



# LION

## VIDEO TRANSCRIPT

00;00;14;01 - 00;00;26;23

I'm Brian Westbrook with GeekWire Studios here at ABC Reinvent. Very excited to chat with our friends at Accenture and Lyon. We've got some great stuff and some great technology. I want to bring on my guests, Luke Higgins and

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Yogesh Sharma. And you're with Lyon. Why don't you tell us a little bit about what you do and what you bring to the table?

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Yeah. So I'm the and an expert from on line, and I help business with all their solution needs in the domain of data reporting, analytics and dashboard kind of area and provide them support from the technology point of view. And Lyon is an alcoholic beverage company that operates in Australia. We were joking and New Zealand were joking a little bit ago about how there's some fun beverages and there's certainly a fun side to the beverage industry, but there's also a very serious side of the beverage industry.

00;01;01;14 - 00;01;21;16

Luke Higgins with Accenture. Tell Silverbird about yourself and what you bring to the partnership. Yeah, I look after all of Accenture's core global automation, and particularly in growth markets where we build out our core assets that enable our managed service teams as well as our large program teams to be able to deliver our services, infusing automation into the way that we do it.

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And we do that by building new assets that allow us to really compliment the way that the teams operate and augment them in a way that really improve their productivity and the quality of the services we deliver. I know many of those that are watching this video are familiar with Accenture and are familiar with the products he bring to the table, maybe customers or potential customers.

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But I want to talk specifically about something that I know of as my wizard, and it has a new name. About a year ago. Tell us about Gen Wizard. Okay. So my wizard is essentially our core platform for automation, where essentially it is made up of many different assets that we build out in modular ways and deploy where necessary to to provide that level of productivity.

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Like I explained, Gen Wizard is the evolution of my within, which includes the generative components within those core assets. And between those core assets, it allows us to really become the glue between the assets to improve intelligence and the decision making around what happens within the automation. What would be an example of that automation that paint a picture for us, if you will, where Gen Wizard would really help streamline, optimize, reduce cost?

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Yeah, sure. So actually, I think probably, you know, your guest and I probably can share giving that example.



So at Lyon initially when we were were working with the teams, we had a service desk that would be supporting out of the Philippines. They would receive calls, particularly major priority calls when the big issues in the in the brewery problems on the something gone down or the labels, the label link, the ID stops.

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And essentially in that scenario, we'd have the team ring up, talk to our services team. It may take 15 minutes where they try and navigate exactly what's going on. And then from there it would pass off into essentially a large bridge, and that bridge would bring together teams from all parts of it. And essentially they would then work the problem to try and solve it.

00;03;18;29 - 00;03;45;25

And that may take a couple of hours depending on how complex it is, two or 3 hours at And with generally that what we did was we infused the generative capabilities in to the point where it actually started to receive the calls and I might pass it to the your guest to sort of elaborate from there. But fundamentally, instead of people having to take the calls and engage with what was going on, that would take, as I said, 15 minutes, it's now is now taking a fraction of the time.

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So you've built a platform that helps automate this process. What happens next? You guys take it from here. So it's really exciting to see how this solution really works. It has reduced our ticket creation system by 46% in terms of times. So the genie takes the call from the end user. It enriches the ticket with all the information or the background or the root cause analysis information in there.

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We have provided around 2 to 3 years worth of data in the Gen Genie data repository based on which it predicts the potential solutions. So that's that's a huge addition to the outcome that business needs. So so essentially now, rather than taking, you know, 15 minutes together to understand what was going on, right then we form this large bridge where we bring everybody because I don't exactly know who should be helping solve the problem.

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Then two to couple of hours to 3 hours later find the problem. Now the generative AI takes the call immediately, within 1 to 2 minutes, understands exactly what's going on, goes out to the generative as 2 to 3 years of knowledge has been put into identity based or now within Gen Wizard. And that's made up of sort of 5000 different what we call micro knowledgebase articles that then provides us a guidance as to how to solve these different types of problems.

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What the design of the system looks like, how should it then do the ACA? It assembles the answer based on the information that's been assembled from the call within 30 or 40 seconds. And then immediately while we're lodging the ticket, it's immediately then doing the root cause analysis, and then it's linking to the automation to do the triage or potentially the resolution of the problem and is deciding who should be brought onto the bridge.

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So rather than having everybody you have like a 5% of the team, the right team being brought to the bridge with that information being passed to them around the root cause and potentially the automated triage that's going on at the same time. So rather than taking multiple hours to solve the problem where we're talking minutes and we've got an idea of exactly what the potential issue is and potentially the solution in place, so that that's the difference.

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So that's incredible. I especially like the large brands we've all been called. We've all been on call 24 hours a day. It's like, yeah, I have no idea what's going on. My mother in law got invited. That's how big the bridge is. It's one of those all that everyone and everyone is invited to that we joke, but that's a serious problem because that's taking me or someone is maybe not really solving the problem with.



00;06;09;20 - 00;06;28;06

Exactly. You guys, I want to ask you, what was the moment there was I know there was one example with three off guard here a little bit where you were using the gen wizard and platform and you said, Wow, this was the right decision and maybe you were at the beach, you were relaxing and it solved the problem much quicker.

00;06;28;06 - 00;07;01;10

That would have maybe taking you back into the office or would have been more complicated. Or is that one example where you're like, this was the right move? So I think especially with this particular use case where the genie is taking on the calls from the customer, we just went live in the last six weeks and when Luke just showed me the, the call script that the any of those was talking to, it is pretty difficult to understand exactly the from the keywords, but the way the whole genie solution kind of made the transcript out of it and summarized it completely, summarize it in the bullet points.

00;07;01;10 - 00;07;19;28

And it's just, just by looking at it, you can't just make out what the customer actually said and what the narrative is supposed to be. And after doing all the research based on the data base, I think that it was just a casual chat. But when I saw that script, it just like blew my mind off. You can't believe I did the like.

00;07;19;28 - 00;07;41;00

And that's the real difference between when you incorporate the generative intelligence and what the traditional way was before you'd be trying to decompose exactly what the users are asking for. And especially like with user based tickets. Yeah, there's so much context that the user obviously has doesn't always write down. Yeah. And fundamentally the generally body has that context because you've given it to it.

00;07;41;00 - 00;08;02;02

You form the context of the system definition and it includes that with its analysis. When it summarizes what's going on. So fundamentally the user don't have to provide as much context. They just need to explain the situation and the rest of it can be derived because we understand what is the user's role. Yeah, and the jury, why has that intelligence, what's going on in the system at this point in time?

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And exactly what is the likely, you know, I guess area of problem that the customer's probably talking about and it's using that context along with the large language models, to then work out fundamentally what the likely issue of an area of problem is. We've all seen helpdesk, environments and tickets, whether that be technical or manufacturing optimization or supply chain and there's kind of that human element of, I know this and kind of the nuances of it.

00;08;32;12 - 00;08;49;03

Has there ever been an instance, whether whether it be with Lion or otherwise, where Gen Wizard has just gotten it wrong? yeah. So when we first went live and this is sometimes you got to find fast but, but and you only really know when some of the tech goes into the wild, like exactly how it's going to respond.

00;08;49;05 - 00;09;23;14

And one of the causes we were getting in, the gentleman who rang up was obviously, I think it must have been on shift and wasn't rotten in that particular brewery at the time. And his son was was behind him and must've been going to a movie theater. Okay. You could hear the son talking about, right. Wanted, you know, chocolate, you know, and, and those, these background voices were going on and that, you know, he was very upset that he didn't get the chocolate and and that generally I heard that it started to try and incorporate that and understood the sentiment of the son action with, you know, what the particular issue was that was



00;09;23;14 - 00;09;57;24

being reported. And that in that context, it actually blended the two and inside the ticket description. It was something about, you know, they couldn't unload for some issue because you know, there was an issue, you know, getting the chocolate. So so I saw that that sort of and so we did learn that yeah, you have to give a bit of more context when, you know, obviously generally I was like understanding what the problem is such that the user realizes, yeah, if your son wants chocolate, just, just let this wait for a second while you explain to the generally by what you need and then you can have that that discussion.

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Yeah. So are there any chocolate beverages being being crafted as a result of this or do we put that into the idea bucket for later? Any idea later that that's fantastic. Great example. But it is interesting to think about the nuances and the background noise is a little bit of it here as well, wanting to focus on exactly what you're talking about.

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And then it picked up that translated said, I need to process where is where is a human have been able to say that was for me. Yeah yeah exactly. Or might have been able to ask like do you. Yeah. Is there a problem with the chocolate. Yeah. If there's a problem with chocolate, we all have problems. Right.

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I want to get to the five key focus areas of Jen Wizard and. And how will this be game changers in the enterprise? Look, this technology in my 19 years is the most exciting. And I think the reasons for that are because every time you start using it in different use cases, it somehow surprises you with what you can actually do.

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And the five key areas, first of all, I think it's about establishing the living knowledge base, because fundamentally, generally they only really knows what you tell it besides what obviously it has in the general knowledge store. So you've got to put the enterprise context and we put that essentially next to the film in its respective generative II data store.

00;11;09;28 - 00;11;28;02

And once it understands, like that example we're giving with the tickets of like the previous day resolved tickets, the design of the system, all this information, the generally I can use that information in conjunction with the film to make sense of it. The second is on the journey is being how you introduce that generative capability to really hyper automate the systems.

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How do you have more, automate how you enable the resolution of the tickets through to how do you automate the building of systems and enablement of that, the building of systems. And I think the secondary area really opens up, you know, a huge new set of opportunities, which is the third area which is starting to look at how do we enable the move from technical debt to technical dividend.

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And so in that sense, what we're doing is we're saying how do we reimagine the systems, how do we reverse engineer and forward engineer the systems using the generative AI to be able to essentially accelerate and reinvent the business, Because the beauty of the systems now are generally, as I can literally read the code, understand it, and then reverse engineer.

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You can then ask it to reverse engineer it, and then you forward engineering to a new system, new technology platform,



and essentially modernizing those core systems at the same time, which then reduces your operational costs at the same time you start building future ready systems. That is a fantastic journey and I love the conversation. Of course, I like talking about beer, so that's fine that certainly you had me at that.

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But it's interesting to watch how Gen Wizard is making what was a complicated troubleshooting process. Simple, easier and more effective and certainly taking a lot less time. You guys, any closing thoughts from the key takeaways point of view? Obviously, it's still in a very early stages and even being in a very early stages, we are able to achieve a lot of enhancements in our processes.

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We are able to reduce the turnaround time by 25%. We have the system available is a lot greater than compared to what it used to be. And to be honest, these kind of solutions is really enabling Lean to achieve the strategic goal of keeping the customers at heart. So really, it's fantastic. Awesome. You guys, we've got to leave it there.

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Thank you so much. I'm Brian Westbrook, our studios. Thanks for watching. Thank you.