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What are your top three priorities for AI in 2024, and why are they important to both your company and the industry at large?

For GlobalLogic, Enterprise-Grade AI is our top priority. Making the leap from experiments and POCs to production-caliber solutions is a strategic goal and challenge for virtually every enterprise. It's not easy. But we're leaning into our product engineering and data experience to deliver Enterprise-Grade AI to our clients, our parent company, and within our own operations. That requires a focus on AI solutions that address what we call the "Three Rs": Responsible, Reliable, and Reusable. Enterprise-Grade AI has to responsibly comply with corporate policies and regulatory requirements, including for data security and privacy. It has to be reliable in the quality of the output generated, which requires ongoing maintenance to avoid hallucinations and model drift. Finally, it has to be reusable—with a unified enterprise approach that keeps costs from spiraling out of control. GlobalLogic's AI Platform-of-Platforms architecture is playing a critical role in achieving that vision.

What do you perceive as the greatest challenges in ensuring cross-functional alignment on AI deployment?

Cross-functional alignment is key to implementing Enterprise-Grade AI. Before diving into a technology implementation, every enterprise needs to think through strategic questions about business goals and processes. The answers to those questions will help in securing cross-functional buy-in. Without it, an AI ecosystem could quickly become a "Wild West" of tools and solutions that fuel unnecessary costs and risks.

GlobalLogic has strengths in helping enterprises prepare their data and build a technical framework for Enterprise-Grade AI. We expect the greatest challenges to be related to the human factor. Employees will want to understand: How can they take advantage of the opportunities AI transformation brings? How will people's roles and day-to-day responsibilities be affected? How will people be retrained, reskilled, and/or upskilled to support AI-augmented operations? These are questions we're exploring as part of our own internal transformation.

What practices do you perceive as key for organizations to ensure the responsible deployment of AI across functions?

Responsible AI starts with sound corporate governance. You need clear guidance on which rules and regulations apply so that you can translate those into security, privacy, and other compliance-related mechanisms within AI solutions. From a technical perspective, GlobalLogic advocates for a unified AI Platform-of-Platforms architecture as the enabler of the AI alignment. We believe unified corporate governance—with strong leadership and accountability—is also a prerequisite for enduring success.

GenAI Platform of Platforms:
Responsible, Reliable & Reusable AI

- **An enterprise common solution** that allows integration and provisioning of custom, open-source and market-leading GenAI solutions

  - Hyperscalers: Azure, GCP, AWS, Salesforce Cloud
  - Models: Gemini, ChatGPT, Claude, Llama, etc.
  - Frameworks: LangChain, etc.

- The platform allows **unified governance, security, observability and cost control** to be applied across the enterprise organization in a highly optimized and effective way
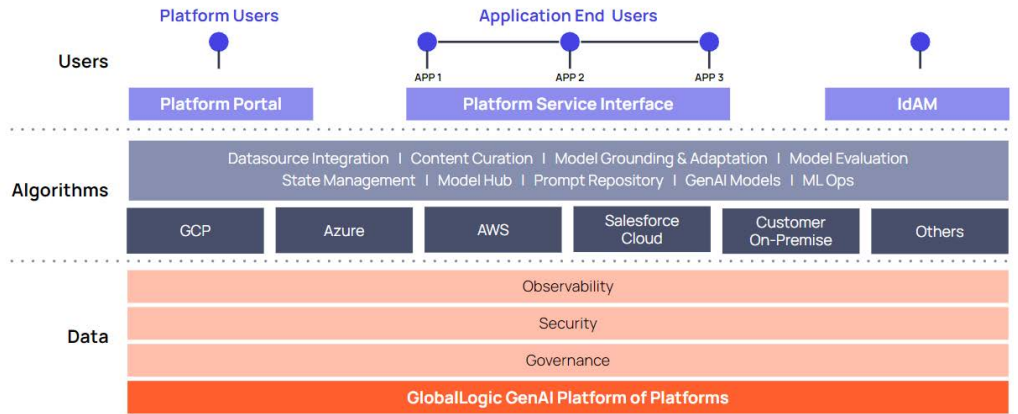
What do you see as the essential ingredients that constitute a strong foundation for generating meaningful business value from AI?

Businesses will look to Enterprise-Grade AI to generate value both by improving efficiency and productivity and by unleashing entirely new revenue streams. Regardless of the value focus, the essential ingredients are the same: Responsibility, Reliability, and Reusability.

1. **Responsibility:** An AI infrastructure needs to align with the enterprise's vision for Responsible AI. That includes addressing empathy, fairness, transparency, privacy, safety, and accountability concerns.

2. **Reliability:** Enterprise-Grade AI needs to deliver consistent and accurate performance over time. To that end, it must be observed and adjusted for drift and hallucination.

3. **Reusability:** Enterprises need repeatable tools and processes that reuse and build upon existing enterprise infrastructure for ingestion, model training, and deployment. This helps accelerate deployment while also containing costs.

GlobalLogic's AI Platform-of-Platforms approach incorporates these ingredients in a "recipe" that each enterprise can tailor to its specific needs.

Ensuring data quality has to be the bedrock of any successful AI strategy. Where do you see the biggest challenges in organizing data to enable good AI deployment?

GenAI is reshaping how organizations create, consume, and capitalize on information. Applying large language models (LLMs) to internal and third-party data has the potential to unlock better, faster, and entirely new ways of tackling virtually any business process. But it also introduces significant risk: What if an LLM produces inaccurate, biased, or other undesirable responses that don't support business goals or align with corporate values? Should users enter dangerous or inappropriate prompts into an LLM, how can an enterprise ensure that the models respond in accordance with corporate policies and values? And how can an organization validate that its LLMs are working properly in the context of enterprise applications? Those aren't easy questions to address since—unlike traditional digital products, platforms, and services—there is no finite set of test cases to complete before launching an LLM or an LLM-enabled application.

While these are important risks to address - and this is why GlobalLogic built the Platform of Platforms - the creative power GenAI will unlock the next wave of innovation, productivity gains, and revenue growth for enterprises of all sizes and across all industries.