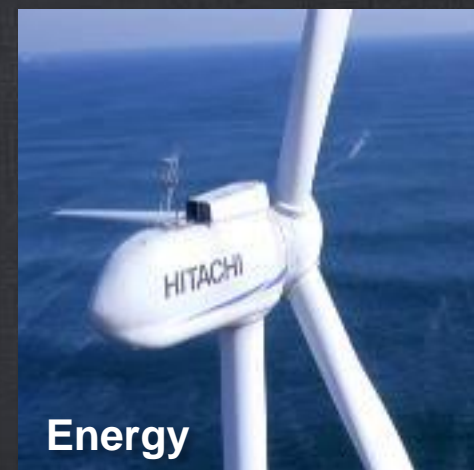
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IT



Mobility



Energy



Industry



Smart Life

HITACHI

Inspire the Next

SOCIAL INNOVATION
**IT'S OUR
FUTURE**

900+
Companies

320,000+
people

\$57B
consolidated
revenue

\$2.4B
R&D and
co-creation

\$3.7B
3-year investment
in AI and digital

Guiding industry, and society at the intersection of IT-OT

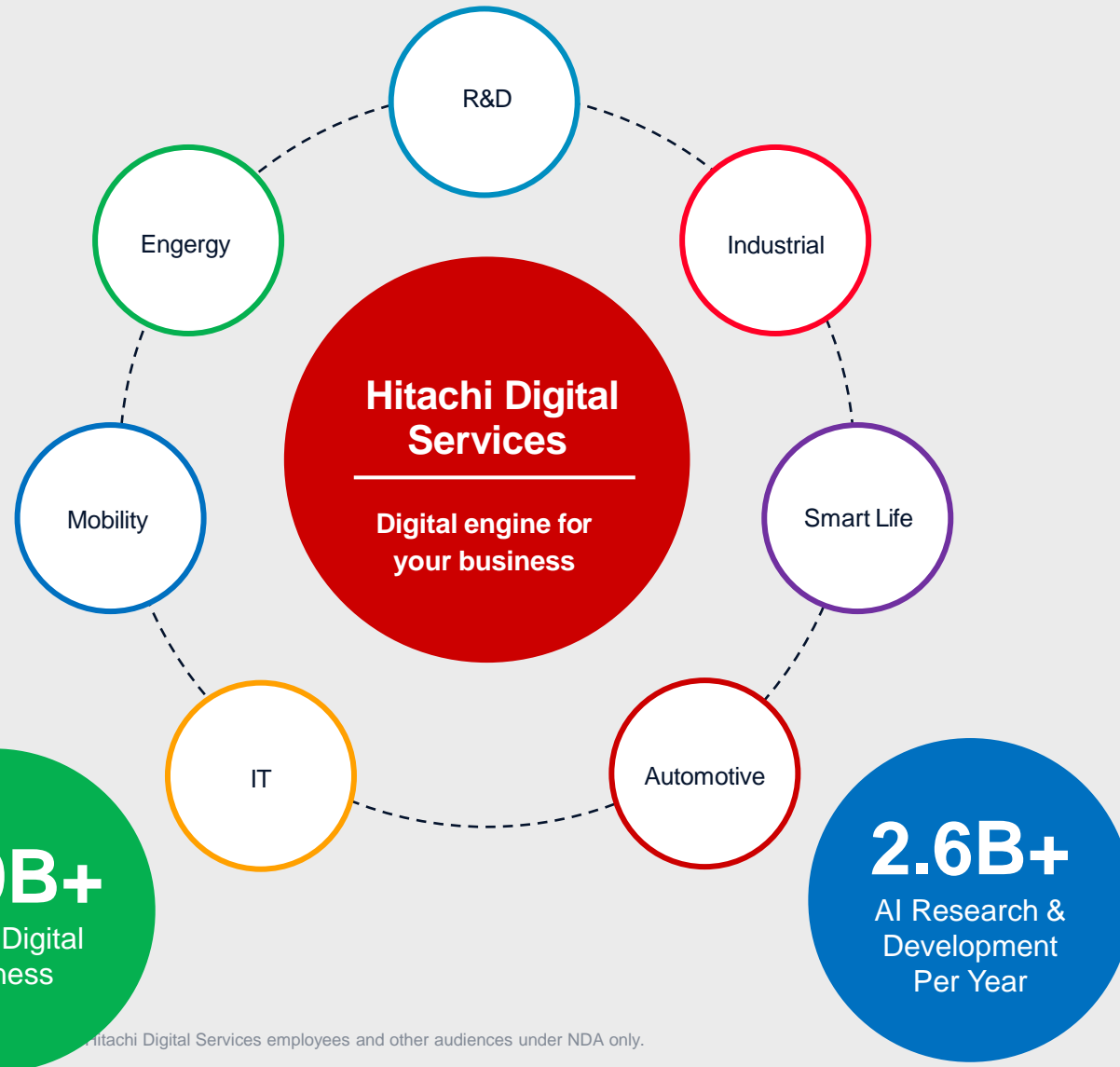
HITACHI
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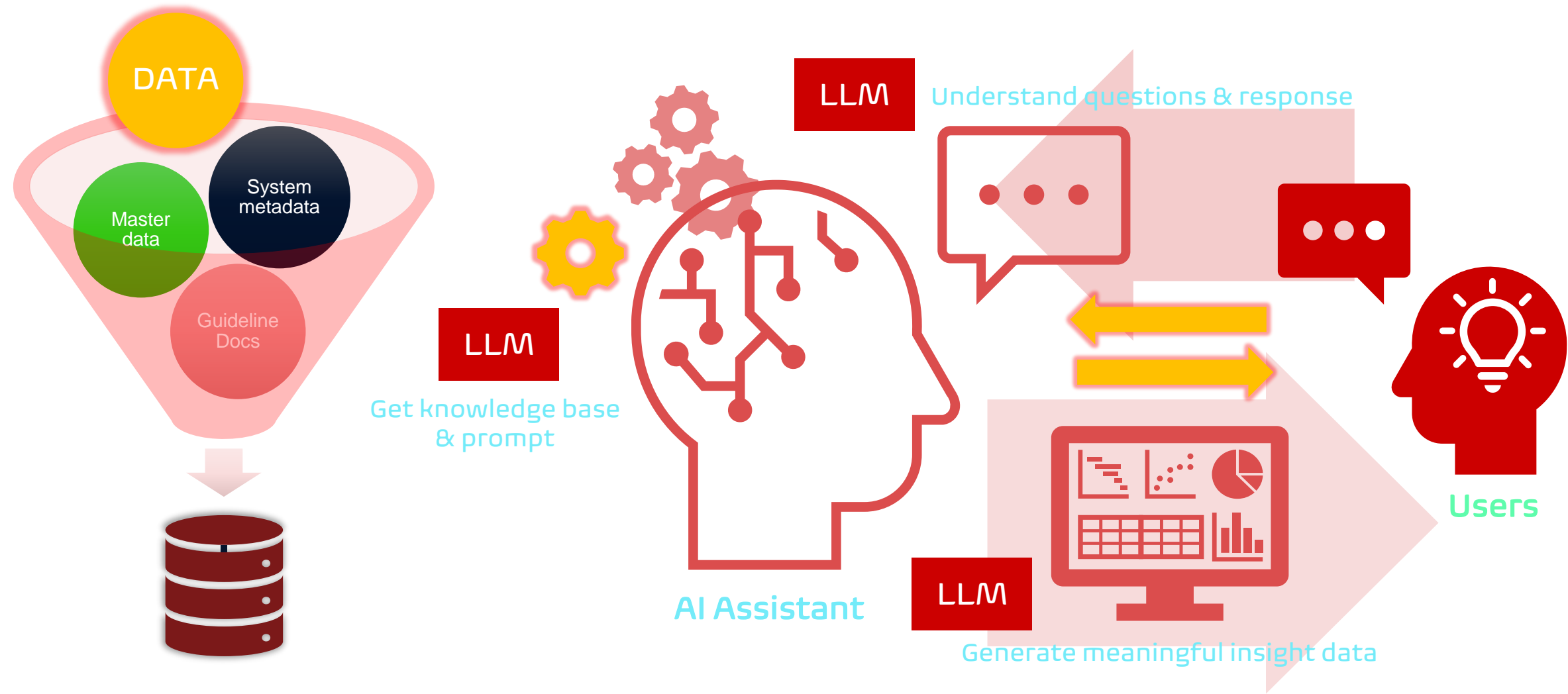
Vietnam - the second largest center of HitachiDS

1100+ Staff | 1000+ Projects

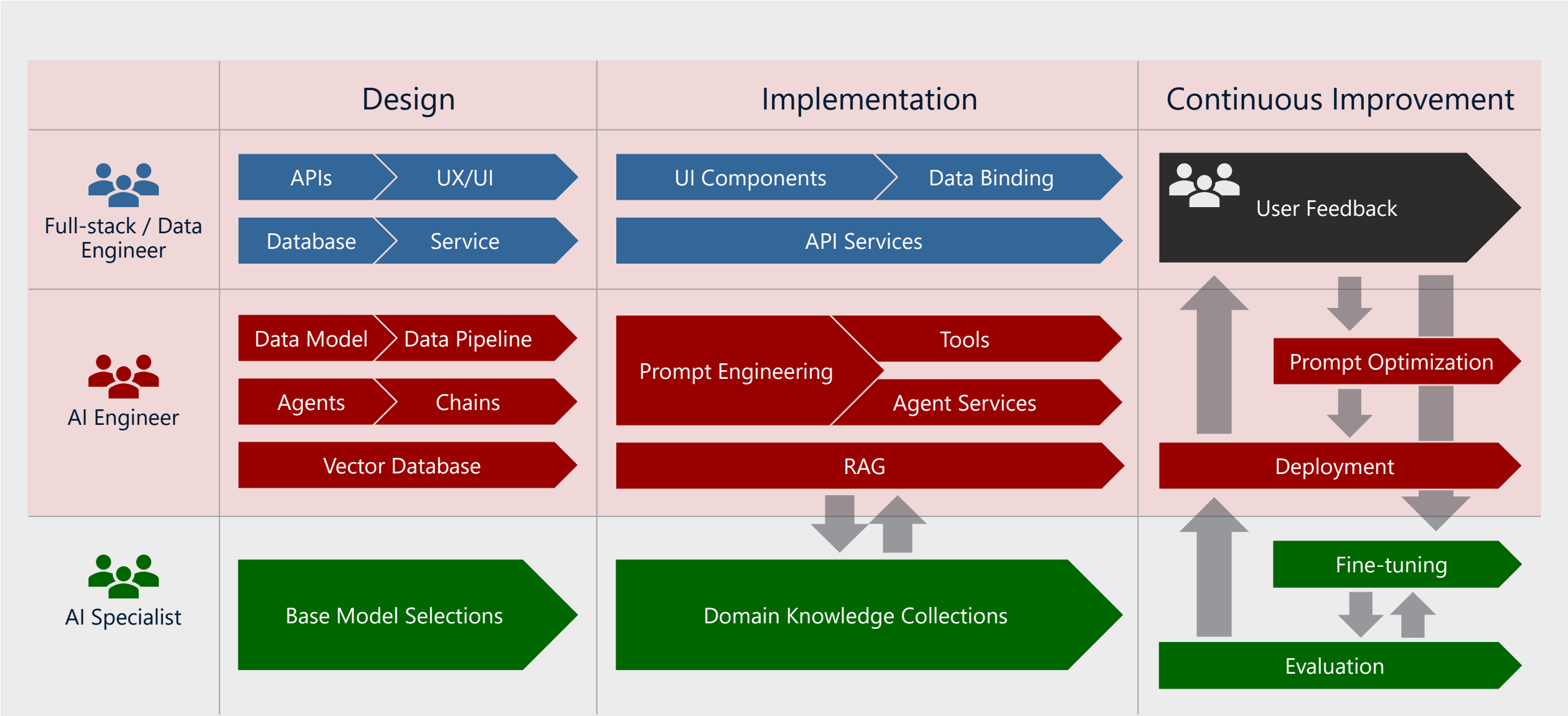
3 Offices: Ho Chi Minh, Da Nang & Ha Noi



2. AI/LLM Assistant for Customer

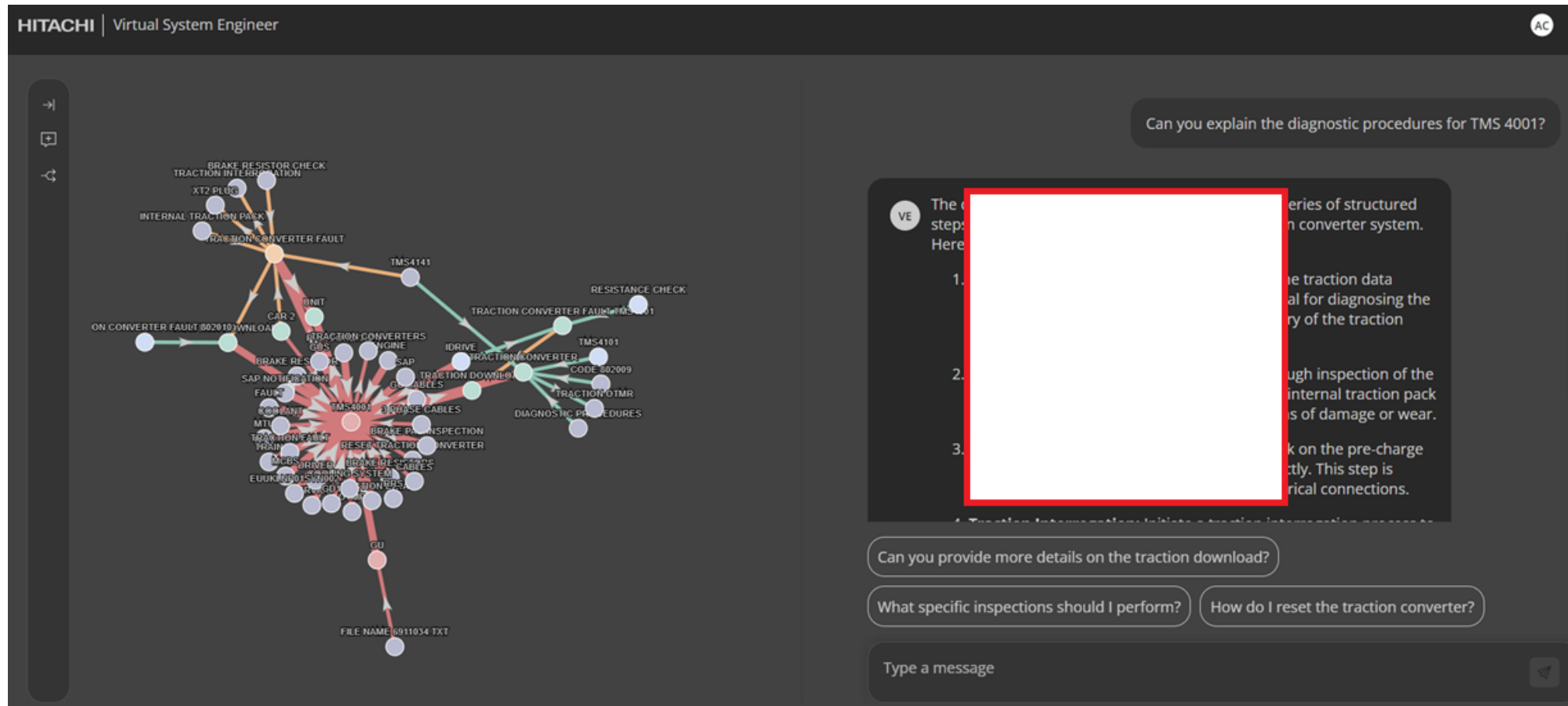


3. AI/LLM Software Development Process



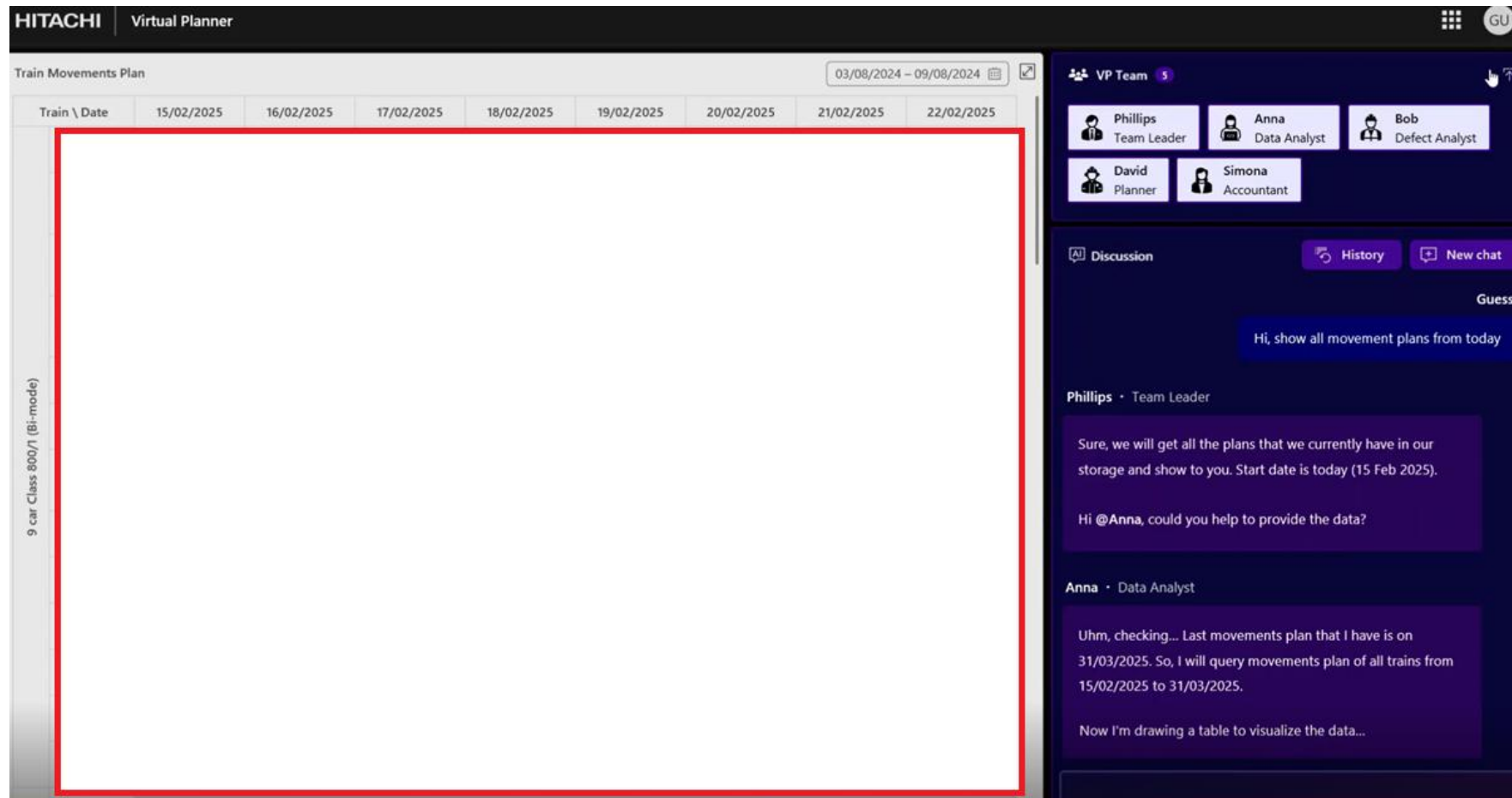
4. Real-world enterprise use cases (1)

- Project : Virtual System Engineer
 - Virtual System Engineer uses GenAI to guide technicians in resolving defects from Train by analyzing historical SAP tickets and defect handling guidelines. It generates step-by-step troubleshooting instructions based on past actions and guidelines.



4. Real-world enterprise use cases (2)

- Project : Virtual Planner
 - Virtual Planner automates the synchronization of train movement plans, gathers train schedule and restriction data from a variety of sources, including seamless third-party system integrations, to minimize manual input.

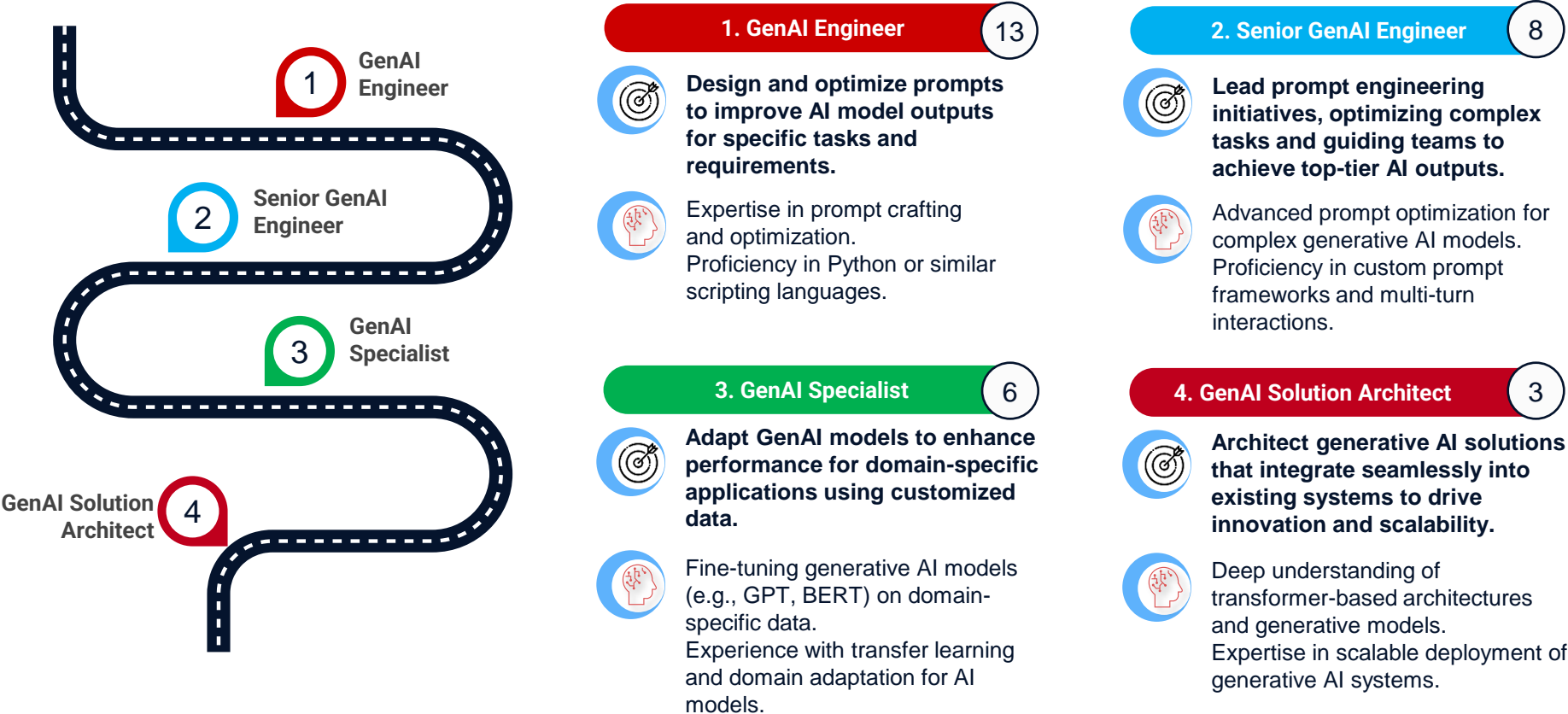


4. Real-world enterprise use cases (3)

- Project : JP Station Finder
 - Extract data from sample Station Chart Reports which contains the statistic information of passenger usage of 600 stations in Tokyo. Then leverage that knowledge to build a RAG system to provide accurate, context-aware answer to users.



5. AI/LLM Roadmap

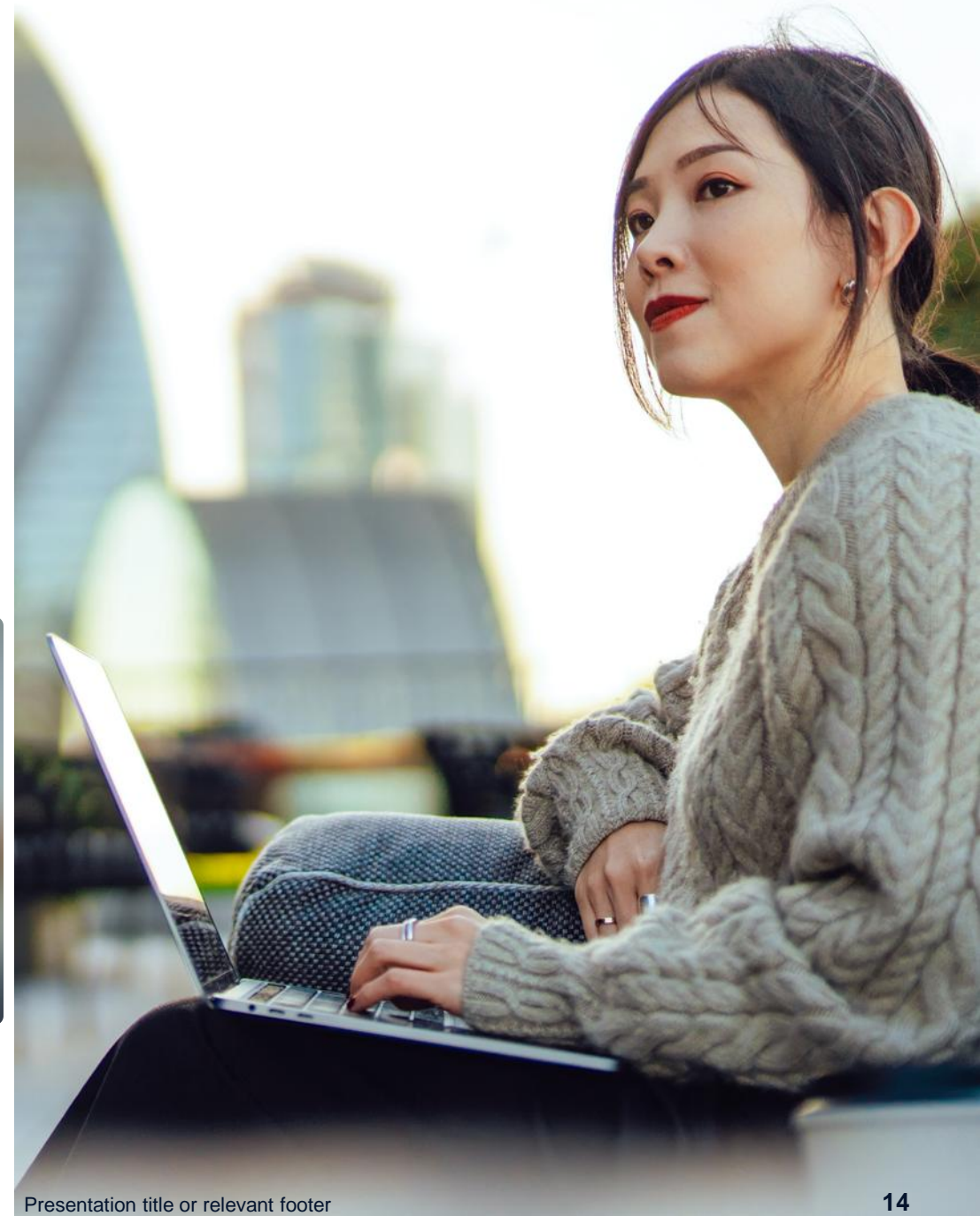


Q&A

Q.1: What are the strengths of humans compared to AI?



Q.2: What are the challenges/issues of using LLM (ChatGPT as an example)?



Q.3: What are the ways of using LLM to enhance your language skill?



WARM UP GAME



Q.1

R//I/C//L//A//T//I//I//F//A



ARTIFICIAL



Q.2

L/R/A/M/O/G/I/T/H



ALGORITHM



Thank you

