

# AI in the Extended Enterprise

Digitization of the enterprise has broadened horizons and opened up whole new markets, thus creating ecosystems that often extend across multiple sectors and play a pivotal role in enhancing customer engagement. By encoding knowledge, work that had previously been exclusive to humans is now being performed by algorithms and software.

AI technology promises to reconstruct enterprise workflows and customer engagement practices, thus impacting business organizations at every level. Outlined as follows are reasons for its incorporation –

- AI enabled processes can be extremely useful in solving one of the most critical issues that plagues the running of extended enterprises, namely the problem of partner selection and task assignment.
- It is crucial on part of the enterprises to provide training to the extended workforce also if customer experience is to be improved in the long run. Learning systems empowered by machine learning algorithms can help curate a personalized learning management system which would also include key business support services including marketing, finance and sales development.
- Automated solutions in the extended enterprise are often rife with inflexibility and sluggishness. Harnessing the ability of machine learning and deep learning systems to analyze large data sets and discover predictive patterns can be utilized to create a software framework on top of which quick solutions can be built.
- Zero-code, model-driven software development will unleash a number of significant application-level innovations in the years to come. Micro-service architecture of sorts can be created for seamless and flexible delivery of client-specific and cloud optimized solutions, both of which will redefine customer engagement practices.



AI based systems can have an impact on how extended enterprises are run by helping resolve complexities that have always traditionally belied satisfactory, iterative solutions. Machine learning could be an integral tool in enhancing both labor participation as well as customer engagement.

## ABOUT ENLYTE

Enlyte Inc. is an innovator in machine learning and bot platform technology specifically designed for employee health and wellness. Designed for organizations looking to help people manage stress and addictions, Enlyte offers a robust intelligent platform that can adapt to different types of users, conversations, and challenges.

Enlyte brings decades of experience in understanding how people learn and consume information coupled with domain experience from the scientific healthcare community to deliver a scalable, health and wellness bot application, designed to improve the lives and productivity of employees.