

## Microsoft releases white paper titled 'Age of Intelligence'

20 February 2019 | Reports/white papers | By Prapti Shah

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Envisioning the potential of AI for India, and continuing in its mission to empower India, Microsoft detailed the country's readiness for AI in a whitepaper titled 'Age of Intelligence'. Focus on making India a digital economy, mobile phone penetration, reduced data costs are all collaborating to make for an environment conducive to extend connectivity and services to the underserved segments of the population, Microsoft said in a whitepaper on AI, unveiled at the NASSCOM Technology and Leadership Forum (NTLF) 2019.

The whitepaper titled 'Age of Intelligence' outlines challenges and opportunities with respect to AI and how appropriate government policies, technological advancements including growing internet penetration and connectivity help reap benefits of digital transformation in years to come. Furthermore, Microsoft called for the technology industry to actively partner and engage to help realize India's aspirations in AI, given that many of the initiatives outlined need technology as the backbone to achieve scale, efficiency and sustainability. Cloud infrastructure and rapid deployment of intelligent cloud services will play a key role in driving AI adoption in the country.

Anant Maheshwari, President, Microsoft India said "Our ambition is to enable a human-centered approach to AI. India is

currently at an inflection point in the adoption of AI. Building on the four foundational pillars – enabling digital transformation across industries, forging coalitions for innovation, building a future-ready workforce and creating sustained societal impact will unlock and accelerate the potential of AI. All of this should be done within an over-arching ethical framework for AI development and usage.”

In this paper, Microsoft presents an industry point of view on the ‘age of intelligence’ that this world is embarking upon, wherein intelligence will be experienced in every facet: in products and services, in the way individuals communicate, how organizations function and collaborate, and how society and countries evolve. Microsoft AI is a vision for empowerment – for every developer to innovate, every organization to redefine industries and every individual to transform society.

Developers to innovate Microsoft is democratizing AI and is making the technology used in building its own AI applications available on Azure to empower developers and institutions in solving their most difficult problems.

For instance, a challenge in India relates to inclusion- given India’s linguistic diversity and literacy. This results in a digital language barrier, with services not being easily accessible to all citizens. AI is playing a key role in removing this barrier, by enabling voice recognition, text to speech and translation for all key Indian languages. Once that is fully available, all services can be offered to all citizens, in the language of their choice. Microsoft is closely working with developers to bring these services to all major Indian languages.

### Enterprises to redefine

Enterprises can achieve far more with a comprehensive AI being AI to every application, every business process, and every employee. AI enables organizations to take better-informed decisions by making it easy to derive insights from data, helping them expand customer engagement, optimize operations, and improve offerings. Reimagining business processes with AI also makes work more efficient, saving employees time so they can focus on higher priorities.

Healthcare sector will be transformed through effective use of analytics driven insights decoding the complex data available, which so far remained a significant challenge worldwide. Microsoft has enabled analytics-driven individualized treatment plans based on a patient’s genetic makeup, medical history, lifestyle along with cloud-based solutions to empower healthcare organizations and help them build and deploy compliant, virtual health assistants can provide users with conversational and engaging access to the most relevant and accurate healthcare services and information.

For instance, Narayana Health is looking at new avenues to optimize its operations and augment patient care with technology. One of the ongoing projects being piloted internally is to use Artificial Intelligence to decipher X-Rays to point out any irregularities from a normal X-Ray, which would help doctors save time in diagnosis.

India is digitally ready for a comprehensive AI framework aligned to industries long-term strategy. With the size of the market and opportunity for growth it’s imperative to implement AI for India that bring economic, societal and inclusive growth. Microsoft is best positioned to address the current AI needs and ready to support all stakeholders across the entire spectrum including government, businesses, and communities by collaborating with them to accelerate all AI opportunities to drive critical growth for India’s progress.