



Artificial Intelligence:

in **Action**
for **Business**
in **Control**

KPMG AI Performance &
Governance



We help you unleash the full potential of AI

The **potential of Artificial Intelligence (AI)** is enormous: from reducing costs, managing risks to accelerating growth, methods of AI can transform a wide range of businesses and operations. By 2040, AI will likely be everywhere and embedded in everything. The big variable is **how humans manage, control and maximize it**.

With our **ABC for AI**, we support you in developing sustainably successful AI solutions:

AI in Action

For AI solutions to be successful, it is essential to focus on the **performance of the model**. Data scientists have to consider several **quality measures** along the machine learning lifecycle to **evaluate, understand and optimize the model**. **Monitoring respective KPIs** is crucial and helps to avoid costly AI errors and harmful behavior.

AI for Business

In today's environment, AI is key to **automating, accelerating and enhancing key business processes** to help transform at scale and drive value. A **business-first approach** throughout a company's AI journey is critical to create **tailor-made solutions** for users and customers, also considering associated cultural changes.

AI in Control

AI solutions, often perceived as **'black boxes'**, bring along new (levels) of not only legal risk. For these solutions to be transformative, **trust is imperative** – calling for the implementation of well-designed processes and control mechanisms. Supervisory authorities have recognized the need for action and are working on **regulatory frameworks with considerable impact as the EU AI Act**.

KPMG

**Our
added
value**

Technical know-how

Our team unlocks the value of your AI solutions with the **knowledge on existing and emerging technologies**. We **build and deliver trusted solutions** and advise on **better practices** when developing AI, incl. **ready-to-use solutions** (e.g. XAI Cockpit).

Business knowledge

As business transformation consultants, we bundle technology, innovative approaches and **profound industry expertise**. To create sustainable solutions, we focus on **end user satisfaction** and support your journey with **change management and training**.

Compliance expertise

Our legal and regulatory experts support you with the **latest legislative knowledge**. As a professional audit and law firm, we put our passion into **high-quality compliance services** to foster trust and security for our clients based on our **KPMG framework 'AI in Control'**.



Our offering supports you in all relevant areas

From regulatory insights to AI reviews, implementation and change management:

Our experts support with building or optimizing your AI solutions, achieving the optimal fit for the business use case based on current compliance regulations.



AI in Action

Evaluation of existing AI solutions regarding model performance and data quality

Optimization and implementation of AI solutions

Implementation of monitoring solutions for models and data (customized solutions or our KPMG 'XAI Cockpit')



AI for Business

Identification of relevant use cases

Data review and (licensing) contract drafting and negotiation

Change management and training for employees (executives, data scientists, internal auditors)



AI in Control

Development of a requirements catalog and evaluation of use cases

Support with (internal) audits and ongoing legal assistance

Implementation of processes/controls, also based on our KPMG 'AI in Control' framework

Credential: Efficiency & compliance gains in the energy sector

Customer challenges



- **Accounts Payable (AP) process** was relocated from SSC (nearshore) back to **headquarters** (onshore)
- 30 AP resources in headquarters had to manage the workload managed by previously 150 resources
- **High manual workload** for invoice processing and booking
- **High amount of non-PO invoices**
- Invoices contain many handwritten notes, causing standard OCR technologies to be insufficient
- **Other document formats** than invoices
- **Heterogeneous posting quality** and **errors** due to manual processing



Sector: Energy



Service Period:
11/2019 – today

Our approach

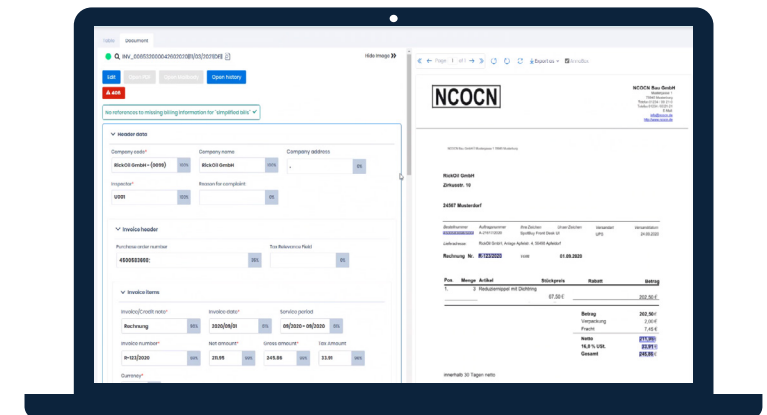


- **Proof of Concept** for development and training
- Set up of secure **cloud infrastructure** for test and productive environment
- Development of a **web application** for **data handling** and **solution/algorithm monitoring**
- **Integration** of the solution into existing IT landscape
- Development of an **operation and quality assurance concept** for the machine learning models
- Preparation of **training materials** for end users to enable a smooth transition and acceptance of the application
- **Continuous monitoring and enhancement** of the solution

Goal & value added



- **Development, operation and quality assurance** for a machine learning based software solution since 2019
- **80% efficiency gains** (measured by FTEs)
- **Short payback period**
- **Structured data capturing** with deep learning
- Multiple further **compliance checks of data completion and data integrity**



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