

# Human-AI & IoT Co-Working: Enhancing Dynamism in Work Environments

Intelligence Enterprise  
:ERP, RPA, AI, IoT





## Forward Management Service Co., Ltd.

- Established in 1993 as Business Consulting Company
- Covering the area of Financing, Accounting, Trading, Manufacturing and CRM.
- One of the Leading ERP & Business Solution Provider in Thailand & South East Asia
- 30 years of experience as Business Solution Provider





บริษัทต้องการนำเสนอ Solution ที่จะทำให้การเติบโตของลูกค้านั้นพัฒนาทั้งด้าน Business และ Technology เพราะการเติบโตของลูกค้า ก็คือการเติบโตของ FMS



**วุฒิพร ทักษิณวรารจารย์ (เล็ก)**

**Business Development  
Forward Management  
Services**

กรรมการ

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# WHAT IS INTELLIGENT ENTERPRISE?

**“Intelligence is the ability to learn from experience, solve problems, and use knowledge to adapt to new situations.”**

**David G. Myers**

Psychology. 12. Edition. Worth, 2018



**VISIBILITY**

Collect/combine data  
To discover new  
finding

**FOCUS**

Concentrate on the  
impactful business  
area/

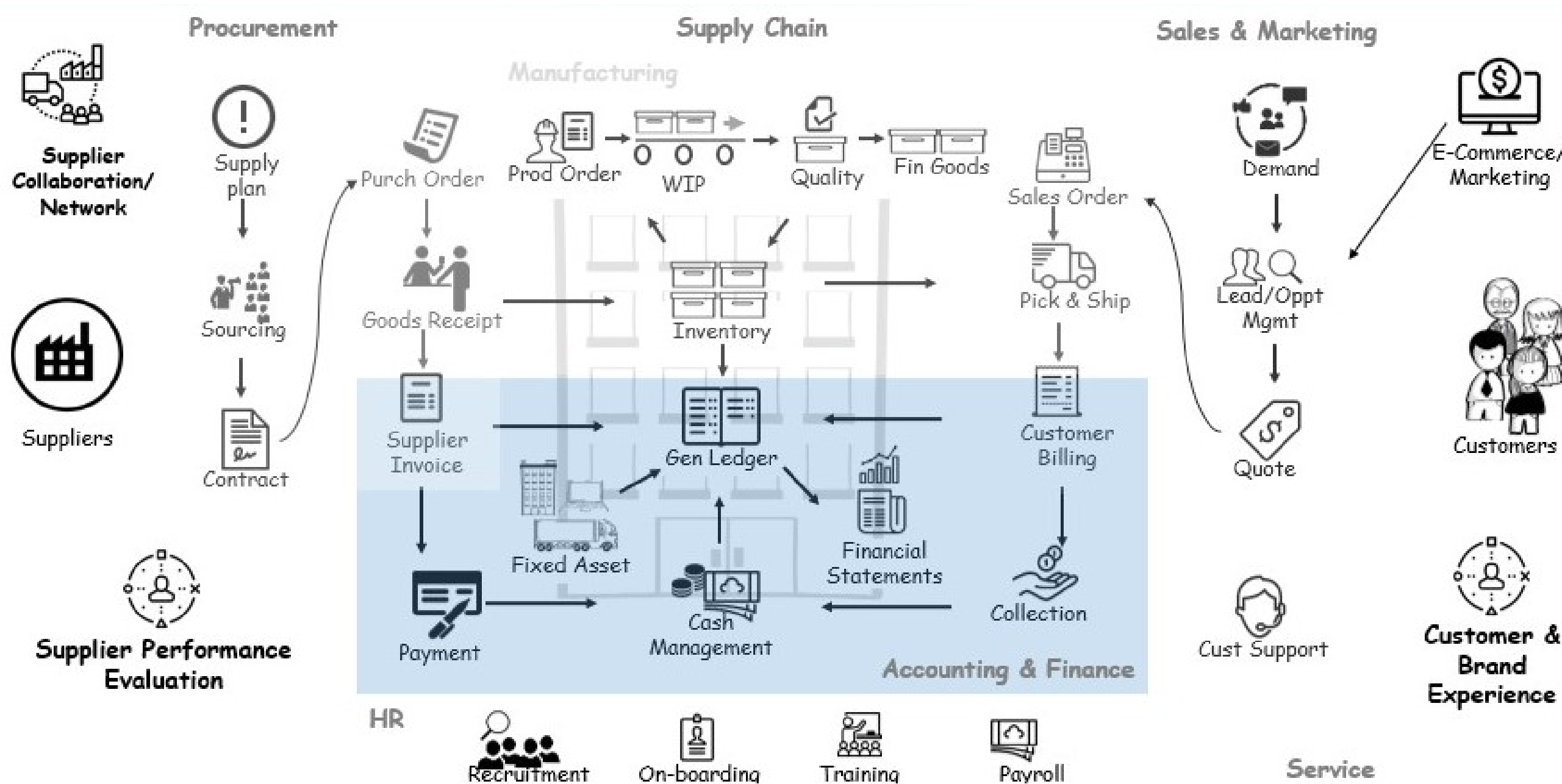
**AGILITY**

Optimize and automate  
business process to enable  
rapid response to market  
change

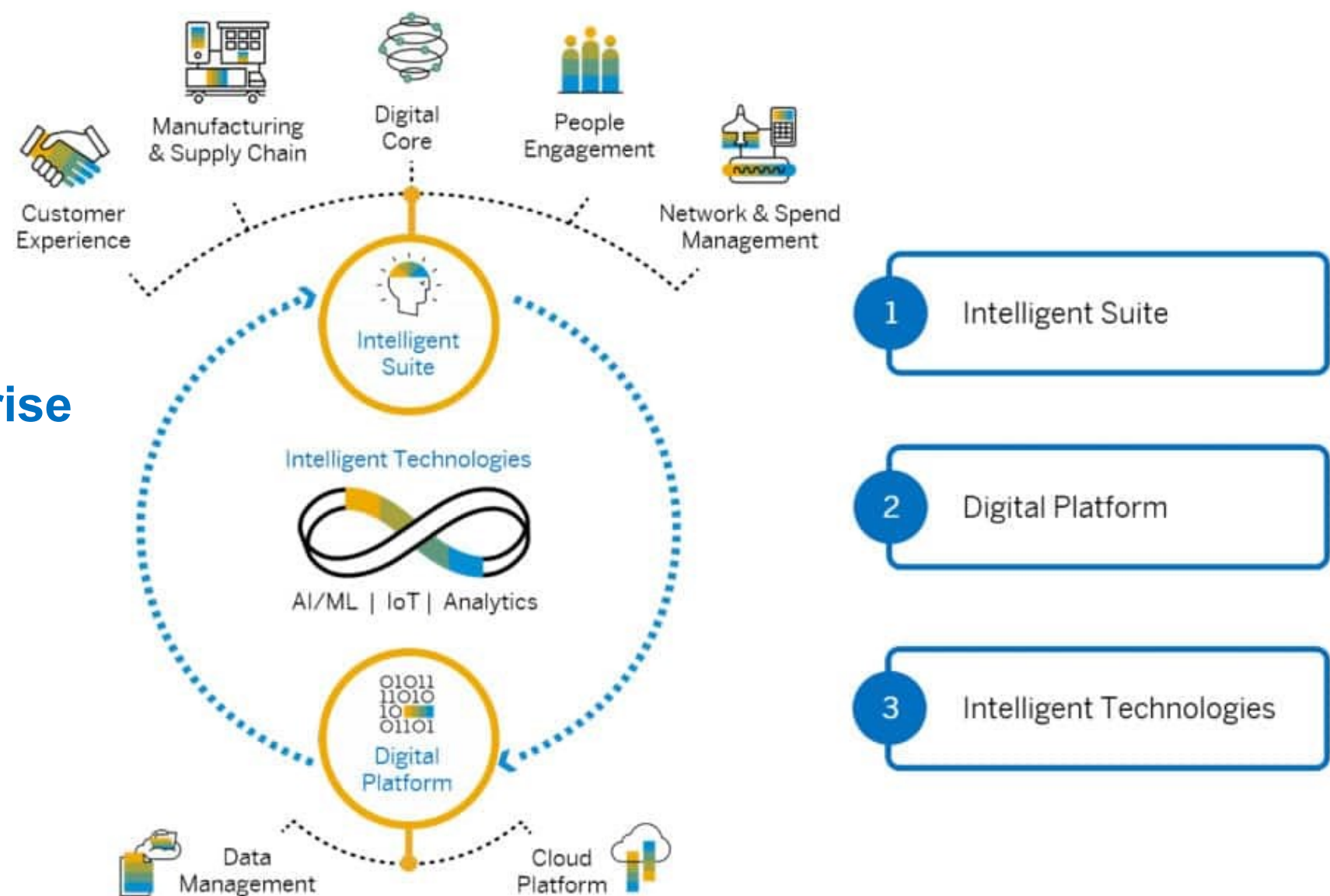
เพิ่มประสิทธิภาพการทำงาน  
เพื่อการตัดสินใจที่เร็วขึ้น

Customer Experience  
Customer Value

New Business Model

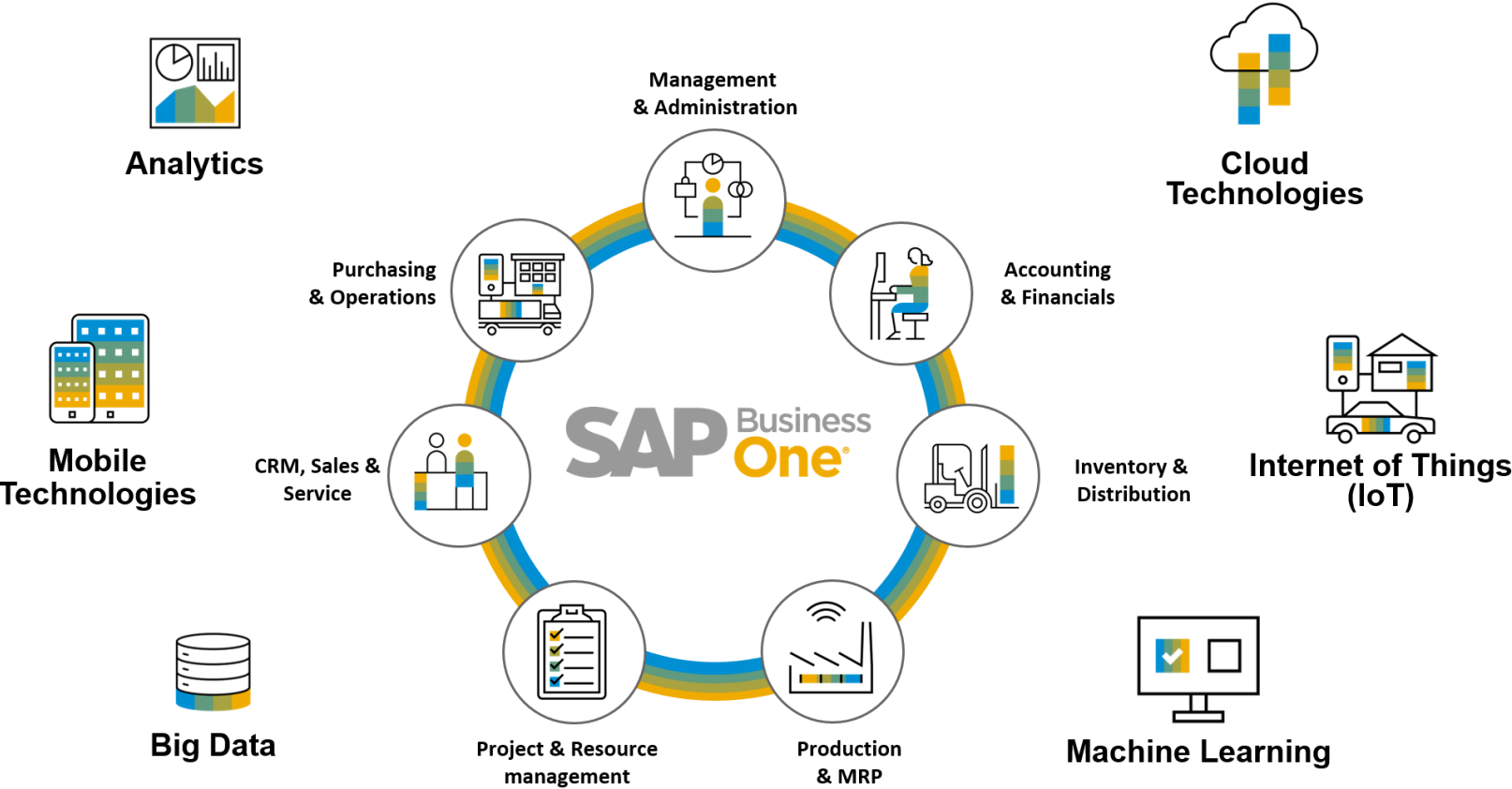


## Intelligence Enterprise





# INTELLIGENT SUITE & PLATFORM



- 1 Intelligent Suite
- 2 Digital Platform
- 3 Intelligent Technologies

Intelligent Technologies



AI/ML | IoT | Analytics

1

Intelligent Suite

2

Digital Platform

3

Intelligent Technologies



**Geraldine McBride** • You  
CEO & Director at MyWave  
[Visit my website](#)  
1mo • Edited •



We all know AI can generate great cats! [MyWave.AI](#) generates great processes for your business! ...see more



**FMS**  
THE SOLUTION YOU CAN TRUST



# MYWAVE.ai Bringing the Power of GenAI to Work Environment



# Gartner positions MyWave as a Leader in Domain Foundation Models designed for Business & Regulated Industries



1. Foundation Models			2. Applications		3. Enabling Tools	
Foundation Models	Fine Tuned Models	Domain Models	Embedded Applications	Native Applications	Build Tools	Use Tools
OpenAI, Microsoft, Google, Anthropic, AI21, Cohere, Baidu, Stability	Databricks, Hugging Face, AWS	BloombergG, PT Finance, Microsoft, Stanford, CRFM, IBM watsonx.ai, MYWAVE.ai	Function Specific: Jasper AI, Tome, Rytr, Lavendar, Notion, Cogram Vertical Specific: HarveyAI (legal)		Samba Nova, IBM watsonx.ai, nVidia AI Enterprise	LlamaIndex, LangChain, Weaviate
4. Custom Services						
Custom service offerings that involve one or more of these areas, and may integrate other systems and technologies						



# Generative AI driven conversational Co-Pilot for Employees and end Customers.

**1.** **LLM driven interactions** to seamlessly recognise user Intent, extract relevant information and initiate the correct process

**2.** **Smart Dynamic Process Flows (called Waves)** that adapt based on user intent, existing data, and learned AI experiences, significantly enhancing efficiency and user experience

**3.** **Easy integration** across multiple existing Business systems to seamlessly extend processes, offering flexibility and adaptability for Employees and Customers across different Industries


**8X**

Reduction in the time taken to complete internal workflows using MyWave Gen AI


**80%+**

Manual work and error reduction by optimising workflows with Gen AI Intelligence.

# 10x Improvement in Customer Facing Employee Productivity – Example Service Call



How can we help?



Hi, how can we help?

Let's Go

Some things you can ask me

Browse Categories

I want to create a service call

Set item master data records to inactive

Do I have any requests to approve?

Generate an AR/Invoice

I want to update the the Manufacturer Catalog Number for items

I would like to report my expenses

# Expense Claims



How can we help?

Previous conversations

I want to create an invoice f...

I want to create an invoice f...

Check my email for any cust...

I want to submit my timeshe...

Log out

I would

Let's go

Some things you can ask:

All

I want to create an invoice for Johnson Corp for yesterday's delivery note.

I want to create an invoice for Johnson Corp for yesterday's delivery note with 20% discount.

Check my email for any customer PO.

I want to submit my timesheet same as last week.



# Samples of Gen AI Business Flow



## Starter Pack SAP Business One Use Cases



Additional to be determined by Partner Community.

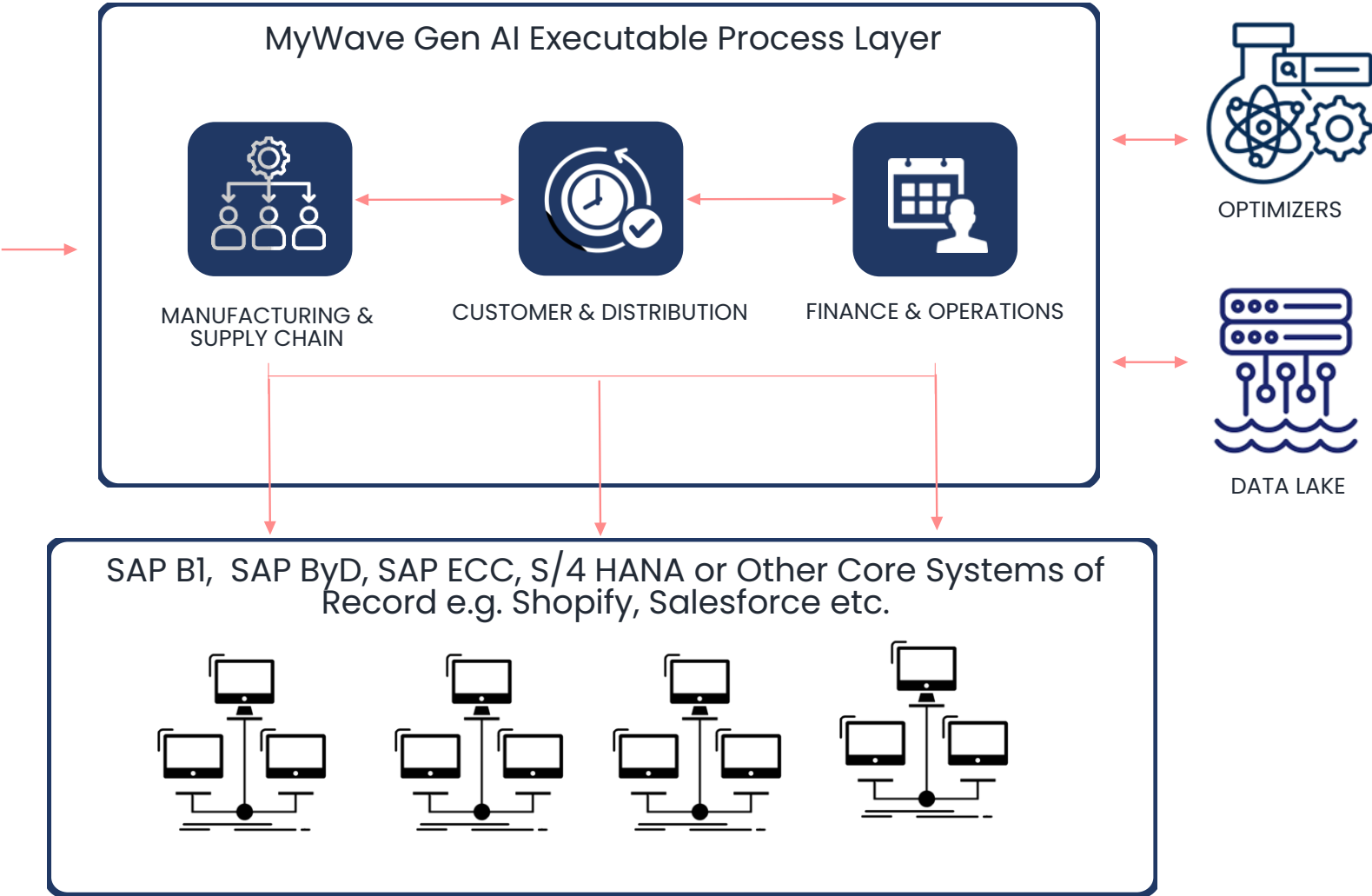
Please reach out if you have Waves you would like to nominate for the Starter Pack



# The Power of GenAI for any System of Record



Low/No Code Configuration





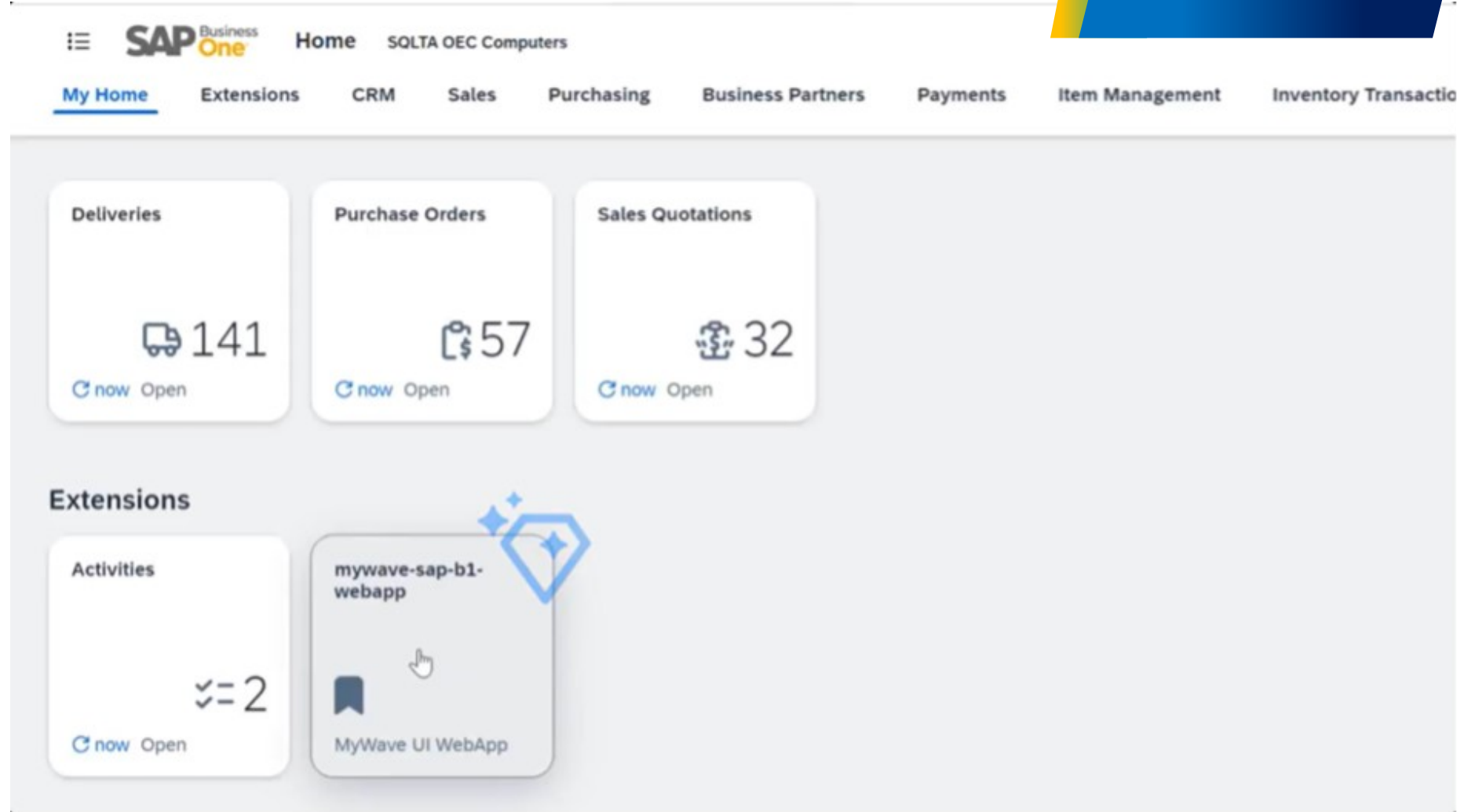
# SAP Business One

Pre-integrated into SAP  
Business One's SDK

Leverages SAP Business  
One Single Sign on for  
Authentication and  
Security

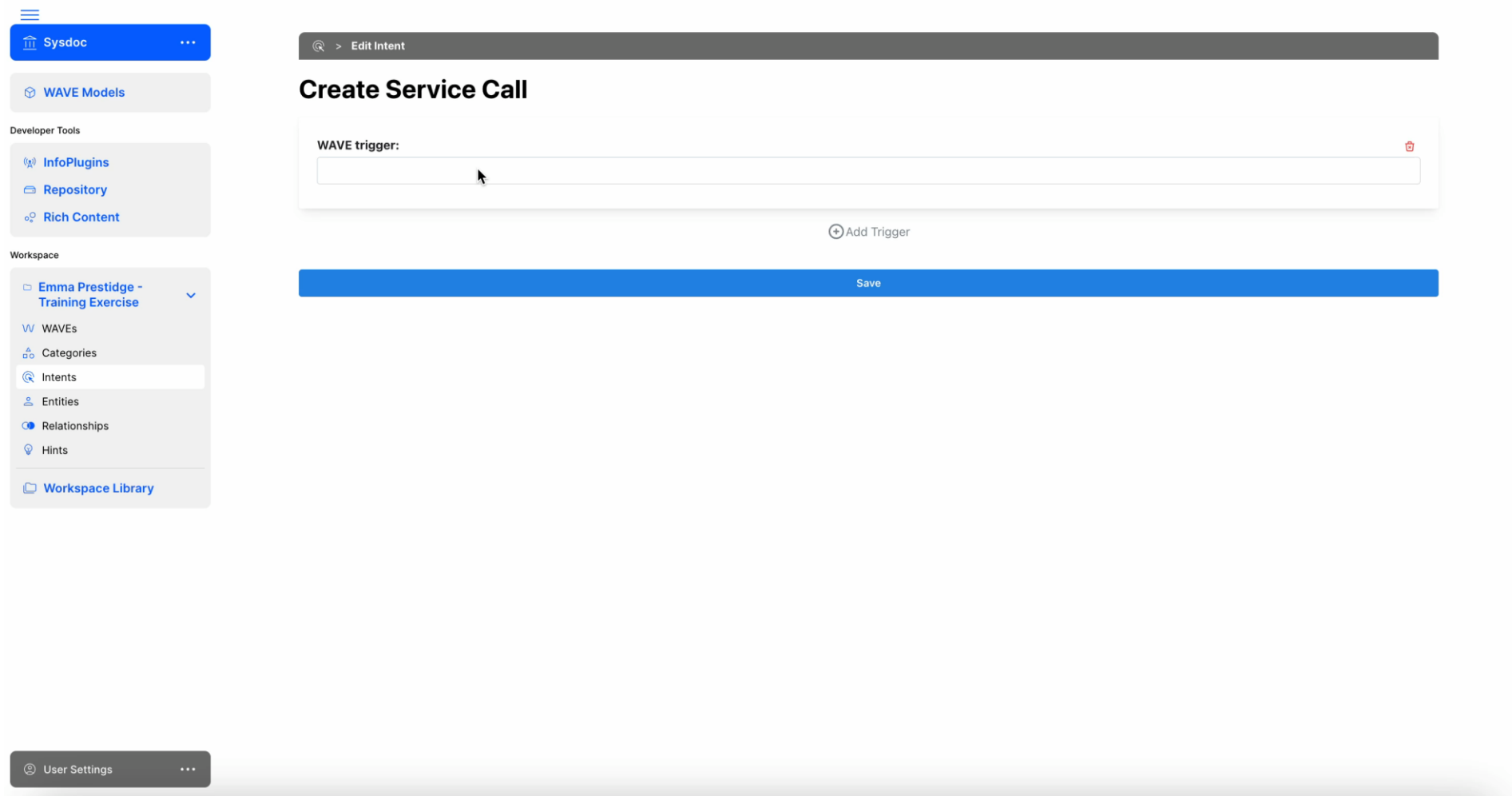
Support both Web and Fat  
Client

Standard SAP Business  
One UI – can be white  
labelled



# Intents

Set up intents easily without the need for extensive training data, making your processes smarter and more responsive.



# Prompts

## Design Processes

Intuitively: Use our drag-and-drop interface to create or edit Wave Model templates without the need to code.

The screenshot displays the Sysdoc WAVE Models editor interface. On the left is a sidebar with a 'Sysdoc' header and a menu containing 'WAVE Models', 'Developer Tools' (with sub-items: InfoPlugins, Repository, Rich Content), and 'Workspace' (with sub-items: Emma Prestidge - Training Exercise, WAVEs, Categories, Intents, Entities, Relationships, Hints, and Workspace Library). At the bottom of the sidebar is a 'User Settings' button. The main workspace is titled 'Training Exercise - Create a service call' and includes fields for 'Intent' (Create Service Call) and 'Category' (Generic), with a 'Save' button. The central area is divided into 'Actions' and 'Flow' columns. The 'Actions' column contains buttons for PROMPT, WHEN, WHILE, DOWHILE, UNTIL, and DOUNTIL. The 'Flow' column contains a series of prompt steps, each with a plus icon and a three-dot menu icon. The prompts are: 1. 'Please select the customer you want to create the service call for', 2. 'What is the item?', 3. 'What is the serial number?', 4. 'Please enter the customer's email address', 5. 'Please provide a description of the issue', 6. 'Here's the information I will use to create the service call. You may click 'continue' to proceed. If you would like to make changes to any of this info, please select update, then select any of the options you want to change before hitting continue.', 7. 'The following service call has been successfully created: Customer Name: \${replies.customer\_name} Item: \${replies.item\_name} Serial Number: \${replies.serial\_number} Issue: \${replies.issue\_description} Please choose the person you want to assign this call to.', and 8. 'The service call has been created. \${replies.customer\_name} and \${replies.assignee} have been notified via email.'

# Conditions

Customisable Logic: Add additional logic to your Wave, tailoring them to your exact operational requirements.

Regulatory Compliance  
Is built into every process

Sysdoc

...

WAVE Models

Developer Tools

InfoPlugins

Repository

Rich Content

Workspace

Emma Prestidge - Training Exercise

WAVes

Categories

Intents

Entities

Relationships

Hints

Workspace Library

User Settings

WAVE Name

Training Exercise - Create a service call

Intent

Create Service Call

Category

Generic

Save

Actions

PROMPT

WHEN

WHILE

DOWHILE

UNTIL

DOUNTIL

Flow

+ Prompt: Please select the customer you want to create the service call for

...

+ Prompt: What is the item?

...

+ Prompt: What is the serial number?

...

+ Prompt: Please enter the customer's email address

...

+ Prompt: Please provide a description of the issue

...

+ Prompt: Here's the information I will use to create the service call. You may click 'continue' to proceed.<br><br>If you would like to make changes to any of this info, please select update, then select any of the options you want to change before hitting continue.

...

+ Prompt: The following service call has been successfully created:<br><br>Customer Name: \${replies.customer\_name}<br>Item: \${replies.item\_name}<br>Serial Number: \${replies.serial\_number}<br>Issue: \${replies.issue\_description}<br><br>Please choose the person you want to assign this call to.

...

+ Prompt: The service call has been created. \${replies.customer\_name} and \${replies.assignee} have been notified via email.

...

# InfoPlugins

Link InfoPlugin API's where required in your process to add connectivity – pull/post data to various systems

WAVE Name

Training Exercise - Create a service call

Intent

Create Service Call

Category

Generic

PROMPT

WHEN

WHILE

DOWHILE

UNTIL

DOUNTIL

W > Training Exercise - Create a service call > The following service call has been successfully created:<br><br>Customer Name: \${replies.customer\_name}<br>Item: \${replies.item\_name}<br>Serial Number: \${replies.serial\_number}<br>Issue: \${replies

Remove InfoPlugin Assigned Value

Select InfoPlugin

Create Service Call - B1

Assigned Value \*

Create Service Call

Parameter	Value
ServiceCall.customer_name	\${replies.customer_name}
ServiceCall.customer_email_address	\${replies.customers_email_address}
ServiceCall.item_name	\${replies.item_name}
ServiceCall.serial_number	\${replies.serial_number}
ServiceCall.issue_description	\${replies.issue_description}
ServiceCall.date_issue_started	\${replies.occurrence_date}

Prompt \*

The following service call has been successfully created:<br><br>Customer Name: \${replies.customer\_name}<br>Item: \${replies.item\_name}<br>Serial Number: \${replies.serial\_number}<br>Issue: \${replies.issue\_description}<br><br>Please choose the person you war

Interaction Type

Present

Mood \*

calm

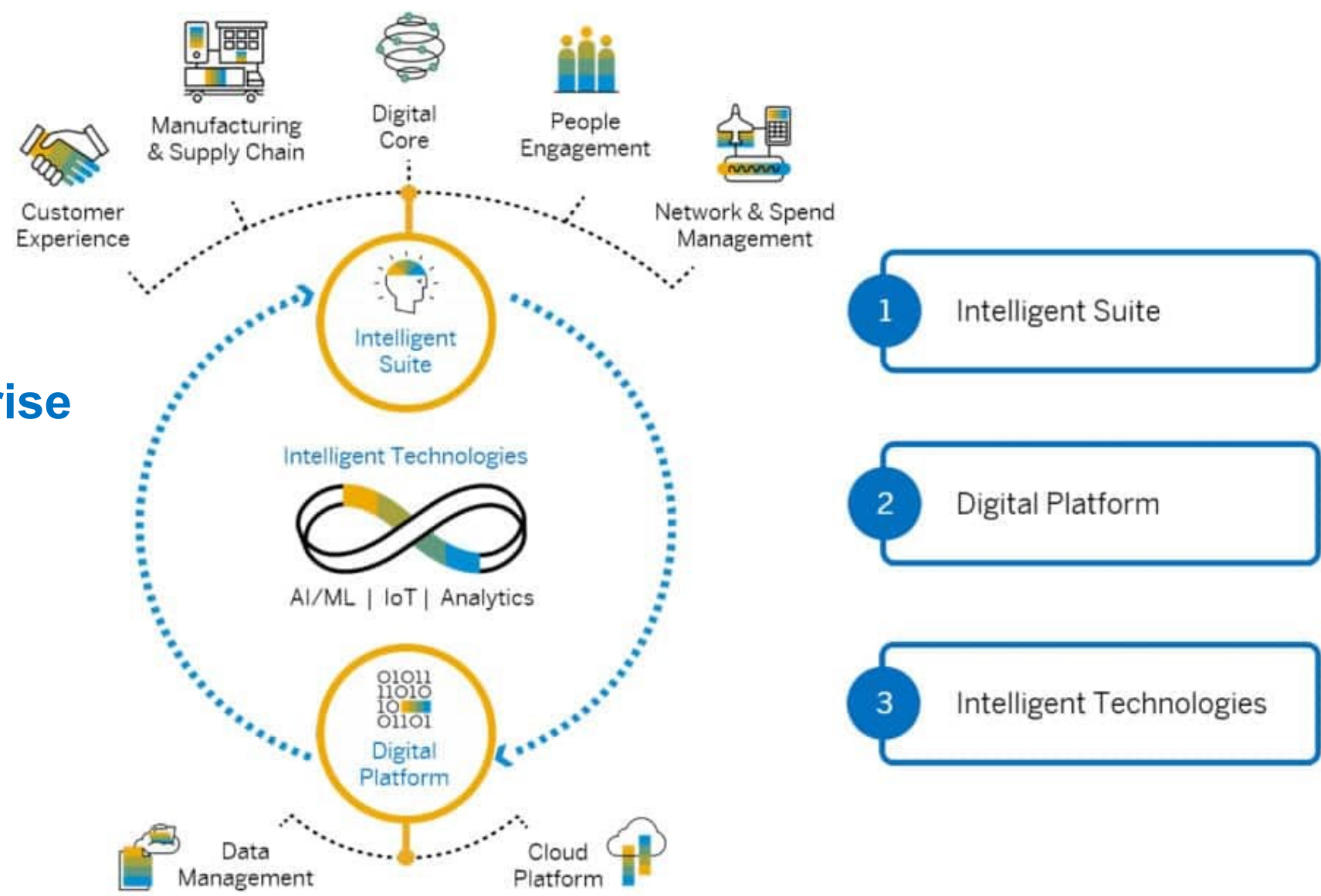
assignee

Add field

Add InfoPlugin Bindings



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**FMS** **MANUFACTURING & BUSINESS SOLUTION**  
THE SOLUTION YOU CAN TRUST

**SAP** Business One

**TUESDAY 4<sup>th</sup> JUNE 2024**  
**SAP THAILAND , PARQ , SILOM**



**GO FORWARD**

**The Road to Environmental, Sustainable, Governance**

สำหรับกลุ่มอุตสาหกรรมการผลิต ครบคลุม ระบบ ERP, ระบบการผลิต, Barcode Solution, การจัดซื้อ การขาย การบัญชีการเงิน, การวิเคราะห์ข้อมูล Dashboard, RPA และ Cloud Solution

