



The Path to Practical AI

Connecting data is where it all starts

Agenda

How GenAI ignites innovation;
levels the playing field between
large and smaller firms

How iPaaS-driven integration,
automation harnesses AI

Boomi's architecture for Practical
AI, with RAG and other features

Bio

Helps Boomi customers adopt
SaaS-based integration for ROI,
multiple use cases

Ensures Boomi iPaaS offers rich
support for GenAI, LLMs, RAG

20+ years in software
architecture, development



Ann Maya

EMEA

Chief Technology Officer

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A decorative graphic in the top right corner consisting of concentric, wavy lines in shades of blue and purple, resembling a fingerprint or a stylized circular pattern.

The Path to Practical AI

Connecting data is where it all starts

| Ann Maya, EMEA CTO, Boomi

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Agenda

01 The AI Revolution

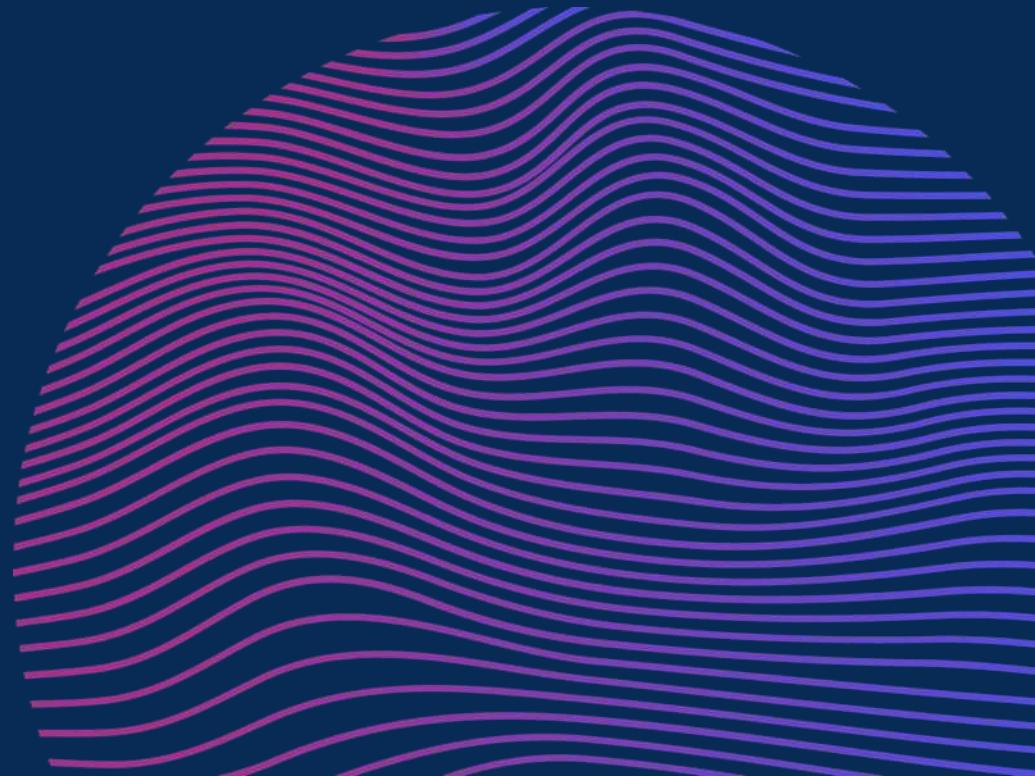
02 Path to Practical AI

03 Retrieval Augmented Generation
(RAG)

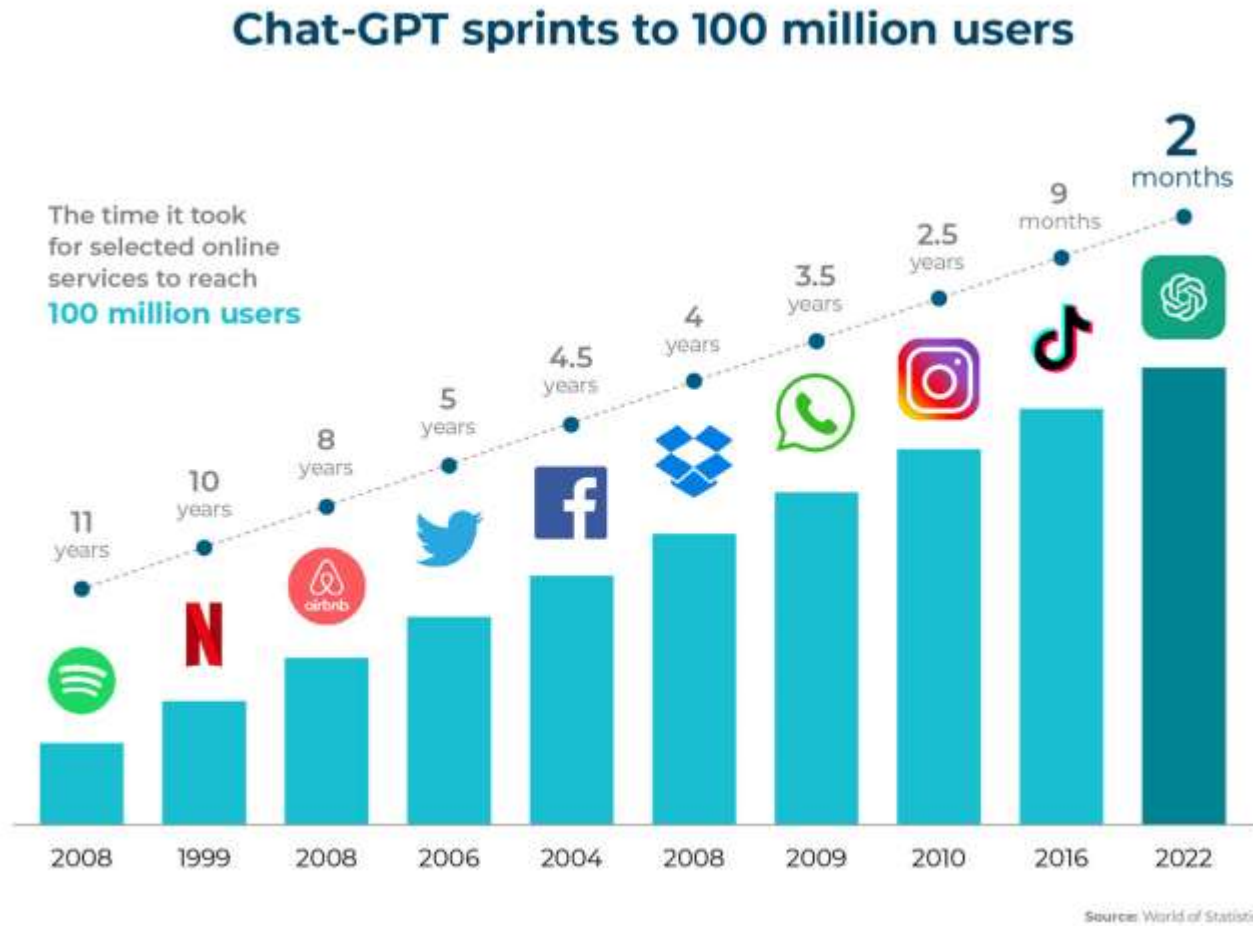
04 Boomi AI

The AI Revolution

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The AI revolution is happening



ChatGPT hit the million user subscription mark within only 5 days

Source, 13 Apr 2023 - <https://www.netscribes.com/chatgpt-4-a-near-to-perfect-ai-powered-digital-assistant/>

Revolutions breed disruption



Netflix

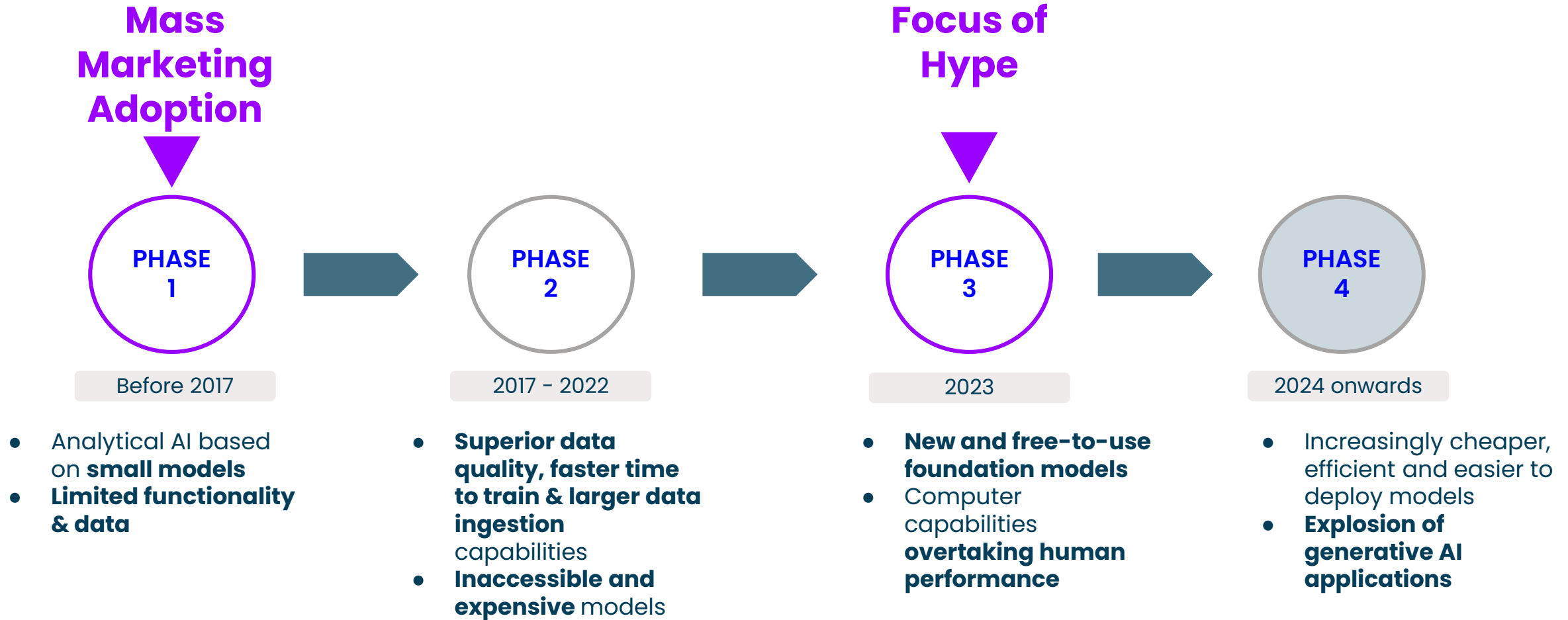


Uber



Amazon

AI hype vs. AI adoption in enterprise



Adapted from [Insight Partners](#) report

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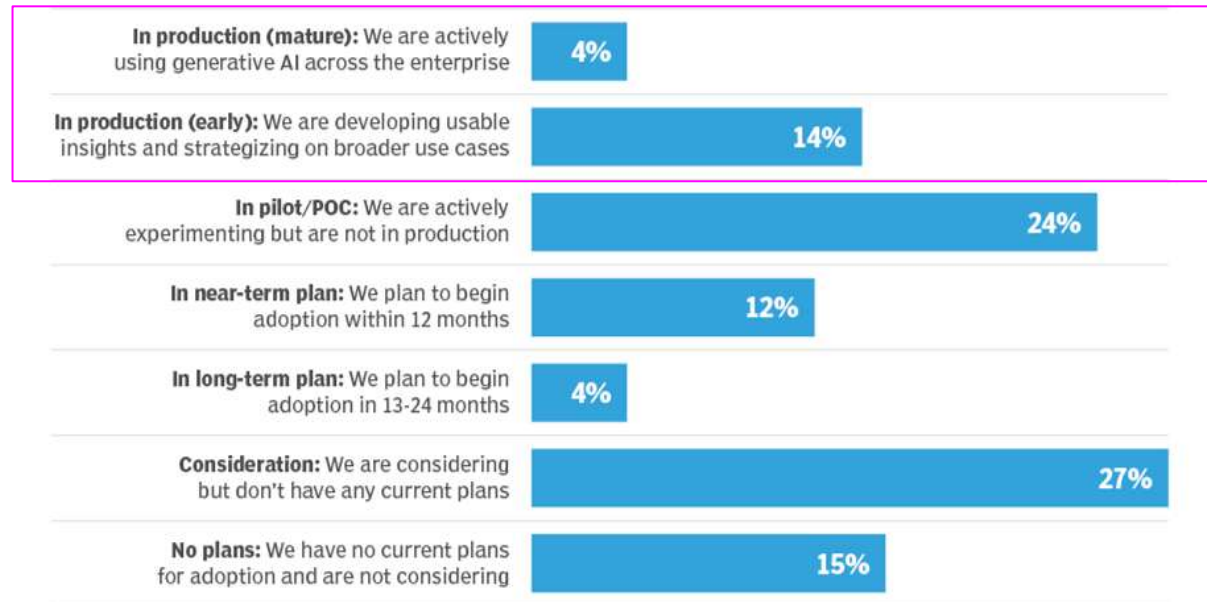
Practical AI Adoption Begins

Adoption doesn't match the hype

Hype is huge, but adoption is still building

Generative AI adoption

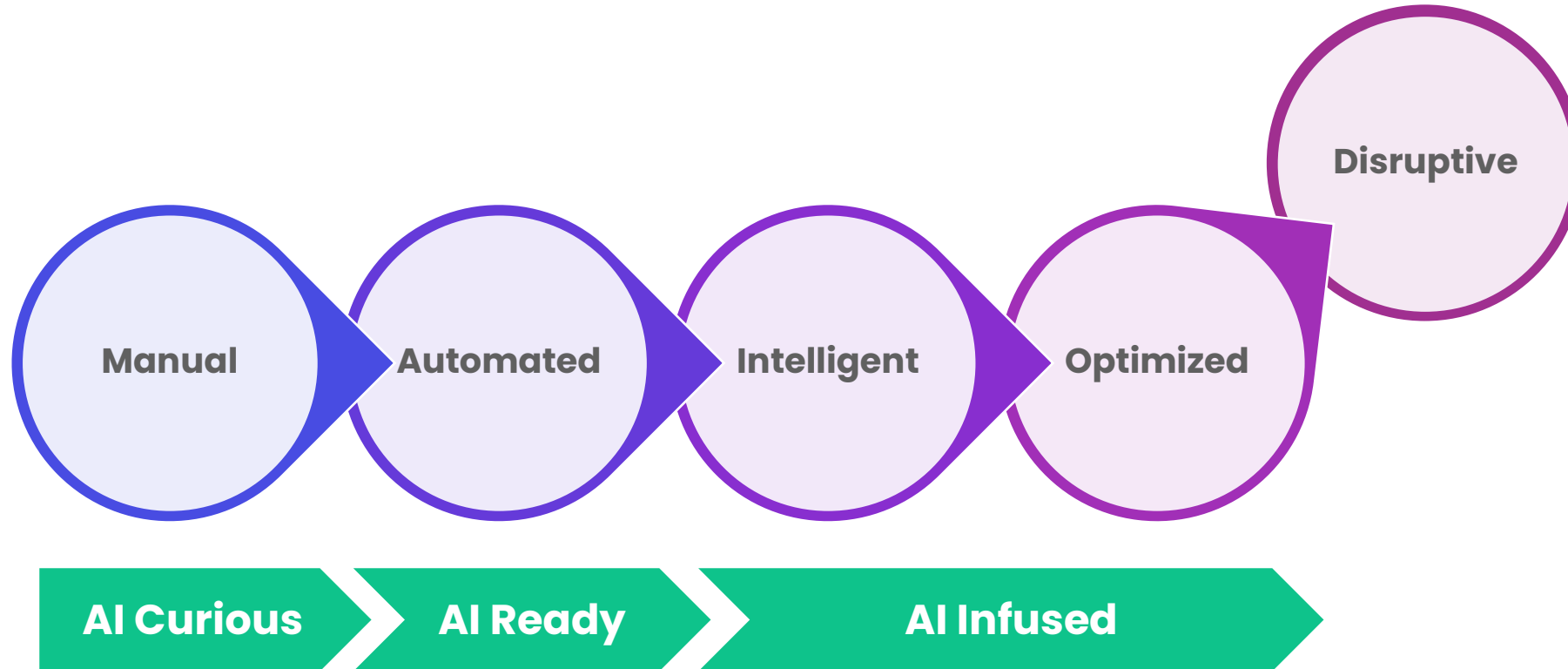
What is the status of generative AI adoption at your organization?



SOURCE: TECHTARGET'S ENTERPRISE STRATEGY GROUP, "BEYOND THE GEN AI HYPE: REAL-WORLD INVESTMENTS, USE CASES AND CONCERNS"

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Process Maturity Ladder



Data is everything

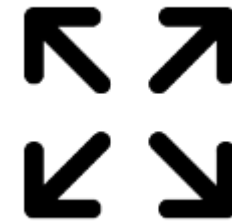
Especially in the world of AI



Trust is paramount



Garbage in, garbage out



AI is a force multiplier

AI using Practical Platforms

Path to Practical AI

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The digital landscape is always evolving

Systems of Engagement



Web



Mobile



Chat

Systems of Record



CRM



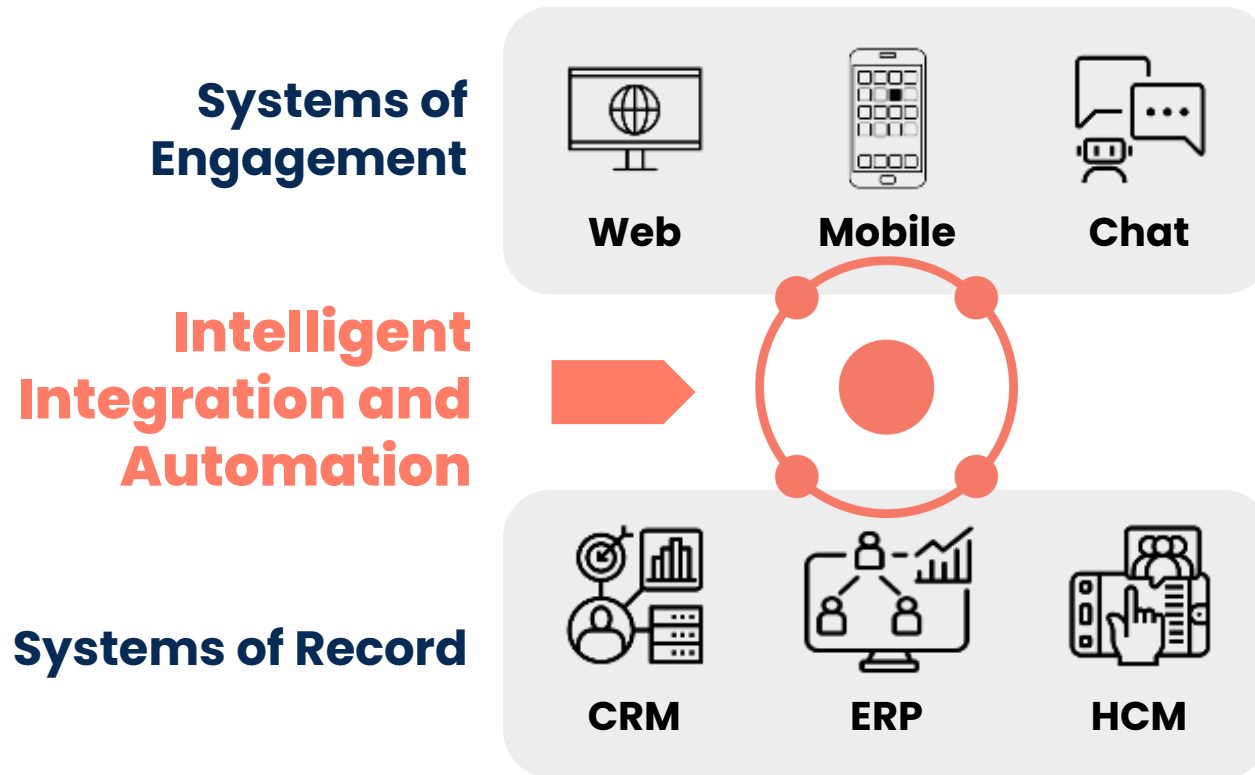
ERP



HCM

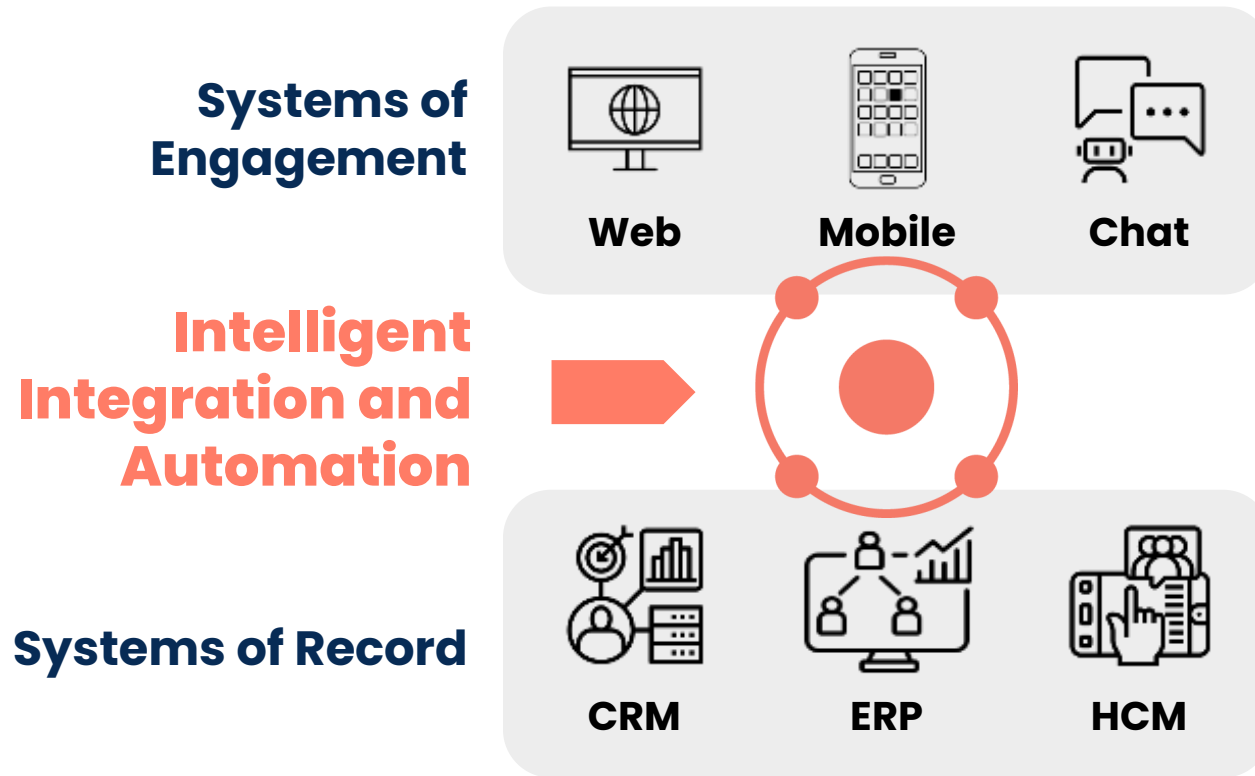
Adapted from "[The New New Moats](#)" by Greylock Ventures

Digital leaders know how to handle that change

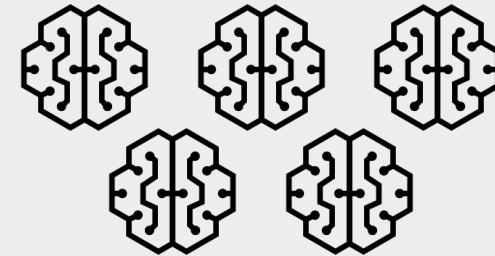


Adapted from "[The New New Moats](#)" by Greylock Ventures

Advances have spawned “Systems of Intelligence”

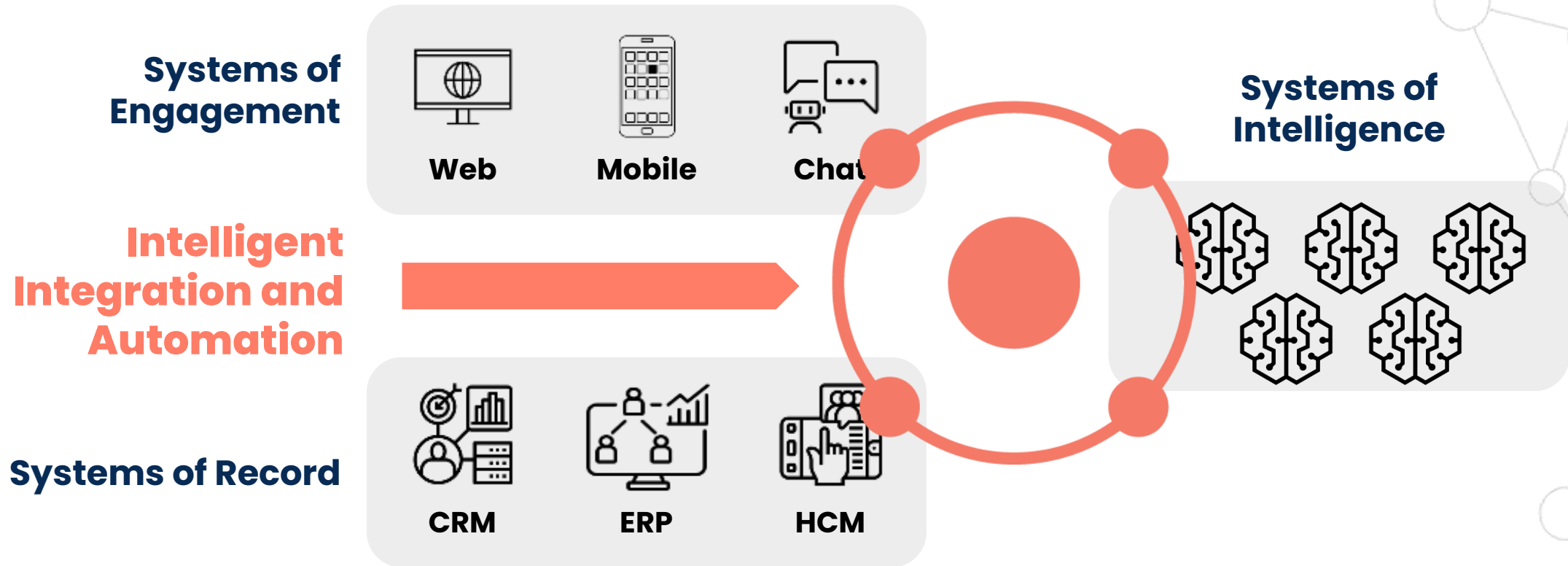


Systems of Intelligence



Adapted from “[The New New Moats](#)” by Greylock Ventures

These systems require connectivity



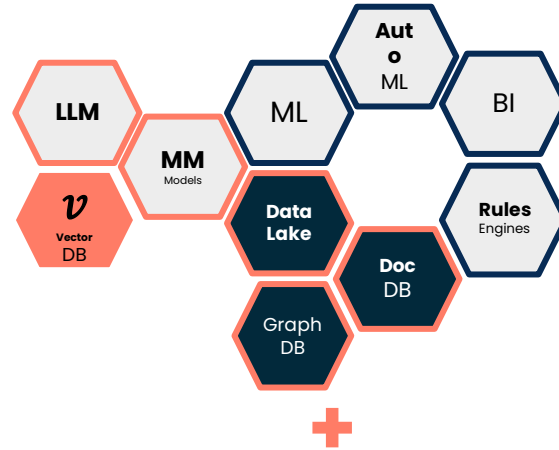
Adapted from "[The New New Moats](#)" by Greylock Ventures

The AI-ready enterprise

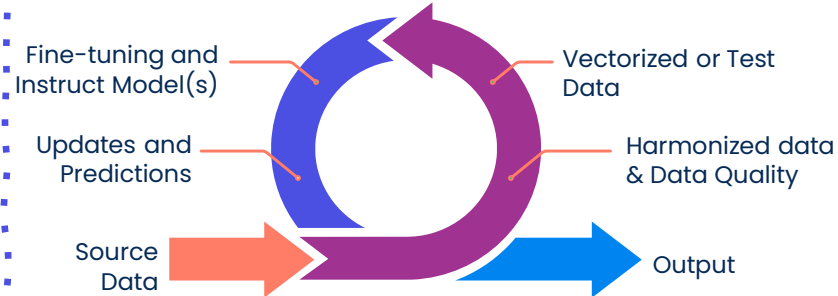
Contextual Input from Systems of Record



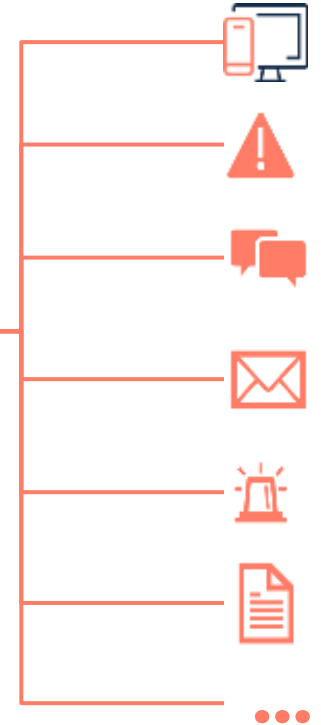
Insights Generated by Systems of Intelligence



Memory Systems



Automated Outcomes for Systems of Engagement

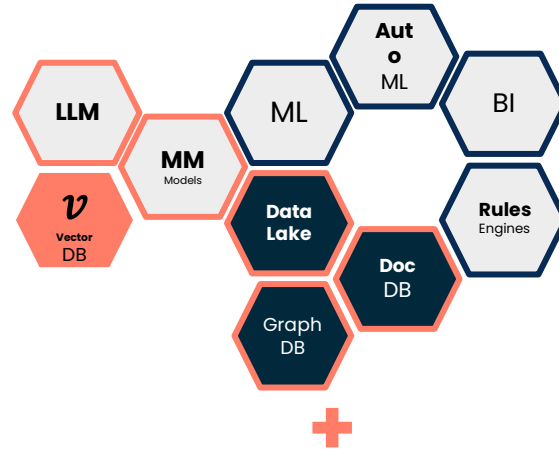


The AI-ready enterprise

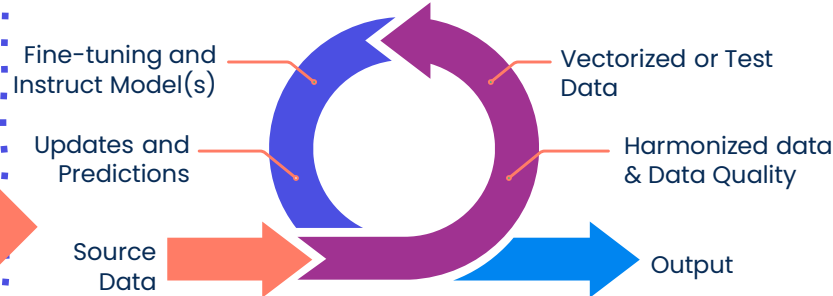
Contextual Input from Systems of Record



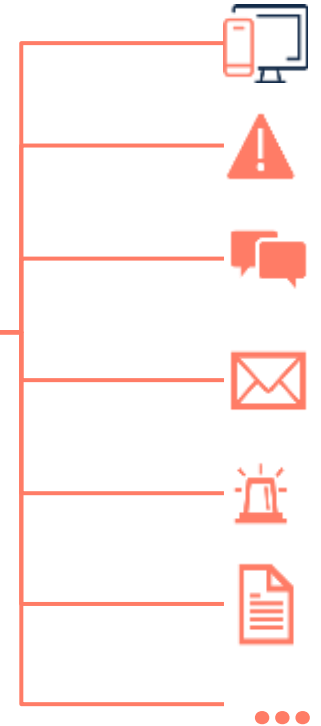
Insights Generated by Systems of Intelligence



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Automated Outcomes for Systems of Engagement

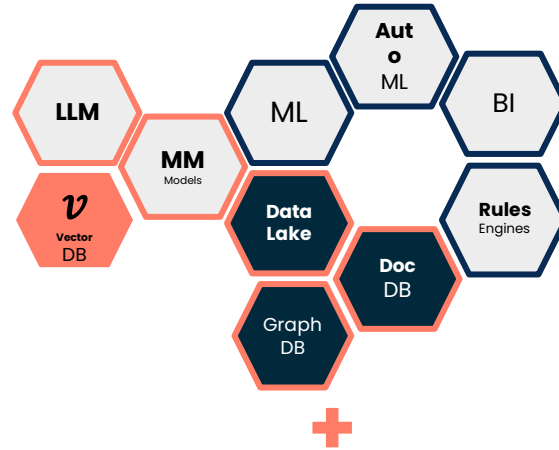


The AI-ready enterprise

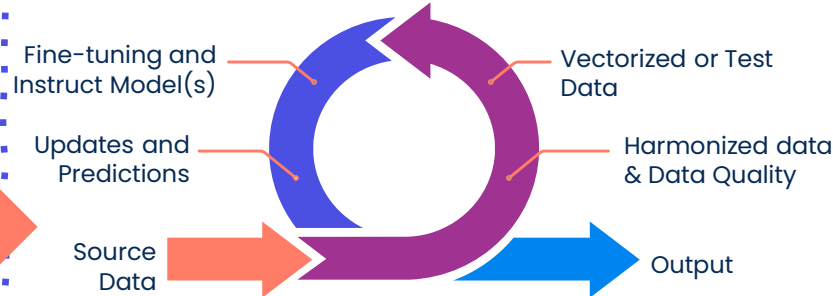
Contextual Input from Systems of Record



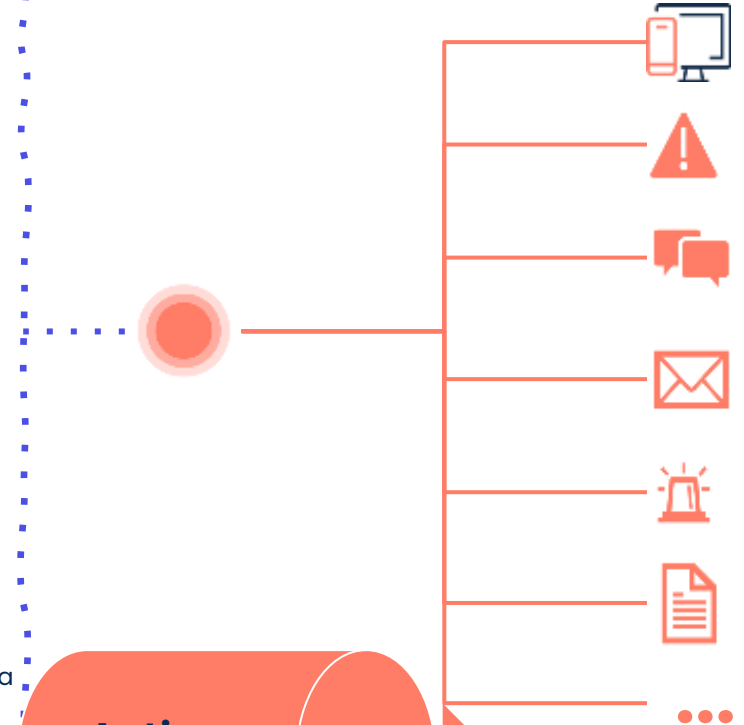
Insights Generated by Systems of Intelligence



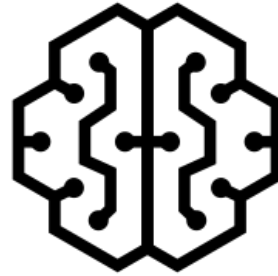
Memory Systems



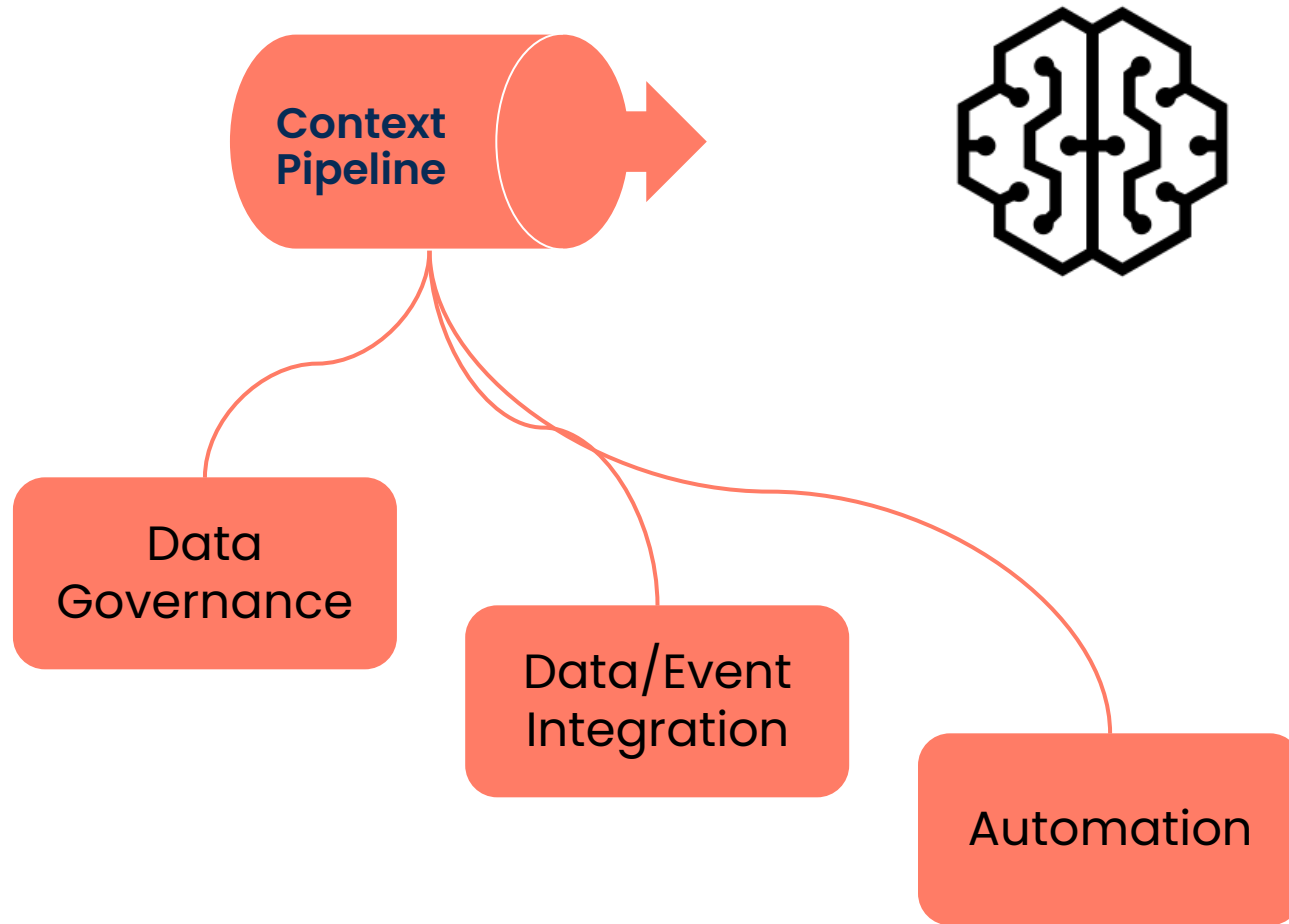
Automated Outcomes for Systems of Engagement



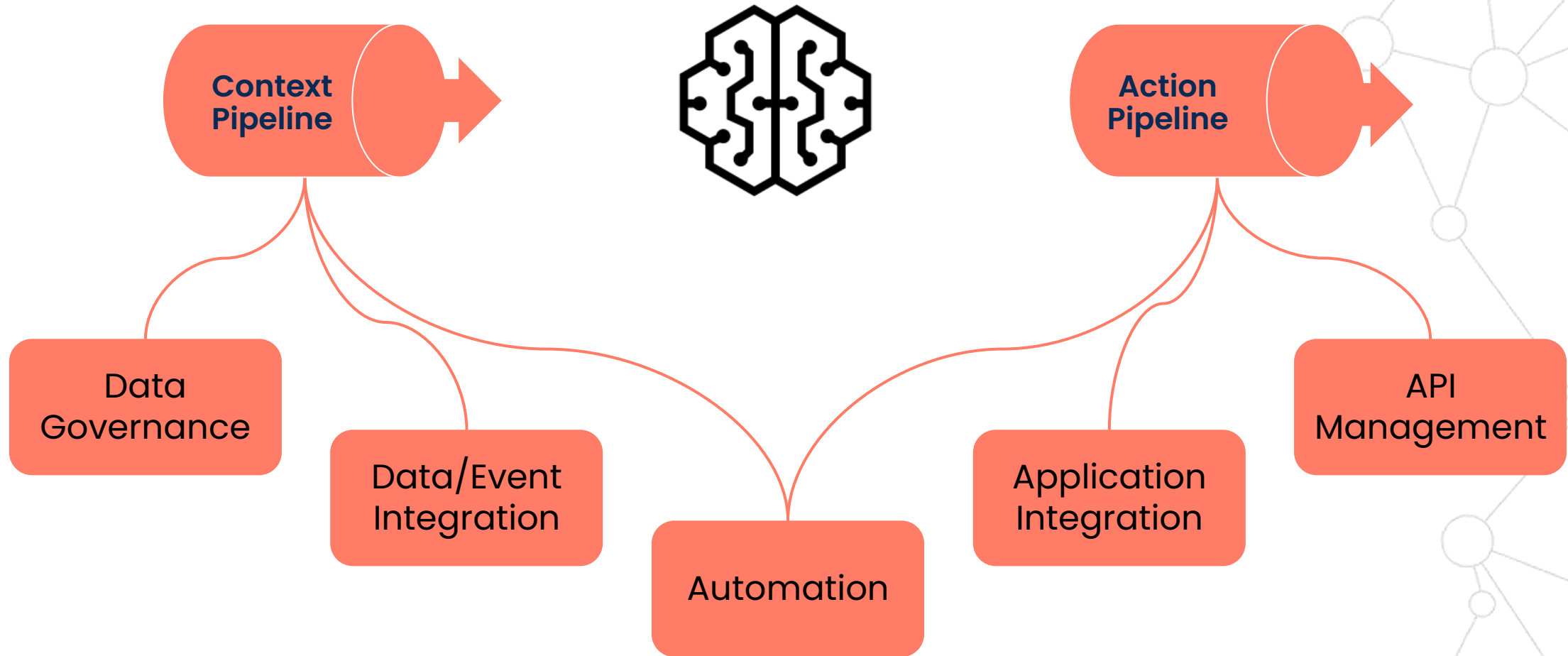
Capabilities of a practical AI foundation



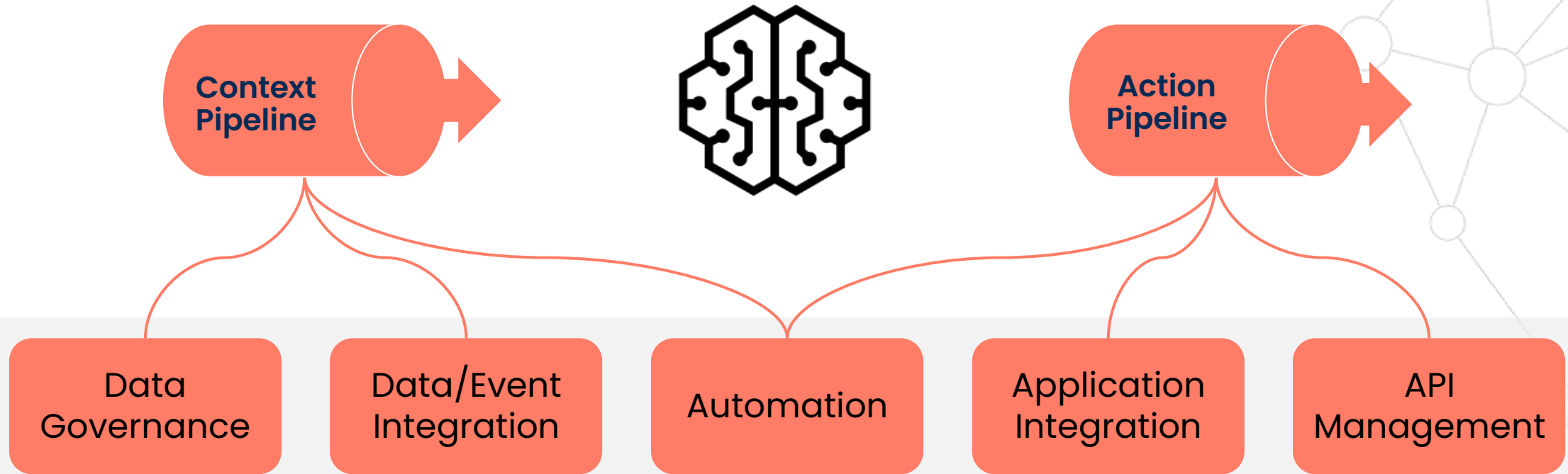
Capabilities of a practical AI foundation



Capabilities of a practical AI foundation



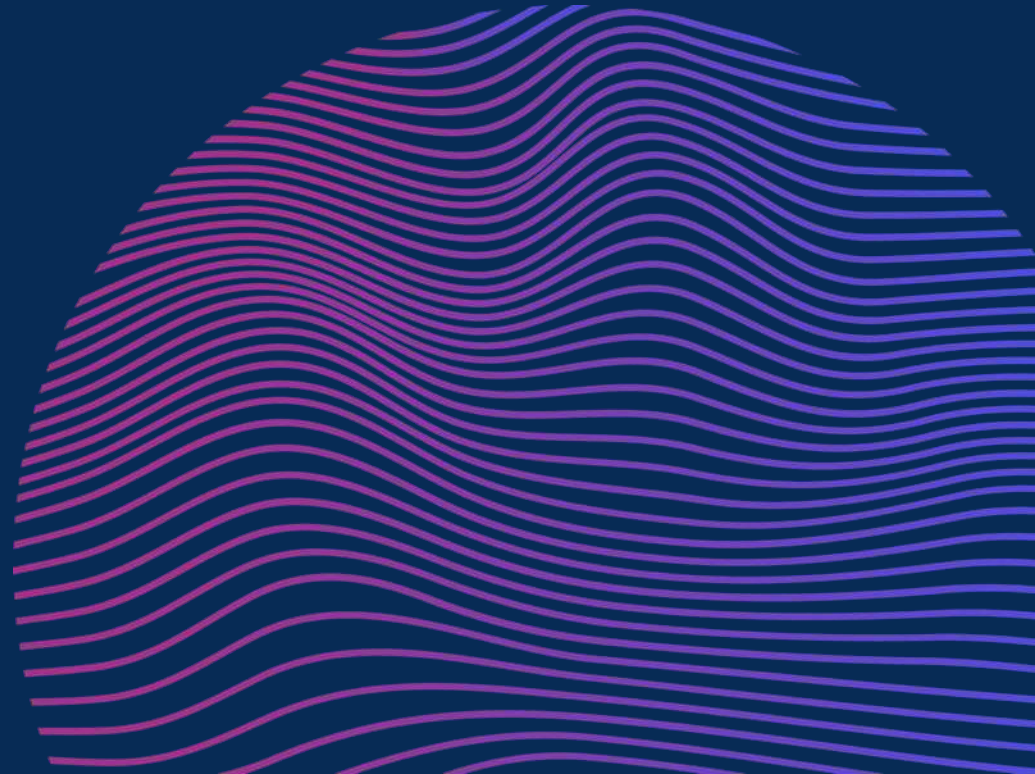
Boomi is the AI-native platform for practical AI



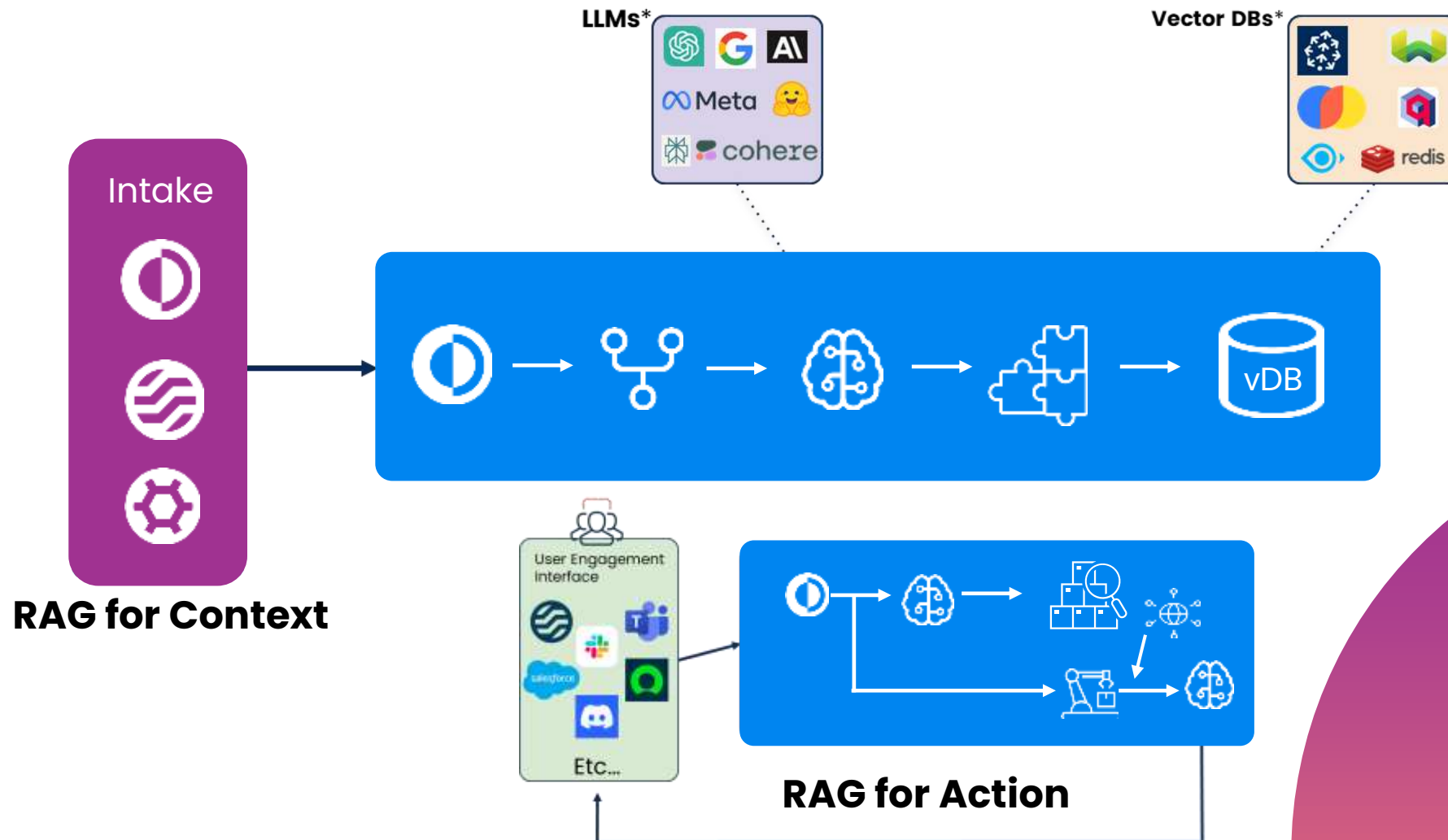
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Retrieval-Augmented Generation

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Boomi Retrieval Augmented Generation (RAG)





Boomi Innovation Group Insights

From our own in-house research and experimentation.

Outcomes

- ✓ RAG outperforms vanilla LLMs significantly
- ✓ Efficiency gains stands out as an exceptional use case for AI
- ✓ Human intervention and the right partner can mitigate IP risks

Challenges

Each data set has unique needs

Use cases where 100% accuracy is needed are not realistically achievable.

LLMs are currently limited

Content generated solely by AI is not copyrightable

Insights

- Prioritize good data
- Use classification systems
- Apply special logic as necessary
- Focus on use cases where ~80% accuracy is acceptable
- Prioritize efficiency as expected outcome

Just wait! They are advancing by the day

- Use human input/modification to ensure IP protection
- Choose a partner (Microsoft, Google), with baked in IP protection



Six Tenets of AI Readiness

-  **1 Set Clear Goals**
From implementation to stewardship, knowing what you want and what you're capable of doing with AI is essential
-  **2 Know Your Processes**
Document, catalog, create, manage, and maintain workflows and business processes
-  **3 Know Your Data**
Understand the value of your data, where the data lives, and how it's generated, refined, secured, and governed
-  **4 Align and Be Accountable**
Stakeholders should understand expectations and work together as good stewards of data and processes
-  **5 Prioritize Thoughtfully**
Establish and balance priorities critical to the business, corporate values, and societal impact
-  **6 Automate with Intention**
Implementing AI without understanding your processes or data could lead to inefficiency and will introduce risk

AI using Practical Platforms

A large, stylized graphic on the left side of the slide. It consists of a circular shape filled with numerous thin, wavy, horizontal lines in a light blue color, set against a darker blue background. The lines are more densely packed in the center and become sparser towards the edges, creating a sense of depth and movement.

Boomi AI

Boomi AI Architecture

Boomi GPT: Conversational UI/UX

Natural Language Interface

Intent Classification

Name-to-Entity Recognition

Generative AI Software Orchestration

Composite AI Framework



Neural Network
and Markov



Natural Language
Processing



Classification



Transformer
and LLMs

Data Platform

Ingest

Cleanse

Transform



200M+
Integrations



Boomi GPT

New

Through a **conversational experience**, describe what you want to integrate and automate using everyday language. Your copilot will design an outline of the best integration process for you to accept or modify

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Explain

Explain the what, how, and why behind the integration process built by AI to provide transparency and help you understand what happened in the background



Responsible AI

6 principles that guide AI development and use



Transparency

AI should be understandable



Human Oversight

Human should be able to intervene



Customer Opt-Out

Customers should be able to opt out



Data Privacy and Security

AI should respect data privacy and keep data secure



Fairness and Avoiding Bias

AI should be inclusive



Environmental Sustainability

AI should be energy-efficient

Next Steps



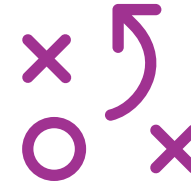
Check it out

Want to learn more?
Checkout an interactive
[Boomi AI demo](#).



AI Readiness Assessment

Ready to kickstart your
journey to AI-readiness?
Check out our content
resource section, from an
[AI Readiness Assessment](#)



Workshops

Need help developing
your AI intuition and use
case needs?
[Contact us](#) for more
information.

We are Boomi.
Be Bold. Be You. Be Boomi.



Q&A

For More Information

June 2024



AI Deployment
Virtual Summit



Boomi helps organizations radically simplify the complexity of enterprise software

<https://boomi.com/>

Resource Centers

Boomi Resource Center

<https://resources.boomi.com/>

- Articles
- Blog
- Customer Stories
- eBooks
- Solution Briefs

Boomi AI Center

<https://boomi.com/platform/ai/>

- AI Overview
- How It Works
- Features

Take the AI Readiness Assessment

<https://boomi.com/platform/ai/aira/>

Popular Resources

Boomi Platform Overview

<https://live-boomi-resources.pantheonsite.io/app/uploads/Boomi-Platform-Overview-Nov-10.pdf>

Forrester Cloud Costs Study

<https://live-boomi-resources.pantheonsite.io/app/uploads/Infographic-Forrester-Cloud-Costs-Study.pdf>

RAG and Why It Matters to Your AI Strategy

<https://boomi.com/blog/what-is-retrieval-augmented-generation-rag/>

Responsible AI

<https://boomi.com/blog/responsible-ai/>

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