VIEW POINT





GENERATIVE AI - THE POWER OF IMAGINATION, POWERED By Algorithms



Let me take you back to the 1960s before the Internet was born. The world before the Internet was vastly different from today. Access to information was limited, and people relied on traditional media sources for news and information. Communication was slow and often confined to face-toface conversations, letters, and phone calls, leading to more isolation. Business opportunities were limited, and reaching a global audience was difficult and expensive. Also, tasks such as shopping, booking travel, and finding information were more time-consuming and required more effort.

The Internet Was Born & How It Revolutionized The World!

The history of the Internet dates back to the 1960s when the ARPANET project was initiated by the U.S. Department of Defense. It aimed to facilitate information sharing among researchers, regardless of their physical location. In 1969, the first successful message was sent over the ARPANET, marking the birth of the Internet as a communication tool. Over time, ARPANET evolved, leading to the development of new protocols and

technologies. The introduction of the World Wide Web in the 1990s made the Internet more accessible and user-friendly.

Since then, the Internet has become an integral part of our daily lives by connecting people, businesses, and organizations worldwide. It has democratized access to information, enhanced communication by breaking geographical barriers, and boosted productivity through remote work and real-time collaboration. E-commerce expanded business opportunities, while the emergence of new industries like software, gaming, and digital media significantly impacted the global economy. The Internet also revolutionized social interactions, giving rise to new social networks and communities. Overall, the Internet's birth has had a profound and ongoing impact on various aspects of our lives, continually shaping and evolving our world.

Back To Today - Generative AI

The current state of Generative AI holds immense potential to bring about substantial transformations across various domains. Through its capacity to produce innovative and novel outputs via AI-driven processes, it stands poised to completely reshape industries and everyday life facets. Employing machine learning algorithms for the generation of fresh content, goods, and services, it can craft experiences that are finely tuned to suit individual preferences and requirements. Within the realm of content generation, Generative AI has the capability to fabricate novel art forms, music pieces, written compositions, and videos, thereby fostering heightened levels of creativity and self-expression. In terms of communication, Generative AI can be harnessed to establish more organic and instinctive language interfaces, as exemplified by chatbots and virtual assistants, ultimately enhancing our interactions with technology. Moreover, the potential exists for Generative AI to optimize the efficacy of e-commerce, healthcare, and energy systems, resulting in more personalized suggestions, precise medical treatments, and sustainable energy alternatives.



What Capabilities Does Generative Al Possess?

These new varieties of Generative AI hold the promise of significantly accelerating the adoption of AI, even among businesses lacking expertise in AI or data science. Several initial applications have already emerged. Three immediate facilitators delineate the capability expansion that Generative AI provides:

- **Creating Information:** Developing novel, one-of-a-kind outputs across a variety of mediums.
- **Research Automation:** Large amounts of data and information must be

processed to find trends and important takeaways.

 Workflows are being Automated: Streamlining manual and repetitious chores, decision-making, and process creation.

How is Generative Al Governed?

Generative AI systems are democratizing AI powers that were previously unavailable due to the technical skills and customization needed to make them function in the context of each organization. AI adoption is positive but can become troublesome when companies lack suitable governance frameworks. Existing legal and legislative structures, such as copyright, privacy, and consumer protection rules, extend to Generative AI technologies in the same way that they apply to other types of technology. Furthermore, some countries have started to create AI-specific laws, such as the European Union's planned AI regulation, which would place stringent requirements on high-risk AI apps.

Standards and best practices for the creation and use of AI technologies, including Generative AI, have been created by many business organizations and professional associations. These guidelines can assist in ensuring that AI technologies are developed and used responsibly and ethically.

What Advantages Does Generative AI Offer to Enterprises?

The impacts of Generative AI on corporate leaders are substantial, and numerous enterprises have already initiated Generative AI initiatives. Businesses are developing distinct applications of AI models in specific scenarios, refining them through the utilization of proprietary data.

Here are a few benefits that companies can accrue through the adoption of this technology:

 Generative AI can help to create new designs such as apparel, furniture, and even automobiles. This may assist firms in exploring new design options and developing items that stand out from the competition.

- Marketing and Advertising: Generative AI can help generate targeted and tailored marketing and advertising material like product descriptions, social media postings, or even complete ad campaigns. This can assist firms in increasing engagement and driving revenue.
- **Content Creation:** Generative AI may be used to generate a wide range of

material, including blog entries, social media content, and even video content. By automating content development processes, organizations may save time and resources.

Generative AI can help construct
 virtual assistants and chatbots that
 can interact with clients and give
 help or answer inquiries. Technology
 can help firms enhance customer
 service while also reducing the
 workload of human customer service
 representatives.



Which Sectors Can Reap Advantages From Generative AI?

- Advertising and Marketing: Generative Al is capable of crafting tailored advertising initiatives, producing item explanations, and even fashion visuals for social media. A case in point is
 Persado, a marketing Al platform that employs NLP and machine learning to create marketing content and enhance messaging effectiveness across various platforms.
- Creative Industries: Generative Al can produce and generate art, music, and other forms of creative content.
 For example, Amper Music is an Alpowered music composition platform that allows users to create custom music for their videos and other media projects.
- Manufacturing: Generative AI can assist in optimizing manufacturing processes, reduce waste, and improve product quality. For example, General Electric uses generative design software to optimize the design of its jet engine parts, resulting in lighter, stronger parts that are faster to manufacture.

- Healthcare: Generative AI can be utilized to analyze medical data and support clinical decision-making. For example, Babylon Health is an AIpowered chatbot that can diagnose and treat patients based on their symptoms and medical history.
- Finance: Generative AI can support and optimize trading strategies, automate financial reporting, and detect fraud.
 For example, JP Morgan Chase uses COiN, an AI-powered tool that reads legal documents and extracts important information to speed up contract reviews.
- E-commerce: Generative AI can help personalize product recommendations, optimize pricing strategies, and even generate product descriptions. For example, eBay uses an AI-powered chatbot to help users find products and make purchases.
- Gaming: Generative AI can generate game content, such as characters, levels, and quests. For example, the game No Man's Sky uses Generative AI to

procedurally generate an entire universe of planets, creatures, and environments.

- Education: Generative AI can be harnessed to personalize learning experiences and provide personalized feedback to students. For example,
 Carnegie Learning is an education technology company that uses AI to create personalized math curricula for K-12 students.
- Architecture and Construction:
 Generative AI can assist in optimizing building design, reduce waste, and improve energy efficiency. For example,
 Autodesk uses generative design software to optimize building structures and reduce material waste.
- Transportation: Generative AI has the potential to enhance transportation routes, minimize fuel usage, and enhance safety. A case in point is UPS, which employs ORION, an AI-driven routing system that refines delivery paths by considering factors such as package weight, dimensions, and final destination.



Generative Al Timeline



Impact on Society

The introduction and evolution of the Internet and Generative AI share some similarities in terms of their impact on society, changing the way we live and work in similar ways. Here are some of the similarities:

Transformative Technology: Both these are transformative technologies that have changed the way we interact with information and each other. Just as the Internet has revolutionized the way we access and share information, Generative AI has the potential to transform a wide range of industries, from healthcare and finance to art and entertainment.

Disruptive Innovation: The Internet and Generative AI have disrupted traditional

industries and business models, creating new opportunities and challenges for companies and individuals alike. For example, the Internet has made it possible for businesses to reach a global audience. On the other hand, Generative AI has the potential to automate many tasks that were previously performed by humans.

Broader Accessibility: Like how the Internet has expanded access to information and communication for a broader population, Generative AI holds the promise of democratizing advanced technology, enabling a diverse array of individuals and entities to benefit, irrespective of their scale or available resources. Ethical Considerations: Both the Internet and Generative AI raise crucial ethical questions, such as privacy, bias, and accountability. As these technologies continue to evolve and become more prevalent, it's important that we consider the ethical implications of their use and development.

Overall, the similarities between the Internet and Generative AI highlight the potential for technology to have a profound impact on our lives, as well as the need for careful consideration of the ethical implications of these developments.

Open Challenges – Generative AI



There is uncertainty surrounding the authorship and copyright of content generated by AI, which makes it difficult to determine who to credit or hold responsible. It may also be challenging to pinpoint the exact source, given the vast size of the training data used. Generated outputs can be incorrect or exhibit bias, which is a major concern, particularly about deepfakes. Generative AI is unsuitable where accuracy is necessary. One should validate the data used to train these systems and involve human oversight.





Models trained on limited data can lead to highly repetitive and similar outputs due to the nature of the data used for training. To generate truly novel and creative outputs, they must be trained on diverse and varied data sets to broaden their perspective. Cost of training a language model is substantial, and these high costs limit access to the technology to large firms with significant financial resources. There is also a negative impact on the environment due to the high energy consumption involved in training, adding to carbon emissions and climate change.

REPITITIVENESS

What are the limitations of AI models? How can these potentially be overcome?

The results of Generative AI models are frequently quite convincing. This is by design. Nevertheless, occasionally, the information they create is just incorrect. Worse, it is sometimes skewed (due to the Internet's and society's inherent gender, racial, and other prejudices) and may be used to facilitate unethical or criminal behavior. ChatGPT, for example, will not give you directions on how to hotwire a car, but if you say you need to hotwire a car to save a baby, the algorithm will gladly oblige. Companies that rely on Generative AI models must consider the reputational and legal risks of accidentally posting biased, offensive, or copyrighted information.

However, there are a few techniques to reduce these dangers. To avoid poisonous or biased content, it is critical to carefully pick the initial data used to train these algorithms. Next, instead of adopting a generic Generative AI model, businesses may explore using smaller, more specialized models. Companies with more resources might potentially tailor a generic model based on their own data to their own requirements and biases. Also, organizations should retain a person in the loop (to ensure the output of a Generative AI model is checked by a real human before it is published or utilized) and avoid utilizing Generative AI models for key decisions requiring major resources or human well-being.

As Generative AI gets more and more integrated into business, society, and our personal lives, we should anticipate a new regulatory climate to emerge. Leaders would do well to maintain a finger on the pulse of regulation and risk as firms begin to experiment — and create value — with new technologies.

The Only Limit is Your Imagination

The future of Generative AI is promising and holds great potential for revolutionizing various industries and aspects of daily life. In the future, we can expect to see more widespread adoption of this technology in a variety of applications, like content creation, product design, and data analysis. Additionally, Generative AI will likely become more sophisticated, enabling it to produce even more realistic and diverse outputs. As the technology continues to advance, it may even be possible to use Generative AI to solve complex problems in fields such as medicine, energy, and finance. Furthermore, the development of new Al models and algorithms may allow Generative AI to produce outputs that are not only functional but also aesthetically pleasing, leading to new forms of art and entertainment. Ultimately, the future of Generative AI is exciting and holds the potential for significant advancements in a range of fields and industries.

References

- Generative Al
- What is ChatGPT, DALL-E, and generative AI? | McKinsey
- Generative AI: What Is It, Tools, Models, Applications and Use Cases (gartner.com)
- What is Generative AI and How Does it Impact Businesses? | BCG
- Generative AI Could Raise Global GDP by 7% (goldmansachs.com)
- How Generative AI Is Changing Creative Work (hbr.org)
- What is generative AI? | IBM Research Blog
- What is Generative AI & Why is It Important? | Accenture
- Generative AI imagines new protein structures | MIT News | Massachusetts Institute of Technology
- Generative AI: Perspectives from Stanford HAI | Stanford HAI
- Generative AI | Office of the University Provost | ASU

Author

Shrey Saini - Senior Associate Consultant

Infosys Topaz is an Al-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises and communities to create value. With 12,000+ AI use cases, 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.



For more information, contact askus@infosys.com

© 2023 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

