 **Detect production flaws****Maintain quality standards** **Maintain quality standards**

Imagine what you will do with AI in manufacturing

A journey from experiment through readiness to scale

In this exciting era of AI, we find ourselves at the forefront of a journey that will shape the future of the manufacturing industry. Embracing AI is not just about adopting new technologies; it's a transformational journey that demands an "AI-first" mindset.

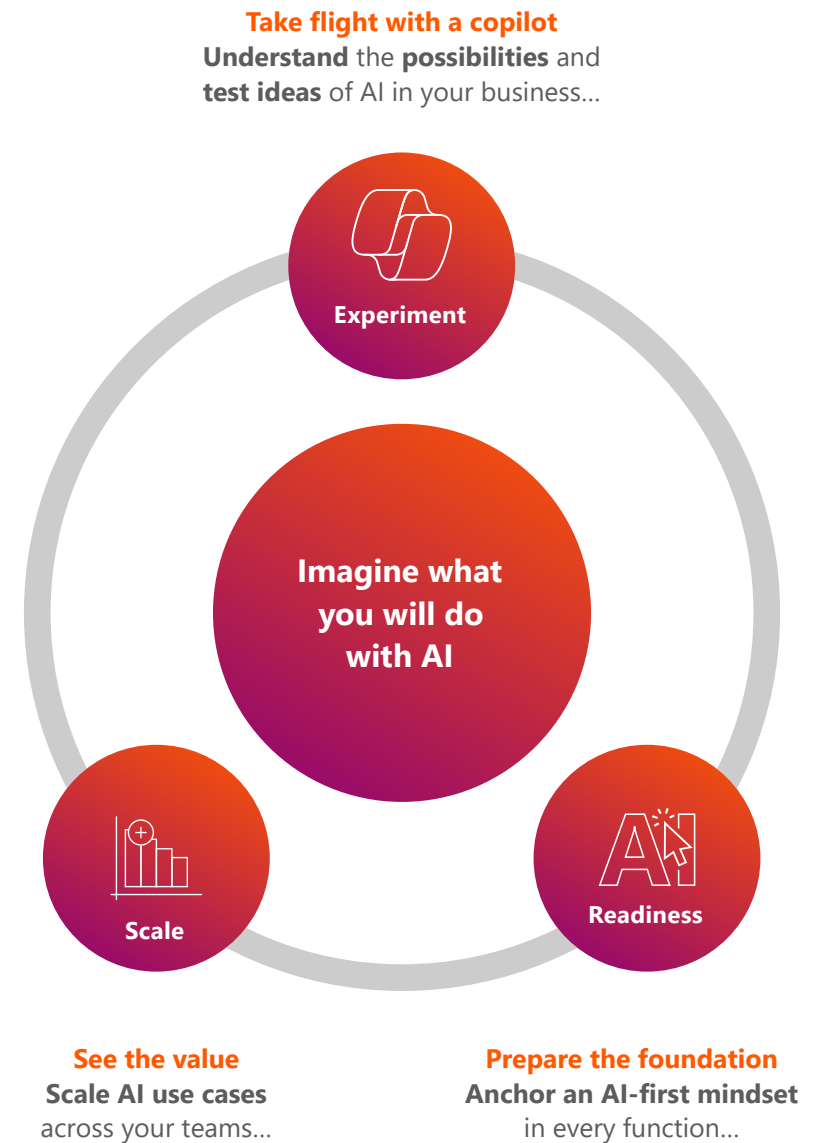
Imagine the possibilities. Manufacturers would design smarter products—reducing costs and delighting customers. At the same time they would shrink their carbon emissions while delivering new value-added services to consumers to drive sustainable growth.

This requires a clear focus on delivering **value**, leveraging AI to **enhance experiences, improve efficiency, reduce cost** and addressing needs with cutting-edge solutions. Ensuring the ethical use of AI for better operations and new business models is critical for **competitive advantage**.

AI is not a one-time implementation. It's an ongoing **iterative** journey of **experimentation, readiness and scale**. It requires us to embark on a **transformational journey, reimagining processes, platforms, products, and services** through the lens of AI. Putting **people** at the heart of it all.

There are countless opportunities to leverage Microsoft Copilot across your business application ecosystem, in addition to developing custom Microsoft Azure OpenAI applications and implementing Manufacturing Copilots across your end-to-end supply chain and production value chain.

Discover the opportunities with Avanade today!



Manufacturing use cases

Outmaneuver the competition by turning ideas for new products and services into action fast. Generative AI unleashes creativity and efficiency across your design, production and field engineering processes. Through AI-driven simulations, manufacturers can rapidly prototype and iterate design options for new products, saving time and resources.

On the manufacturing shop floor, AI can help you to enhance quality control, energy usage and predictive maintenance, foreseeing potential issues, reducing wastage and preventing costly downtime. With AI-driven robotics and automation, you can ensure precision and consistency across every component.

At the same time, the ability to assess diverse data in seconds can help you to refine supply chain management and servitization operations by optimizing production and field engineering schedules and resource allocation.

Intelligent trend sensing

Enhance and accelerate product and service innovation to optimize R&D budget spend.

Hyper-personalized customer interactions

Leverage intelligence on preferences and buying behavior to automate content creation.

R&D and engineering

Use generative design for rapid ideation. Automate code generation for smart products and factory machinery.

Supply chain and demand forecasting

Balance demand and stock levels. Enable price hedging on commodities. Reduce supply chain risks and improve cash flows and margins.

Transport route planner and optimization

Anticipate and adapt to ad-hoc changes (delays, weather, geopolitics and other market factors).

Corporate knowledge management

Accelerate access to relevant information. Generate summaries, identify experts, and facilitate collaboration.

Drive productivity to alleviate talent shortages

Help your people to reduce risk, boost safety and accelerate materials and inventory sourcing, production, and distribution processes.

Manufacturing process design and performance analysis

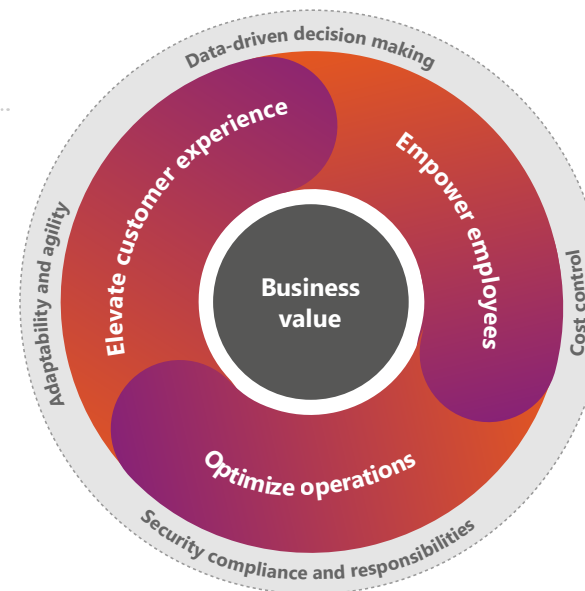
Optimize machine utilization, output, quality and lower COGS (cost of goods sold).

Predictive field engineering services

Reduce unscheduled downtime and enhance decision support for speedy maintenance

Finance and security risk reduction

Streamline invoice processing, ensure regulatory compliance and mitigate cybersecurity risks.



87% of manufacturers said Generative AI will make them more efficient.

61% are already using AI on a daily basis.

Source: Avanade AI research, 2023

Create new value in manufacturing

Enhance your design-make-and-use value chain with generative AI:

- **Design: Develop advanced new products and services**
Working to the specific parameters and constraints that you specify, generative AI can suggest a range of design alternatives that meet performance criteria while minimizing material usage and production costs.
- **Make: Enhance product quality, sustainability and availability**
AI can analyze production processes and recommend optimizations to reduce waste, energy consumption, and boost machinery uptime. It aids detection of defects in real-time using computer vision, reducing the likelihood of faulty products reaching consumers and can optimize inventory to avoid overstocking or stockouts.
- **Use: Elevate the customer experience with smart connected dealerships and after-sales services**
Generative AI-driven chatbots and virtual assistants can provide customers with real-time support and troubleshooting, improving the user experience.



Enhancing customer service delivery with GenAI

A leading provider of sustainable electrification and automation solutions faced challenges in delivering effective customer support at speed and scale.

Most of the questions its contact centre receives from clients are very technical and require a good level of knowledge of the company's products and advanced technical skills.

We created a virtual agent, using Generative AI, trained on external and internal document libraries as well as Salesforce data, to:

- Shorten contact center case handling times
- Minimize human error and effort
- Reduce the cost-to-serve its clients
- Improve customer satisfaction and loyalty

31% of manufacturers believe better process automation will be the top benefit of GenAI, followed by improved demand forecasting and supply chain risk mitigation (30%).

Source: Accenture Tech Vision, 2023

Why Avanade?

Unparalleled Microsoft, data and AI expertise

Avanade has partnered with Microsoft on AI for almost a decade and hundreds of clients rely on us to help them responsibly innovate and work with AI to achieve things never possible before.

Our privileged access to the development of Microsoft's new copilot solutions, combined with our long-standing experience of how to make the most of your existing Microsoft investments, enables us to bring unique capabilities to help you more quickly ready your people, processes and platforms for AI and to responsibly scale AI to unlock more value and growth and transform your business.

End-to-end services



Industry Expertise



Emerging Technology



Experience Services



Advisory Services



Solution Delivery



Managed Services



Industry

Winner, Microsoft Manufacturing Partner of the Year (2022)

1,000+ Manufacturing clients worldwide

50% Of the world's largest manufacturers are our clients

3,500 Manufacturing-focused professionals

Data and AI

40K+
Data & AI professionals

20K+
Years of data management experience*

4K
Data scientists

18x
Consecutively names Microsoft Partner of the Year 2022

2.2K
Certified data architects

6
4 Data Innovation Centers + 2 Data Studios*

Get immersed in AI

Learn | Explore | Build

Work together with Avanade SMEs to understand and realize the business value of generative AI from Microsoft for your industry.

Avanade will join your team on-site (or remotely) to go in-depth on the business value of generative AI and Azure OpenAI, the technical architecture and use cases that can be realized today.

We partner with you to assess the readiness of your employees, customers, and ecosystem partners, so you can prioritize actions that enable them to adapt and evolve with AI. We also help you to establish governance and operating models to sustainably scale and realize value from AI.

No other Microsoft partner can match our depth of Microsoft expertise, combined with our industry experience.



Choose the path that is right for you

1

Two hours learn and discuss

Generative AI introduction and Microsoft products and use case overview based on OpenAI. Identify questions and brainstorm use cases for your industry.

1

Two days hands-on workshop / design thinking

Workshop focusing on deeper dive to prioritize use cases, journeys to explore, and building trust considerations.

3

Depending on workshop outcomes

Two weeks proof of concept (PoC) / two months minimum viable product (MVP)

Directly build a PoC or MVP to prove the technology and value for one use case based on readiness and use case.

OR

Six weeks strategy assessment

Strategy assessment to help define data readiness, and multiple complex use cases while also reviewing use cases through responsible AI frameworks, defining a roadmap, and return on investment.



Do what matters

**Imagine what
you will do
with AI**

www.avanade.com/ai

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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