



## How ai is driving digital transformation and improving operational efficiencies

**Dan Turchin**

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### Abstract:

Many CIOs are exploring AI (Artificial Intelligence) as a key enabler to roll-out their IT and data strategies and improve employee satisfaction. Join this informative session where Dan will describe how the automation of operations through AI has already generated successful outcomes, and also how CIOs are using AI to accelerate their digital transformation goals. Specifically you'll learn:

- How AI-driven automation can reduce IT costs.
- How to improve operational efficiencies with AI.
- Why AI-driven automation can improve customer satisfaction.
- Five actionable tips to successfully incorporate AI into digital transformation initiatives.

### Biography:

Co-Founder and early Artificial Intelligence (AI) pioneer Dan Turchin founded Astound in 2016 to automate the lifecycle of service requests and define the future of work. His solution was to bring the power of AI to global service organizations to eliminate the frustration of the help desk and automate the resolution of routine support issues like password resets, application configuration and network outages. Now, some of the world's most respected organizations rely on Astound to help reduce call volume, MTTR, and support costs while improving employee satisfaction.

Prior to Astound, Dan was vice president of product at DevOps leader BigPanda, chief product officer at security analytics company AccelOps (now Fortinet), and a senior director of product strategy at ServiceNow.

In 2000, Dan co-founded mobile enterprise machine



learning company Aeroprise and served as CEO until it was acquired in 2010 by BMC Software. He was also a founding board member at Rhomobile prior to its acquisition by Motorola. Dan is passionate about building great teams that build great products that solve hard problems that change lives. He's a big fan of Orwell, Dr. Seuss, youth soccer, adventure sports, and Tynker. Dan has BS and BA degrees from Stanford University.

### Publication of speakers:

1. Zelikman, E., "Context is everything: Finding meaning statistically in semantic spaces", preprint arxiv:1803.08493v5, 2018.
2. Laventhol, J., "Programming in POP-11", Blackwell Scientific Publications, Ltd. 108 Cowley Rd., Oxford OX4 IJF, United Kingdom.
3. Kotseruba, I., Tsotsos, J.K. "40 years of cognitive architectures: core cognitive abilities and practical applications". *Artif Intell Rev* 53, 17-94 (2020). <https://doi.org/10.1007/s10462-018-9646-y>
4. Johnson-Laird, Philip N., "Procedural semantics", *Cognition* 5 (3):189-214 (1977)

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