

LTI Mosaic AI Platform

Briefing Note
Reprint

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Let's Solve

Mosaic AI is a portfolio of narrow AI technologies loosely bundled into an open, microservices-based technology platform. Horizontal use cases in production today include automation of service desk ticketing, call center and sales chatbots and as well as industry-specific use cases in trade finance, insurance policy administration, financial crime due diligence, and customer on boarding & KYC. ISG clients should be aware that, as with all service provider AI portfolios, Mosaic AI is a platform that enables LTI to rapidly build narrow AI applications tied to a specific business use case, not a product in and of itself.



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SUMMARY & KEY TAKE AWAY

- Mosaic AI is a portfolio of narrow AI technologies loosely bundled into an open, microservices-based technology platform.
- Horizontal use cases in production today include automation of service desk ticketing, call center and sales chatbots and as well as industry-specific use cases in trade finance, insurance policy administration, financial crime due diligence, and customer on boarding and KYC.
- ISG clients should be aware that, as with all service provider AI portfolios, Mosaic AI is a platform that enables LTI to rapidly build narrow AI applications tied to a specific business use case, not a product in and of itself.



BRIEFING NOTES

LTI (formerly L&T Infotech) recently briefed us on their Mosaic AI platform. The platform enables LTI to extend automation use cases by adding cognitive capabilities such as natural language processing and computer vision to enable end-to-end business process automation.

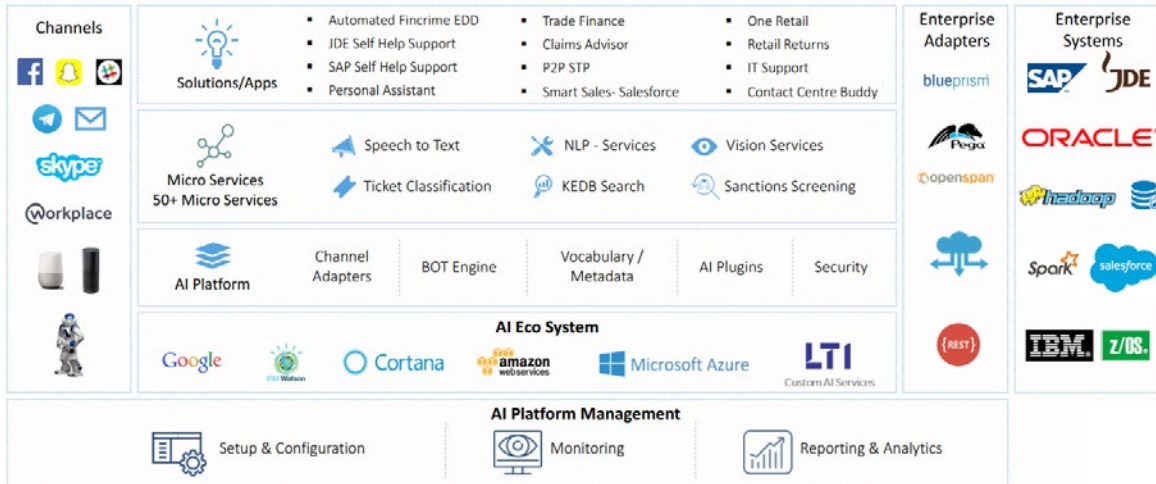
LTI has created four categories of use cases for Mosaic AI:

- **Service management:** Automating enterprise incident workflow, starting with IT, and expanding into other business support areas, such as call center, for example, finding answers within knowledgebases and surfacing them to service-desk and call-center agents.
- **Intelligent advisors:** Chatbots and virtual agents that communicate directly with internal agents and external customers, for example, providing product recommendations to insurance agents and to retail customers.
- **Process assistants:** Intelligent Automation using financial services specific bots to assist compliance agents with know-your-customer (KYC), financial crime and trade finance processing. An example would be onboarding new customers and confirming their identity in a KYC process.
- **Augmented reality:** Using computer vision to understand and interpret a physical environment such as using drones and VR to assess the need for pipeline maintenance.

Mosaic AI is not a solution in and of itself; it's a platform of loosely coupled technologies that enables LTI to quickly embed AI into existing applications or processes. LTI is using it to develop number of near-production-ready solutions for the use cases listed above. For areas that don't have a pre-built solution, LTI is using a API-based approach to expose natural language processing services (among other narrow AI services), which in turn are underpinned by an LTI-owned "vocabulary."

This vocabulary includes entities the platform has learned from areas like call center chat conversations and known-error databases. These entities are important because they form the basis of the actions the platform can take – whether is it is a response to a retail customer using LTI's Call Centre Buddy or a recommendation for an insurance agent using its Claims Advisor.

Fig1 Mosaic AI Architecture



Source: LTI

LTI is using a hybrid approach to build out of its AI stack, depending on a combination of technology partnerships (e.g., AWS, Pega and Oracle) and an internal-build strategy. This enables them to maintain a smaller technology footprint than some competitors, because they only deploy the components required for the specific client use case, rather than the entire technology stack. For example, with image recognition in insurance claims, LTI feels it can build and tune a computer vision algorithm better than massive-scale cloud providers like AWS, Google and IBM. It claims to be more accurate, more stable and consistent and – importantly – less reliant on cloud provider support.

In terms of how customers are engaging LTI for AI-related services and applications, fixed-price, fixed-timeline statements of work for pilots are the most common. Once the pilot moves to production, most customers are paying for a platform-plus-support model while some are engaging LTI on an outcome basis, measuring number of documents processed and the level of accuracy achieved, for example. This is consistent with what we see happening in the market: customers want fixed-price pilots followed by either platform plus services or outcome-based contracts.

IMPACT & GUIDANCE

LTI operates in an extraordinarily competitive market, in which incumbents lose all their scope half of the time once the work goes competitive. Therefore, like every other service provider in this market, LTI is quickly building out an automation and AI stack that enables it to use software rather than people to help customers digitize their business process and sustain their own margins.

As we have discussed previously, most current automation and AI techniques and technologies are focused on automating tasks, rather than end-to-end processes. This is because these processes generally require a high degree of human decision-making. Technologies like IVR, OCR, RPA and IT workflow systems are capable of automating tasks but can't mimic human decision-making. Narrow AI applications like natural language processing and computer vision bridge that gap. That is why LTI and nearly every other IT service provider is building out their AI stack – it will eventually enable them to offer end-to-end business process automation once the application has been trained.

ISG clients should understand that Mosaic AI is not a product. It's a portfolio of technologies that enable LTI to build a solution specific to a use case. And these solutions can differ in maturity. We generally see AI-enabled ticketing automation as mature, financial services fraud detection and customer care enabled AI as still new but rapidly maturing, and augmented reality use cases as aspirational but promising. This applies to not only LTI, but the industry as a whole.

And finally, LTI's strategy with Mosaic AI appears to be focused on long-term flexibility. Unlike some of its competition, LTI is choosing a best-of-breed approach rather than building an entire platform

on its own, which will enable the company to adjust more quickly to a rapidly changing market. It also allows LTI to avoid licensing costs of its partner software solutions, which can in turn increase its cost of delivery. We see IT service providers choosing both build and partner paths – at this point, it's too early in the AI cycle to know which strategy will benefit ISG clients most.

ISG PLACEMENTS & RECOGNITION

ISG Index: Q3 2017

- Breakthrough 15

ISG Provider Lens: ADM Services 2017

- Product Challenger: End-to-End Application Dev& Maintenance
- Product Challenger: Application Development
- Rising Star: Application Support & Maintenance
- Product Challenger: Application Testing
- Rising Star: End-to-End ADM - Banking, FS & Insurance
- ISG Provider Lens: Cloud Services 2017
- Product Challenger: Public Cloud Infrastructure Consulting & Implementation
- Product Challenger: Public Cloud Infrastructure Managed Services

SUMMARY FACTS

- Based in Mumbai, India.
- Publicly traded in India; 2016-2017 reported revenue was \$970mn
- Approximately 20,000 employees.

Associated Insights

[Briefing Notes – L&T Infotech Disrupting BPO via Automation](#)

[ISG Insights Index™ Report: ADM Services](#)

[ISG Research: Half of Incumbent Providers Losing Everything in Competitive Negotiations](#)

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Stanton helps clients maximize the value of their emerging technology investments. His current research focuses on the application of Intelligent Automation to enterprise operations, helping clients navigate the fast-moving ecosystem of technology vendors and service providers. Stanton is a recognized expert, and has been quoted in CIO, Forbes and The Times of London.

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