

Making AI adoption a success

Transcript

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Given this background, right, that we've discussed, maybe you can walk us through what that journey for that particular life science company may look like. And you know, what to watch out for, right? What are the things that if we had that experience, right, if you can share that experience with them, even before big decisions are made, what would those be? So, you know, just trying to pull this together as an expert in this.

VIKRANT RAI

Yeah, no, it's a great question. And thank you, Zara. I think the way to think about it is we have to take a step back and think about the lessons learned from our past – whether it's adoption of technologies, whether it's trying to stay ahead of the curve.

Given where we are today, I certainly think that there is a push towards adopting AI and how we take it to the market. What can we do with it? And so, it's almost like a double-edged sword, right? Because on one side, if you do not move forward with the advancement of AI technology platforms, then you can be left behind. The ... on the flip side, if you're doing too much with it, there is a risk of diversion. And Ayan brought in some examples earlier, about the importance of variants and how that needs to be controlled and managed.

So I think the challenges that most organizations are seeing is with the rapid adoption. So there is a top down and a bottom up, right? So the top down is fairly centered around AI governance and some of the examples that our panelists, spoke about here. So, I think the good news is that there's generally a positive mindset that, “Yes, we need to adopt AI, we need to do what's right, and we need to get these projects off the ground quickly.”

Now there's a flip side to it where the support from upper management and leadership wants to see a lot of improvements. Now these projects are approved, and a lot of the businesses are off to the races.

There's a concept that we're hearing that we used to hear back in the ... about 20 years ago, about “shadow IT” and how that evolved and different businesses would try to bring up

solutions without running it through approval channels. And what that meant was, a lot of unapproved projects were running off because they wanted to kind of bring value to the business. We're dealing with something similar here when it comes to AI, the adoption of AI initiatives, at a business level and an operational level to try and bring more momentum to the ROIs, or the return on investment, that we're looking to see here.

I think the answer is going to be somewhere in the middle, where we will need to kind of make sure that every AI initiative or every AI sort of project, if you will, that is being run by various business heads need to talk to each other. It needs to have a common ground of what are the right, sort of, ethical behavior or behavioral policies, whether it's transparency or managing risks, security, privacy. All of these need to be table stakes. And a human element that, Jennifer, you had brought up earlier as well, is it's going to be very, very critical in how we see this entire, phenomena of adopting AI and, and trying to make the most of it, be valuable to organizations and eventually to our customers and the people that we serve.