



VA Insight  
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## AUGMENTED INTELLIGENCE:

STRUCTURED ANALYSIS METHODOLOGY  
MEETS HUMAN INTUITION



Artificial Intelligence (AI) has been at the forefront of technology for the better part of the past decade and impacted millions of jobs. However, the future of technology is no longer about replacing workers. Instead, it is about amplifying human intelligence and creativity through augmented intelligence.

Augmented Intelligence combines data and AI with human intellect. While robotic process automation and chatbots are recent key tools in the tech boom, decision-making is still best left to humans. Augmented intelligence seeks to aid in this process by providing powerful computing ability to fuel human decision-making expertise. It is exploding in popularity: experts

expect the augmented analytics market to be worth \$62.5 billion by 2028.

Technology alone can only go so far. Leaders need to connect technology to the nuances and requirements of their industries and organizations. Using an approach tailored to their needs, organizations can combine their processes, people data, and technology to create augmented intelligence. It will also unlock opportunities for boundless transformations in the future.

In this whitepaper, we'll dive into augmented intelligence, including what it is, critical use cases, benefits, and best practices.

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## WHAT IS AUGMENTED INTELLIGENCE?

Augmented intelligence, also called intelligence amplification or intelligent automation, enhances human abilities with the power of machine-generated insights. It integrates with and supports human intelligence, planning, and analysis.

The hallmark of augmented intelligence is that it puts humans at the center of interactions rather than the machine. While traditional AI takes people out of the picture completely and has robotic processes take over, augmented intelligence provides people with the insights they need to enhance their work. It combines data, AI, and analytics with human intelligence to create the next level of computer advancement.

Augmented intelligence uses AI systems to carry out its ability to enhance human labor. Tools such as natural language processes (NLP), machine learning (ML), and pattern recognition all provide people with the tools they need to accomplish their tasks.





## THE DIFFERENCE BETWEEN ARTIFICIAL INTELLIGENCE AND AUGMENTED INTELLIGENCE

While both AI and augmented intelligence use many of the same tools, such as ML, NLP, and more, their critical differences lie in their overall goal. Augmented intelligence seeks to build upon human intelligence, while AI's goal is to replace it.

Augmented intelligence is a lot like eating a gourmet meal. Data and tools, like ML and AI, are the basic ingredients, but it takes the expertise of chefs to combine at the right time and in the right proportions to make the ideal dish. In this example, the chefs would be the data engineers, data scientists, and professionals within the industry that know how to best use data.

Augmented intelligence is the next step of AI that enhances, rather than replaces, human skills.



## AUGMENTED INTELLIGENCE USE CASES

Augmented intelligence works across various industries where human decision-making and fine-tuned skills are required. Just a few of the potential use cases include:



## GOVERNMENT

Government agencies shoulder a significant responsibility managing grants and funding programs. These programs are critical for community programs and projects, but they are prone to fraud and scammers. This is a growing problem in the public sector: the FTC reported a 70% increase in fraud reports in 2021.

Employees need the tools to effectively flag potential fraud and find possible scams. Augmented intelligence helps government departments conduct accurate due

diligence to find fraud cases. The technology provides employees with total lifecycle management to easily keep track of issues. Employees also use open-source information to uncover non-obvious links and flag more fraud cases.

While keeping track and uncovering fraud takes the expertise of a government employee, augmented intelligence enhances their skills in uncovering and keeping track of fraud.

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## LAW ENFORCEMENT

Those in law enforcement make critical, even life-or-death, decisions every day. Technology can boost their skills and decision-making to keep their communities safe. Coupling technology with the expertise of police officers, detectives, and other members of law enforcement leads to faster data-driven decision making.

Augmented intelligence helps law enforcement officers find crucial patterns in criminal data, identify potential hotspots for crime, and compile critical data quickly and easily. With augmented intelligence, police officers not only stop crime but prevent it in the first place.





## NGO'S

Wildlife crime is a large, global problem: INTERPOL and UNEP estimate that criminals steal natural resources worth as much as \$258 billion annually. However, even with an aggressive approach and hefty punishment meant to deter poachers, stopping these crimes is difficult. Criminals range from large trafficking organizations to individual poachers and operate transnationally, making it challenging to track down and pinpoint where to begin an investigation.

Augmented intelligence provides a critical solution by using data to support a coordinated and specific attack on wildlife crime. With tactical visualization and search capabilities, investigators quickly make non-obvious connections they would not necessarily find on their own. Augmented intelligence will enhance their search and skills to find and stop criminals.

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## INSURANCE

Parsing through fraudulent claims is a complex and time-consuming process for insurance companies. Insurers need to find ways to quickly and accurately determine the validity of fraud to prevent a further drain on their time and resources. However, outsourcing investigations to third parties slows down the process and increases the number of errors that hurt their inquiries.

Augmented intelligence ensures that the information is shared as quickly and accurately as possible. It finds subtle links that may otherwise go unnoticed in discrepancies in supplier costs and potential associations with claimants.



## PRISON MANAGEMENT

Prison systems are often only concerned with reacting to prisoner violence, contraband, and escapes. However, preventing these activities saves time, effort, and even lives. Augmented intelligence gives management the tools they need to react faster to these activities and prevent them from happening.

With inmate profiling, augmented intelligence allows management to leverage network discovery to prevent violence, escape, and self-harm. The technology aids management in detecting patterns that may otherwise go unnoticed. Prison systems also uncover risk elements in customized reports that augmented intelligence provides to find trends and underlying causes of criminal activity.

## CASINO SURVEILLANCE

Fraud is challenging for casinos to detect and prevent. Even the most advanced systems cannot compete with internal threats and sophisticated networks. Augmented intelligence gives casinos the tools to identify networks and find associations with employees. Data can compare known cheats to uncover new areas for investigation or live monitoring. It also finds an association between staff information and available patron information to prevent collusion.





## BENEFITS OF AUGMENTED INTELLIGENCE

Augmented intelligence provides a number of advantages over traditional AI:

### ENHANCED HUMAN SKILL

By combining technology with human skill, augmented intelligence does far more than AI alone. With people at the center of processes, experts and decision-makers have more resources at their disposal to make connections, use data, and coordinate with others for an amplified effect.

## DATA FUSION


Solutions need to pull information from both internal and external relevant data sets to provide the most actionable insights. Siloed information prevents critical insights and blocks progress. Data in other departments and systems are traditionally challenging to acquire, but augmented intelligence breaks down these barriers for a more accurate flow of information.

The more data that solutions draw from enables employees to be more effective. They get more insights and create more connections with a complete picture of all available information. An effective augmented intelligence system enriches data to make it more effective, searchable, and actionable.



## RELIEVE PAPERWORK BURDEN

The time spent sifting through paperwork and inputting data is a drain on money and time that could be spent on higher-value activities. Augmented intelligence enables employees to spend more time on activities that only humans can accomplish, including skilled labor and decision-making. Tech tools sift through information and perform data entry so that employees can share information with each other and make connections faster.



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## ENHANCE BUDGET

Budget constraints are a consistent challenge for those in the public sector. It is powerful for maintaining a budget by limiting wasted resources on non-vital activities and providing employees with the tools they need to be more effective.

In addition to limiting money used to accomplish routine tasks, augmented intelligence improves accuracy and insights, which reduces waste from time spent fixing errors. Employees can be more accurate with an increased focus on mission-critical tasks.

## LOW-ENTRY SEARCH AND ANALYSIS

Tech tools are only as effective as they are easy to use. If employees find them challenging to adopt and leverage, they are more likely to stick with the traditional tools and methods they are used to using. However, augmented intelligence offers a front-end search and analysis interface that provides a window between the company's enriched data and the humans who need to derive its insights.





## BEST PRACTICES FOR ADOPTING AUGMENTED INTELLIGENCE

To get the most out of your tools and technology, it's critical to start small and build trust through a strategic adoption model. Here are some best practices to improve your use of augmented intelligence and implement it strategically:

## IDENTIFY GOALS AND CREATE A STRATEGIC PLAN

No one adopts new technology for its own sake. It's critical to identify what your company would like to accomplish with augmented intelligence. For example, some may be looking for ways to be more effective with their budget, while others want to prevent crimes or incidents.

Take a look at your KPIs and where they can provide the highest business value. Identify which use cases offer the biggest return for you. It is critical to decide what you want to accomplish before creating a strategic plan to obtain it.





## BUILD A FOUNDATION

A foundation in modern analytics is critical to the success and adoption of augmented intelligence. Before implementing augmented intelligence, consider migrating data and analytics to the cloud. It will help enhance your flexibility and scalability, which will make it easier to use and coordinate data.

## FIND EXPERTISE PARTNERS

Implementing an augmented intelligence solution for the first time can be a complex and confusing process. Often, companies only succeed through a process of trial and error or fail to navigate the complexities of implementation, which end up costing them more. Experience and expertise are critical to introducing new solutions. Find a technology partner that understands your industry and the potential pitfalls to help you successfully implement innovation.

## START SMALL

The best path to innovation with bold innovations and ideas is to begin with a scoped test. You don't need perfect data to start implementing augmented intelligence. Instead, start with a project that will provide the biggest returns for you and align with your KPIs.

Once you have implemented it for one business case and have learned from the process, move on to bigger projects. It will help prove the concept and encourage buy-in instead of overwhelming everyone and causing issues.



## IMPROVE COLLABORATION

One of the biggest obstacles that companies face when adopting augmented intelligence is a lack of transparency. However, the more that you break down silos in the organization, the more insights and successful it will be. When it comes to implementation, it is hard to over-communicate. Invite workers in every department to participate in analytics initiatives. Emphasize communication and collaboration to provide the maximum advantage.

## INSPIRE A DATA-DRIVEN CULTURE

New solutions are intimidating for even the most tech-savvy, so provide your employees with the information they need to succeed. Give your workers the strategies and training so that they get the most value out of the new tools. Also, ensure that they have the platforms and tech they need to get the most use out of augmented intelligence.



## A PEOPLE-CENTRIC WORKFORCE IS THE FUTURE OF AI

When it comes to harnessing the future of technology for the most effective workforce, it's time to start putting people back in the center of it. While lately, AI has sought to replace employees with robotic processes and workflows, augmented intelligence seeks to amplify results by enhancing human intelligence.

Augmented intelligence has exciting implications across industries and businesses. It helps improve employee insights, speed decision-making, and replace routine work with those that add value.

Want to see how augmented intelligence can work for your business? Contact one of our experts today to schedule a demo.

**CONTACT ONE OF OUR EXPERTS  
TODAY TO SCHEDULE A DEMO.**



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