AI: What's Changed In The Last 12 Months?

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M2 AI Summit | May 2024

What we will cover

- AI Advancements and Key Trends

- Beyond the Hype: Real-World Applications

- Challenges in AI Adoption

- Future Directions in AI

AI Evolution and Key Trends

AI Evolution: 2022-2024

2022: Gen AI like ChatGPT sparked widespread interest and experimentation.
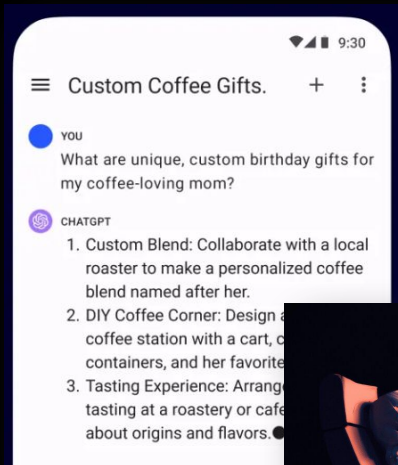
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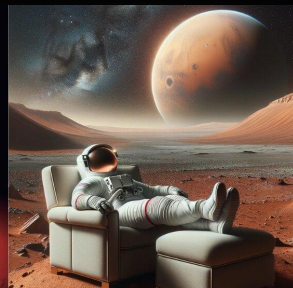**2023**: AI integration into business and daily life accelerated significantly.

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2024: Over 60% of organisations are expected to leverage AI.
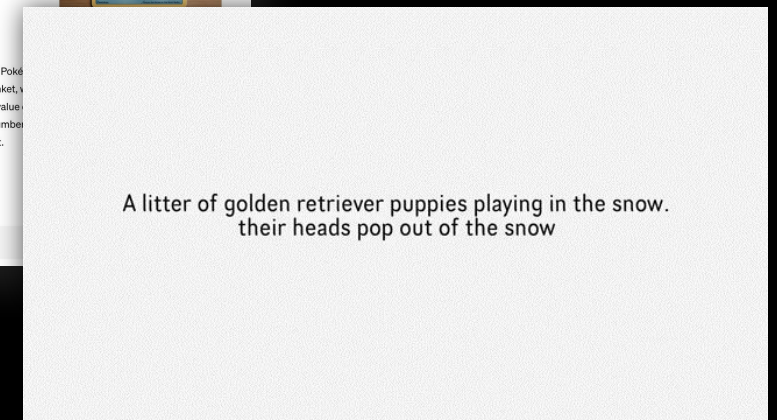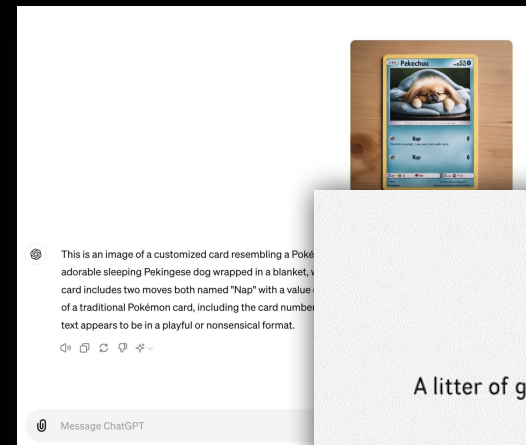
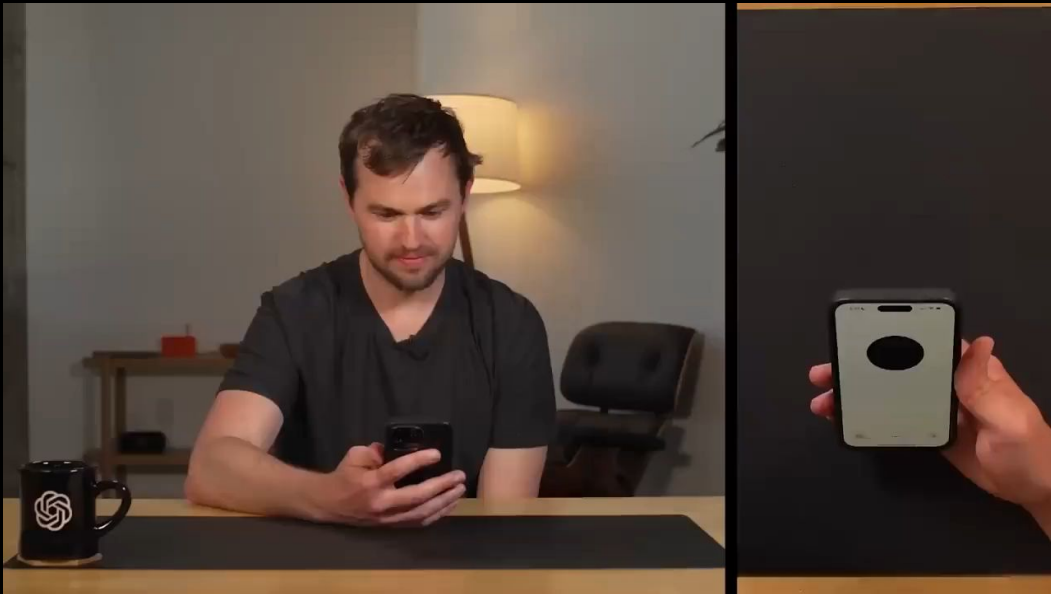## Evolution of foundational models

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AI Evolution and Key Trends

ChatGPT can now talk like a human

- Real-time Response
- Natural Conversation
- Use Cases
- Potential Partnership with Apple

AI Evolution and Key Trends

AI adoption on the rise

Business adoption and impact

- 63% of businesses now use AI. In New Zealand, 48% businesses are using AI.
- Widespread use in New Zealand with 84% workers using generative AI.
- 42% report cost reductions, 59% report revenue increases through AI.

Workforce transformation

- AI helps complete tasks faster (e.g., 73% faster in information retrieval).
- 75% of employees say AI allows them to focus on more rewarding tasks.
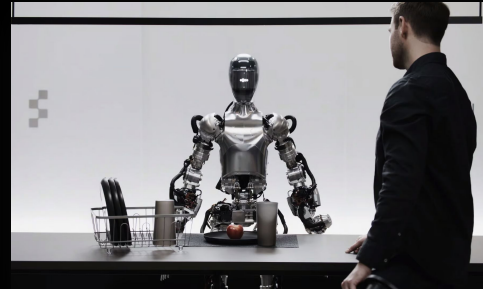
AI Evolution and Key Trends

The Democratisation of AI

- Increased Accessibility

Ethical considerations and Responsible AI

- Global AI Regulations Overview
- New Zealand's Regulatory Landscape

Beyond the screen: The rise of specialised AI hardware

Beyond the Hype: Real-World Applications

Broad Business Applications

Application	Percentage
Improving Business Operations	56%
Improving Customer Service Operations	56%
Search Engine Optimisation (SEO)	52%
Cybersecurity and Fraud Management	51%
Process Automation	51%
Internal Comms, Presentations, Reports	46%
Content Production	35%
Writing Code	31%

Consumer Applications

- Daily Uses: AI helps with financial queries (43%), travel planning (38%), crafting email (31%) and more.

Beyond the Hype: Real-World Applications

Benefits from AI implementations

Save 3.5 hours/week	30% cost reduction	13.8% more inquires handled	Write 59% more	Code 126% more	Produce better quality
Productivity Impact	AI Chatbots	Support agents	Documentation	Programmers	

Notable wins and learnings at Pie

Coding	Data	Research	Design	AI tools alignment
50% time savings	1 week to 1 hour	75% time savings	75% time savings	

Challenges in AI adoption

Challenges

- Data Security and Privacy
- Compliance and Trust
- Skills Shortage
- Cost Predictions

Strategies

- Privacy-focused models
- Rigorous testing and continuous monitoring
- Training programs
- Start small, scale smart

Future directions in AI

AI Democratisation

Low-code/No-code Platforms: Empower non-coders.

Responsible AI

Incident Growth: 123 incidents in 2023.
Legislation & Startups: New US laws; startups like Sentinel focus on deepfake detection.

Chatbots era to AI Agents era

Intelligent systems capable of understanding context, making decisions, and executing tasks with human supervision.

Thank you

Pie