

Xerox Perspective on Artificial Intelligence

When it comes to Digital Services and Solutions, for more than 20 years Xerox has been providing digitization, document management and workflow automation solutions to the market globally both in public and private sector. We see Artificial Intelligence (AI) as an evolution to the capabilities we have always had and will continue to embrace this within our own operations and infuse them into the Xerox core offerings.

Learn more about how Xerox is embracing AI internally and within our offerings: ([Xerox: Embracing AI to drive innovation - Quocirca](#))

Xerox's vision of AI in process transformation and automation falls into the following categories:

AI DRIVEN INTELLIGENT DOCUMENT PROCESSING AND WORKFLOW ORCHESTRATION:

Typically, 80% of an organization's information is trapped in documents that are physical or digital. Intelligent Document Processing (IDP), part of Xerox's Capture and Content Services, is a suite of AI-powered technologies aimed at helping businesses automate and streamline their document processing workflows. IDP can extract, classify, and transform data from a variety of sources, including scanned typed and handwritten documents, scanned pictures, emails, and other digitised sources. Traditional machine learning and AI tools along with the rapid evolution of large language models (LLMs) and Generative AI, we expect technology to squeeze as much relevant information for business decision making. This goes beyond what is available in mainstream today in document classification and data extraction as we believe AI evolution will in the future provide insights and predictive outcomes from content within the organization that can be leveraged for strategic and tactical decision making. Not only will AI be able to harness the information in content but also leverage this to drive workflow and process orchestration which today requires human input or interaction. There are variety of processes in the education, healthcare and government sectors that can benefit from these future capabilities to drive better outcomes for student learning, patient care and citizen services.

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AI DRIVEN ANALYTICS:

Xerox has a mature analytics practice looking at our internal data around processes to drive improvements. We leverage analytics to identify inefficiencies, simplify processes, and improve workflow automation. For instance, analytics can help companies understand user behaviours, identify non-essential tasks and activities, ensure compliance with policies, and target document-intensive processes. Analytics that leverage AI are also used to deliver predictive support and outcomes whether it is about information security, process improvement or eliminating non-value tasks. We believe AI driven analytics will be a core function of all technologies as it relates to process automation, whether it's in Document Capture, Enterprise Content Management, Record Management, Workflow Automation or Case Management solutions, as all data around document, information and workflows will benefit from this technology to drive continuous improvement and enhancements to the user experience whether you are employee, student, faculty, health practitioner, citizen, etc. This category will drive the next level of user experience (UX) and speed to transaction in an evolving digital economy.

AI DRIVEN DIGITAL WORKFORCE (ROBOTIC PROCESS AUTOMATION AND CHATBOTS):

Xerox also has been using robotic process automation (RPA) and chatbot technology internally since 2018 and we continue to build expertise and capabilities with these technologies to not only improve internal operations but also provide commercialized offerings to the market. These technologies are focused around automating specific tasks such as answering inquiries, initiating requests, data entry and swivel chair activities, calculations, interpreting content and actioning, etc. will continue to be lot more "humanized" with the advancements in natural language processing and Generative AI. We see these technologies drive improved user experiences internally and externally incorporating language, culture, sentiment, and most of all truly emulating work patterns of individuals utilizing this technology daily. Overtime with AI we expect not only "Robotic" structured work will be assisted by this technology, but also more of the exceptions that are typically resolved by human intervention could be managed through enhancements in machine learning. This technology will be the ultimate "assistant" to workers to get their work done.

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PREPARING YOUR ORGANIZATION TO EMBRACE AI:

AI is here to stay, we believe organizations need to properly strategize, plan and develop an operating model that broadly encompasses the people element, security and change management to embark on the journey.

For process transformation, we believe the following should be key considerations when preparing your organization to embrace AI:

- At the organization leadership level create a vision and strategy for AI and defining what problems it will solve and opportunities that can be un-locked
- To adopt AI, it requires data. Make sure your organization's data is accurate and well-connected.
- Orienting the organization's culture to embrace AI versus being afraid of it. For organizations to survive in the fast-paced digital world, the human and digital workforce need to join up and build a culture that embraces AI and has the skill set up to keep pace with rapid advancements to provide a competitive advantage.
- With the plethora of technology available today and expected in the future, it is critical for an organization to properly applying these tools securely. Data lead prevention, data poisoning, malicious code attacks, data privacy breaches, etc. all need to be comprehended within the organization's AI security framework and standards.
- Take a crawl, walk and run approach and evaluate the "build" versus "buy" at every juncture. Just because technology is evolving at a rapid pace doesn't mean adoption needs to follow the same pace.

We believe Xerox is uniquely positioned in the market to help the OEM members embrace AI. Whether your organization is just starting the journey, or you have a mature AI practice, we have the expertise, capabilities, and best practices to help your organization accelerate your Digital Transformation.