

A futuristic cityscape with tall, sleek skyscrapers and flying cars. The scene is set against a sunset sky with clouds. In the foreground, there are digital overlays and a large, stylized '5' on one of the buildings. The overall aesthetic is high-tech and innovative.

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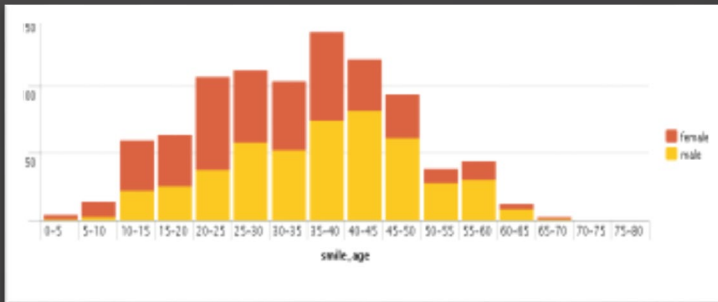
HOW TO CREATE NEW INTERACTION MODELS WITH BANKS

PIERO SCARPINO

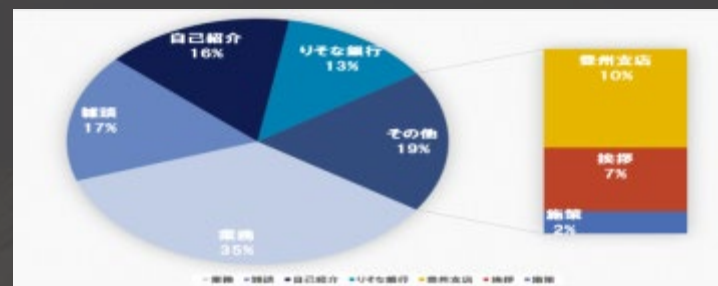
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NTT DATA Italia

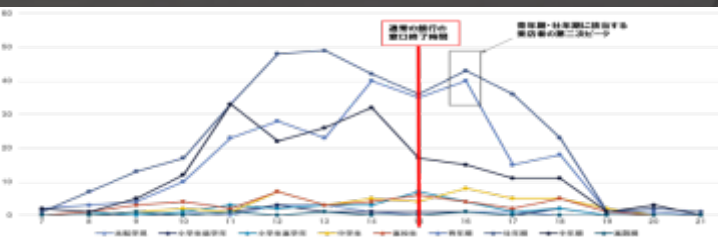
A NEW WAY TO INTERACT IS ALREADY HERE



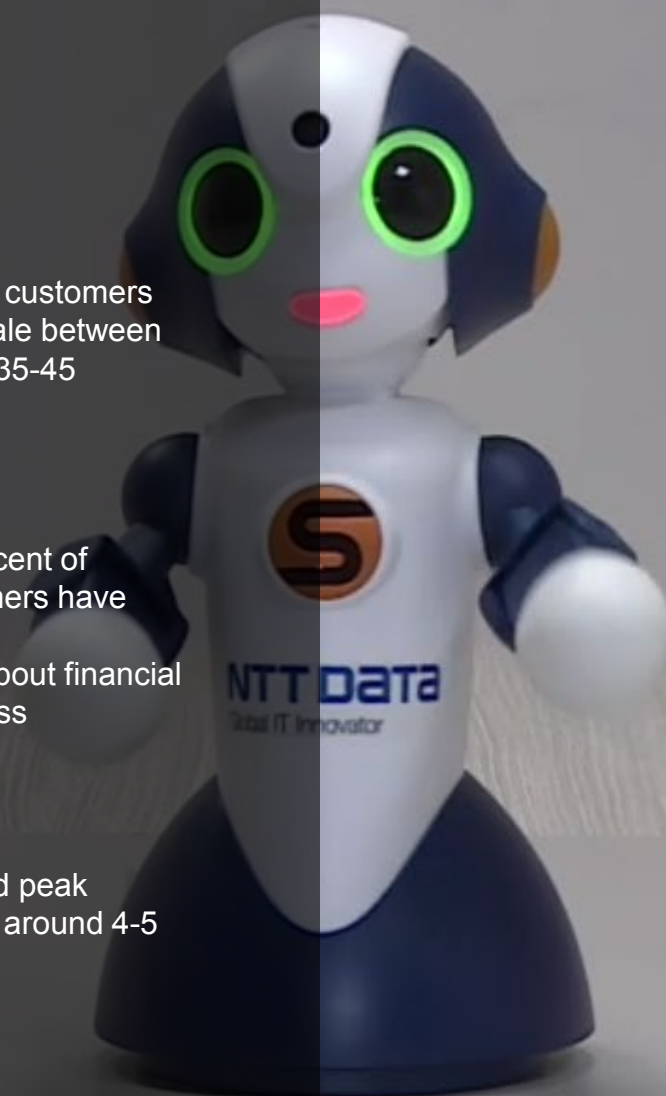
Major customers
are male between
35-45



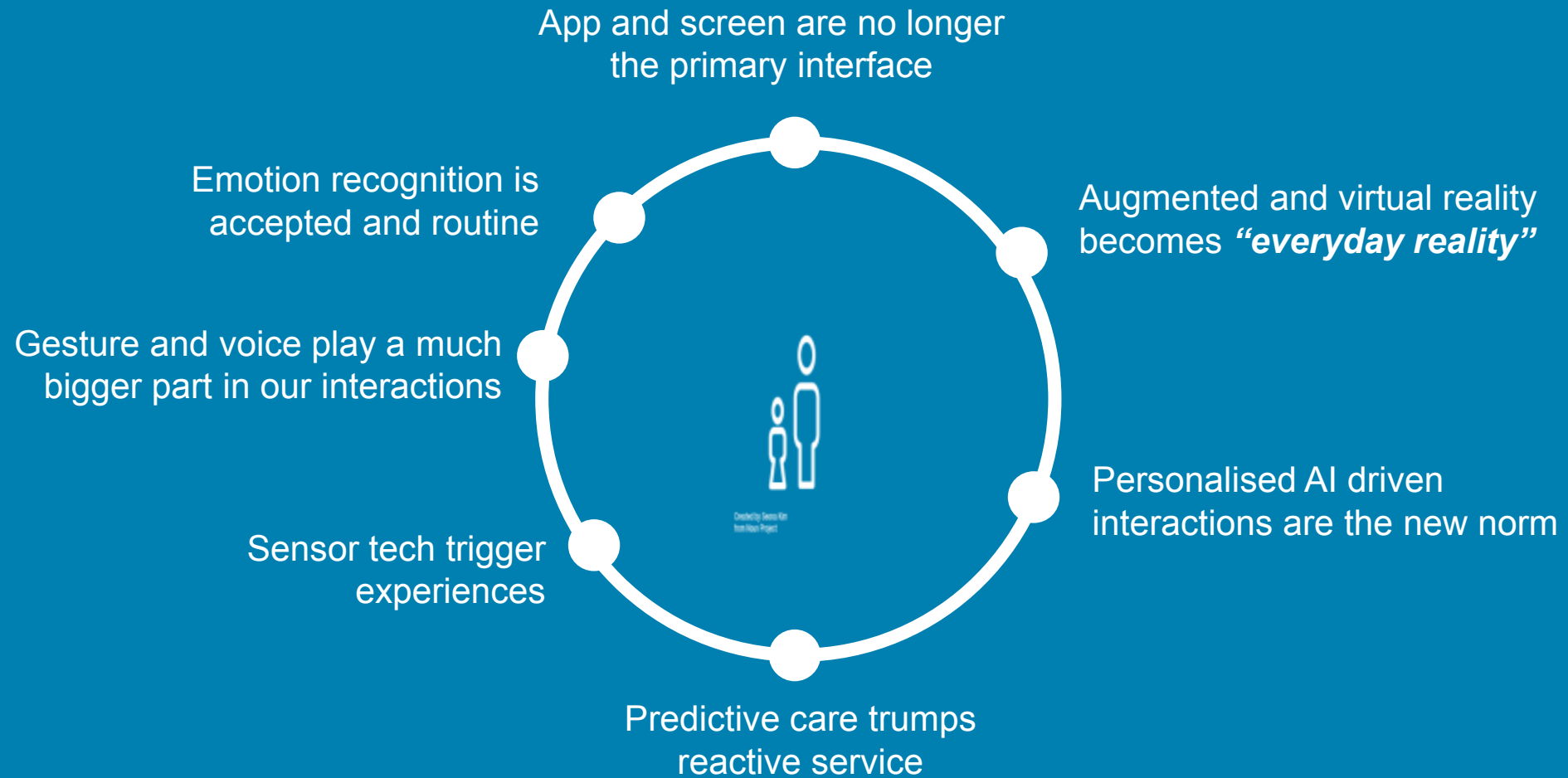
35 percent of
customers have
asked
Sota about financial
business



Second peak
comes around 4-5
p.m.



FROM HUMAN TO MACHINE TO HUMAN TO HUMAN




HOW TO REDESIGN THE SYSTEM TO ENSURE A NEW INTERACTION?

- **Standalone AI** will not improve business process significantly
- Entire **system** should be **re-designed** for optimization
- **Modular and Incremental** approach should be adopted

In order to maximize potentials of introducing robots or AI in grand systems , business user should take into account to focus and to re-design of specific business processes.


ROI would be limited by just introducing standalone Robotics/AI



OMOTENASHI NO KOKORO

おもてなしのこころ

Thank you.

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