

UiPath® on Tour

AI at Work



# LONDON





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Managing Partner

Centelli



**AI at Work**

# Enhancing Productivity with AI

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Centelli

# Enhancing Productivity with AI

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Freeing Up Time for Innovation



# Introduction to Centelli

## + Our Experience



### Founded 2014

- Operations in UK/Europe, US, and India
- 160 employees globally
- Two primary service lines: Digital Workers & BI/Analytics



### Focus on Medium and Large Enterprises

We have delivered solutions across complex processes and systems, spanning multiple applications



### Experience delivering solutions within:

**Hospitality** – Village Hotels, Leonardo Hotels, The Ivy Collection  
**Financial Services** – Hampshire Trust Bank, Ardonagh Speciality  
**Automotive** – JATO Dynamics  
**Construction** – Vistry Group



### Outcome driven

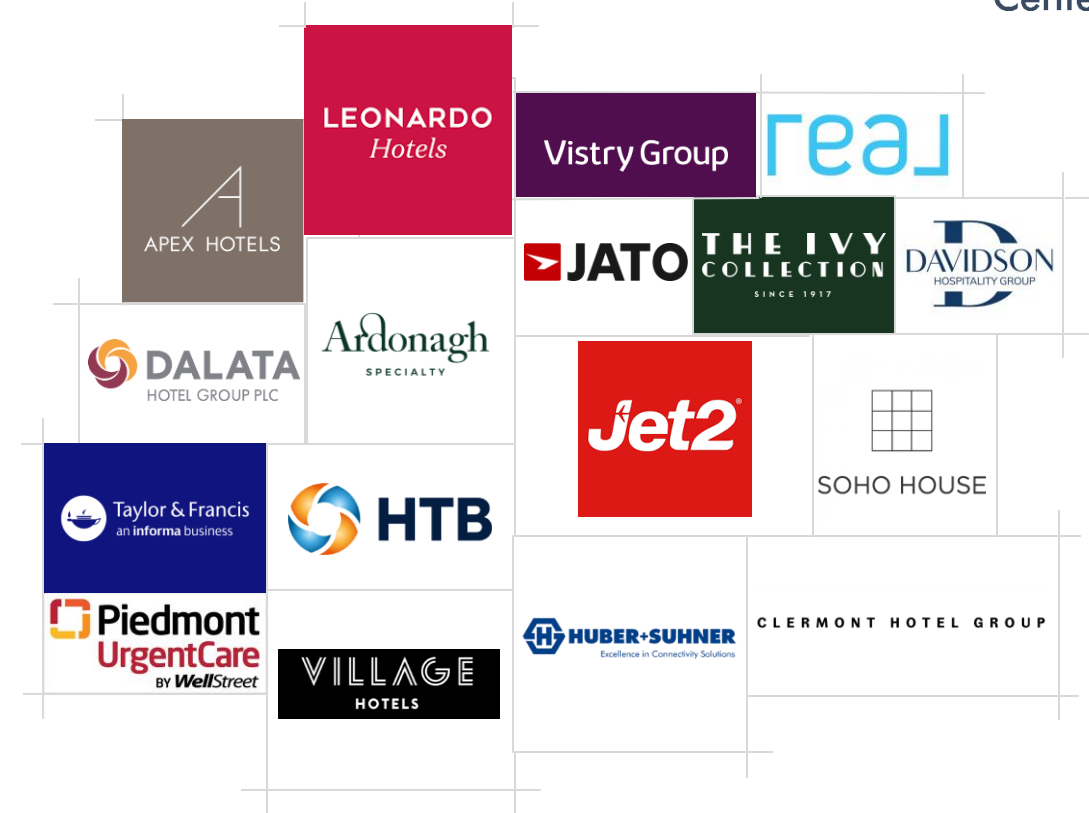
We deliver on our commitments to customers and are proud to have a retention rate of 100%



Winner!

**Centelli**

Best Robotic Process Automation Technology Company, 2023 – UK

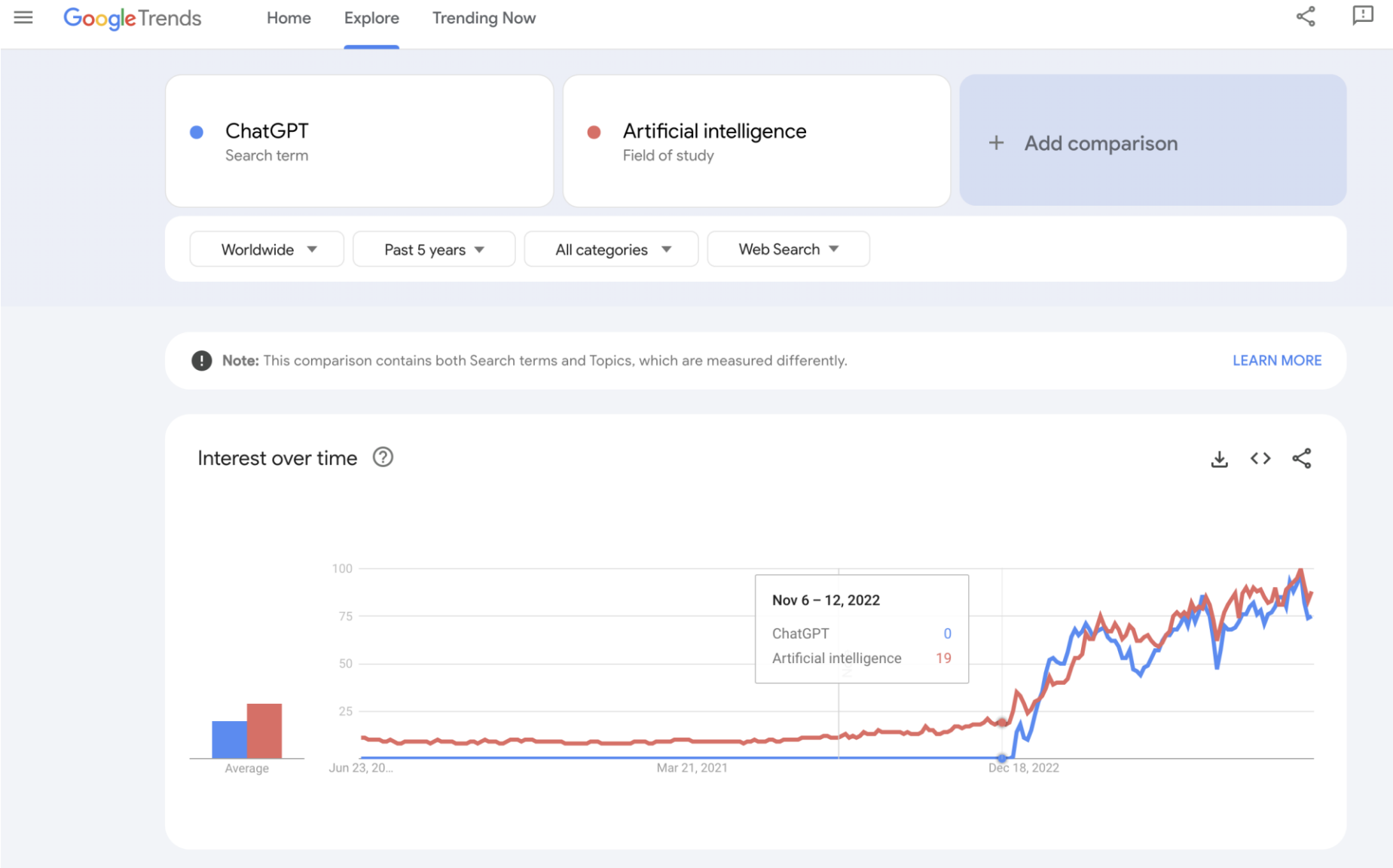


### Technology

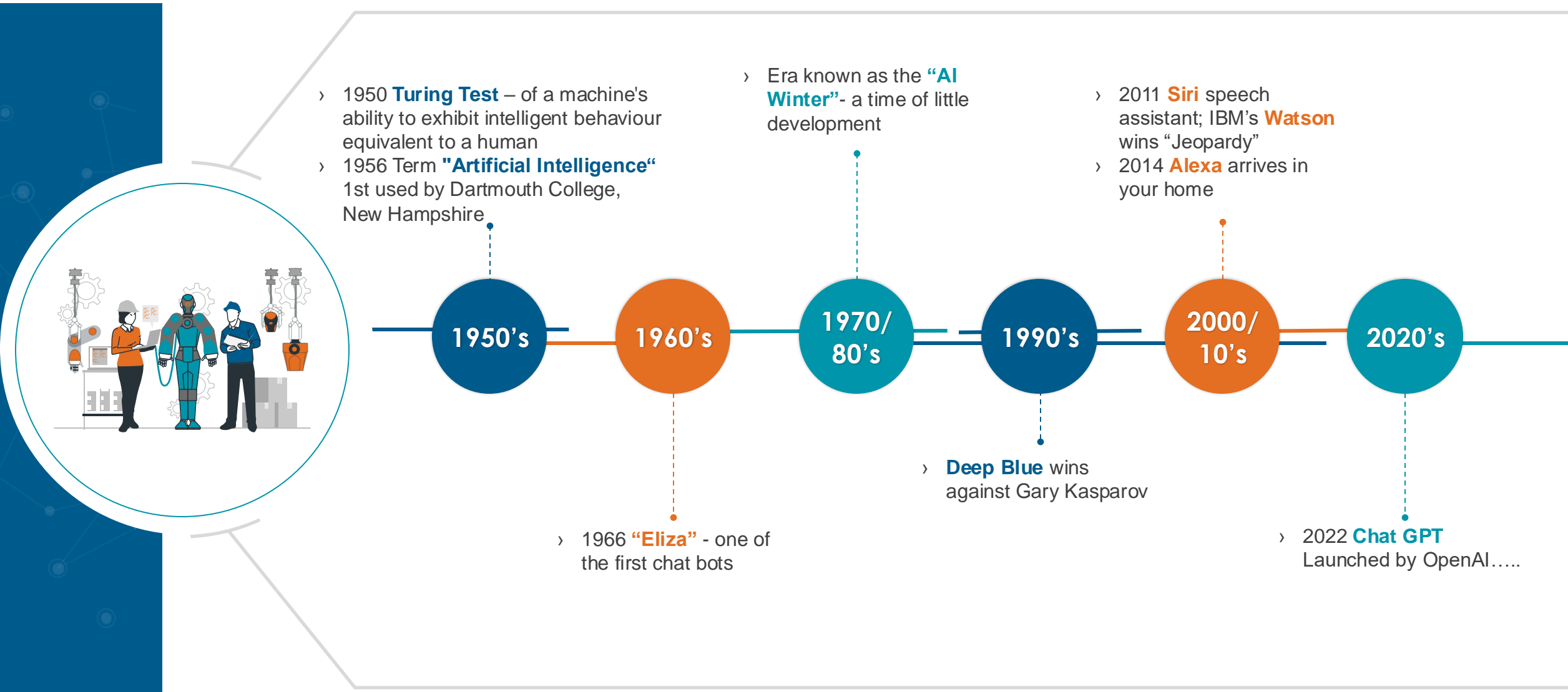


**ORACLE**  
Validated Integration  
Oracle Hospitality

# Interest in AI fuelled by ChatGPT

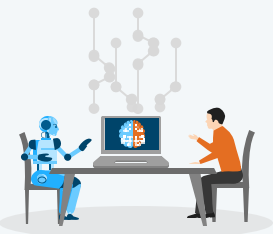


# Brief History of Artificial Intelligence



# Types of Artificial Intelligence

## Custom-Built Models



Designed for specific applications and are trained on unique datasets, based on historic data, to perform particular tasks. Key characteristics include

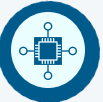
### High Specificity

They are highly specialized for particular tasks.



### Unique Datasets

Trained on data that is specifically collected and curated for the intended application.



### Bespoke Development

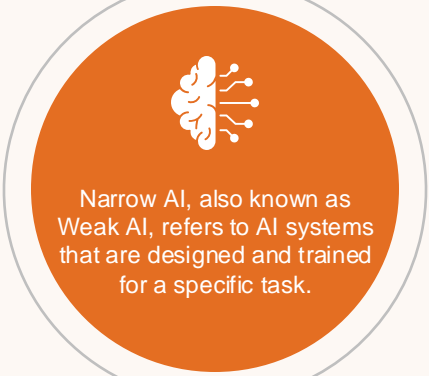
Requires significant investment in development, data preparation, and training.



## Narrow AI



Excelling in their designed tasks but lacking the ability to perform beyond their specific applications. **Task-specific**



**Widespread Use**  
Most current AI applications fall under this category.



## Large Language Models (LLMs)

trained on vast amounts of text data designed to understand, generate, and translate language based on the input they receive. LLMs can perform a wide range of tasks, from writing essays to generating code, thanks to their extensive training data.



### Flexibility

Can be applied to a variety of language-based tasks.



### Pre-trained

Developed with extensive datasets and then fine-tuned for specific applications.



### Generative Capabilities

Capable of generating coherent and contextually relevant text based on prompts.

## General AI

General AI (Artificial General Intelligence, AGI) represents the concept of a machine with the ability to understand, learn, and apply its intelligence across a wide range of tasks, mimicking human cognitive abilities.



### Adaptive Learning

Ability to learn and adapt to new tasks without specific programming.

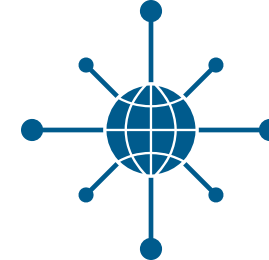
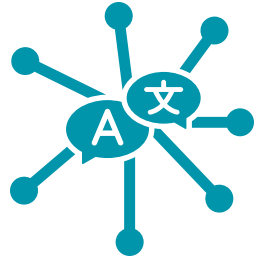
### Cognitive Flexibility

Can perform a wide variety of tasks, make decisions, and solve problems in unpredictable situations.





# Simple guide to LLMs



## Interpretation

- Use training data to interpret requests
- Size of model matters: Large vs small models trade-off speed of processing with quality and cost of training
- Multi-modal or not
- Source of the training data

## Generation / Output

- Prediction based output – each word in the response is predicted based on training data, input and previous words in the response
- It is unlikely to generate the same response to a question
- Can hallucinate – doesn't know the difference between fact and fiction – all it knows is the training data
- Useful for individual productivity, alternative points of view, etc.
- Consistent responses?

# Leveraging UiPath LLMs

Increased accuracy | Unstructured data | Accelerated time to value

## UiPath<sup>®</sup> Communications Mining<sup>™</sup>

### UiPath CommPath



Process communications of varying complexity, including multiple requests and additional context

## UiPath<sup>®</sup> Document Understanding<sup>™</sup>

### UiPath DocPath



Process any document out-of-the-box with little to no training required, including lengthy unstructured data and tables

# Get in touch...



## Leverage AI in Intelligent Automation

- *Understand communication, Document Understanding, custom AI models.*

## Guidance

- *Understand AI and how to leverage it, think about it.*

### **Aneesh Gupta**

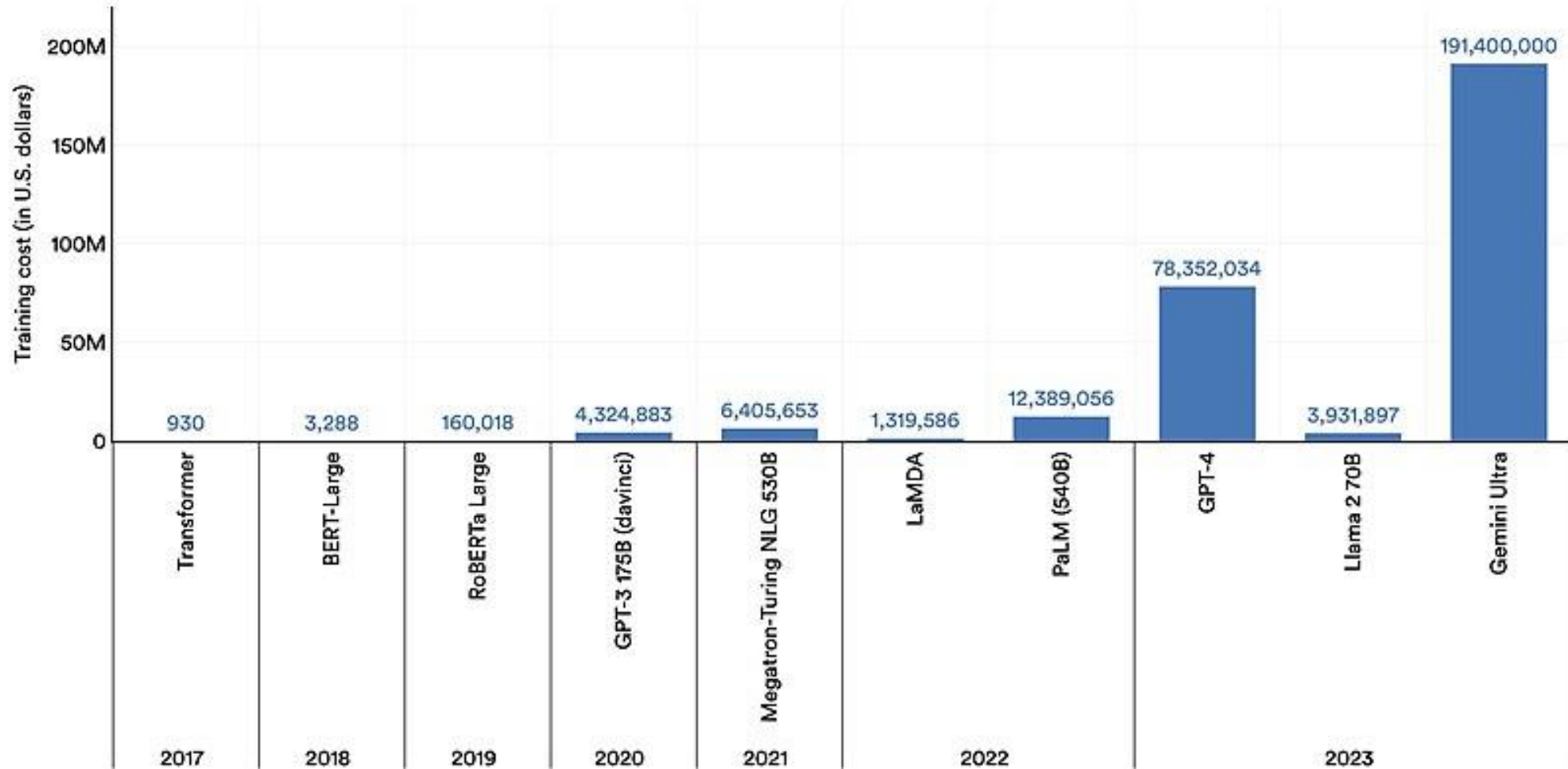
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# Cost of training an LLM

Estimated training cost of select AI models, 2017–23

Source: Epoch, 2023 | Chart: 2024 AI Index report



[https://en.wikipedia.org/wiki/Large\\_language\\_model](https://en.wikipedia.org/wiki/Large_language_model)