

Tech Sharing

Resolving the AI/ML Build vs Buy Dilemma

By Seema Chokshi, AI-ML Singapore Community Lead
School of Information Systems, Singapore Management University

#MSTechCommunityAPACOnline



Who am I?

[PRACTITIONER]

- 9 Years
- American Express
- India USA Singapore

[ACADEMIC]

- 7 Years
- SMU
- Director of Analytics
- Faculty of IS

What are you solving with AI?

Key Considerations

Data

Time

Talent

Cost

Buy Considerations

Data Easy to obtain

Time Quick

Talent Non specialist

Cost \$ - \$\$

Related to HR, Finance, Administrative uses

Build Considerations

Data Specialised

Time Long haul

Talent Specialists

Cost \$\$\$..\$\$\$

Related to core business value

Customize Considerations

Data Generic + Specialised

Time Quick -Moderate

Talent Specialists to customize the ML tools

Cost \$\$ - \$\$\$

Related to core and non-core business value

Conclusions

- Manage **E**xpectations - Very easy to get blindsided; start small; deliver; grow
- Manage **T**alents – Avoid flavor of the day AI projects; keep the focus.
- Manage **C**hange – A very fast evolving field; keep abreast of the offerings