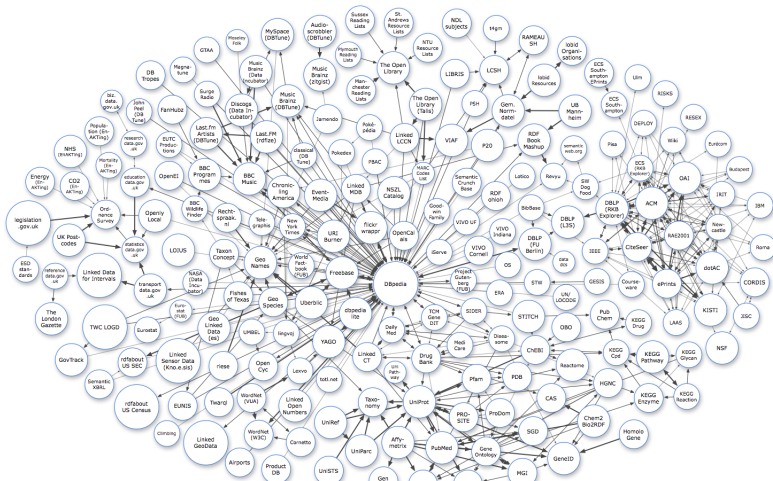


# No BI without Machine Learning

Francis Pieraut  
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<http://fraka6.blogspot.com/>

10 March 2011  
MTI-820 ETS

# Too Much Data



## Why a talk about machine learning and BI?

### Machine Learning 101

- Supervised Learning (classification)

- Unsupervised Learning (clustering)

- Training and Testing

- Important Concepts

### Let's dive into practical example

- Target Marketing

- Customer behavior

- Retention

- Risk Analysis

- Monitoring Root Cause Analysis - QMonitoring

- Monitoring Root Cause Analysis- QMiner

### Conclusion

### Questions?

# Why a talk about machine learning and BI?


- ▶ Machine Learning  $\Rightarrow$  Data-Mining  $\Rightarrow$  BI
- ▶ Prediction or Clustering  $\Rightarrow$  Patterns  $\Rightarrow$  Patterns (revenue \$\$  $\uparrow$ )

Speaker: Francis Pieraut, P.Eng. M.Sc.A.



- ▶ Master@LISA - Statistical Machine Learning - udm  
(layers: C++ Neural Networks lib)

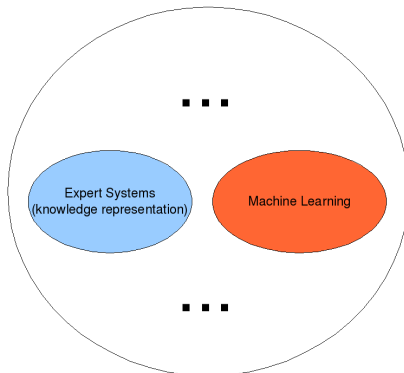


- ▶ Industry - 7 years in Machine Learning/AI startups  
(mlboost: Python Machine Learning Boost lib)
- ▶ Founder QMining 



# AI and Machine Learning - Data-mining

## Artificial Intelligence

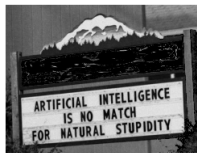


# Machine Learning and Data-Mining

- ▶ Machine Learning: learn from data
- ▶ Data-mining: extracting patterns from data
- ▶ Machine Learning use extracted patterns to do prediction

# Machine Learning

- ▶ Learning from data
- ▶ Classification vs Clustering
- ▶ Applications: Attrition, Rank Customer (approve loans and credit card), Fraud detection, Target-Marketing, Risk Analysis (insurance) etc.





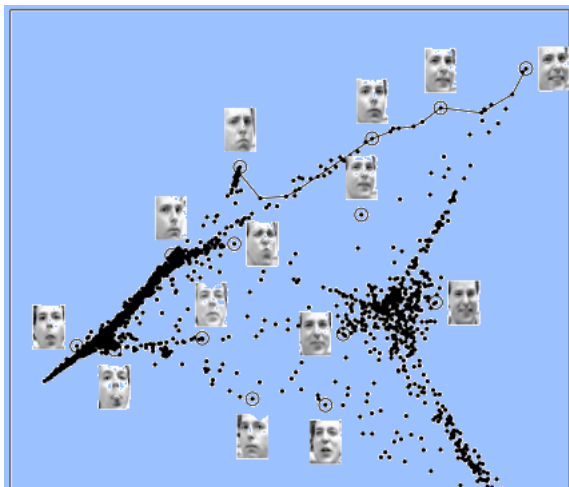
Outline  
Why a talk about machine learning and BI?  
**Machine Learning 101**  
Let's dive into practical example  
Conclusion  
Questions?

Supervised Learning (classification)  
Unsupervised Learning (clustering)  
Training and Testing  
Important Concepts

## Supervised Learning (need class tag for each example)



# Unsupervised Learning - dimension reduction/clustering

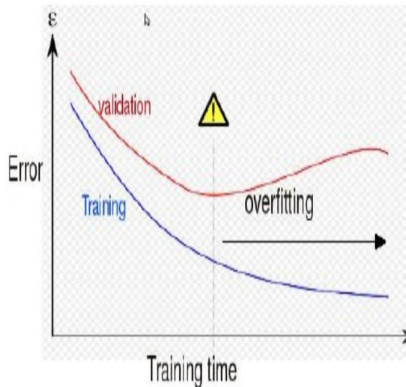


# Learning Process

## Dataset split



## Classification error over time



## Tanks in the desert

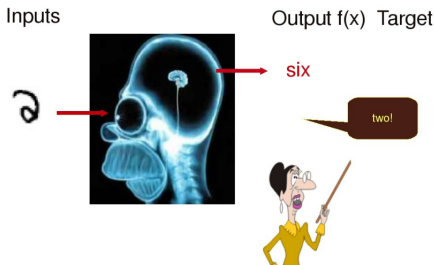


- ▶ Using ML requires insights
- ▶ An algo is only good as its data

## Important Concepts

- ▶ Datasets (features + class)
- ▶ Generalization vs Overfitting
- ▶ Classification vs Clustering
- ▶ Features Quality (*invariant and informative*)

Example: inputs + Target

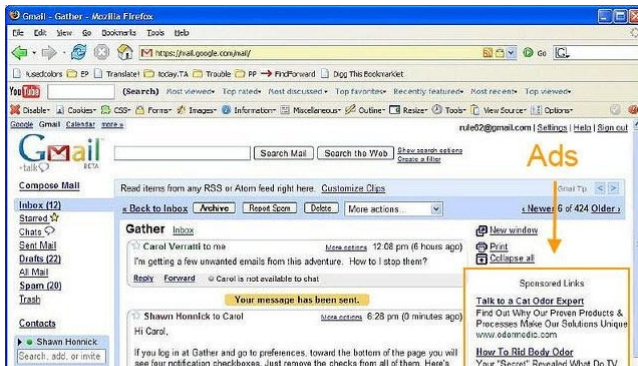


Outline  
Why a talk about machine learning and BI?  
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## Bell Canada

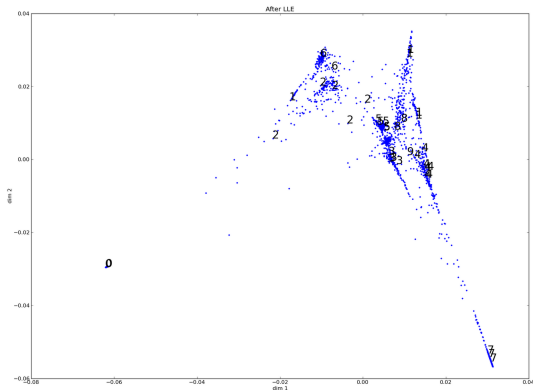
- ▶ Find most probable interested clients
- ▶ 10000 most likely to buy
- ▶ google mail



Outline  
Why a talk about machine learning and BI?  
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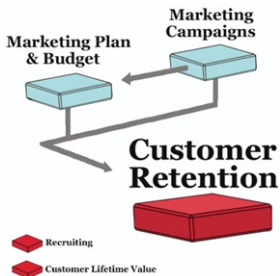
Target Marketing  
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## Microcell labs (Fido-Rogers)



# PivotalPayments

- Find most probable clients to quit





# Insurance

- Score customer risk of making a claim



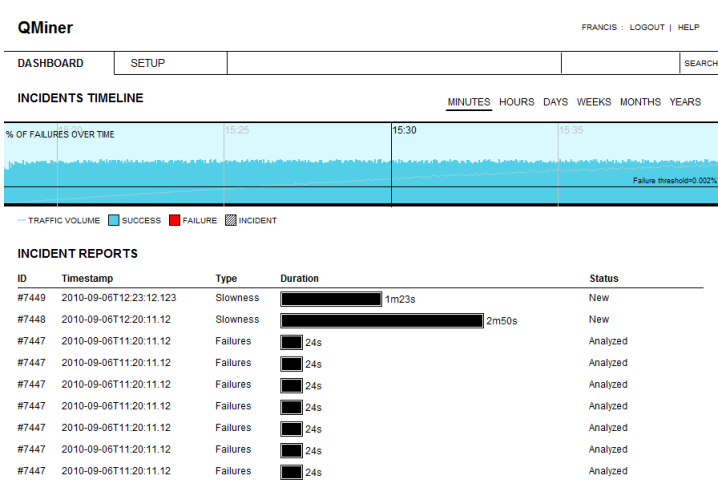
## Ubisoft-QMonitor

- ▶ Find incidents on servers
- ▶ Find patterns (network, server, etc.)



**UBISOFT™**

# QMiner - Global User Experience Incident Mining



## What you should remember?

- ▶ No BI without Machine Learning
- ▶ Machine learning algorithms applications ↑
- ▶ **goal = generalization ⇒ good prediction (DON'T OVERFIT)**
- ▶ 80-90% pre or post-processing + data visualization
- ▶ Python provide amazing integration
- ▶ **\*\*QMining is looking for intership students**
- ▶ BI for Business User <http://www.qlikview.com/>

Any questions?

...

internship 2011  $\Rightarrow$  [francis@qmining.com](mailto:francis@qmining.com)

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..

Thanks,

Francis Pieraut

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