SPEAKERS' DEBATE

Lucia Sinapi-Thomas, Executive Vice President – Capgemini Ventures Managing Director

Thank you. The more impact we expect from these solutions, the more important trust in AI is at enterprise value. I will start with you, Eiso, because software development is at the core of this additional transformation. How do we ensure that trusted AI space in your solutions?

Eiso Kant, CTO & Cofounder of Poolside

In our solutions we really take the premise that as models are going to become increasingly capable, we are going to want to provide them with growing amounts of information and access to the data inside our enterprise. As you mentioned, code is one of the most valuable and often one of the most secured assets inside most large enterprises. What we do today with poolside is that we deploy our systems entirely behind the customer's firewall, including the model, the data layer, the intelligence layer and also the applications. What is unique about us and where we sit in the world is that we have what is called a first party relationship with Amazon Web Services, something that they have only done a few times in their entire history. That means that when a customer brings poolside onboard inside AWS, the world's largest Cloud, they are not just getting it entirely in their environment secure behind their firewall, but also the contracting party on the other end is Amazon. This allows for an additional layer of security and trust that actually has more to do, not just with the boundary of the firewall but also in terms of support and contractual guarantees. As you said at the beginning, we are a young company, we focus on enterprises from day zero and we were aware that at the scale at which we were rolling out, we were going to require a very large trust to be able to do so with us.

Lucia Sinapi-Thomas

Thank you. Obviously, I appreciate that some of these terms are pretty technical for the audience, and I hope it is clear. I will ask you the same question, Rotem, because it is paramount for adoption.

Rotem Alaluf, CEO of Wand.ai

As mentioned, I think that first of all adoption and trust are required in enterprises. As a solution we also took a decision from the beginning to be able to run behind a customer's government VPC on-premise solutions to enable them to run and reduce the trust gaps we are seeing in enterprises today. The second thing I want to mention is that people took large language models in the past – and we are currently seeing it evolving in enterprises – and tried to push it into a specific task, and they realized that there are a lot of different

components that are missing. For example, how we create a technology that says it does not know how to solve something, is a huge problem with large language models, and hallucinations are one of the consequences. That is one problem. Another is role-based access controls, how to allow those agents access to different data, how the agents know that they can ask humans when they do not know something, how we can run an on-premises environment, how we are migrating, etc. We are seeing a lot of different problems that require a lot of different components and that is why you can think of a large language model as the engine of a car. But it is not necessarily a car that an enterprise needs to deal with; if they are not a car manufacturer, they do not need to know how to take an engine and build a car. We want them to be able to take a car and customize it a bit or, even better in the case of artificial workforces, the care will evolve automatically based on the enterprise's needs and questions, in order to be able to execute in the best way.

In summary, AI, especially when we get into enterprise, government mission critical systems, is not a one component language model or any other foundational model. It is a much more complex platform that requires dozens of different components, and an enterprise does not necessarily need to build everything end-to-end, I even recommend not doing it. Tech companies need to do that, they need to push more in creating enterprise great solutions that provide this trust, and all the different components needed for the enterprise to use the system in a better way.

The last thing I want to say is that the tech is difficult, but it will be solved. A lot of very smart people are working to solve the tech barriers today and, in my opinion, they will reach human capabilities in almost every task we are thinking about in the next 5 to 10 years. The thing that is even more difficult than the tech today is change management, how we bring the technology to the people and how we create trust. There is a lot of work there for consulting firms so that different companies can see how we can close the gap between the current situation, what we can call the old software situation, and move to this new world of AI workforces collaborating with humanity. I would say that is even more difficult than the text parts today.

Lucia Sinapi-Thomas

That definitely explains the pace of adoption, it is driving that. We know that this is not just about tech solutions, at Capgemini we are well-placed to know that it is also about training people in the cultural change, processes, and organization, so it is a transformation across the board.

One last question, which may be a bit more provocative for the tech industry. We have started hearing that GenAI solutions have the potential with agents to replace vertical solutions in given industries and disrupt the software as a solution industry itself, which is the bulk of what we see used by our clients today. Eiso, what do you think about that, is it going to happen?

Eiso Kant

I think software is going to continue to play a role, particularly in areas that we trust to be systems of record. A lot of SaaS software exists in the world today, and I think Salesforce is a great example. ERP systems and others are truly a system of records for our businesses. It is

where our data lives and we are going to want that data layer to continue to exist. However, there is SaaS software out there today that is trying to mimic what the human workforce does. Those pieces of software, those companies are either going to grow with AI and move towards a world where they are offering agents that can take on more and more of those tasks at a higher level of abstraction or objectives given to them, or they are going to fall behind. I think it is unlikely that the entire SaaS offer will go away, we are still going to want a lot of software to exist, I want my bank transactions to be done by deterministic software, not by an agent. However, it is true that a lot more software that will sustain the test of time is going to be bigger systems of record combined with companies that are able to take advantage of these models and turn them into really useful agents that augment the existing workforce.

Lucia Sinapi-Thomas

To some extent GenAI is also expected to disrupt the tech space itself and the software space in particular, so nobody is immune from disruption, including the winners in today's market.