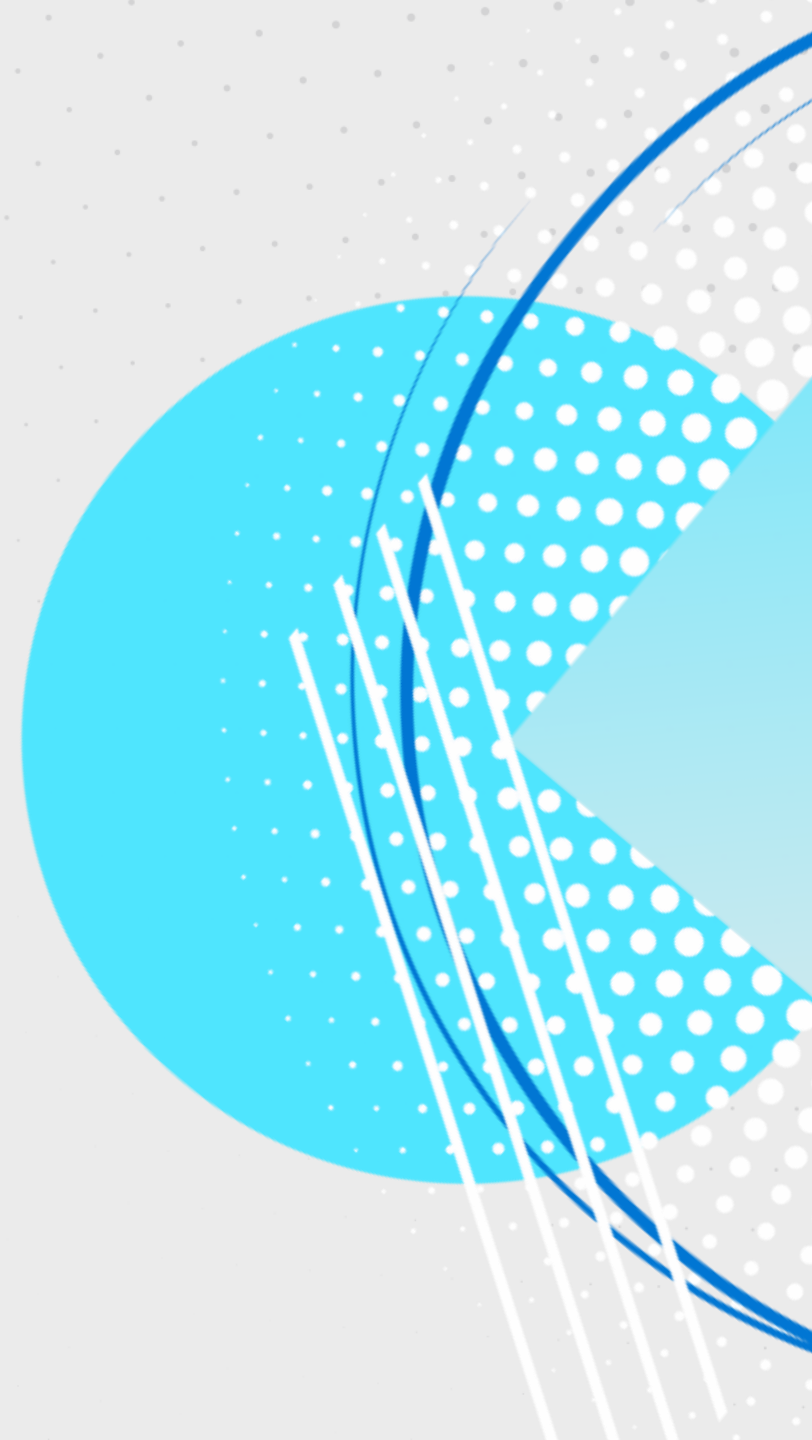# Wie verändern Digitale Kollegen und KI unsere Arbeitswelt?

Dr. David Arfmann

Founder, ALAIQ Technologie GmbH

# ACTUAL RECRUITING PROCESS

AVG OPEN VACANCY TIME FOR CLERICAL STAFF
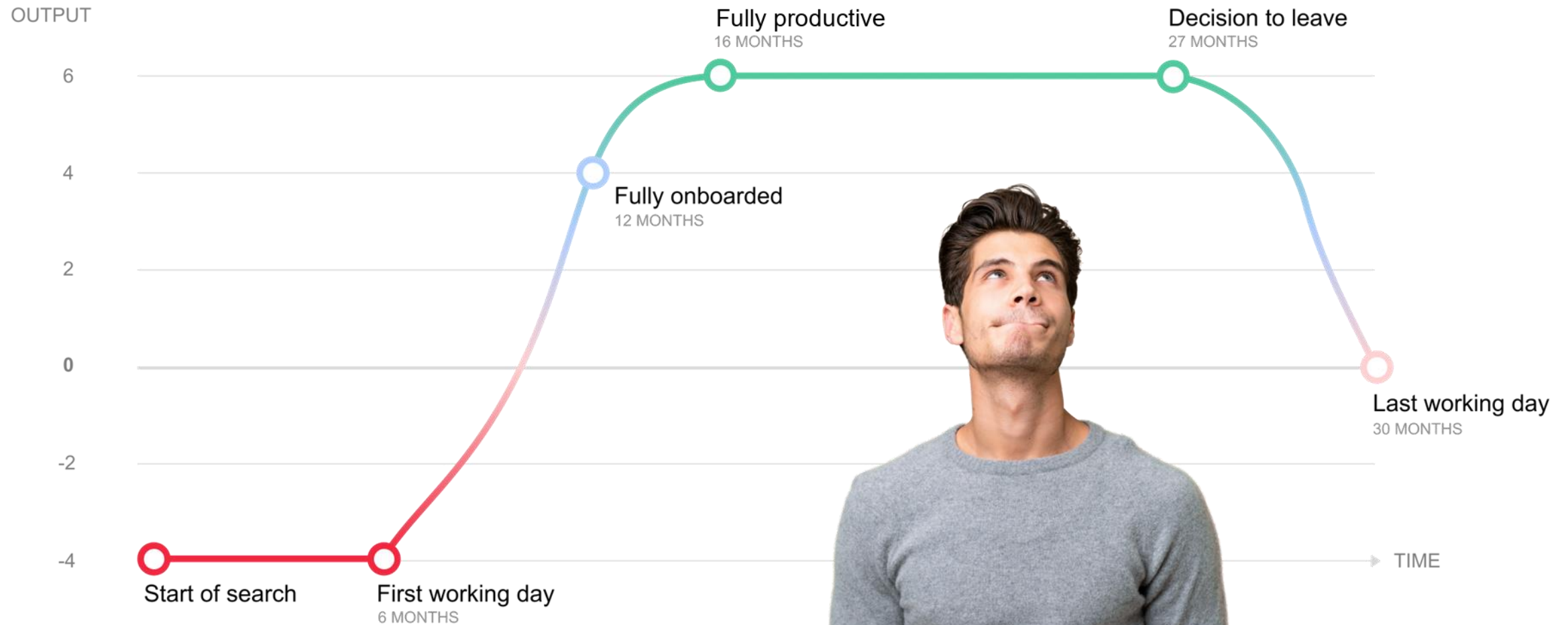
**2** months

Temporary employees

**6-9** months

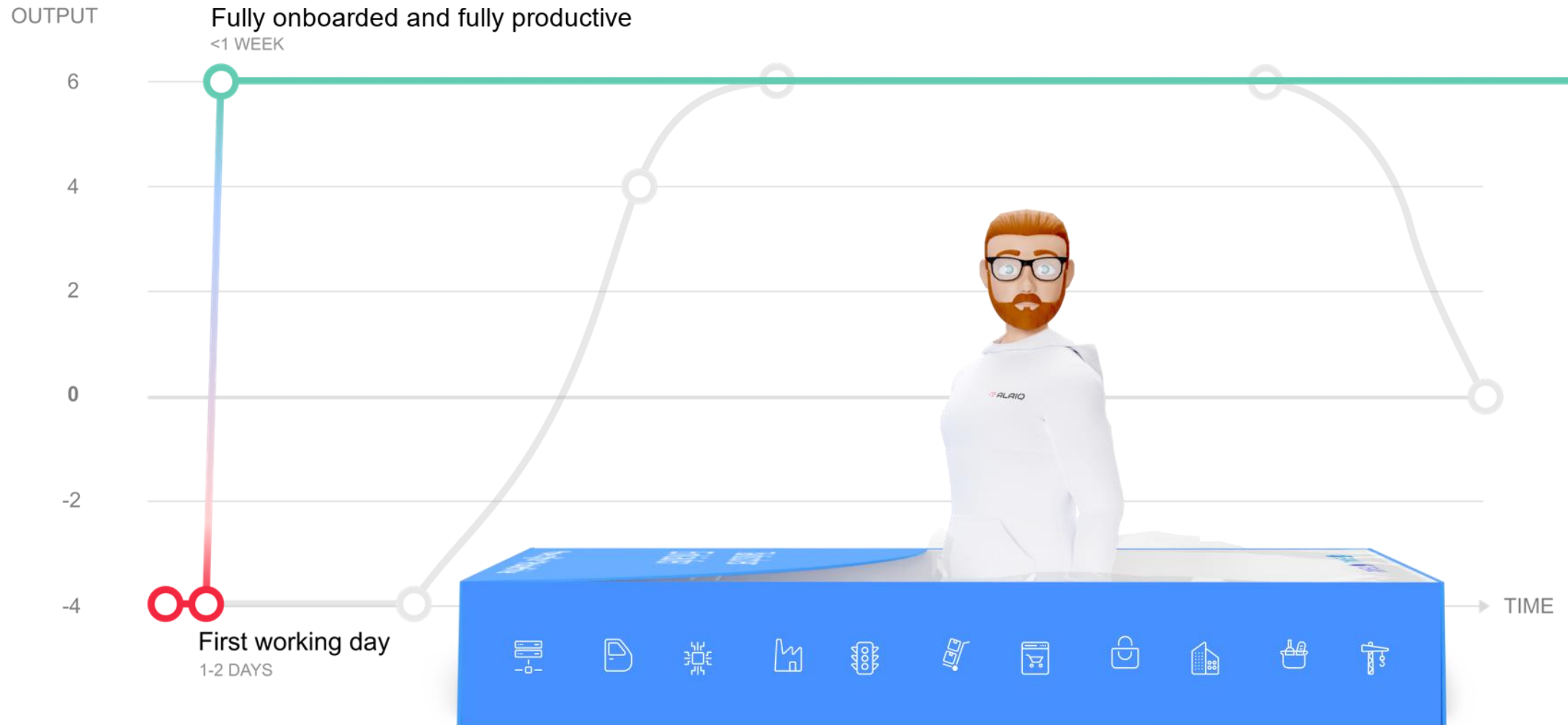Permanent employees

# LIFE-CYCLE OF HUMAN EMPLOYMENT

CLERICAL SHORTAGE

# THE ONBOARDING TIME WILL BE LESS THAN 1 WEEK FOR DIGITAL COLLEAGUES
NEW ALTERNATIVE

OUTPUT

Fully onboarded and fully productive
<1 WEEK

First working day
1-2 DAYS

TIME

# JOB & TASKS DESCRIPTION

WHAT COMPANIES NEED

## 1. JOB DESCRIPTION

### Operational procurement

- ✓ Inquire about specifications, delivery times and quantities of products and services
- ✓ Selection of suppliers based upon given information
- ✓ Placing and follow up orders. Resolving deviations
- ✓ Complaint handling
- …

## 2. TASKS DESCRIPTION

**Theme**
Query planned delivery times

**Input**
Suppliers are asked every six months about the current planned delivery time.
Consideration of all articles for which orders have been placed within the last 12 months.

**Condition**
The stored planned delivery time does not correspond to the new planned delivery time.

**Measure**
automatic update of the planned delivery times in the material master
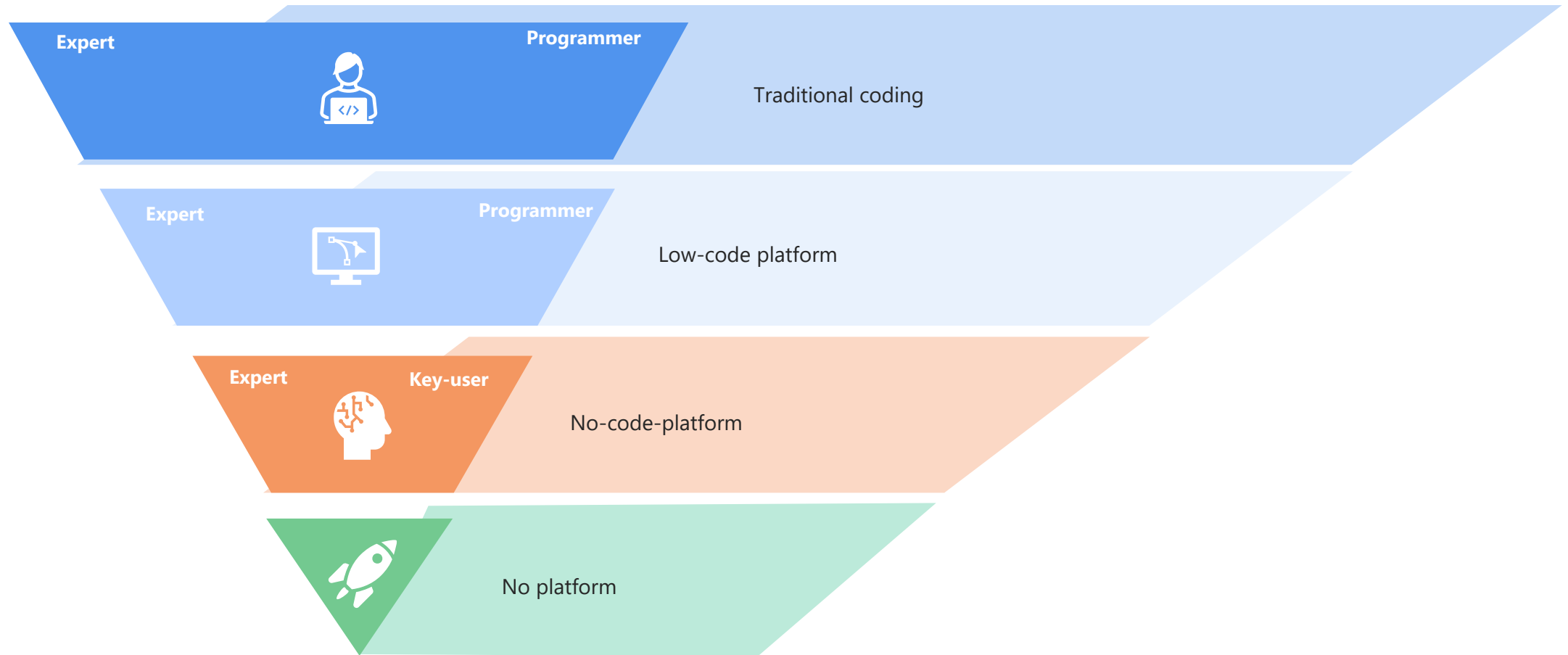
**Data source**
Template e-mail

**Recipient (RACI)**
OPS

**Interval**
quarterly

# BRIDGING THE GAP BETWEEN BUSINESS EXPERTS AND PROGRAMMERS

**Expert**   **Programmer**   Traditional coding

**Expert**   **Programmer**   Low-code platform

**Expert**   **Key-user**   No-code-platform

No platform

# CASE – COSTUMER SERVICE

JENS D´ALAIQ

## SITUATION BEFORE

Printing ~ 100 PDF customer orders from emails

8 people handling orders manually with markers and looking for production slots

Manually transmit results into SAP business one system

## TASKS TAKEN OVER

Create orders in SAP

Check material inventory and production slots

Check limit in finance portal

Make decision on shipping method

Set delivery date

## RESULTS

~97% of order lines can be processed correctly without human input

~80% Improvement of plan delivery times

~50% Release of human know-how for new tasks

# CASE – MATERIAL SUPPLY

LISA D´ALAIQ

## SITUATION BEFORE

10+ FTE were busy with operational procurement

Order monitoring and escalation management was done fully manual with SAP ERP system

No regular checks of actual lead-times and supplier performance analyses

## TASKS TAKEN OVER

Safety stock and lead-time management

Order monitoring and counter-measure proposals

Handling PDF order confirmations

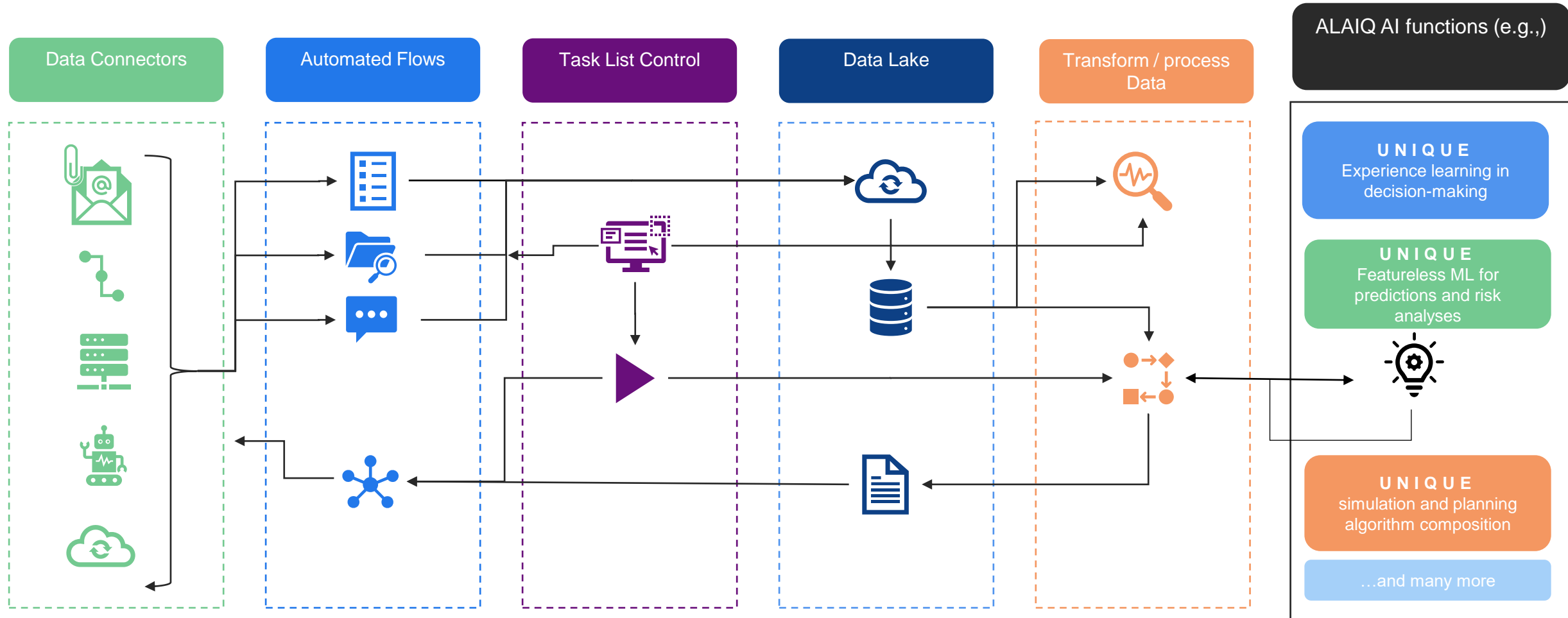Monitoring order and price variance

Measuring supplier performances constantly

## RESULTS

~55% time saving per procurer

~65% reduction of safety stock

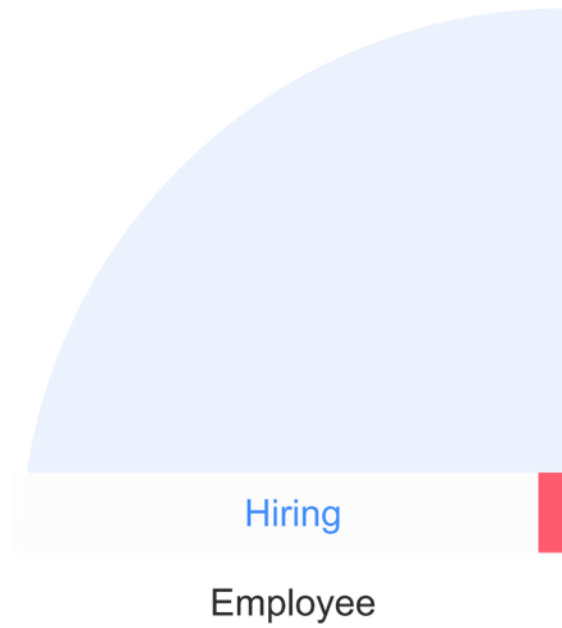~50% earlier identification of tactical supply chain risks
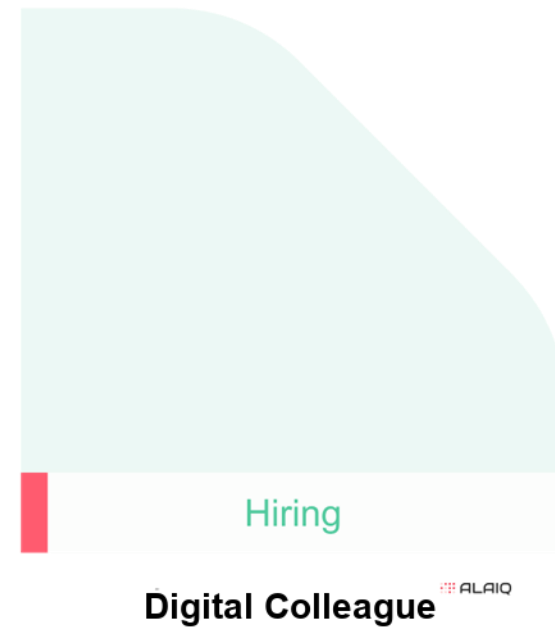
ALAIQ

# UNDERLYING TECHNOLOGY

ALAIQ COMPOSES LEADING EDGE TECHNOLOGIES TO SUPERIOR INTELLIGENT SYSTEMS WITH OWN AI-BASED LEARNING DEVELOPMENT IN THE AZURE CLOUD
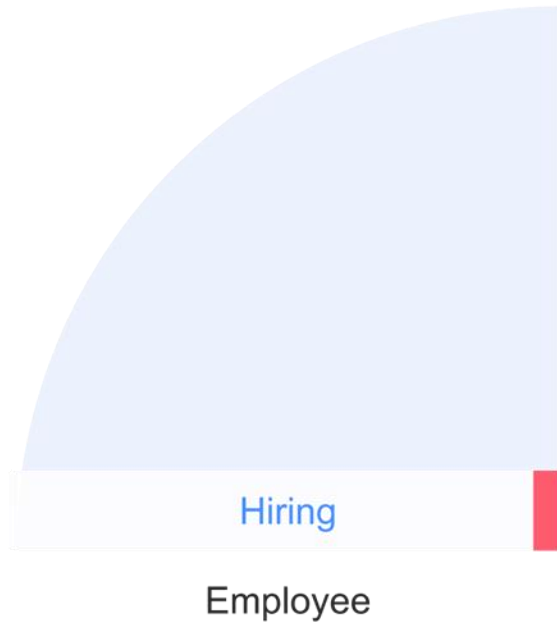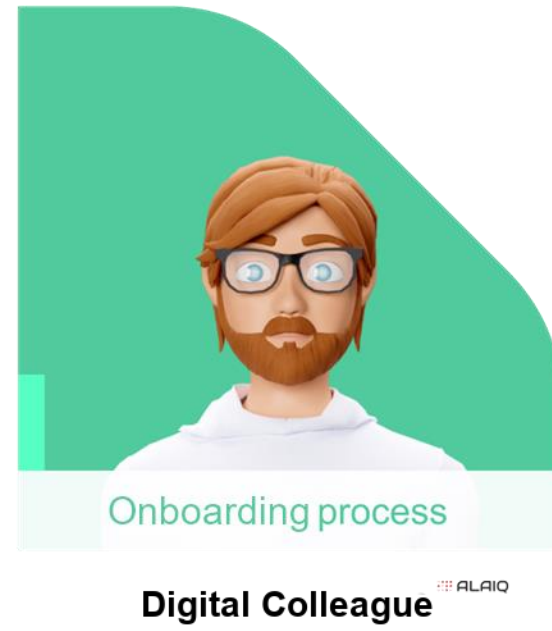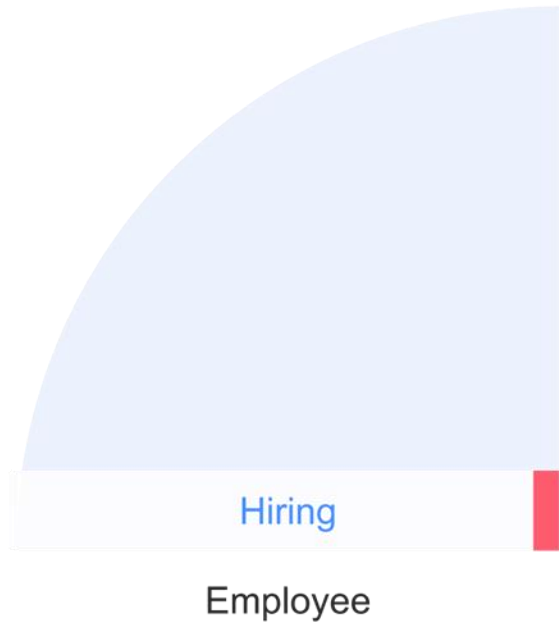
# RECRUITING PROCESS

0

Months

Hiring

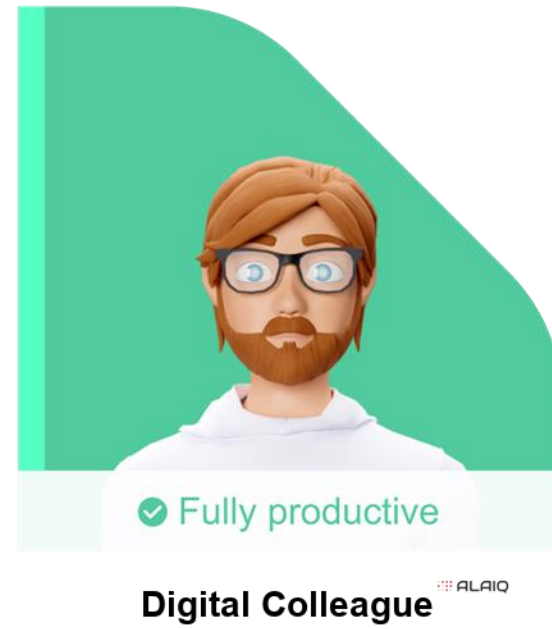Employee

Hiring

Digital Colleague
ALAIQ

# RECRUITING PHASE

Hiring

Employee

1
Month

Onboarding process

Digital Colleague

# RECRUITING PHASE



Hiring

**2** Months

Employee

✓ Fully productive

**Digital Colleague** ALAIQ

# RECRUITING PHASE DONE

Found

**6**
Months

✓ Fully productive
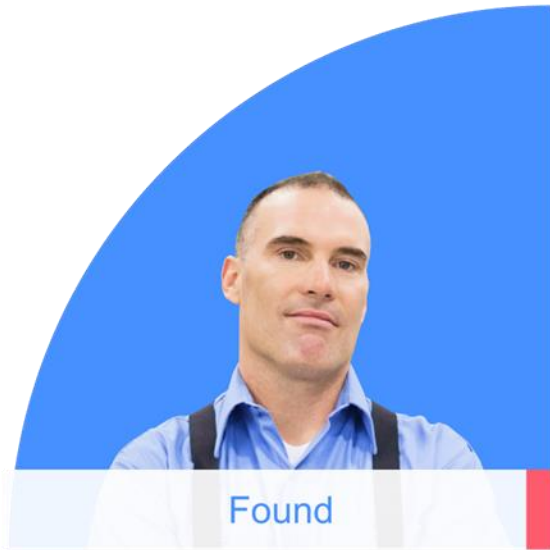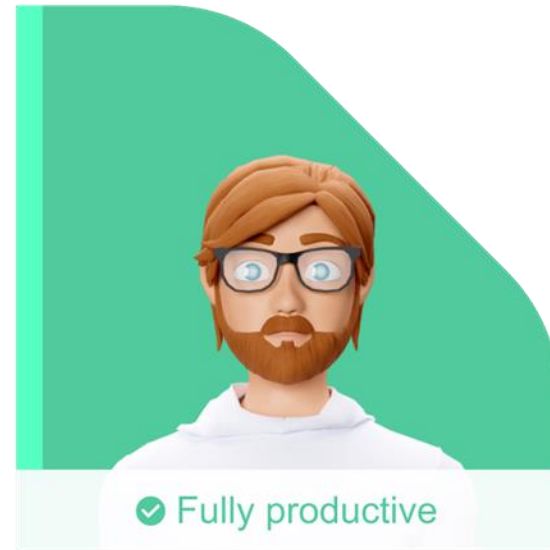
Employee

**Digital Colleague** ALAIQ

# TRAINING PHASE



Onboarding process
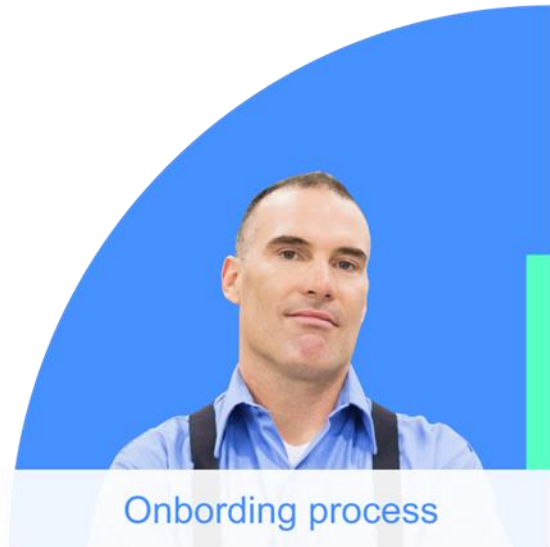
Employee

12
Months

Fully productive

Digital Colleague ALAIQ

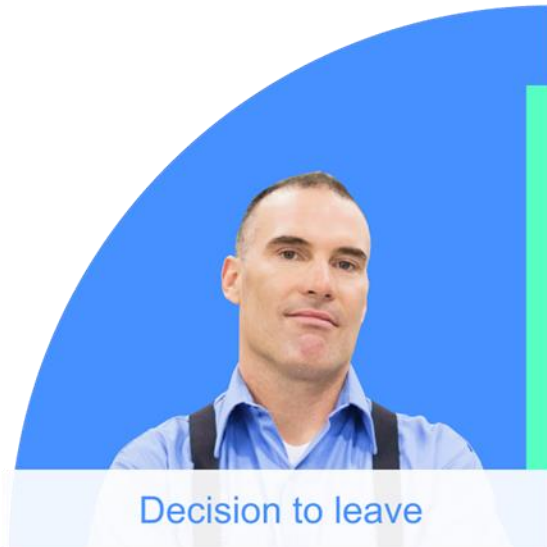# START PERFORMANCE PHASE



Fully productive

Employee

16
Months
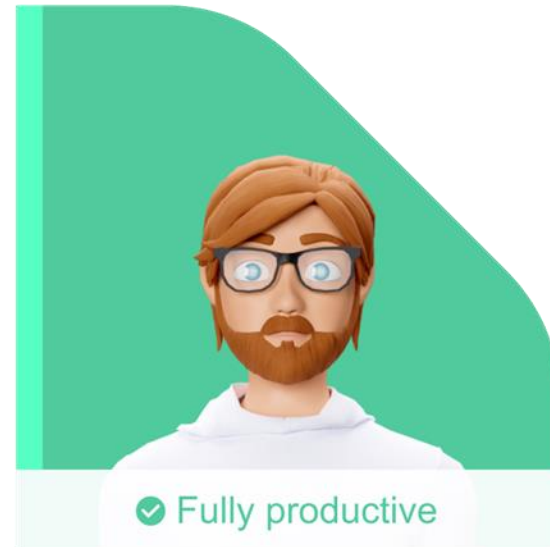
Fully productive

Digital Colleague

# PERFORMANCE DECREASE PHASE



Decision to leave

Employee

27
Months

✓ Fully productive

Digital Colleague ALAIQ

# KNOWLEDGE LEAVING COMPANY



**Hiring**

**30**
Months

**Fully productive**
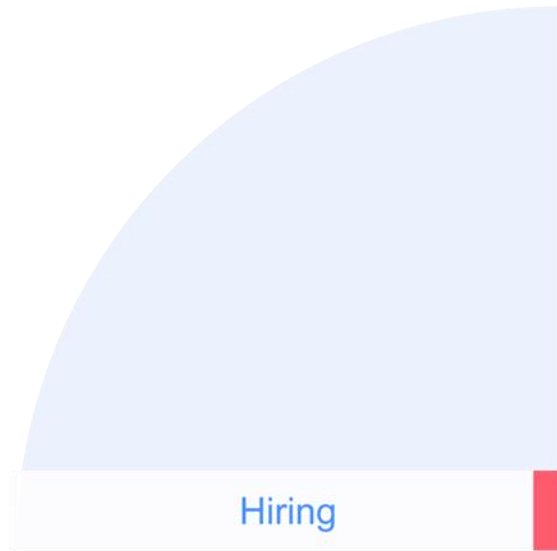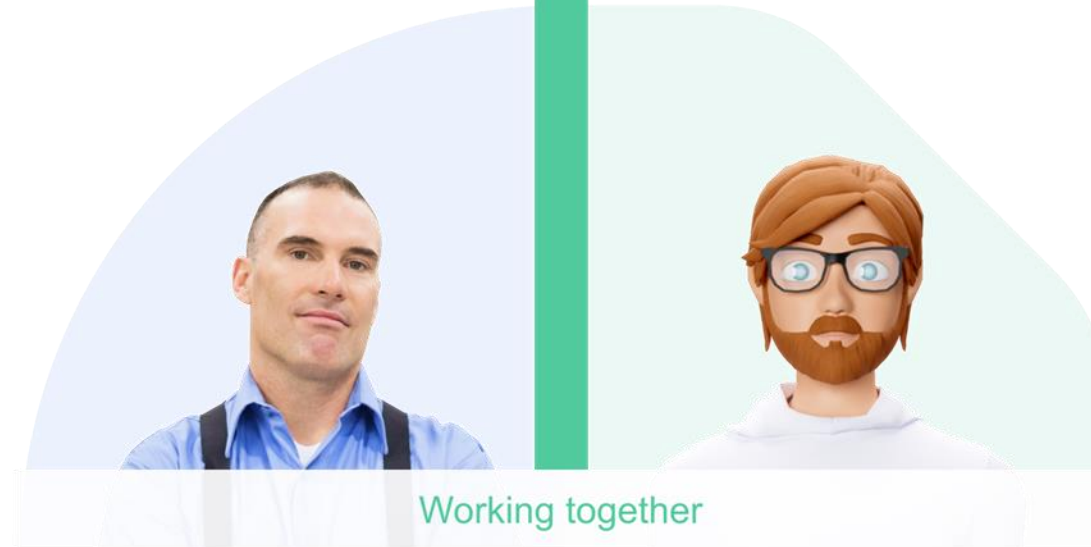
Employee
The knowledge leaves the company

Digital Colleague
The knowledge remains in the company

# BEST WAY TO PERFORM: IN COLLABORATION



Working together

Employee and **Digital Colleague** ⬜ ALAIQ

The knowledge remains in the company

**1** month

Digital Colleague

**2** months

Temporary employees

**6-9** months

Permanent employees

# EVOLUTIONAL STEPS OF ALAIQ DIGITAL COLLEAGUES

SAAS AGENTS ALL IN AZURE (ONLY)

| **Loki and Lisa 1.0** | **Loki and Lisa 2.0** | **Loki and Lisa 3.0** | **Era 1.0** | **Era 2.0 ALL CLERICAL** |
|---|---|---|---|---|
| Nov 2021 | Q2- 2022 | Q3 - 2023 | Q1 - 2024 | Soon |



| **~ 6 months** initial time | **~ 3 months** initial time | **~ 6 weeks** initial time | **< 1-week** initial time | |
|---|---|---|---|---|
| fully manual | fully manual | semi-automated | fully automated | |
| Web-App, first learning, big data transformation | E-Mail (active), document recognition (e.g. PDF) | E-Mail (active + reactive), learning (validity-data), new data transformation | E-Mail + Teams | |
| COMMUNICATION ★★★★★ | COMMUNICATION ★★★★★ | COMMUNICATION ★★★★★ | COMMUNICATION ★★★★☆ | |
| LEARNING CAPABILITY ★★★★★ | LEARNING CAPABILITY ★★★★★ | LEARNING CAPABILITY ★★★★★ | LEARNING CAPABILITY ★★★★★ | |
| DATA SOURCES ★★★★★ | DATA SOURCES ★★★★★ | DATA SOURCES ★★★★★ | DATA SOURCES ★★★★★ | |

# SESSION FEEDBACK

Session Title:Azure OpenAI & Modern Work | Wie verändern digitale Kollegen und AI unsere Arbeitswelt?



https://aka.ms/AzSum-S035

# Thank you

**Scan QR-code to get in touch**