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Intel Saffron AI Speeds Issue Resolution for Manufacturing, Software and Aerospace

SANTA CLARA, Calif.--(BUSINESS WIRE)-- **What's New:** Intel today released the Intel® Saffron™ AI Quality and Maintenance Decision Support Suite – a suite of artificial intelligence (AI)-powered software applications using associative memory learning and reasoning to facilitate faster issue resolution.

"Customers including Accenture, a major aircraft manufacturing company and even Intel are already receiving tremendous value from Intel Saffron AI software. It digs into disparate data sources to surface customers' best practices, providing them with the meaningful insights needed to resolve issues faster."
-- Gayle Sheppard, vice president and general manager of Saffron AI Group at Intel

What It Includes: The Intel Saffron AI Quality and Maintenance Decision Support Suite is comprised of two software applications:

> **Similarity Advisor** finds the closest match to the issue under review, across both resolved and open cases, identifying paths to resolution from previous cases and surfacing duplicates to reduce backlogs.
>
> **Classification Advisor** automatically classifies work issues into pre-set categories, regulator mandated or self-defined, speeding up and increasing reporting accuracy while improving operations planning.

One Use Case: Accenture*, a global professional services company, is already using Intel Saffron AI to help clients resolve issues faster and reduce wasted efforts in product testing and defect resolution.

"Testing is transforming into quality engineering where applied intelligence is at the core of driving productivity and agility," said Kishore Durg, senior managing director, Growth and Strategy and Global Testing Services Lead for Accenture. "The Accenture Touchless Testing Platform is augmented with artificial intelligence technology from Intel Saffron AI that brings in analytics and visualization capabilities. These support rapid decision-making and help reduce over-engineering efforts that can save anywhere from 30 to 50 percent of time and effort."

How It Works: Intel Saffron AI simulates a human's natural ability to learn, remember and reason in real time. It uses associative memory learning and reasoning to analyze structured and unstructured text data sets to find hidden patterns, trends and similarities. It surfaces insights in a transparent way through an easy-to-use interface so human operators can make better-informed decisions.

It does this by surfacing tribal knowledge – insights about previous issues, how they were resolved, who resolved them, what information was needed – that is often hidden in the data and difficult to find via a normal word search. It learns from highly variable and even incomplete data, without relying on statistical models that need to be trained. Intel Saffron AI performs content and contextual analysis to understand the relationships between words, allowing it to uncover this valuable information for human operators.

Why It's Important: Intel Saffron AI Suite brings faster and more accurate data-driven insight in an easy-to-use interface, providing enterprises with a faster time to issue resolution, a boost in product quality, better maintenance planning (moving unplanned to planned), and supply chain optimization.

Who It's For: Technical operations teams in manufacturing, aerospace and software industries will benefit greatly from Intel Saffron AI Suite.

Intel Saffron AI Suite is part of Intel's AI portfolio, which offers a uniquely comprehensive lineup of new technologies AI demands to move from theory to real-world success. It creates AI-powered solutions to help professionals make better, faster and more confident decisions across industries.

More Context: Introducing the Intel Saffron AI Quality and Maintenance Decision Support Suite (Video) | Solving Quality and Maintenance Problems with AI (Whitepaper) | Artificial Intelligence at Intel (Press Kit)

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Intel Corporation
Liz Wu, 503-696-2098
liz.wu@intel.com

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