enlyte

AI in Information Technology

Firms in the IT sector are continually on the leading-edge, and often consider unconventional and innovative ways to meet the demands of the tech-savvy consumer. Machine learning shows the most immediate promise - it has the capacity to enhance a wide array of applications, particularly those involving classification, prediction, anomaly detection, and personalization.

To be able to successfully leverage the huge promise for tech industry, and ensure that a company has compelling offerings that fit within a larger ecosystem would depend on many factors, the primary being the pace of adoption.

There are several reasons for information technology companies to ramp up their AI adoption strategies.
There is a spate of mini-revolutions springing up in the technology space. In addition to AI based innovations, technologies like blockchain and Internet of Things have come to prominence almost simultaneously. Put together, they give IT companies a chance to transform their own business models to accommodate shifting customer demands.

While AI led automation has led to the loss of jobs in the IT space, it need not be so. AI gets rid of what might be standing in the way of driving customer engagement. In fact, every second that your employees waste on low-value tasks is the time which your competitors are gaining on you. By using AI to automate repetitive tasks, firms provide employees with the freedom to perform higher value engagements that can fuel the bottom line.
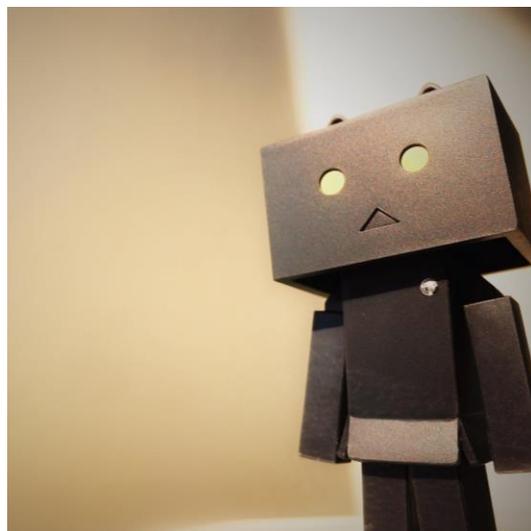
Information technology companies and technology firms in general, are employing several strategies to stay ahead of the AI adoption curve. A common strategy being employed involves partnering for the purpose of advancing a particular field or building end-to-end customer solutions that harness the best of their assets and capabilities. A case in point is the recently launched partnership between IBM and Cisco.
Another example of companies working together is the Partnership on Artificial Intelligence (AI), which includes companies such as Amazon, Google, and Facebook.
AI is here to stay. Harnessing its power, rather than seeing it as a threat to mankind's very existence will be pivotal for IT companies to carve out a niche for themselves in the customer engagement and experience space.

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.