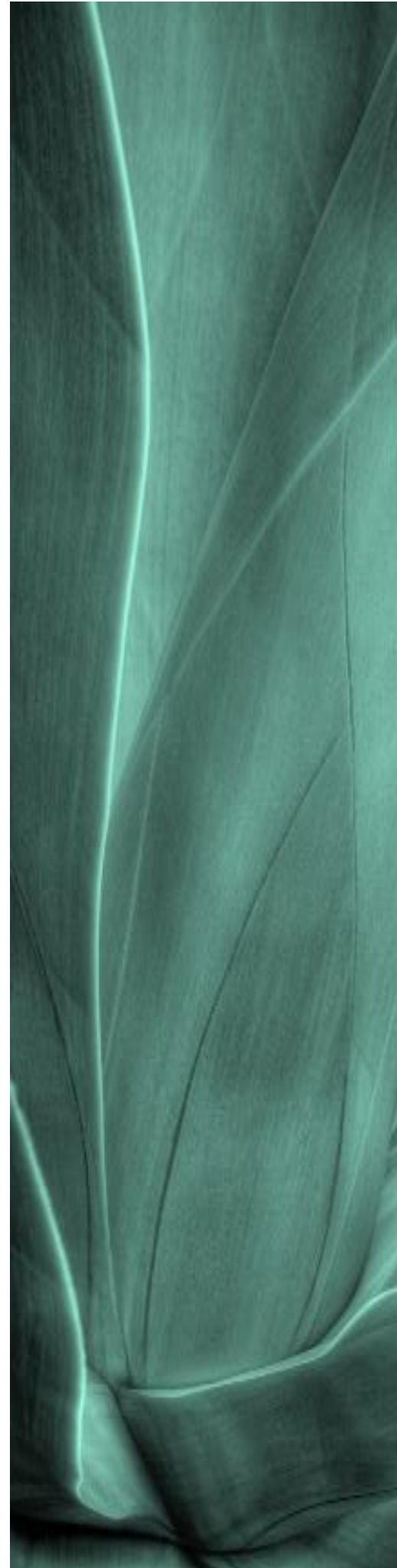


**AI led CXO  
Transformation  
Capabilities for  
CHRO/COO/CFO:**

**Strategic Approaches  
from AIQRATE**



It is undeniable that the leaders in all facets of businesses today are engaged in an epic battle of a physical, fiscal and psychological nature. This multidimensional war came upon us suddenly, viciously and with velocity unimaginable. Within the past 100+ days, most leaders have had their entire business plan implode, assumptions about the future and the way they work and lead flipped upside down. Three short months ago at the World Economic Forum, a global pandemic was not even listed in the top 10 business continuity risks.

With an invisible enemy wreaking potentially irreparable damage to business models and organizational health, CXOs must brace themselves for a long battle ahead. They must possess the energy reserves to sustain the battle on emotional, physical and psychological levels. The battle ahead will have few recognizable patterns for them to follow, nor does previous experience provide many lessons to rely on. This situation is different. Each day will bring new information: both good and bad, often conflicting, and clouding the path forward. Truly, leaders are in the “fog of war”. In time, we will inevitably have adequate testing capabilities, and a vaccine will emerge. The question for all is: What actions can CXOs take to minimize damage and optimize recovery? Some companies are well down this action path, others may wish to consider some of the following thoughts.

CXOs that go into this fight weak, depleted or misaligned have a challenge that is exponentially more difficult than those who are strong, tight and highly functional. Most companies that have responded quickly to the challenge leveraged their existing crisis management protocols. While helpful, a more rigorous approach to the battle is being observed within leading companies. If you are doing many of these things already, you are ahead. If not, you may wish to consider some of them.

The actions taken in the C-suite during the coming months will determine survival for most companies. The CFO plays the critical role on cash management & solvency – the oxygen of the enterprise. The CHRO must provide leadership on all people dimensions, specifically, the safety and wellbeing and the COO must create effective mitigation and business-continuity plans with fluid supply chains & operational dexterity.

AIQRATE introduces AI led CXO transformation end to end capabilities influencing new business value chain for CHRO/COO/CFO; with our seasoned & proven experience of consulting with several CXOs from multiple global & Indian enterprises and GCCs, we have curated strategic approach to evangelize and internalize AI led capabilities for HR, Talent, L&D, Operations, Procurement, Supply Chain, Finance & Accounting business function heads and have also provided advisory support to external IT & BPM organizations, consulting firms, pure play AI providers to create bespoke yet revenue generating AI led capabilities for CXO transformation.


Here's the sneak peek of AIQRATE's CXO transformation capabilities for CHRO/COO/CFO:

## **CXO Transformation :**

### **AI led Strategy For CHRO**

AI = The future of “H” in HR. In today's competitive businesses, the role of AI in planning, operations & strategy has transformed from being a competitive differentiation to a competitive necessity. The age of “trust me, this will work” is over. In the current business mandate, where HR is held accountable for delivering business results, it has become imperative to harness the power of AI. AI can elevate HR from a tactical support function to a strategic transformative function. HR business function disruption thru Talent Sciences: business capability of using AI and algorithmic modeling to drive HCM decision making will form the backbone of HR function.





Introducing AIQRATE's consulting offering for Chief Human Resource Officer (CHRO) /Chief people officer (CPO)/Chief Talent officer (CTO)/HR Leaders working across Enterprises, GCCs, SMBs, Startups, Public Institutions:

**AI master class session:** Contextualized for CHRO, CPO: demystify AI, AI strategy canvas, AI landscape & wide applications, HR value chain interventions

**AI advisor on-demand:** Build AI led decision making strategies and processes across the HR value chain (Attract to Retain) and strategic interventions

**AI talent mapping strategies:** Execute AIQRATE "T-REX" framework for building enterprise wide AI skilling & learning regime

**AI led interventions for CHRO/CPO:** Reimagine HR domain, HR business function problems and scenarios leveraging AIQRATE consulting expertise

**Analytics to AI maturity assessment:** Gauge your enterprise AI adoption maturity with AIQRATE "Elevate" transformation journey framework

AIQRATE's extensive yet bespoke consulting offerings for CHRO/CPO/HR leaders focuses on building AI led strategies on talent workforce decisions and tracking performance of HR strategic initiatives and also on building data driven discovery algorithms on improving HR process efficiencies and outcomes.

AIQRATE's attempts to gear up HR leaders to the future of work and our curated offerings will enable navigate four broad shifts for HR leaders:

1. Accentuate strategic business acumen
2. Augment AI driven expertise for decision making
3. Amplify "transformation driven impact" within the HR business function
4. Accelerate "innovation driven culture" within the HR team


## CXO Transformation:

### AI led Strategy for COO

Operational risk to supply chains has been growing over the last several years—compounded by the ongoing impact from COVID-19. Organizations need a new approach to manage risk and build resiliency.

For more than a generation, organizations have relied on global, interconnected supply chains to improve margins. Since 2000, the value of intermediate goods traded globally has tripled to more than \$10 trillion. During the same period, indicators of supply-chain efficiency—such as inventory levels, on-time-in-full deliveries, and lead times—have improved for those businesses that succeeded in creating lean, global networks.

However, these efficiencies have not come for free. An ever-expanding set of global challenges has increased the surface area and magnitude of supply-chain risks, from climate change and the rise of a multi polar economic system to increased mobility and digitization.



However, these efficiencies have not come for free. An ever-expanding set of global challenges has increased the surface area and magnitude of supply-chain risks, from climate change and the rise of a multi polar economic system to increased mobility and digitization. These global disruptions have meant that in every year over the past several years, at least one company in twenty has suffered a supply-chain disruption costing at least \$100 million.

Fast forward to the corona virus crisis, whose humanitarian and human-livelihood costs are still rising, even as it also reveals supply-chain vulnerabilities that many companies did not realize they had. As a result, building flexibility and resilience in operations has gone from one priority among many to business-critical. In this context, organizations need a new approach to manage supply-chain risk and build resiliency.

In the short term, companies are concerned about the shortages of critical goods. In the long term, as businesses and governments emerge from the current crisis, we anticipate a renewed focus on better quantifying risks, with a mindset similar to buying insurance—by using probabilistic approaches, such as discrete-event simulation, and by redesigning business cases to include potential losses from a lack of resiliency measures. These responses represent a shift in business strategy, with companies showing more willingness to weigh the benefits of investments to navigate future risks against the potential fallout from failing to do so.

Companies will need a much deeper view of their supply-chain vulnerability and exposure to create effective mitigation and business-continuity plans

AI is changing the traditional way in which companies are operating. Siemens in its “lights out” manufacturing plant, has automated some of its production lines to a point where they are run unsupervised for several weeks.

Here are AIQRATE CXO transformation capabilities for COO in the areas of supply chain, demand planning & forecasting, procurement, inventory management & logistics:


**Artificial Intelligence In Supplier Management And Customer Service:**

Organizations are also increasingly leveraging AI for supplier management and customer management. IPsoft's AI platform, Amelia automates work knowledge and can speak to the customers in more than 20 languages. A global oil and gas company has trained Amelia to help provide prompt and more efficient ways of answering invoicing queries from its suppliers. A large US-based media services organization taught Amelia how to support first line agents in order to raise the bar for customer service.

**Artificial Intelligence In Logistics & Warehousing:** Logistics function will undergo a fundamental change as artificial intelligence gets deployed to handle domestic and international movement of goods. DHL has stated that its use of autonomous forklifts is "reaching a level of maturity" in warehouse operations. The next step would be driverless autonomous vehicles undertaking goods delivery operations.

**Artificial Intelligence in Procurement:** AI is helping drive cost reduction and compliance agenda through procurement by generating real time visibility of the spend data. The spend data is automatically classified by AI software and is checked for compliance and any exceptions in real time. Singapore government is carrying out trials of using artificial intelligence to identify and prevent cases of procurement fraud. The AI algorithm analyzes HR and finance data, procurement requests, tender approvals, workflows, non-financial data like government employee's family details and vendor employee to identify potentially corrupt or negligent practices. AI will also take up basic procurement activities in the near future, thereby helping improve the procurement productivity.





**Artificial Intelligence in new product development:** AI has totally overhauled the new product development process by reducing the time to market for new products. Instead of developing physical prototypes and testing the same, innovators are now creating 3D digital models of the product. AI facilitates interaction of the product developers in the digital space by recognizing the gestures and position of hand. For example, the act of switching on a button of a digital prototype can be accomplished by a gesture.

**AI in Demand Planning and Forecasting:** Getting the demand planning right is a pain point for many companies. A leading health food company leveraged analytics with machine learning capabilities to analyze their demand variations and trends during promotions. The outcome of this exercise was a reliable, detailed model highlighting expected results of the trade promotion for the sales and marketing department. Gains included a rapid 20 percent reduction in forecast error and a 30 percent reduction in lost sales.

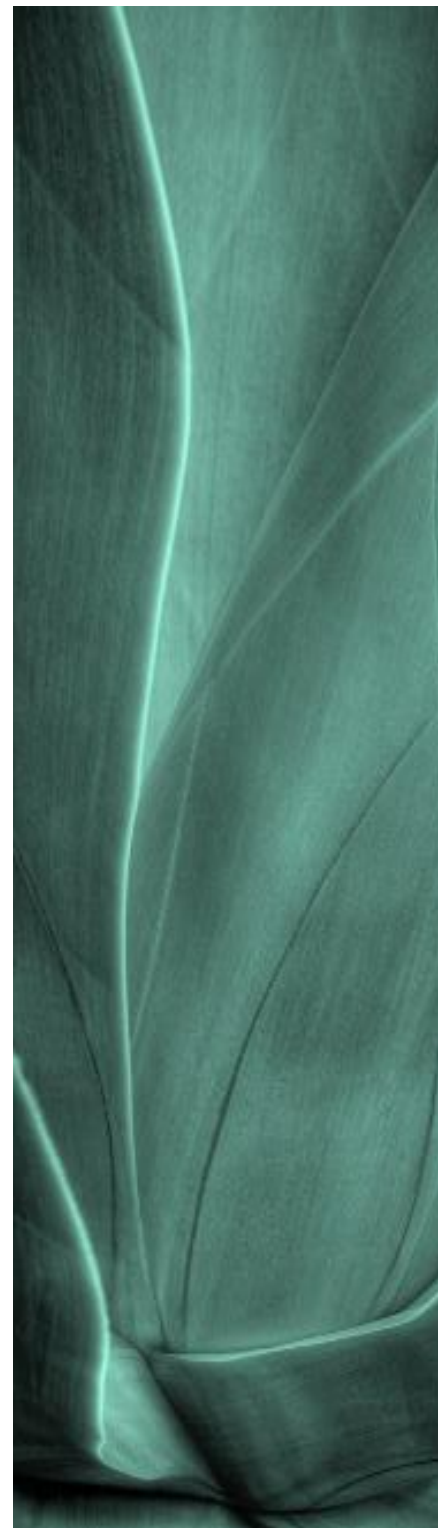
**AI in Smart Logistics:** The impact of data-driven and autonomous supply chains provides an opportunity for previously unimaginable levels of optimization in manufacturing, logistics, warehousing and last mile delivery that could become a reality in less than half a decade despite high set-up costs deterring early adoption in logistics. Changing consumer behavior and the desire for personalization are behind two other top trends Batch Size One and On-demand Delivery: Set to have a big impact on logistics, on-demand delivery will enable consumers to have their purchases delivered where and when they need them by using flexible courier services.

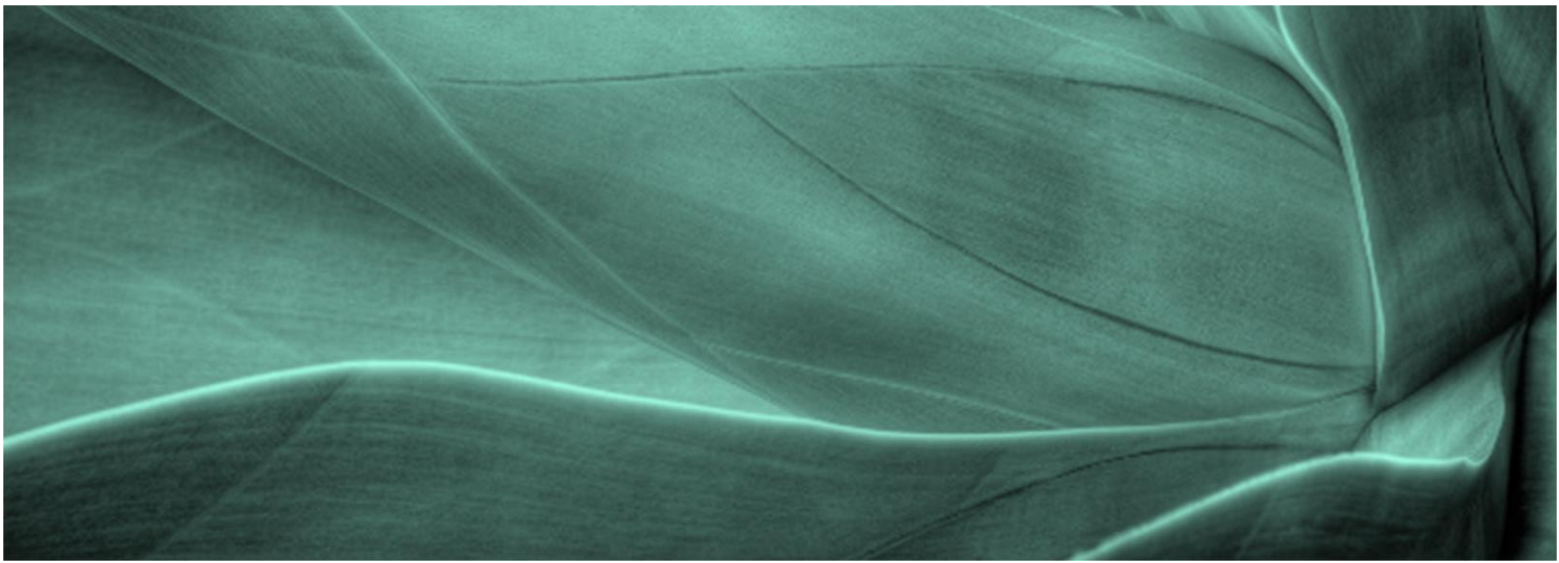
# CXO Transformation:

## AI led Strategy for CFO

In the wake of COVID 19, maintaining financial prudence & solvency represents the biggest challenge for CFO's wherein the most significant change is that the role of the CFO is moving away from simply counting pennies to being a major driver of change within enterprises. AI led interventions across the F&A function will usher a strategic approach in CFO's role and will redefine capabilities and mapping in the F&A teams. The following strategic imperatives will become the biggest set of challenges for the CFOs:

- How do I better face the uncertainty associated with domestic and international economic conditions?
- How can I contain the bottom line and focus on higher profitability?
- How do I do better capital allocation & portfolio rationalization?
- How do I include algorithm driven decision making capabilities in the F&A function?





Here are AIQRATE' CXO transformation capabilities for CFO in the areas of financial planning , financial prudence & controller ship:

CFO need to adapt to AI to act as a strategic advisor to the business and need to embed AI to increase productivity, simplify processes, amplify decision making in the overall enterprises in the following coverage areas of their business value chain: O2C, P2P, Performance Reporting, Cost Allocation, Anomaly Leakage Detection with the AI led strategic adoption:

**Financial Planning:** Revenue Management, Working Capital Optimization, Balance Sheet forecasting with ML based forecasting methods

**Partner to Business:** Spend Analytics, Demand Forecasting, Zero Based Budgeting with Data modeling support

**Financial Prudence:** Portfolio Optimization, Financial fraud prevention with AML based techniques

**Financial Controllershship:** Margin Erosion Analysis, Financial reconciliation with sophisticated self-intuitive algorithms

With AI becoming mainstream in terms of adoption for several enterprises, progressive CFO's will leverage AI to unleash infinite company value.

# AIQRATE

A Bespoke AI Advisory & Consulting Firm

## AIQRATE Advisory & Consulting

Email: [consult@aiqrate.ai](mailto:consult@aiqrate.ai) Visit: [www.aiqrate.ai](http://www.aiqrate.ai)

AIQRATE, A bespoke global AI advisory and consulting firm. A first in its genre, AIQRATE provides strategic AI advisory services and consulting offerings across multiple business segments to enable clients navigate their AI powered transformation, innovation & revival journey and accentuate their decision making and business performance.

AIQRATE works closely with Boards, CXOs and Senior leaders advising them on their Analytics to AI journey construct with the art of possible AI roadmap blended with a jumpstart approach to AI driven transformation with AI@scale centric strategy; AIQRATE also consults on embedding AI as core to business strategy within business processes & functions and augmenting the overall decision-making capabilities. Our bespoke AI advisory services focus on curating & designing building blocks of AI strategy, embed AI@scale interventions and create AI powered organizations.

AIQRATE's path breaking 50+ AI consulting frameworks, methodologies, primers, toolkits and playbooks crafted by seasoned and proven AI strategy advisors enable Indian & global enterprises, GCCs, Startups, SMBs, VC/PE firms, and Academic Institutions enhance business performance & ROI and accelerate decision making capability. AIQRATE also provide advisory support to Technology companies, business consulting firms, GCCs, AI pure play outfits on curating discerning AI capabilities, solutions along with differentiated GTM and market development strategies.

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