



AI WILL
AMPLIFY THE
POTENTIAL OF
ALL HUMANS



With the ongoing advancements in digital technology, the synergy between humans and artificial intelligence (AI) presents a compelling narrative. John Markoff, in his book *Machines of Loving Grace*, calls out the benefits of AI, particularly in the area of intelligence amplification (IA) that was first proposed by Douglas Engelbart. The theme focuses on AI's role in augmenting human virtues, while safeguarding autonomy, dignity, and well-being. Imagine a software engineer skillfully using code co-pilots, or an expert surgeon leveraging the power of AI assistants to improve patient outcomes.

This perspective alleviates the friction between two formidable entities. On one side, the human workforce grapples with concerns over potential job displacement and dwindling income due to the advancements in AI. On the other side, employers and enterprises are fervently embracing AI, to not only enhance client and employee experience, but also to boost profit margins through cost reduction and improved efficiency.

AI – An Assistant and Collaborator, Not Just a Tool

The [National Academies of Sciences, Engineering, and Medicine](#) states: “When considering an AI system as a part of a team, rather than simply a tool capable of limited actions, the need for a framework for improving the design of AI systems to enhance the overall success of human-AI teams becomes apparent.” At cutting-edge technology haven of Infosys, we have deployed a legion of AI assistants to accompany our software and support engineers, marketing and sales experts, and project management leaders, as illustrated in Figure 1. These AI assistants empower our teams to transcend boundaries and achieve more with less, by leveraging the organization's data and insights. This creates exponential impact through hyper-productivity and increased performance velocity of its people.

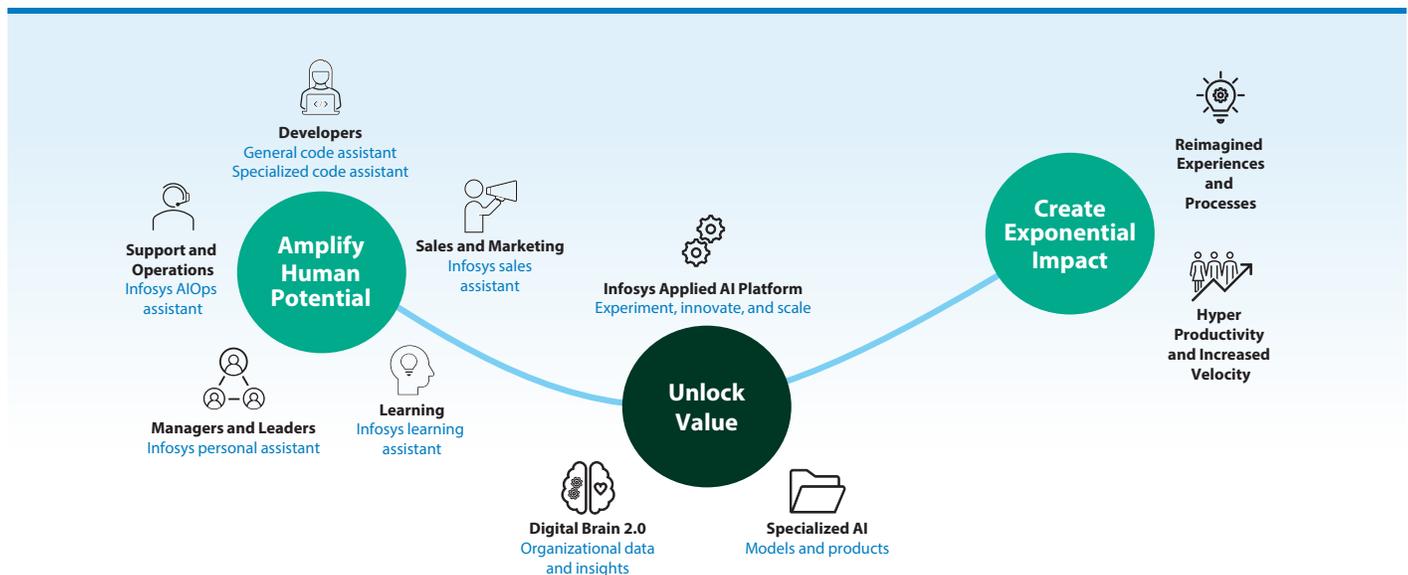


Figure 1: Infosys Leads the Way by Becoming AI-first; Builds Customized AI Assistants for various roles

Autonomy Levels in AI-Human Pairing

In “Design for a Better World,” author Don Norman makes a case for integrating AI into work routines with human needs and preferences in mind. He proposes that the tasks classified as the 3Ds — dull, dangerous, or dirty — should be handled by AI, so that humans can concentrate on more enjoyable and challenging activities, creating a better experience for them. Another factor in this pairing is the level of autonomy and judgment given to AI. When the potential risk of wrong decisions is high, human intervention may be necessary, such as in AI-supported surgical procedures. Where the risks are low, and the potential value of right decisions is high, it could be AI-led. For instance, Infosys has developed [autonomous robots deployed for tasks like cleaning and coating power transmission cables across electric grids](#) in the US. Between the two choices is the realm of assisted intelligence, with numerous applications across the world. At Infosys, our learning system ‘Wingspan’ uses assisted intelligence alongside a hyper-personalized conversational chatbot.

Value of AI in AI-Human Pairing

AI plays a crucial role in shaping today’s information landscape as the volume of information grows exponentially. By using AI-based search, summarization, and recommendation features, users can access diverse data sources of different sizes at incredible speeds, helping find useful insights and make smart decisions quickly. We can expect AI systems to continue supporting humans in the future. At Infosys, this is the main theme across our industry verticals where we have developed retrieval augmented systems to provide semantic search capabilities. Another way AI significantly adds value in human interactions is through the concept of time compression, which helps speed up the processes of discovery and decision-making. At Infosys, we have examples of using this in our Energy segment initiatives, where the oil and gas (O&G) industries depend on carbon capture, utilization, and sequestration (CCUS) technology for the purpose of environmental sustainability. The most effective way to do this calls for extensive experimentation. So much so, the scale of the CCUS experiments is huge, underscoring the vital role of AI in accelerating the pace of exploration, making the impossible possible.

AI Talent Transformation

At Infosys, we have developed a three-tiered competence structure, nurturing individuals into AI Aware, AI Builders, and AI Masters. The AI Aware squads have the knowledge of AI tools for effective collaboration and co-creation. While AI Builders leverage AI skills, such as utilities, product services, or APIs, to create AI-embedded or AI-reimagined solutions, AI Masters design models and innovative methods that work at scale, reducing costs, and adding value to the business. At Infosys, our engineers have access to the best-in-class tools to deliver their best and innovate. These toolsets are continuously enhanced with the latest developments in AI technologies, bringing the benefits of speed, scale, safety and security, as part of our responsible by design approach. We are taking a balanced approach in leveraging state of the art technology frameworks, tools from our partner ecosystem, and open source, while also creating customized ones for specific scenarios and unique client needs.



We have curated the [top 10 AI imperatives](#) from our own learnings and experience into Infosys Topaz, our AI-first set of services, solutions and platforms using generative AI technologies. With 12,000+ AI assets, 150+ pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale and build connected ecosystems. Connect with us at infosystopaz@infosys.com.

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