





Open infrastructure, 數位轉型之基石







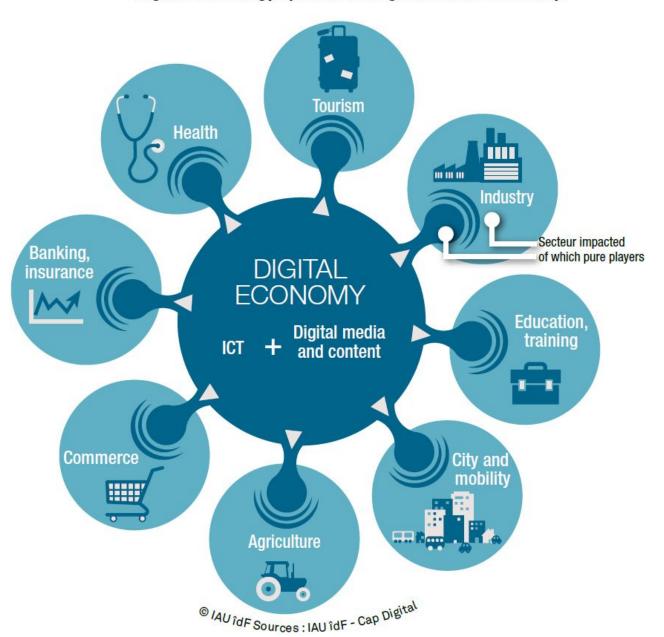




Digital technology spreads through the entire economy













Digital disruption

- Technology is a (potential) direct/indirect source of disruption
- Technology is part a strategic solution in a context of solving challenges, among which can be disruption





millions

Starbucks

Apple Pay

Google Pay

Samsung Pay







Note: ages 14+; mobile phone users who have made at least one proximity mobile payment transaction in the past 6 months Source: eMarketer, May 2018

11.0

11.9

12.7

13.2

9.9

8.4

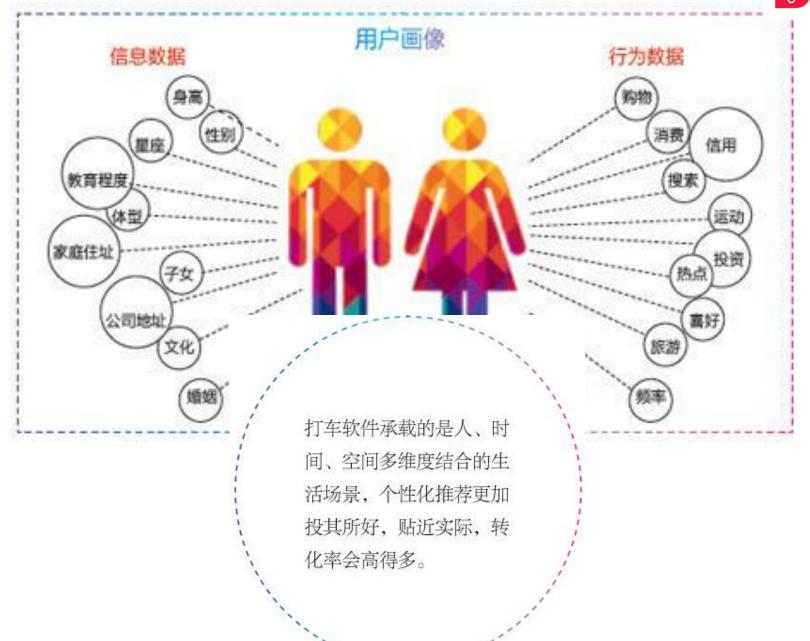
237964 www.eMarketer.com





Source:<u>滴滴出行</u>











Data Points (Structured & Unstructured)



CRM

Data





Customers Feedback



Enrich & Supplement Data for AI model to improve accuracy

Al Predict (Genii Predict)



Predict which customers are interacting: Customer Segments



Predict why customers are interacting: Root Causes



Predict when customers are interacting: Trending



Digital Strategies/Automation/Robotics



Identify effective digital channels for customers



Feed Robotics for service automation



Enable Chatbots



Self Service

Continuous Improvements



- Provide Trending on KPI's
- Fix Root Causes
- Track Improvements
- Drive Action Plans



Fix Business Pains



High Call Volumes



Customer Dissatisfaction



Processes



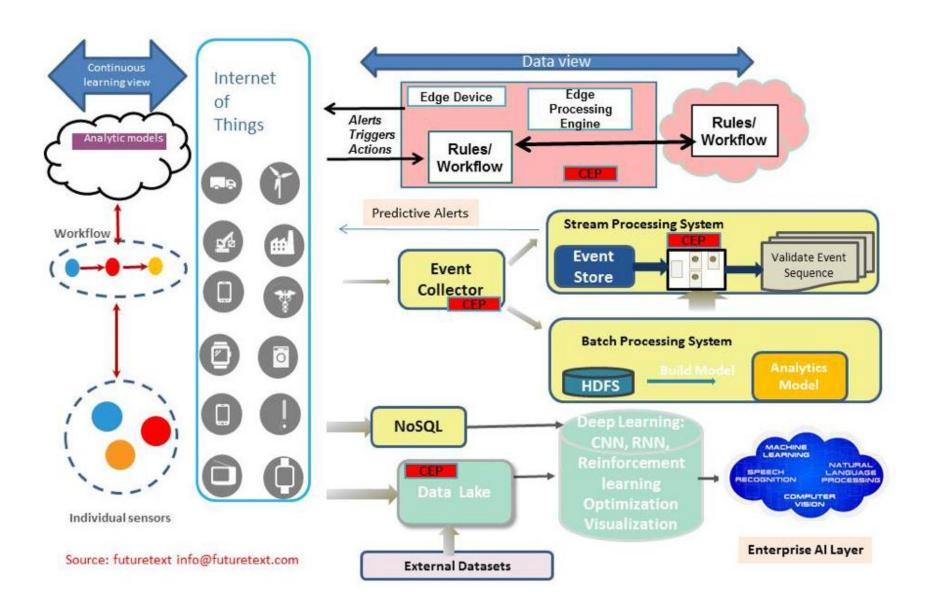
High cost of

Increase **Profits**

















Data Acquisition, Preparation & Feature Engineering

Model Training & Evaluation

Deployment, Inference & Monitoring













Feature Store

Metadata Store

Configuration

Experiment Management

Tuning / Optimization

Machine Learning Framework (TensorFlow, Caffe, PyTorch, etc.)

Distributed Computing Framework (Spark, Ray, etc.)

> **Cluster Management** (Kubernetes, Mesos, etc.)

Systems Software (Drivers, Libraries, Toolkits, etc.)

Hardware (CPU, GPU, FPGA, TPU, etc.) Serving Infrastructure

Observability (Monitoring / Logging)

Data Transformation

Data Validation

Feature Engineering

Versioning

Pipeline Storage - Batch (Hadoop, S3, etc.)

Streaming - Real-time (Spark, Heron, etc.)

Data Ingest (Kafka, etc.)









Reducing construction costs by 33 percent and cutting construction time by 50 percent with BIM software. 12



Reducing flight delays by 35 percent by using NextGen enabled GPS navigation software.¹³



Improving traffic flow by 5 to 25 percent with adaptive traffic management software. 14



Enjoying \$2 trillion in customer benefits over the next 20 years by using SmartGrid technologies. 15



Capitalizing on modeling by using cloud software to evaluate all possible design options.



Using our existing infrastructure much more efficiently with innovative new apps.



Reducing crashes by nearly 90 percent by using software in autonomous vehicles.¹⁶



Cutting millions of hours in travel time and saving billions of dollars in fuel expenses.



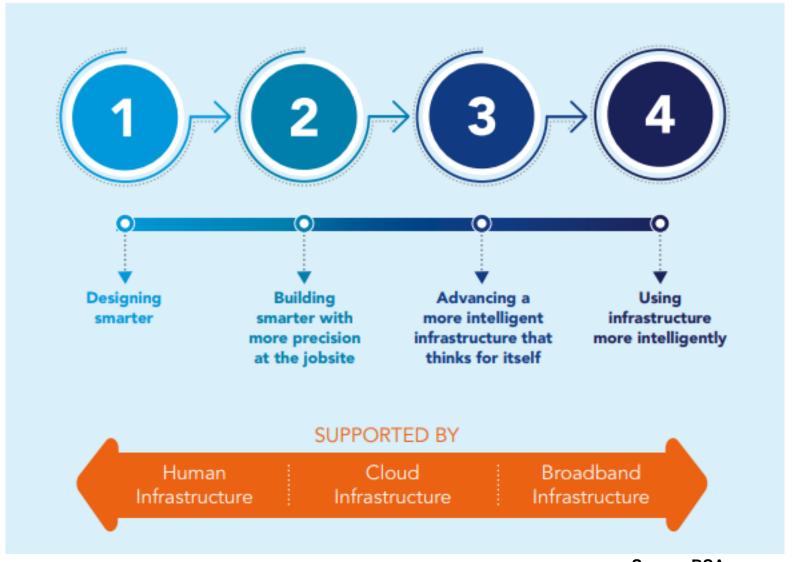
Seeing the United States gain nearly \$1 trillion in unrealized economic potential.¹⁷







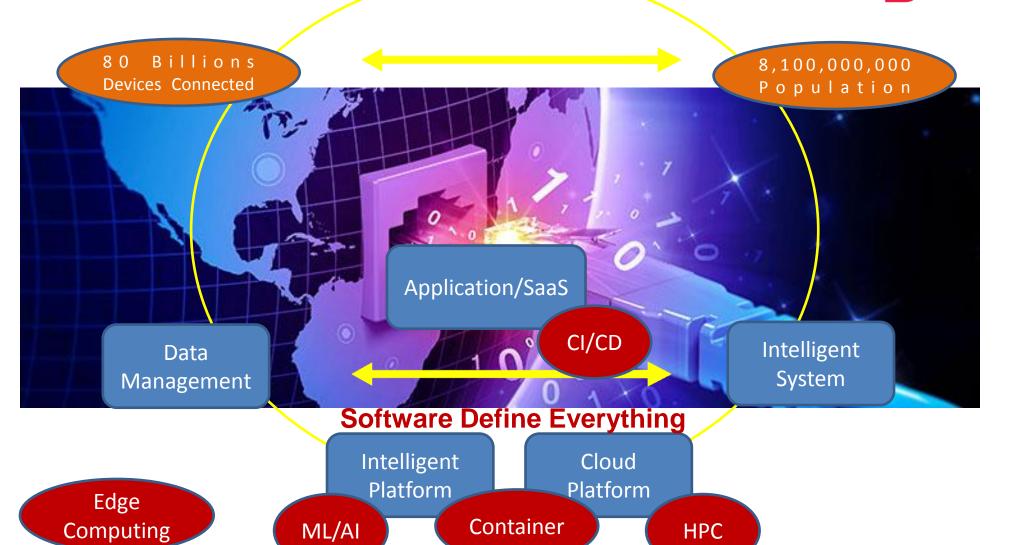
Digital Economy Ecosystem











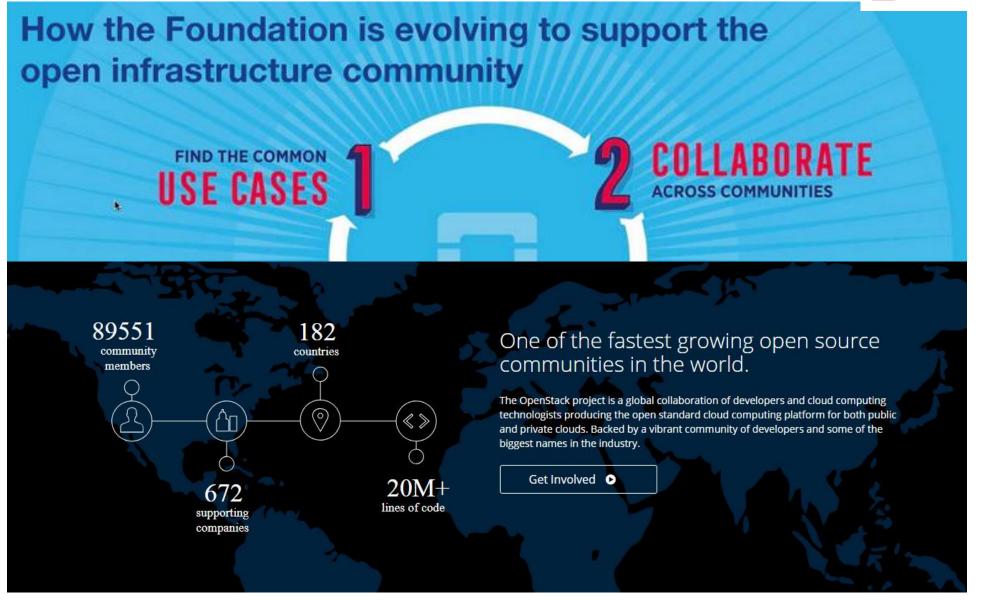
Networking: 5G, Braodband

NFV







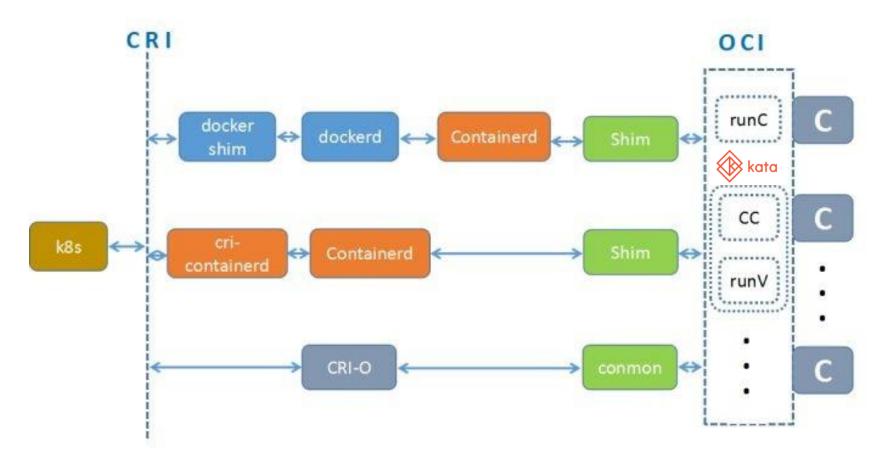








Kata Container

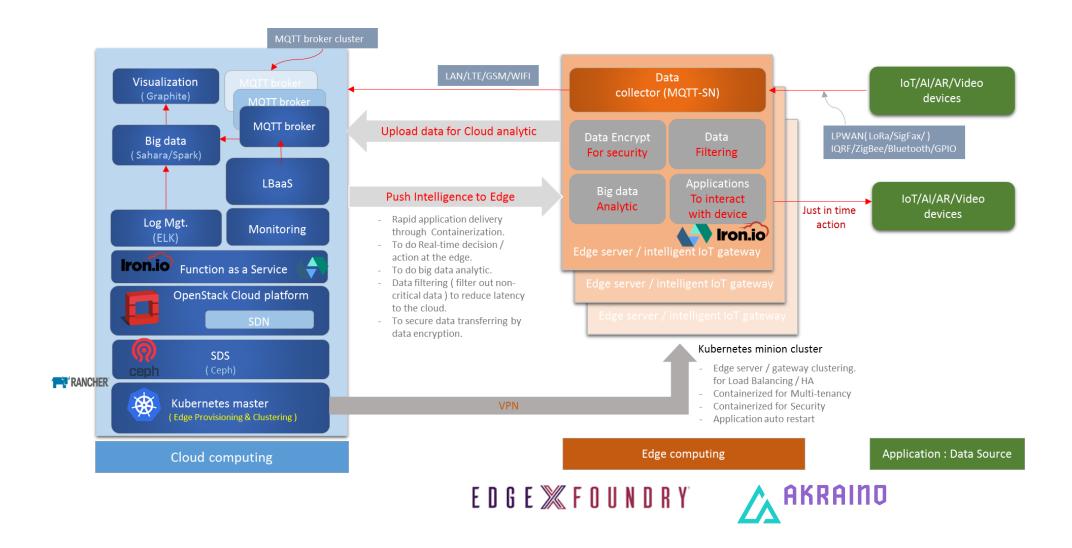








Edge Computing

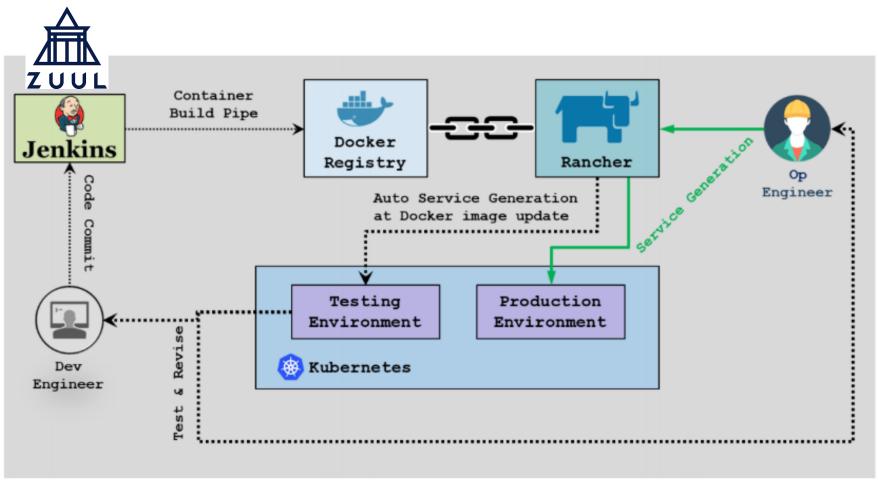








CI/CD



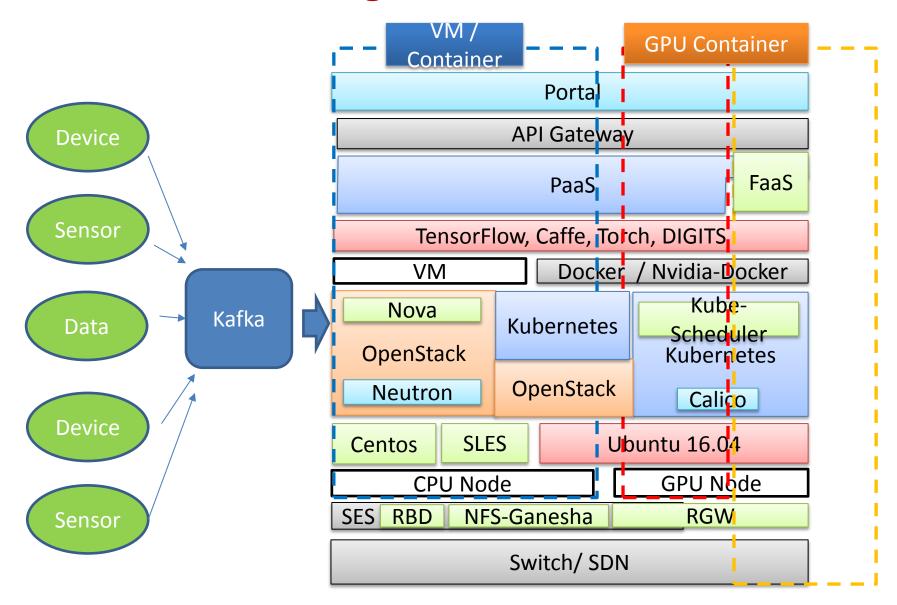
【圖例 2】CI/CD 容器應用開發流程示意圖







Big Data to Al Platform









Thank you

