

## DRAFT – SUBJECT TO CHANGE

### AI tools required for EI

Additional tools maybe required as we further solution and expand our scope. **There are additional open sources tools that may be required in addition to the list below.**

Tools	Intended Use	Timeline of use	Future Potential Use
Azure Open AI	Provides access to pre-built AI models that can be further configured for bespoke AI use cases	Immediate – Use in the Azure sandbox for Delivery Optimization	High likelihood to be used in PROD environment for future Transformative concepts for CX/UX (Potential for R4/5 – pending decision of which AI use cases will go Azure vs AWS)
Azure AI Search	Intelligent search capability based on AI that enables the applications to retrieve and rank relevant content from enterprise data		
Azure Machine Learning	Manage a variety of custom configured AI models so that they can be modularly used in different AI use cases		
Azure AI Document Intelligence	Using OCR AI capability to extract unstructured documents like PDFs into structured tabular data		
Azure Data Factory	Orchestrates and transforms data within the AI application		
Azure Cosmos DB	Provides more context to the AI by holding onto past chats held with the AI (specific to the user session)		
Azure Data Lake Storage Gen2	Scalable storage layer of data that is to be referred to infrequently / in batch processing		
Amazon SageMaker	Provides the ability to create new bespoke AI models	Short-term (For R4/5) – Use in the AWS for Transformative Concepts	High likelihood to be used in PROD environment for R4/5 (Pending decision of which AI use cases will go Azure vs AWS)
Amazon Textract	Using OCR AI capability to extract unstructured documents like PDFs into structured tabular data		
Amazon Kendra	Intelligent search capability based on AI that enables the applications to retrieve and rank relevant content from enterprise data		
Amazon OpenSearch	Keyword-based full-text search capability		
Amazon Bedrock	Provides access to pre-built AI models that can be further configured for bespoke AI use cases		
Amazon Neptune	Provides the ability to map out entity relationships through a Graph database		
Amazon Redshift	Provides the ability to store large amounts of data for analytical purposes		
Amazon S3	Scalable storage layer of data that is to be referred to infrequently / in batch processing		
Amazon Glue	Orchestrates and transforms data within the AI application		
Amazon Transcribe	Convert audio into text through the use of pre-built AI models	Short-term (prep for R4) – Use in the AWS for Transformative Concepts (nice to have)	
Amazon Lex	Provides pre-built capabilities to quick standup a chatbot interface		
Amazon Comprehend	Pre-built AI capability that enables key phrase extraction, sentiment analysis, etc.		