

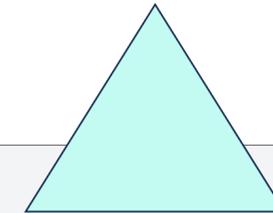


CHANGING
PERSPECTIVE
BLICKWINKEL ZUKUNFT

Austrian
IT & CONSULTANTS
DAY
2024

thinkers.ai: Multi-agent Sales AI

Anwendungen



Daten

KI-Modelle

thinkers.ai Company Board Discover My workspace

Filters
Merck

Basic Information

- Company Information
- Revenues & P&L (20 / 17.11.2024)
- Employees (11 / 05.11.2024)
- Presence (16 / 17.11.2024)
- Ownership (6 / 19.10.2024)
- Brands (9 / 17.11.2024)
- Customers (17 / 18.11.2024)
- Products & Services (7 / 17.11.2024)
- Expenses (5 / 17.11.2024)
- Certifications

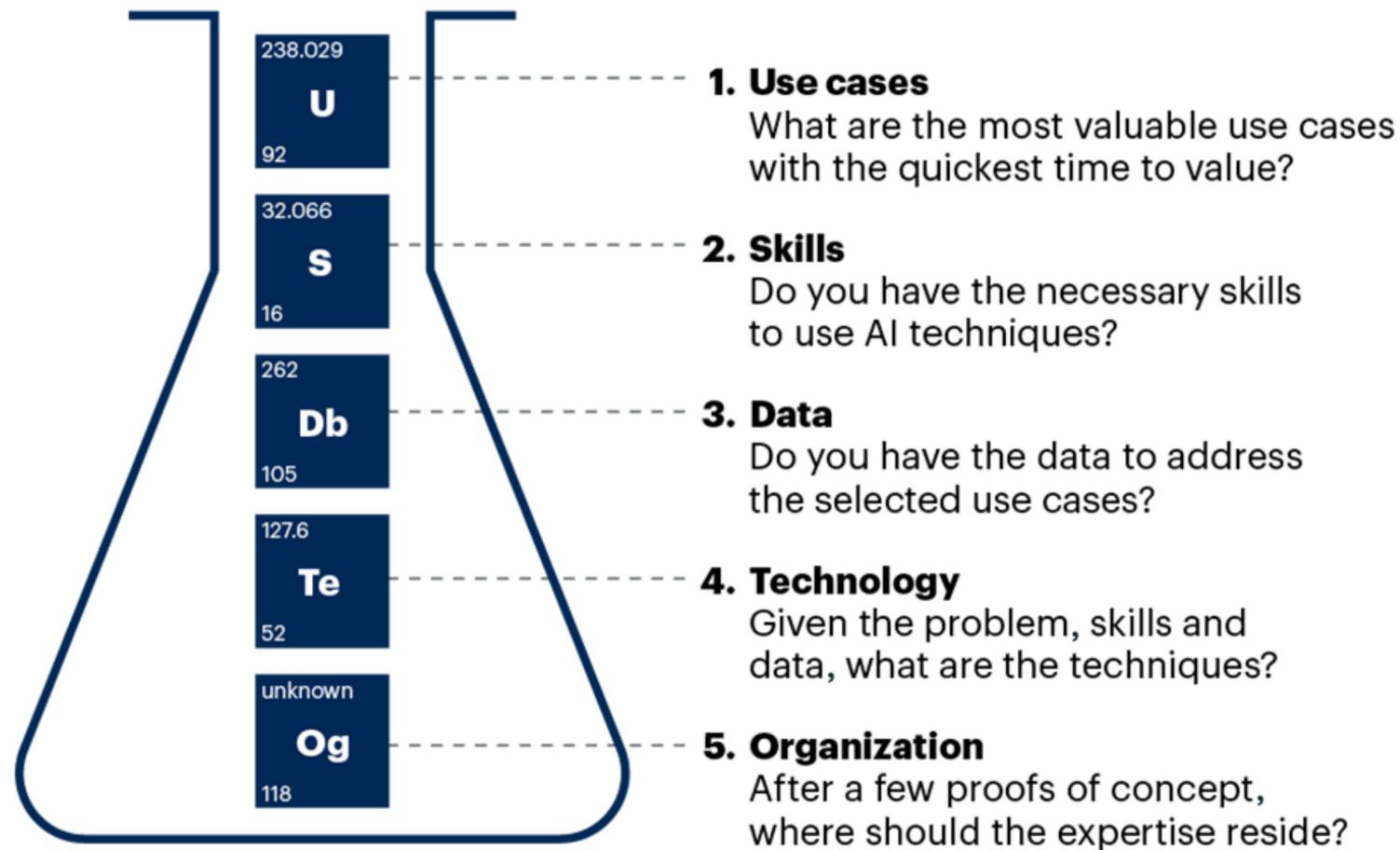
Latest Indicators

- Management & Workforce**
Leadership (1 / 01.10.2024)
Leadership Interviews (6 / 14.11.2024)
Workforce
- Partnerships, M&A & References**
Partnerships (18 / 14.11.2024)
M&A and Joint Ventures (12 / 18.11.2024)
References
- Strategy**
Organisation (3 / 15.11.2024)
Projects and Investments (29 / 18.11.2024)
Sales (15 / 18.11.2024)
Production and Logistics (6 / 16.11.2024)
ICT, AI and Digitalization (13 / 16.11.2024)
Sustainability (17 / 18.11.2024)
- Risks & Challenges**
Market, Technology & Regulation (32 / 18.11.2024)
ICT, Cybersecurity & Physical Security (4 / 16.11.2024)
- Innovation & Portfolio**
Innovation, Digitization and Launches (10 / 18.11.2024)
Target Groups (11 / 18.11.2024)

Conclusions Boards

- Strategic Goals & Buying Indicators**
SWOT (34 / 18.11.2024)
Strategic Goals (16 / 18.11.2024)
- Implications from my Customer Portfolio**
Upgrade to unlock this feature
Management & Workforce Changes
Strategic Highlights
Innovation Highlights
M&A Highlights
Risks & Challenges Highlights
- Implications from peers**
Upgrade to unlock this feature
Management & Workforce Changes
Strategic Highlights
Innovation Highlights
M&A Highlights
Risks & Challenges Highlights
- Implications from Cross-Sector Regulation**
Upgrade to unlock this feature
Security
Health
Workforce
Sustainability

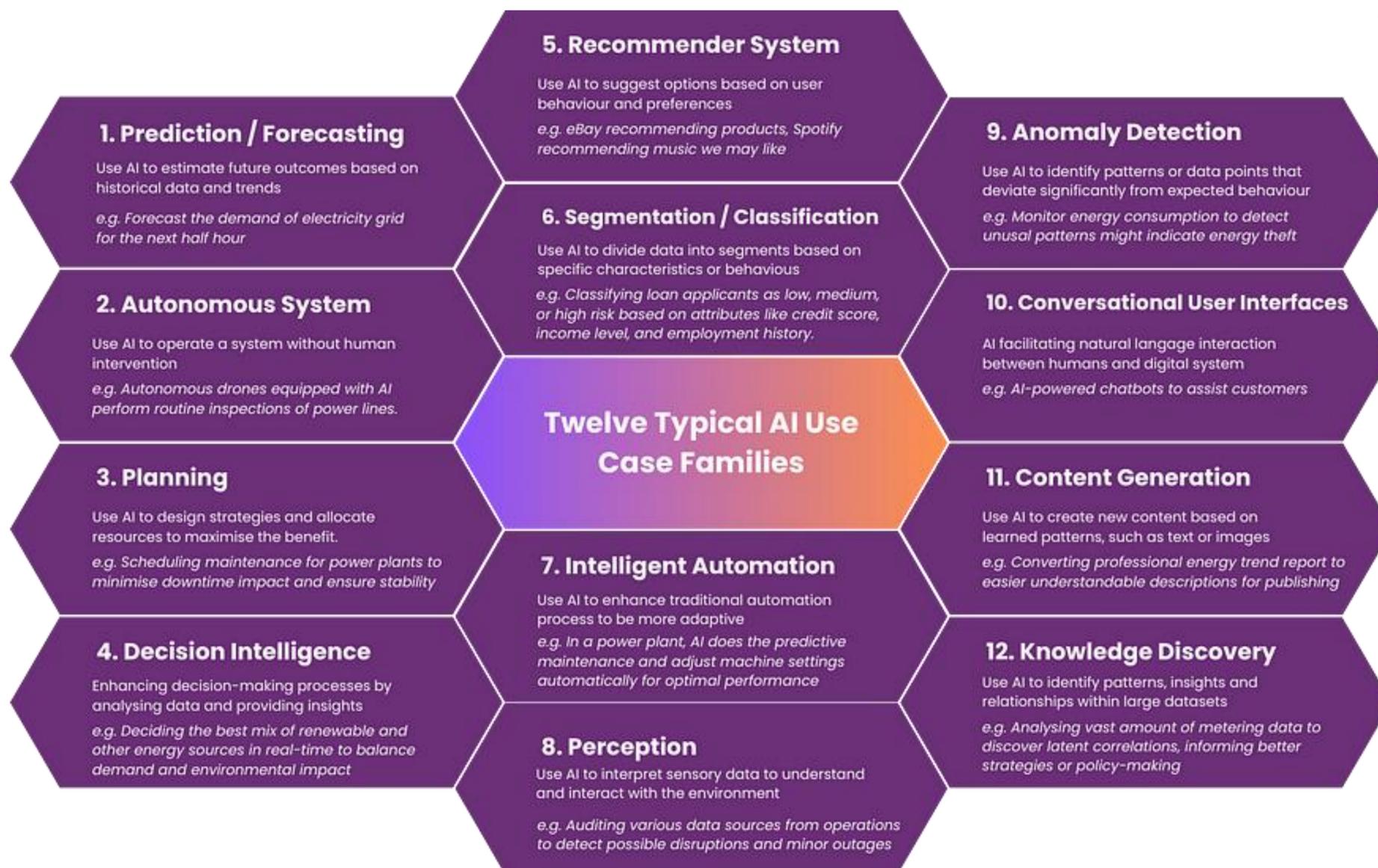
KI: Beratungsbedarf auf allen Ebenen



Source: Gartner
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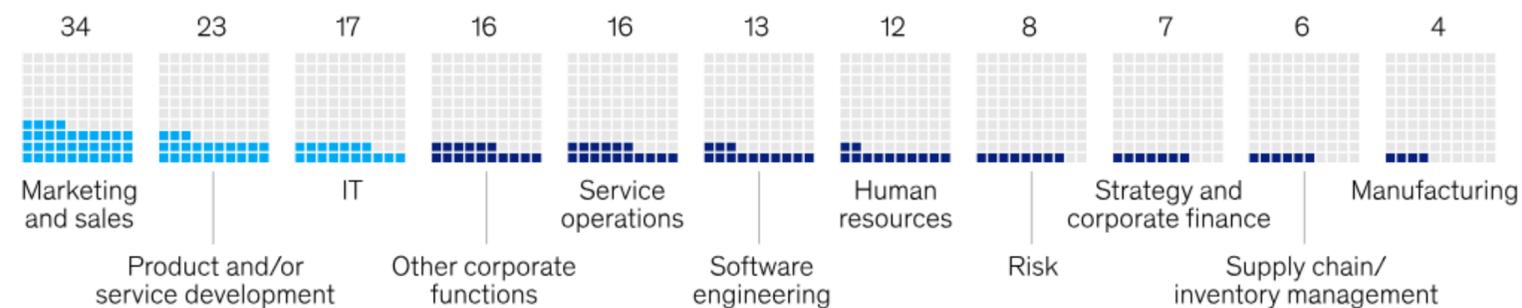
Gartner.

KI: Unternehmen werden tausende „KIs“ haben

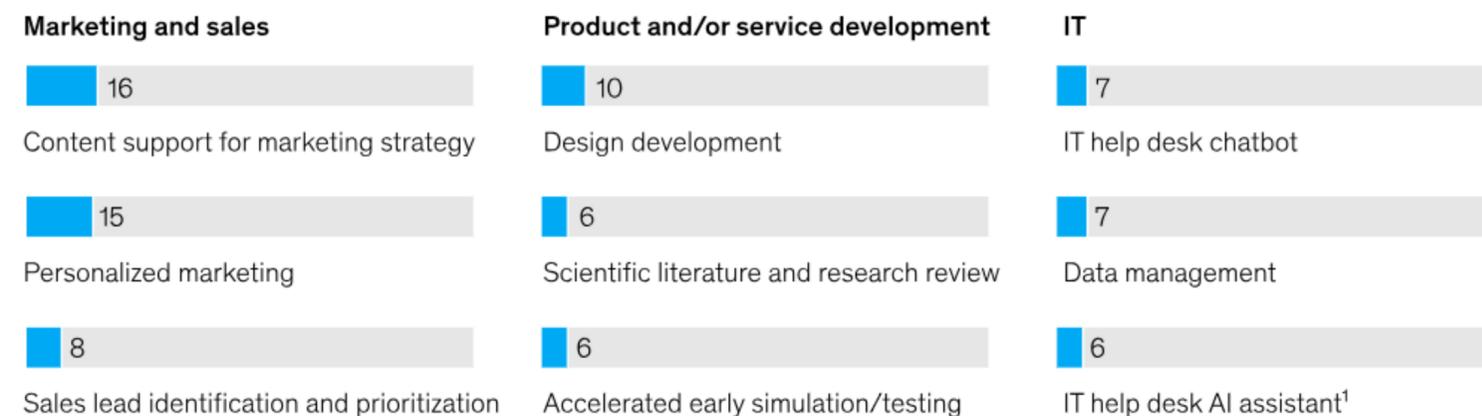


Use Cases: Status Quo 2024

Respondents' organizations regularly using generative AI (gen AI), by function, % of respondents



Most commonly reported gen AI use cases within function, % of respondents



¹Eg, providing real-time assistance and script suggestions to help desk employees during human-to-human conversations. Source: McKinsey Global Survey on AI, 1,363 participants at all levels of the organization, Feb 22–Mar 5, 2024

Unternehmen in USA und Europa unterscheiden sich nicht wesentlich
 ✓ in den Use Cases

 Aber:
 ✓ in der Management Attention
 ✓ in der Umsetzungs-Geschwindigkeit

KI: Das Ende des Experimentier-Zeitalters

AI use cases by business value and feasibility

This slide showcases artificial intelligence use cases based upon business value and feasibility. Its key elements are demand forecasting, anomaly and error detection, decision support, cash collection and POC revenue forecasting.

○ None ● Low ◐ Medium
 ◑ High ● Very High

		Business value			Feasibility			
		Income improvement	Improved efficiency	Forecasting accuracy	Audit and compliance	Technical feasibility	Data feasibility	Organizational feasibility
01	Demand/revenue forecasting	◑	●	●	○	◑	◑	◑
02	Anomaly and error detection	◐	●	◑	●	◑	●	●
03	Decision support	●	●	◑	◐	◑	◐	◐
04	POC revenue forecasting	◐	●	●	◐	◑	◑	●
05	Cash collection	●	◑	◐	○	◑	◐	◑

- Income improvement: Improved organizational revenue and reduced expenses
- Improved efficiency: Decreased effort by workforce and improvement in output quality
- Forecasting accuracy: Enhancement in accuracy of forecasted outcomes
- Audit and compliance: Improved adherence to auditing needs or other compliance structures
- Technical feasibility: Availability of skills and tools for process implementation
- Data feasibility: Evaluate the ability to gather required data
- Organizational feasibility: Evaluate the willingness of company to use and adapt with processes

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Data Insights

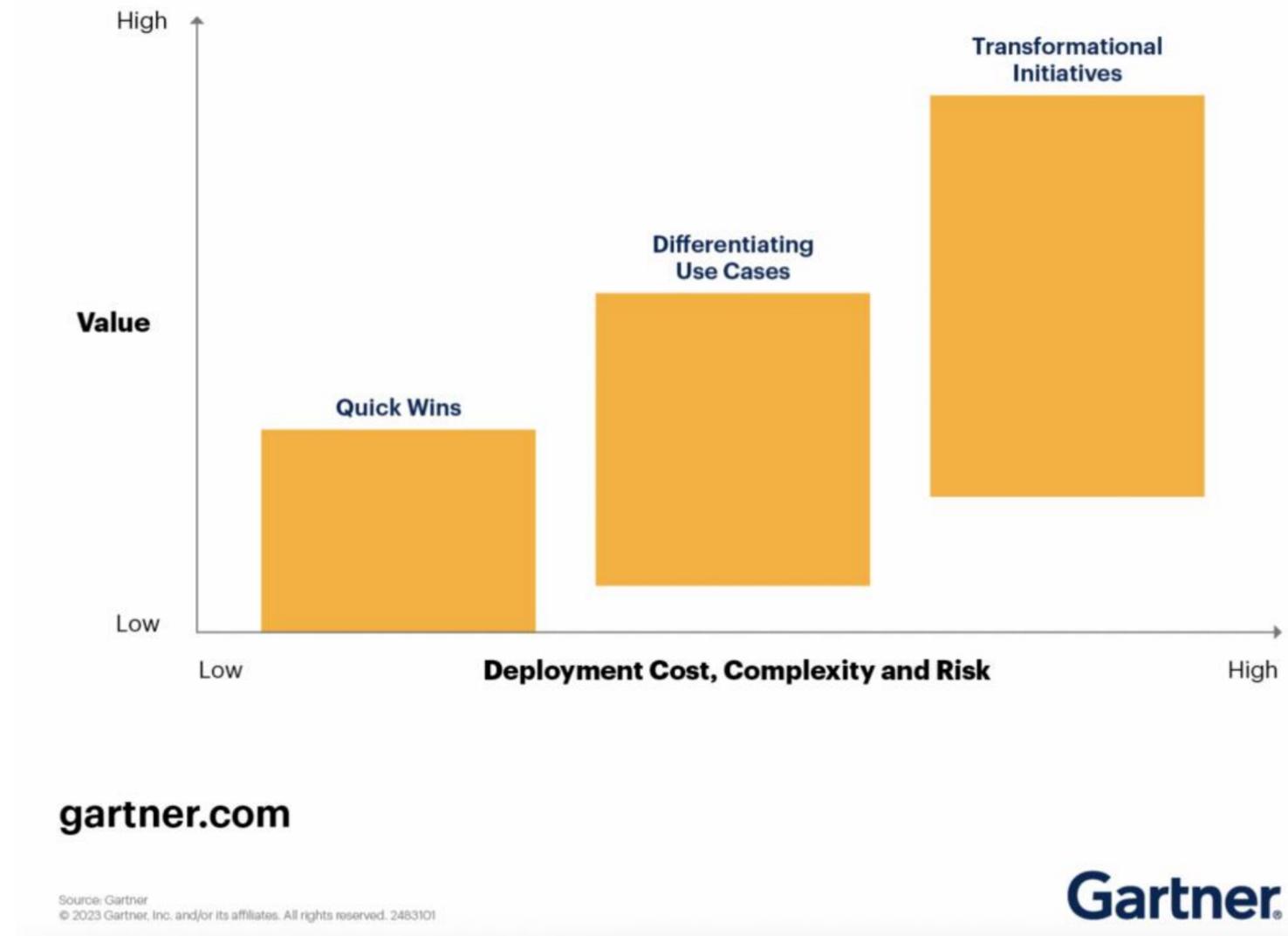
Zusätzliche Faktoren

- ✓ Speed
- ✓ Impact
- Quick Wins
- Differenzierung
- Transformative Initiativen

Die „Secret Sauce“

- ◆ Leadership
- ◆ Bewertungssystem / Return On Investment – Fokus
- ◆ Make/Shape/Facilitate – Strategiebestimmung
- ◆ Jour Fixe Integration / Competence Center / Beirat
- ◆ Fact Finding Mission
- ◆ Proof-of-Concept Phasen
- ◆ User Validation
- ◆ Partnerschaften

KI: Kleine, große und ganz große Veränderungen



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Data Insights

- Besondere Treiber für Entwicklungen
- ✓ Wettbewerber
 - ✓ Endkunden-erwartungen
 - ✓ Möglichkeit der Differenzierung
 - ✓ Effizienz

KI bei DR. SASSE

- **Gebäudedienstleister für den gewerblichen Betreiber**
seit 1976
- **Familienunternehmen mit deutschen Wurzeln**
DE, AT, CH, UK, BG, SG – etwa 9000 Mitarbeiter*innen
- **Zukunftsweisende Branchenlösungen**
Vorreiter am Markt
- **Kernbranchen**
Krankenhäuser, Seniorenheime, Verwaltungsgebäude, Produktion,
Halbleiterindustrie, Reinräume

SASSE & KI

Persönlicher
Kontakt

Anpassung
der Prozesse

Culture

Big Picture

Robotics & Drohnen

Nass- & Saugroboter
Fassaden-, Glas-, Dach-, Solar- &
Photovoltaikreinigung



Sales & interne Prozesse

Vertrieb & Marketing



Alleinstellungsmerkmal

Differenzierung im Markt



Aussichten

Innovative Branchenlösungen



Dr. Isabell Claus

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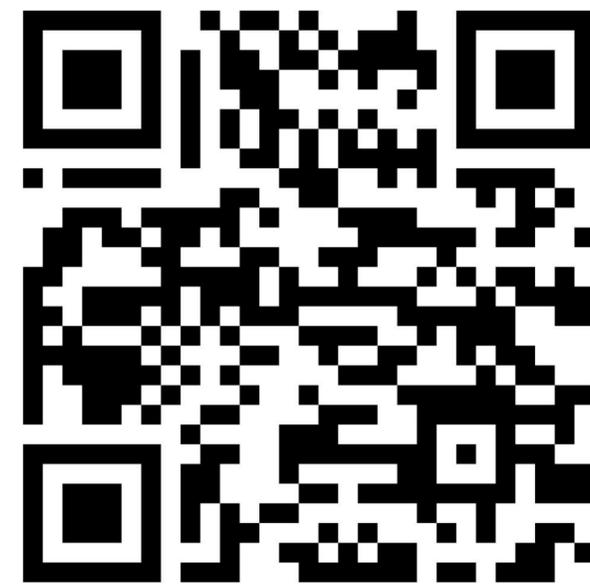
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