



Vignettes

News bytes from your trusted technology partner

Software Product Engineering edition



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Envisioning AI to play a pivotal role in shaping and influencing how software is developed, tested, and deployed

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Ideate, Create, and Sustain

Digital Adoption as A Service

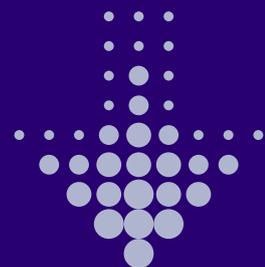
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Dear Readers,

Welcome to the first 2024 edition of “Vignettes”, from Tietoevry, your trusted technology partner. As we step into a new year, we are excited to share with you the latest trends and updates from the world of technology.

Our spotlight for this edition will be on innovations from our Software Product Engineering (SPE) business unit.

SPE serves B2B software product organizations (SaaS, COTS, PaaS) who are spread across various industry verticals. As a trusted strategic technology partner for the customers, it provides advisory, consulting, and implementation services across the Ideate, Create, and Sustain phases of the product lifecycle. Customer affinity and continuous value enhancement sets us apart from the competition.

The capture or enhancement of “Value” is of prime importance in the B2B software market, driving investments into areas such as innovation, consolidation, productization and platformization. In equal measure, Generative AI is an “invention-of-the-wheel” moment for the tech industry. Being early adopters, Tietoevry’s GenAI CoE is already providing significant value additions to our customers. As the dust settles on this advancement, it will transform productivity and innovation for us and our customers.

Without further delay, I welcome you to go through our newsletter. In addition to insights into our SPE offerings and advancements, you will learn about organizational developments that are sure to capture your interest.

For any comments or questions, feel free to contact us at info.usa@tietoevry.com

Thank you for your continued support.

From all of us here at Tietoevry —

We wish you a Happy and Prosperous New Year 2024!

Anil Rao

Senior Vice President,
Software Product Engineering,
EVERY India



Transformative Horizons – GenAI in SDLC

The application of Artificial Intelligence (AI) in Software Development Life Cycle (SDLC) is an evolving field, and organizations are continually exploring innovative ways to leverage AI technologies to improve software development processes. Through the automation of repetitive tasks, enhancement of code quality, and facilitation of creative ideation, generative AI empowers developers to expedite software development while maintaining high standards. As these AI models gain increased influence, they are positioned to not only optimize content generation but also contribute to solving some of the most pressing global challenges.

Integrating AI in the SDLC can bring several advantages. Here are some ways AI is commonly applied in different phases of the SDLC:

Requirements Gathering

AI can assist in analyzing and understanding user requirements by processing natural language input, thus improving the accuracy of requirement specifications.

Design

AI tools can automate certain design aspects, helping generate code snippets and design interfaces or suggesting architecture based on best practices.

Coding

AI-driven code generation tools and intelligent code completion systems can significantly speed up the coding process and enhance code quality by identifying potential bugs or vulnerabilities.

Testing

AI can be used for automated testing, including the creation of test cases, execution of tests, and the identification of potential areas prone to defects.

Deployment

AI algorithms can optimize deployment processes by predicting resource requirements, suggesting deployment strategies, and ensuring efficient scaling.

Maintenance

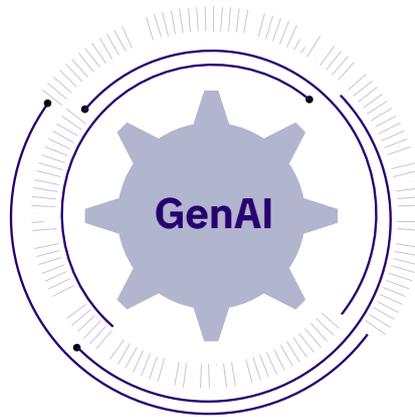
AI can help in the maintenance phase by monitoring application performance, predicting potential issues, and recommending updates or patches.

Continuous Integration/ Continuous Deployment (CI/CD)

AI can streamline CI/CD pipelines by automating tasks such as code reviews, testing, and deployment, leading to faster and more reliable software delivery.

Predictive Analytics

AI algorithms can analyze historical project data to provide insights into project timelines, resource allocation, and potential risks, aiding project managers in decision-making.



What are the Risks?

Although GenAI appears promising, producing perfect outputs is difficult, and traceability and openness are necessary for user trust. Intellectual property concerns tied to GenAI's use of open-source code remain unresolved, posing challenges for data sharing and creating potential markets for single-tenant solutions. High costs, especially for cutting-edge models, also pose as a barrier. In the long term, GenAI holds immense value, but its adoption requires robust governance protocols to ensure responsible use aligned with organizational standards and societal impact, fostering trust in AI-generated outcomes.

Practice Overview

Customer Segments	Software Product Value Chain		
	Ideate	Create	Sustain
PaaS SaaS COTS Engineering Enterprise Product Engineering (in-house & market)	New Product Development <ul style="list-style-type: none"> Design Rapid Prototyping Architecture MVP 	Product Operations <ul style="list-style-type: none"> Product Integration Product Adoption Product Architecture People Setup - Agile Pods, DevOps, Security [DevSecOps] Product Data Testing User Experience Release management 	Product Support <ul style="list-style-type: none"> Service Desk Customer Success Cloud and Infrastructure Product Adoption-Analytics & TCO Optimization Re-engineering Legacy modernization

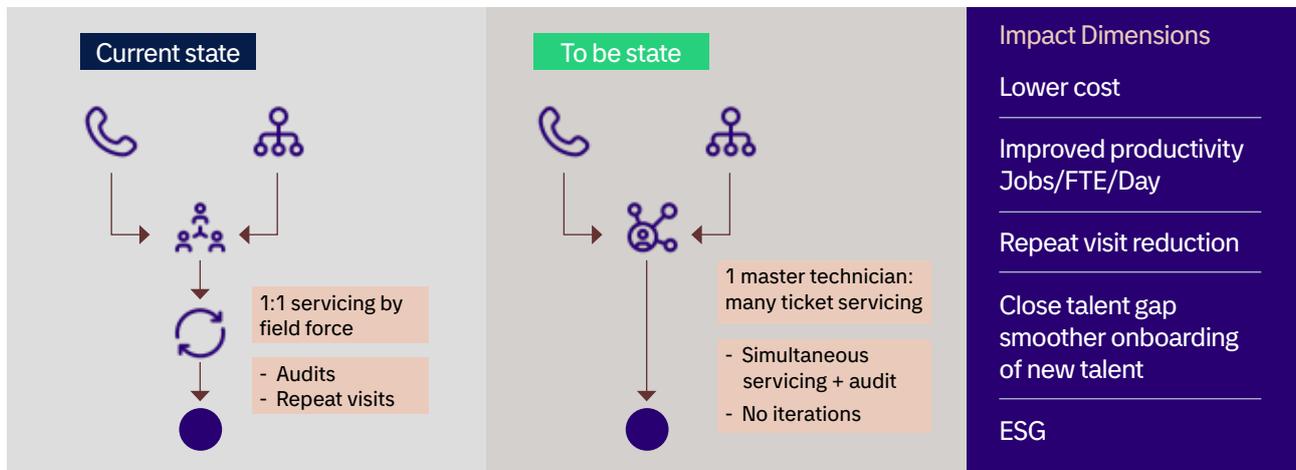
Smart Product & Portfolio Management		
Digital Enablement	Digital Adoption	Advisory & Implementation
Assets And Accelerators Across <ul style="list-style-type: none"> Design & Innovation platform Integrations Data AI/ML IoT RPA, BPR/BPM AR/VR Conversational AI Synthetic Data Generation AI APM ML Ops Framework (EDA+ XAI Studio) 	Adoption As A Service (By Role, By Feature For EX & CX) <ul style="list-style-type: none"> Onboarding Adoption Training Feature Usage Support Overhead Adoption Analytics TCO Optimization User Feedback 	<ul style="list-style-type: none"> Technical Due Diligence (M&A) Portfolio Harmonization (Architecture, Operations, Experience, Adoption) Portfolio Rationalization Product To Platform Journey

Business Function-Domains Based Software Product Engineering Offerings	
Business functions	Field Service Management Facility Management Service Human Capital Management Maintenance Repair Operations Data Management Platforms Digital Marketing Platforms Regulatory Tech Edtech
Industry verticals	Commercial Real Estate Pest Control Services Retail Energy (Oil & Gas), Utility Manufacturing Healthcare Insurance Banking

Innovation Corner

Considerations for AR Implementation

Multi-tier impact on business



According to a recent survey, the most significant pain point in Field service management is meeting customer expectations. The average first-time fix rate is close to 77%. It means that for the rest of the 23% of instances, the customer query is not resolved on the first visit. 89% of customers from FSM would like to see modern, on-demand technology applied to their technician scheduling, and 86% said they are willing to pay more for a great customer experience.

One of the ways to improve customer experience in service management is by adopting AR technology that provides a set of instructions for technicians to resolve customer problems. At Tietoevry, we have designed an AR-based remote intuitive toolset for performing inspection remotely by the supervisor in which a technician is assigned once the request is raised by the customer for inspection. The technician captures data in real-time and documents the inspection process automatically for further reference. The application provides features such as Live Pointers, Markers Annotation, Image Recognition, Measurements, and Upload Multimedia Content that help the supervisor validate the issue remotely and give the technician real-time feedback. Thus, the customers can resolve these issues in a single appointment, and this helps improve customer satisfaction rate. This application also allows us to utilize supervisor/senior expert's time efficiently and helps to contribute to an eco-friendly environment by reducing carbon print.

- Benefits of using AR Remote Inspection for facility service management.
- Saving Supervisor time by monitoring and guiding the technician virtually.
- Customers can resolve these issues/problems in the first appointment.
- It is browser-based which does not require any apps to download.
- Additional ability to use the platform to provide training to new technicians.
- Reducing the use of carbon print

Transformation is incomplete without adoption: Introducing Adoption-as-a-Service

By 2025, 70% of organizations will use digital adaption solutions across the entire technology stack to overcome insufficient application user experiences, surveyed by Gartner report on Hype cycles, and improve employee usage, engagement, and productivity with digital adoption solutions.

Digital adoption platform provides a data-driven software adoption that understands user behavior to enhance employee and customer experiences. We bring together the technology and domain expertise to identify and execute use cases for immediate business value realization.

Digital Adoption as a Service

Tietoevry brings a unique combination of technical expertise and business value realization

Consulting

- Desirability-Viability-Feasibility Assessment
- Use case identification, design
- PoC

Implementation

- Customer onboarding pack
- Platform implementation
- Content creation

Insight Generation

- Value engineering
- ROI analysis
- Course correction
- New use case identification

Support

- Content Management
- QA
- Tech support



Benefits of partnering with Tietoevry



Accelerated time to market driven by deep domain, tech and digital adoption expertise



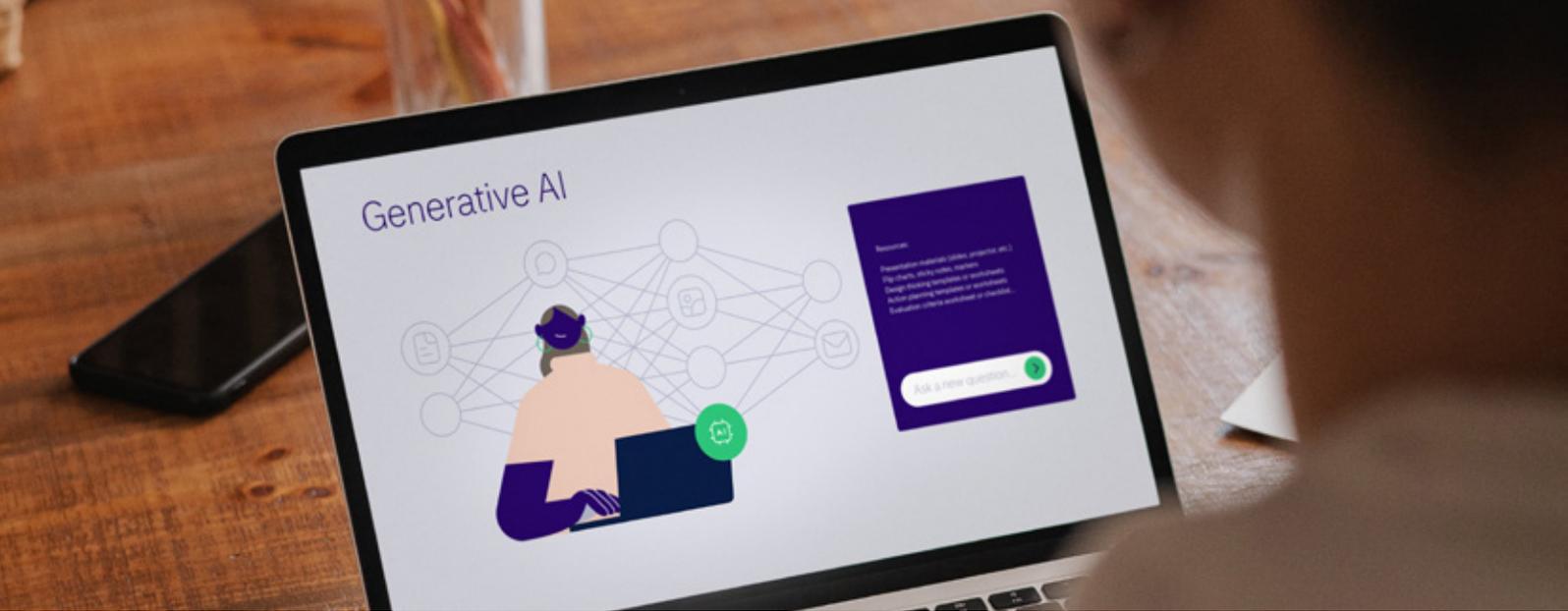
Exclusive value added and commercial benefits in partnering with Tietoevry



Organization change management expertise to drive business value realization



Low touch approach to implementation with no disruption to ongoing business operations



GenAI Use Cases

In collaboration with GenAI CoE, we have developed the following use cases for our customers across different segments.

Customer Segment	Potential to be state using GenAI
Field Service Management	<ul style="list-style-type: none"> • Dashboard and reporting • Automated dynamic instant voice first unified dashboard with info from multiple knowledge bases / databases • Work Order Management <ul style="list-style-type: none"> - Ticket creation - customer ticket raises ticket through GenAI-powered virtual assistant, which triggers the work order management process. - Ticket servicing - The virtual assistant helps the technician prepare for servicing the ticket, communicating the required knowledge and equipment required to service the ticket. - Ticket closure - Customer shares with the virtual assistant
Facility Management	<ul style="list-style-type: none"> • Lease management for property owners <ul style="list-style-type: none"> - Knowledge management hub to query lease database for operational decision support - New lease generation - Update lease basis, changing laws and regulations
Human Capital Management	<ul style="list-style-type: none"> • Recruitment - GenAI augmented JD generation • Onboarding - faster time to proficiency with instant access to institutional knowledge • L&D – personalized learning path generation for employees
SDLC	<ul style="list-style-type: none"> • Microsoft partner for copilot consulting and implementation

Recent Wins

From a Co-Managed Service Provider to a Trusted Technology Partner

A prominent enterprise specializing in healthcare operations software and services within North America has engaged our services as a provider in a co-managed capacity for the provision of support services for their suite of talent management products. We have assumed responsibility for modernizing and maintaining their talent management suite, a pivotal component of their core business operations. Considering our persistent commitment to quality, innovation, and customer satisfaction, our client considers us a strategic partner in their endeavors.

Tietoevry Signs Multiple Service Agreements with Leading Practice Management Software Company

The client is a leading technology partner for mental, behavioral, and rehabilitative therapy. With a network of over 200K providers, their platform diligently serves over 1 billion clients, ensuring complete compliance with HIPAA, PCI, and state regulations. They are currently on a transformation journey that includes AD/AM, DevOps implementation, performance engineering, UI re-engineering, application stabilization, and data migration.

iLEAD

iLEAD is a business-driven community, that fosters to build an inclusive workplace and to create an atmosphere of innovative thinking at Tietoevry. The purpose is to inspire, facilitate and propagate inclusiveness in all aspects and in turn resulting in better participation in business excellence.

[Read more about the initiatives and programs in their quarterly newsletter.](#)

News and Events

-  Article showcase: Cardinal transformation in the food distribution sector: a point-of-view.
-  Webinar: Fireside chat Tech series 'From Insights to Impact: Unleashing the power of data and analytics in IT'
-  Award: Tietoevry has been awarded the Solution Partner of the Year in the Nordic region for the year 2023 by Optimizely
-  News: Microsoft and Tietoevry reinforce strategic collaboration on Microsoft Azure to accelerate cloud transformation in the Nordics
-  Podcast - Synergizing Innovation: Exploring the Confluence of Generative AI and RPA. Tune in to learn how to handle unstructured data, as well as how to use GenAI and other insightful ideas to take RPA to the next level of hyper-automation!
-  Events: Tietoevry was the exclusive partner at Agile Testing Alliance's Global Testing Retreat (ATAGTR 2023), centered around the theme 'Embracing Technical Agility and Tech Future'.

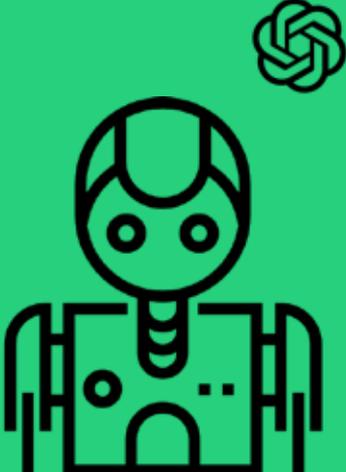
Podcast Series Connecting the Dots in Retail - A Series of expert talks on all things Retail

-  Episode 1
Hyper-Automating the Retail Returns Process: The problem of omnichannel retail returns is one that must be addressed.
-  Episode 2
Performance Engineering in Retail - Why is it so important?

Upcoming Event



Embracing the Future: Farewell 2023, Welcome 2024

	ChatGPT currently has an estimated 100+ million users, and the website sees nearly 1.5 billion monthly visitors.	ChatGPT's Coffee Preferences: It claims to prefer 01100011 01101111 01100110 01100110 01100101 01100101 (coffee in binary).
	ChatGPT's major aspiration is the ability to turn awkward silence into a conversation about cats and pizza.	One of ChatGPT's favorite joke - Why did the chatbot bring a ladder to the conversation? To reach the high points of humor!



Did You Know?

If everything goes well, the Olympics 2024 will be the first sports event to leverage AI for mass surveillance.

As per a poll conducted on 1000 US respondents conducted by Forbes, the most common new year's resolution for 2024 is:

48%

Improved fitness

38%

Improved finances

36%

Improved mental health

34%

Lose weight

32%

Improved diet

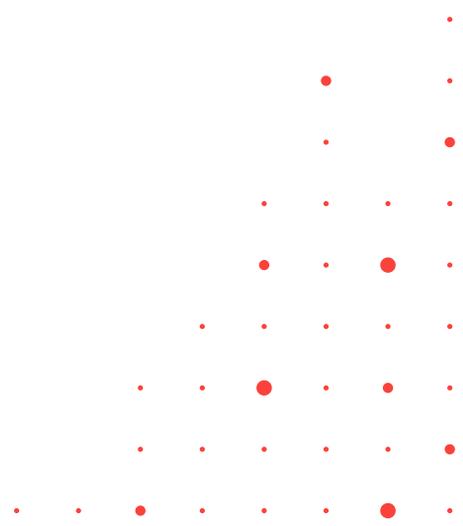
Quitters Day is the term commonly used to describe the phenomenon where people abandon their New Year's resolutions on second Friday in January.

The Waterford crystal ball, which descends in Times Square on New Year's Eve, is shaped like a geodesic sphere.

A total solar eclipse will encapsulate North America, passing over the U.S., Mexico and Canada on April 8, 2024. This will be the last total solar eclipse seen from the U.S. until 2044, so you won't want to miss out.

Meet the squad

Girish Lolakantiah, Abhishek Pandey, Souvik Mukherjee,
Krishnakoli Roy, Mala Chandrashekar, Lokeshwaran Ravi



Thank you for reading through our newsletter. Hope you have found it interesting and insightful. We seek your feedback for any improvisations. Please send in your queries and requests to <info.usa@tietoenvy.com>.

Resources: Gartner, Forbes, OpenAI, Olympics.com, and science.nasa.gov



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