

## SAFE SMARTITS OLUTIONS

MARKET INTELLIGENCE · SPEECH INTELLIGENCE · CYBER SECURITY

#### WiMa Tage 2019

Wie intelligente Markt- und Wettbewerbsbeobachtung Wissensmanagement im Unternehmen bereichert

12.11.2019

Andreas Passmann – Sales Director DACH Stephanie Paulutt – Technical Account Manager

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### **AGENDA**

- > VORSTELLUNG BERTIN IT
- > HERAUSFORDERUNGEN IN DER MARKTBEOBACHTUNG
- > INTRO AMI ENTERPRISE INTELLIGENCE
- > ANWENDUNGSFALL JENNY IM CI TEAM
- > BEST PRACTICE BEISPIEL DEUTSCHE TELEKOM
- > FAZIT UND AUSBLICK
- > Q&A





## VORSTELLUNG BERTIN IT

#### **ORGANISATION**

#### BERTIN IT, A COMPANY OF THE FRENCH CNIM GROUP

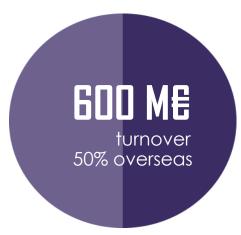
#### Historical industrial player, listed on Euronext Paris

- ✓ Design and realization of turnkey industrial solutions with high technological content
- ▲ Expertise, services and exploitation in the fields of environment, energy, defense and industry











#### **BERTIN TECHNOLOGIES**

#### Technological & industrial innovation



Consulting & Engineering



Systems & Instrumentation







#### WHO WE ARE

#### EUROPEAN SOFTWARE COMPANY

120 people. + 50% dedicated to R & D, patented technology Presence in France - United Kingdom - Germany - MEA Expertise developed through Defense Research & Innovation projects







■ DEFENSE-IN-DEPTH OF SENSITIVE INFORMATION SYSTEMS■ CYBER THREAT INTELLIGENCE ■ MARKET INTELLIGENCE■ GOVERNMENT INTELLIGENCE

■ MEDIA MONITORING■ SPEECH ANALYTICSFOR BANK COMPLIANCE& CUSTOMER INTELLIGENCE





#### DYNAMIC AND DEMANDING SECTORS





























































#### ANTICIPATE · PROTECT · DETECT · ANALYZE

INFORMATION SECURITY SYSTEM	INFORMATION PROCESSING				
Crossin (© ®)  SECURE NETWORK & DATA GATEWAY	Media Centric®  CYBER INTELLIGENCE PLATFORM	STRATEGIC INTELLIGENCE PLATFORM	Media Speech®  SPEECH RECOGNITION SOLUTION		
<ul> <li>✓ Protocol break</li> <li>✓ Security analysis</li> <li>✓ Whitelisting</li> <li>✓ Label filtering</li> <li>✓ Security policy configurable according to the flow direction</li> </ul>	<ul> <li>✓ Targeted 24/7 gathering, incovolumes of open multi-source of the content of the content of the contents / podcast, web</li> <li>✓ IRC, social networks, blogs, dark forums, pastes,</li> <li>✓ In-depth analysis of multimedia and multilingual contents / podcast, Web TV &amp; radio</li> </ul>		<ul> <li>✓ Multilingual speech-to-text</li> <li>✓ Language Identification</li> <li>✓ Speaker Identification, gender recognition</li> </ul>		

Integrationsmöglichkeit

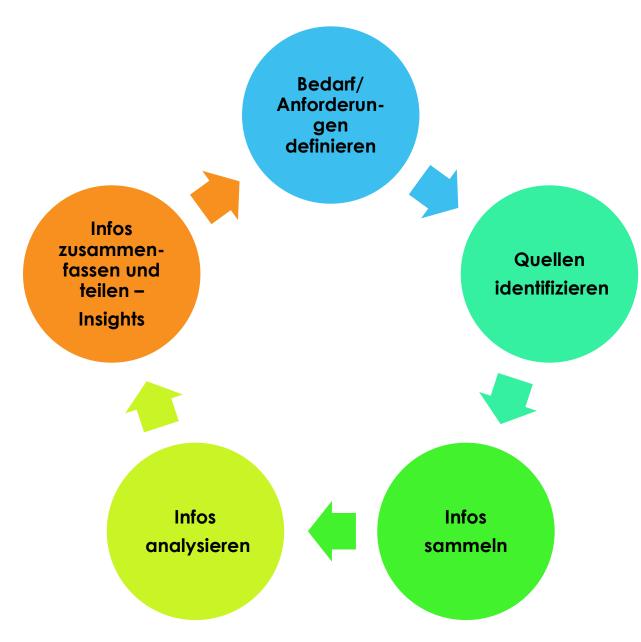
Integrationsmöglichkeit





# HERAUSFORDERUNGEN IN DER MARKTBEOBACHTUNG

#### HERAUSFORDERUNGEN



#### Herausforderungen:

- Relevante Informationen finden
- "Connecting the dots"
- Trends erkennen und bewerten
- Collaboration
- Wahrgenommen werden
- Gewonnenes Wissen pflegen
- Welche Tools machen Sinn?

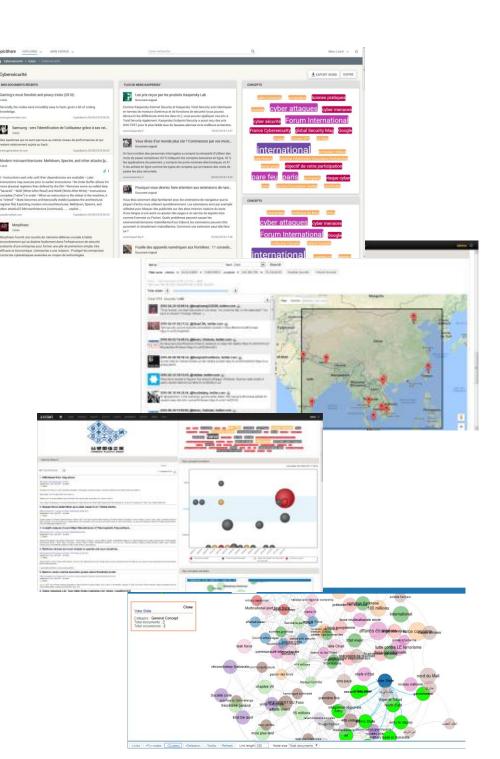




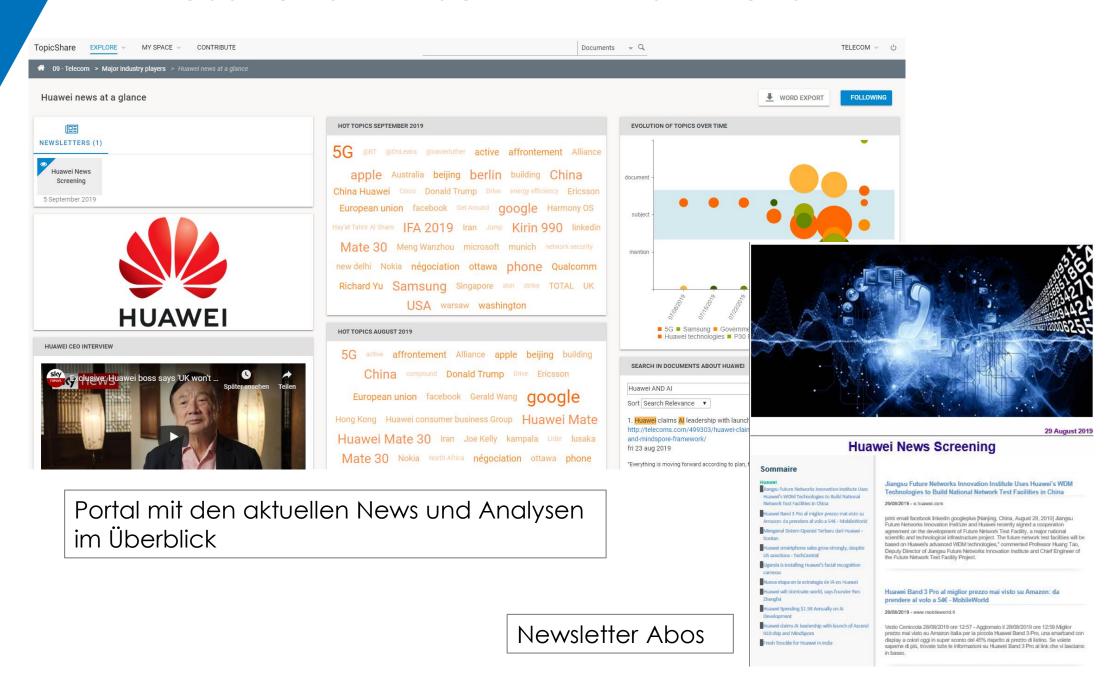
## VORSTELLUNG AMI ENTERPRISE INTELLIGENCE

#### WORUM GEHT ES?

- **Sammlung und Zentralisierung** von Informationen aus verschiedensten Quellen (unstrukturierte Daten)
- 24/7 Verfügbarkeit
- Analyse von Audio- und Videoinhalten mithilfe des Speech2Text Moduls
- **Clustering** von Informationen bildet einen Überblick
- **Prozessautomatisierung** schafft Zeit für Analyse und Empfehlungen durch Experten
- **Teilen** der relevanten Insights mit den Stakeholdern über die Plattform
- **Zielgruppe** sind Strategie, (Produkt) Marketing, Innovation, Einkauf, F&E, IT



### EINE LÖSUNG FÜR VERSCHIEDENE NUTZERGRUPPEN



## ANWENDUNGSFALL

#### JENNY AUS DEM CITEAM

#### **Ausgangssituation**

Jenny arbeitet im Team Wettbewerbsbeobachtung, das zum Bereich Strategie Europa eines Anbieters für ICT gehört. Für den Strategieplan der nächsten 3 Jahre soll Jenny sich genauer den Markt und Hauptwettbewerber anschauen. Dabei liegt der Fokus u.a. auf Huawei mit dem Ziel, deren Aktivitäten im aktuellen geopolitischen Kontext genauer zu verstehen.

Aktuell prüft Jenny einmal pro Woche manuell die Webseite von Huawei auf Neuigkeiten und verteilt relevante Infos per Mail. Von Marketingkollegen erhält sie einmal im Monat einen Newsletter von einem externen Anbieter. In der Kaffeepause trifft sie manchmal Kollegen aus dem Vertrieb, die ihr spannendes Kundenfeedback mitteilen.

Um genauer ihren Fragestellungen nachzugehen, möchte Jenny ein eigenes Monitoring aufsetzen, Infos effizienter teilen und dabei aktiv Kollegen aus dem Vertrieb und F&E mit einbeziehen.

#### Was braucht Jenny?

- Abteilungsübergreifenden Ansatz
- Eine relevante Auswahl an Quellen mit glaubwürdigem Inhalt
- Kontinuierliche Themenbeobachtung, möglichst visuell aufbereitet
- Alerts und Newsletter, die leicht konfigurierbar und teilbar sind





### JENNY NUTZT AMI EI MIT 4 WORKFLOWS

#### SET-UP

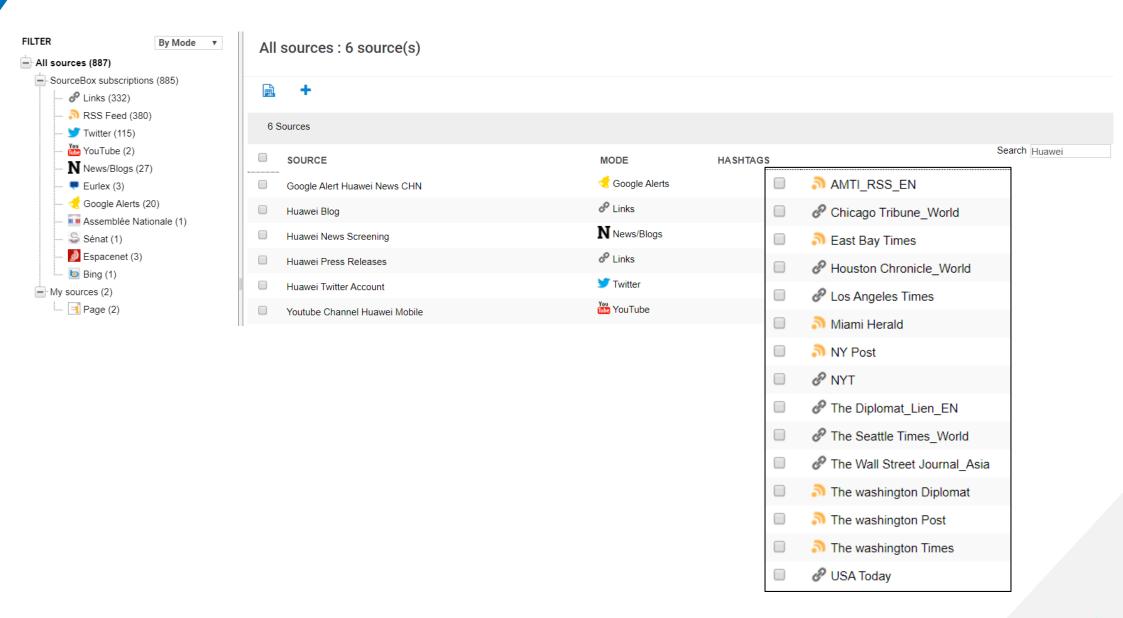
- METASEARCH
- DASHBOARDS
- NEWSLETTER FEATURE
- UPLOAD





SET-UP

#### QUELLENAUSWAHL







### FEATURE FÜR QUELLENANBINDUNG: AMI SOURCEBOX



- Set von Standard Konnektoren
- Ergänzung von weiteren Quellen (Datenbanken, Websites mit Log-in...) inkl. spezielle Entwicklung, FTP, API Anbindung etc...
- Volltext Indizierung
- Quellen Monitoring 24/7 mit monatlichem Report
- Support und Wartung von einem dedizierten Team
- API zur Integration des Datenstroms in andere Systeme (Intranet oder CRM…)





<sup>\*</sup> Ergänzend können branchenspezifische registrierungspflichtige Online Quellen angebunden werden wie bspw. HIS.

# BEISPIEL EINER CORPORATE WEBSITE ZUR SOURCEBOX ANBINDUNG



#### News

By Time		Clear
	Past Week	8
	Past Month	44
0	Past 3 Months	95

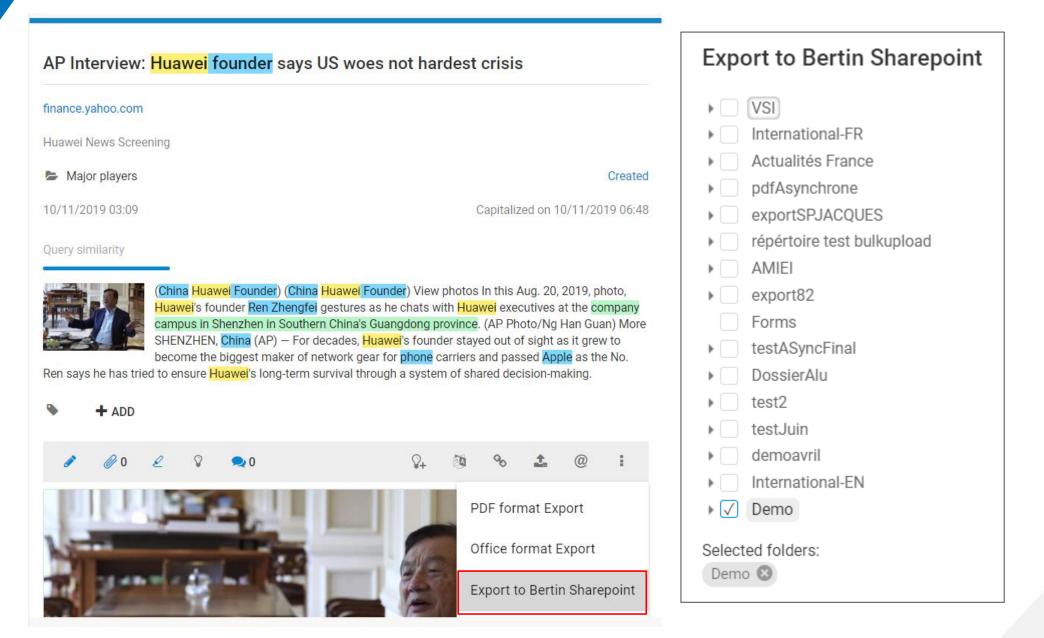
Huawei Single Voice Core
Won Two Awards at the
Voice & Advanced
Communications Summit







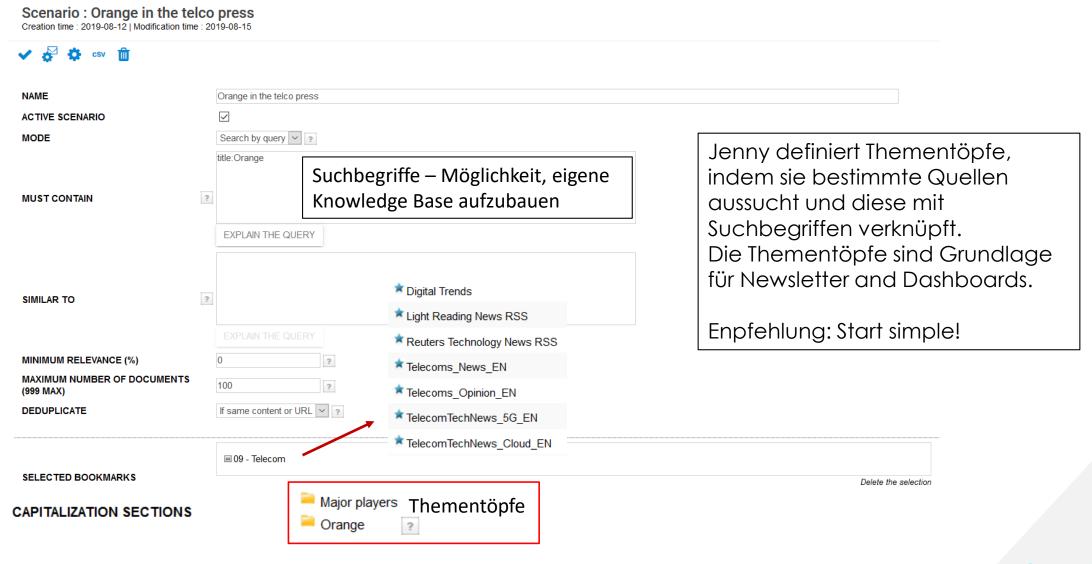
#### VERKNÜPFUNG MIT MS SHAREPOINT







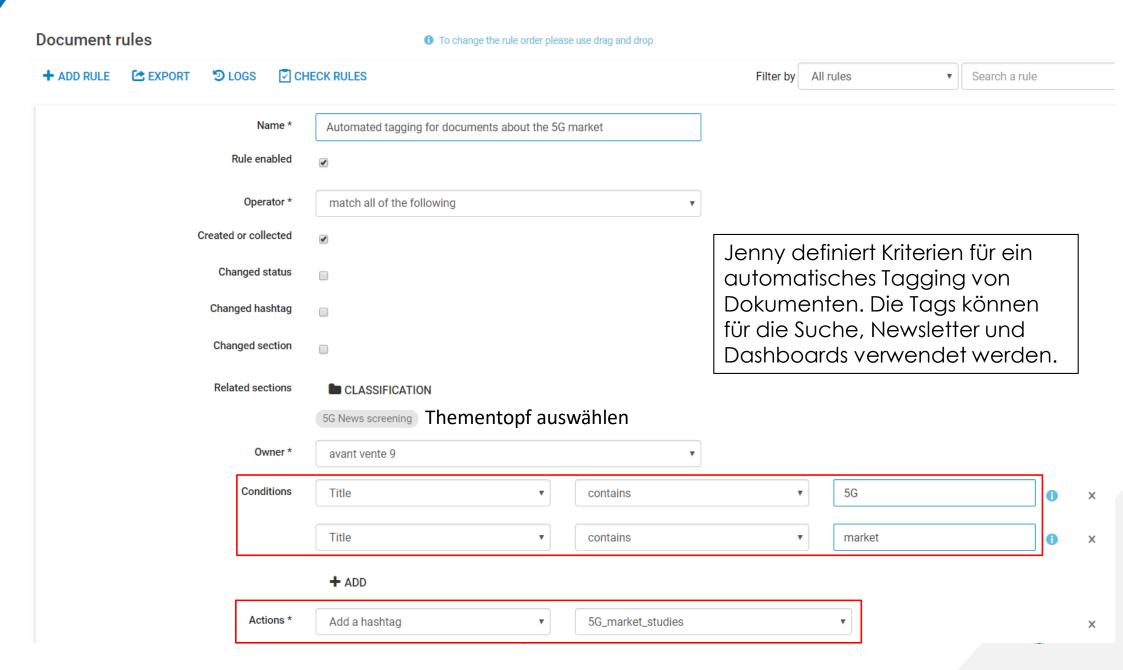
# DEFINITION VON THEMENTÖPFEN FÜR AUTOMATISCHES CLUSTERING







### REGELN FÜR AUTOMATISCHES TAGGING



#### DEFINITION VON ZUGRIFFSRECHTEN

LOGIN ami NAME ami

**GROUP** Administrators

CAN LOG IN

COMPANY AMI - DEMO generique

Für jede Nutzergruppe gibt es ein Set von vordefinierten Rechten, das vom Administrator individuell angepasst werden kann.

MODULE	ACCESS	VIEW	ADD	EDIT	DELETE	ADMIN
Address book	X	X	X	X	X	X
Analyze	X	X	Х	Х	X	X
Bookmarks	X	X	Х	Х	X	X
Collect	X	X	Х	Х	X	X
Consumption	X	X	X	X	X	X
Contribute	X	X	X	X	X	X
Data tracking	X	X	X	X	X	X
Hashtag Manager	X	X	Х	X	X	X
Install and setup	X	X	0	0	0	0
Knowledge Manager	X	X	Х	Х	X	X
My Space	X	X	Х	Х	X	X
Ontology manager	X	X	Х	Х	X	X
Organize	X	X	Х	Х	X	X
Search	X	X	X	Х	X	X
Share	X	X	X	X	X	X
Sources	X	X	Х	X	X	X
TopicLive	X	X	Х	Х	X	X
TopicShare	X	Х	Х	Х	X	X
Users & Groups	х	Х	0	Х	0	0

MODULE FEATURE

Main X Enable preferences edition

X Manage document rules

X Add hashtags X Access to full text content

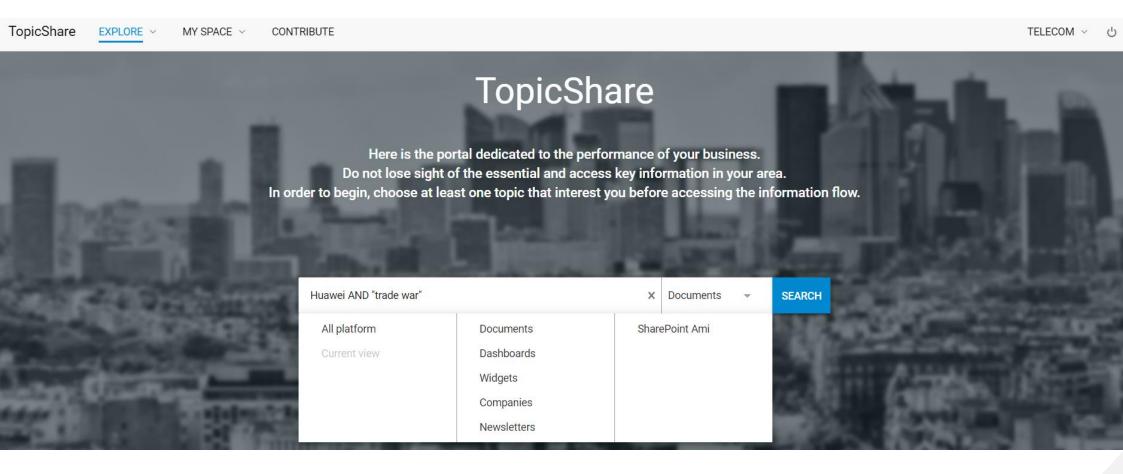


Organize



## METASEARCH

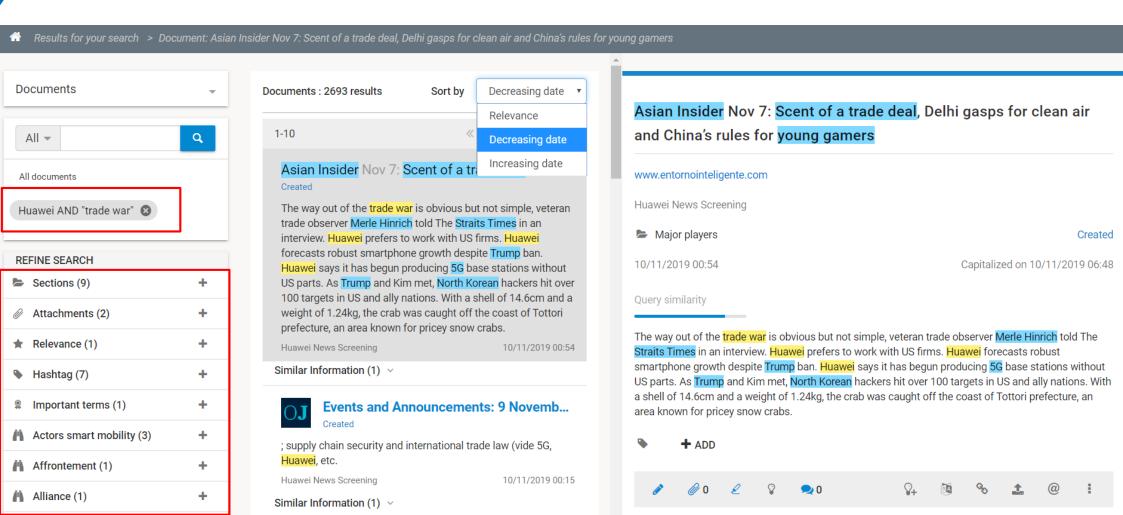
### **METASEARCH**







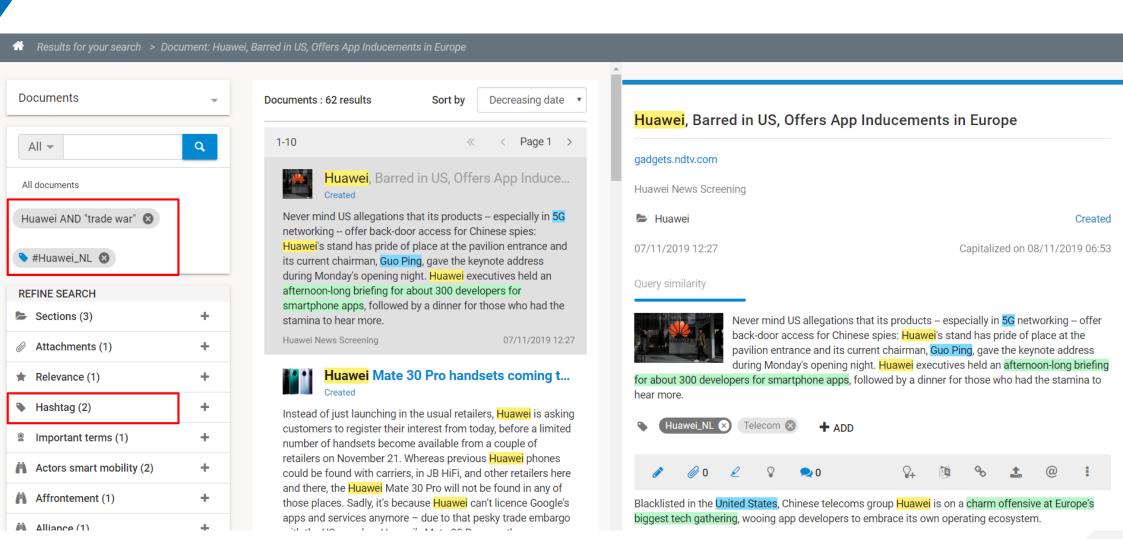
## FACETTENSUCHE (1/2)







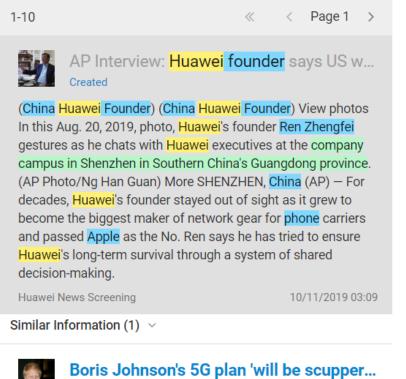
## FACETTENSUCHE (2/2)







## JENNY STARTET EINEN AUSTAUSCH MIT KOLLEGEN ÜBER DIE KOMMENTARFUNKTION



Boris Johnson's plan to offer superfast 5G broadband to everyone by 2025 'will be scuppered unless he drops opposition to China's Huawei' - Boris Johnson 's 5G plans would require dropping opposition to Huawei firm - He set a U.S. export controls, if enforced, will disrupt Huawei's access to processor chips and other technology. Its smartphones would lose Google maps and other services, making it hard to compete.

To limit that impact, Ren has emphasized making Huawei a self-reliant technology creator. This year's research spending is due to rise 20% to \$17 billion.

The company has released a smartphone operating system it says can replace Google's Android if necessary. It makes some of its own processor chips but needs U.S. suppliers for high-end products.

"They do things from scratch," said Peng. "I think this is the influence of the founder."

<b>№</b> 0 Cd	omments, reactions and observat Q Search	
	interesting interview with Ren Zhengfei on current situation with the US	
	CANCEL X	▼ VALIDATE



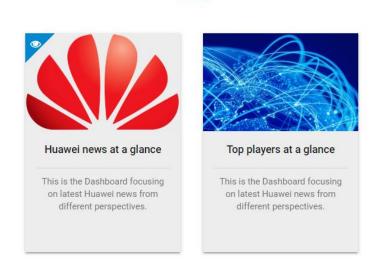


## DASHBOARDS

## JENNY BAUT DASHBOARDS ZU VERSCHIEDENEN THEMEN FÜR KOLLEGEN IN ANDEREN TEAMS



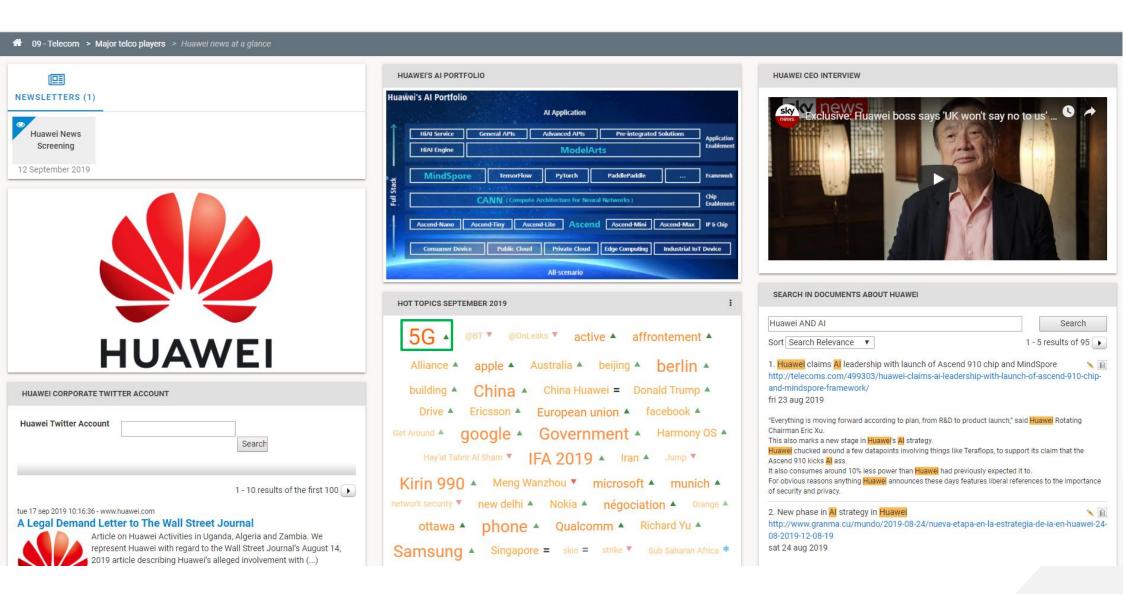
#### MAJOR TELCO PLAYERS







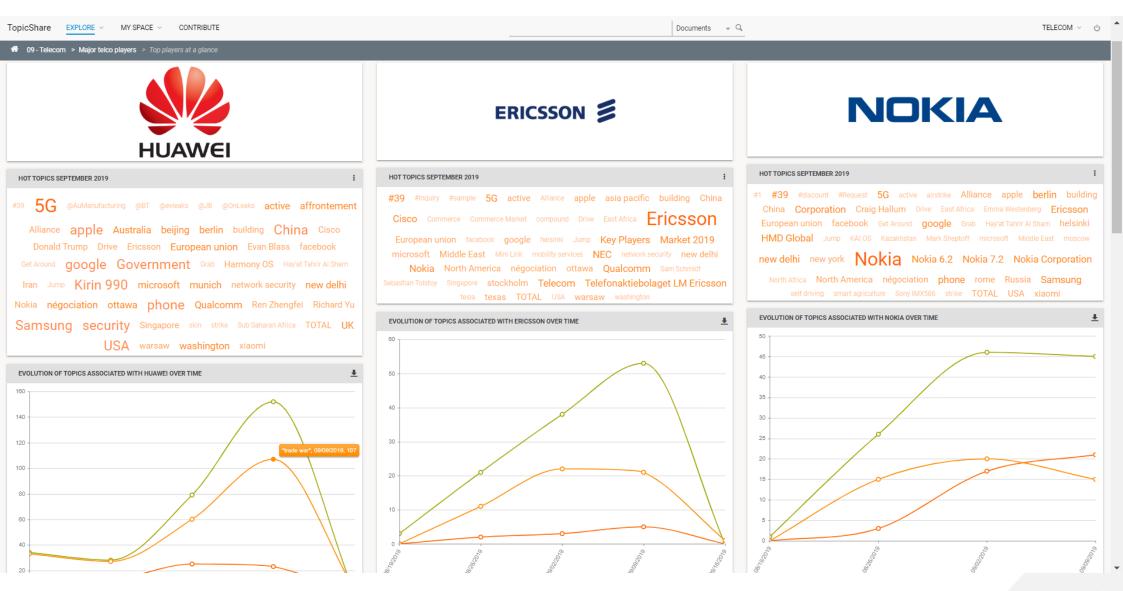
# DASHBOARD BEISPIEL FÜR EINEN BUSINESS NUTZER - FOKUS AUF HUAWEI -







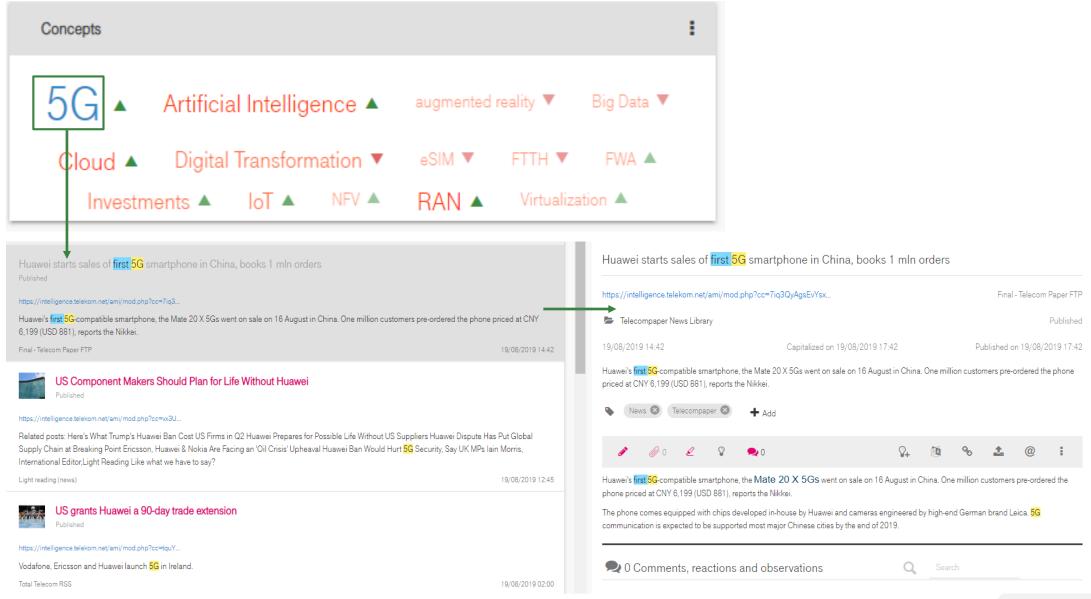
# DASHBOARD BEISPIEL FÜR EINEN BUSINESS NUTZER - GEGENÜBERSTELLUNG VON DREI UNTERNEHMEN -







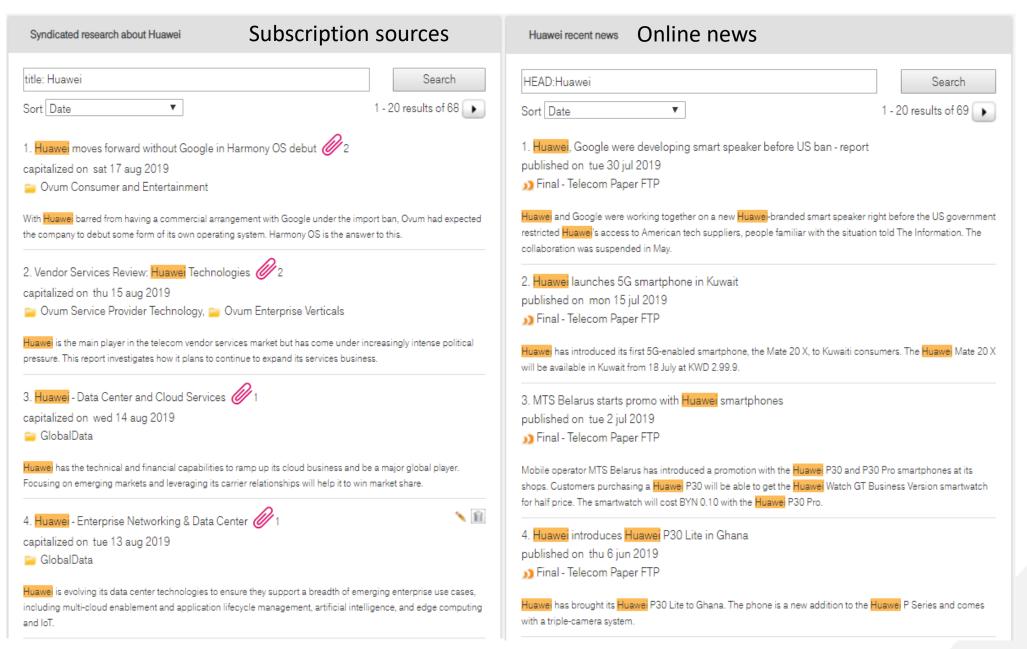
# WORD CLOUD MIT DEN NEUESTEN KONZEPTEN UND DRILL-DOWN







#### SUCHFUNKTION IM DASHBOARD

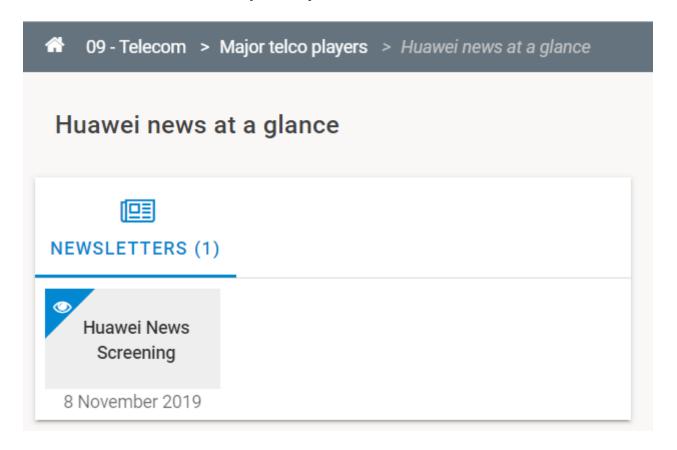






## NEWSLETTER FEATURE

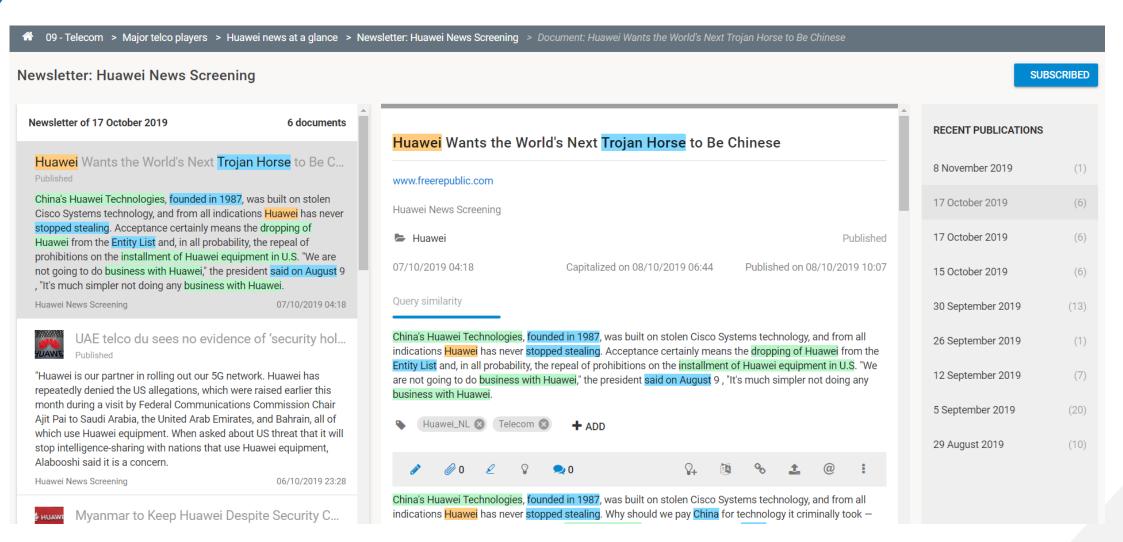
# JENNY TEILT NEWSLETTER ÜBER DASHBOARDS MIT ANDEREN ABTEILUNGEN (1/2)







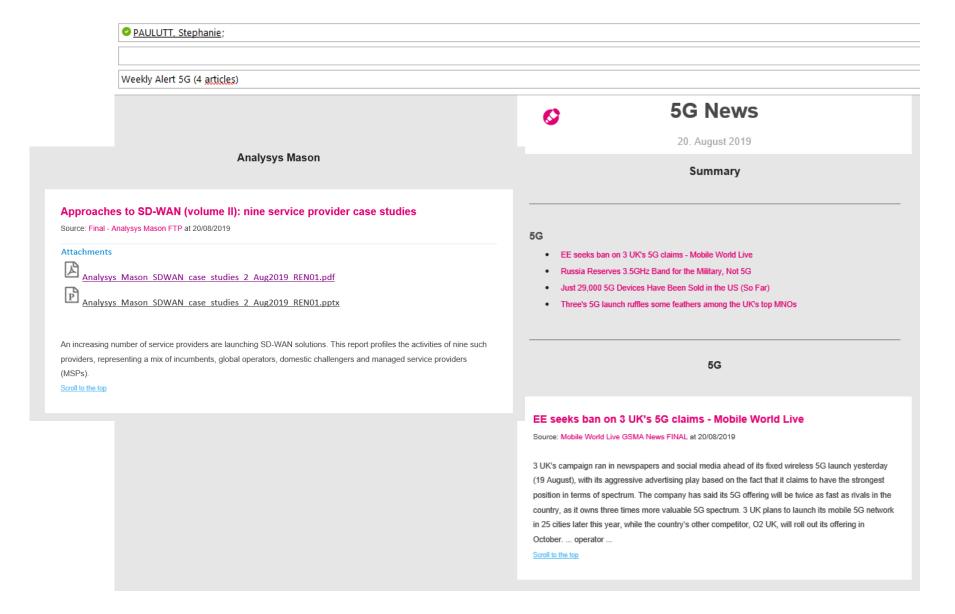
# JENNY TEILT NEWSLETTER ÜBER DASHBOARDS MIT ANDEREN ABTEILUNGEN (2/2)







# AUTOMATISCHER ODER MANUELLER VERSAND VON NEWSLETTERN

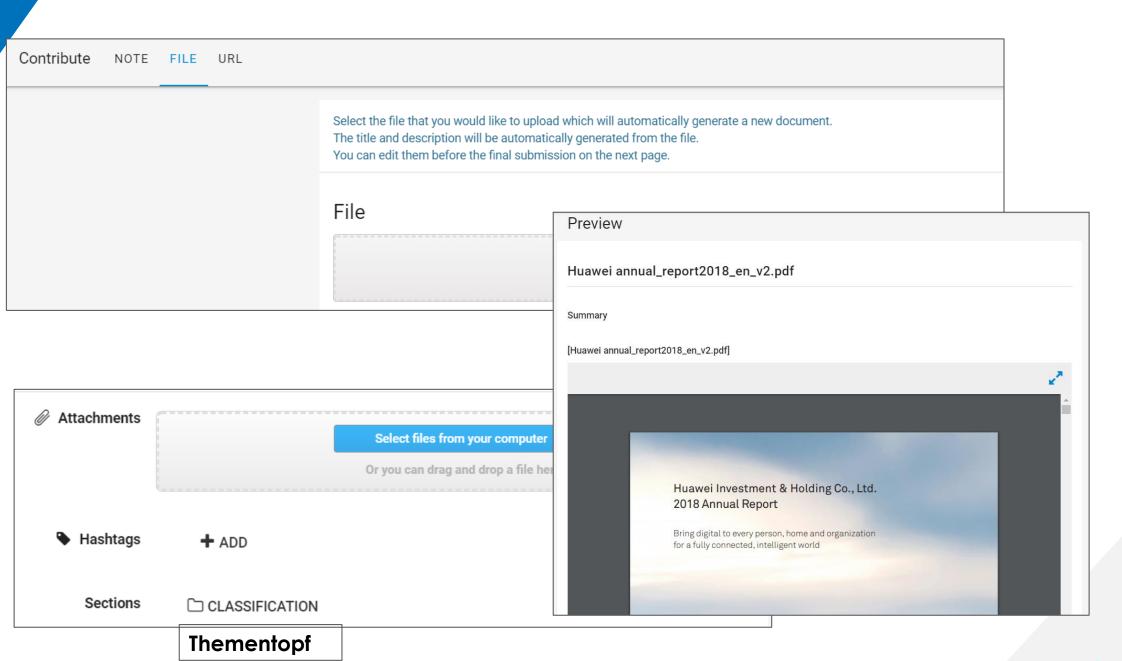






# **UPLOAD**

### CONTRIBUTE FUNKTION FÜR JENNYS KOLLEGEN







### WEITERE FORMATE: AUDIO- UND VIDEODATEIEN

Bianna Golodryga on Huawei CEO interview



Speech2Text

Subtitles



this is a fascinating get as we say in the business and there are all sorts of elements of this story that I'm really interested in but I think for me the most interesting component has to do with whether or not Weiwei violated

the sanctions against Iran right because that's why we have his daughter awaiting extradition in Canada and from reporting that I've read some pretty compelling proof here against her he seemed very adamant about not stealing intellectual property not stealing private data

many seemed to waffle on this

violation of sanctions how open did you find 00:38 him

> milk a first of all like you said it was really difficult

to book him and it's been something we've been working on for months he felt that it was time and he was getting pressure from the company itself to speak out because from a cultural standpoint and historically he spent more time focusing on internal politics and not external but I agree with you it was the sanctions



# CLUSTERING

### KONZEPTEXTRAKTION ALS CLUSTERING BASIS (1/2)

### Huawei achieves new 'world record' 5G speed



https://www.techradar.com/news/huawei-achieves-new-world-record-5g-speed 🎤

wed 6 november 2019 - capitalized on thu 7 november 2019 - published on thu 7 november 2019

Huawei | Published | Huawei News Screening

Query similarity: 100%

#### Description 2



Huawei has delivered a reminder of its technical expertise by breaking the world record 5G speed for a single user smartphone.

Huawei says the speeds are only possible because of its C-Band Carrier Aggregation technology that binds multiple spectrum bands to deliver improvements to speed and capacity.

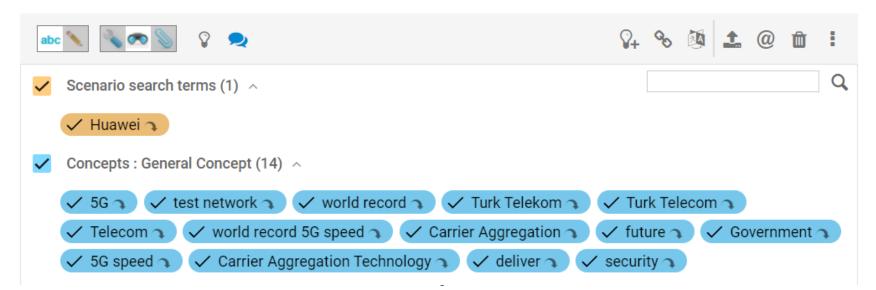
"[The test was] Based on C-band 200MHz IBW and 2CC Carrier Aggregation technologies which only Huawei products can support.

Such warnings have had limited impact in Europe, where Huawei is a major partner for many major operators

#### **Observations**

Click here to key your observations about this document









### KONZEPTEXTRAKTION ALS CLUSTERING BASIS (2/2)

✓ Significant expressions (35) ∧
✓ live 5g test network → ✓ simon pei → ✓ benefits for users and operators → ✓ country needs →
✓ world record for 5g speed ¬ ✓ company from playing ¬ ✓ first operator ¬
✓ c-band carrier aggregation technology  ✓ world record 5g speed
✓ lead and ban huawei from participating → ✓ lobbying efforts → ✓ huawei turkey →
✓ technical expertise by breaking    ✓ based on c-band    ✓ turk telecom 5g sim card
✓ huawei mate x smartphone  ✓ c-band  ✓ theoretical potential of 5g  ✓ 5g link speed
✓ 5g new radio carrier aggregation technology  ✓ türk telekom  ✓ record in turkey
✓ allegations of wrongdoing  ✓ major operators  ✓ 3gpp compliant test network
✓ new world record by reaching speeds  ✓ reason for resistance  ✓ 5g carriers and established
✓ single user smartphone  ✓ turk telecom facility in istanbul  ✓ major partner
✓ high speed and large capacity targets promised by 5g technology ¬
✓ chinese network equipment manufacturer built  ✓ rollouts of 5g networks  ✓ carrier aggregation

Huawei has delivered a reminder of its technical expertise by breaking the world record 5G speed for a single user smartphone.

The Chinese network equipment manufacturer built a 3GPP compliant test network at a Turk Telecom facility in Istanbul to achieve speeds in excess of 2.92Gbps.

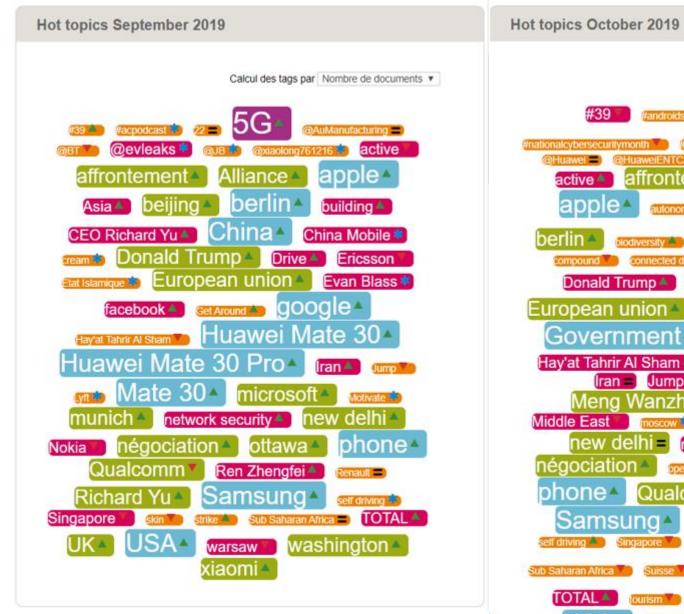
Although it's unlikely that commercial users will be able to access speeds any time soon, it does demonstrate the theoretical potential of 5G using commercial equipment. A Huawei Mate X smartphone was used, alongside a Turk Telecom 5G SIM card.

"We combined two 5G carriers and established a new world record by reaching speeds of above 2.92 Gbps in our live 5G test network," said Yusuf Kıraç, Türk Telekom's CTO. "We are also the first operator to experiment with the 5G New Radio Carrier Aggregation Technology (C-Band NR Carrier Aggregation), which doubles the 5G link speed. Türk Telekom will continue to lead the development of all new generation technologies that our country needs in the future, as we do today.

"We have reached unprecedented speeds thanks to this technology, which provides many benefits for users and operators. The high speed and large capacity targets promised by 5G technology have been achieved."



### CLUSTERING IN WORTWOLKEN



```
Calcul des tags par Nombre de documents v
                           #DTXEurope
            affrontement 🛎
                              Alliance A
                               beijing 🔺
               autonomous vehicles
                                China
                     building 📥
                            Ericsson *
                    Drive 📥
European union 🛎
                     facebook A GOOGICA
  Government
                             Harmony OS A
                       Hong Kong Intel
 Hay'at Tahrir Al Sham 📤
        Iran = Jump 🌯 Lidar 🐞 makeup =
                           microsoft v
     Meng Wanzhou
              moscow Nest = network security
                               Nokia 🛎
                   new york
                          ottawa 🌥
                                      Pen *
              Qualcomm *
                             Ren Zhengfei 4
                            security
                           smart energy
                      Telecom*
                                      tokyo 📤
                    Turkish operations
              washington 🌯
                               xiaomi 🛎
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### CLUSTERING ALS LISTENDARSTELLUNG - AUSZUG

Hot topics September 2019			Hot topics October 2019		
Actors smart mobility			Actors smart mobility		
Drive	8	+33.33 %	Jump	9	+45.16 %
Jump	3	-12.50 %	Drive	5	+31.25 %
Set Around	3	+11.11 %	Grab	4	+0.00 %
Motivate *	1	+50.00 %	Scoop	2	+20.00 %
_yft *	1	+50.00 %	Cruise	1	-50.00 %
Affrontement	•		Affrontement		00.00 //
affrontement	50	+16.77 %	affrontement	82	+23.21 %
strike	3	+30.00 %	strike	2	+20.00 %
Alliance			Alliance	_	20.00 //
Alliance	15	+8.89 %	Alliance	38	+8.16 %
Automated mobility			Automated mobility		0.70
self driving *	1	+50.00 %	self driving	4	+40.00 %
Gafam			autonomous vehicles	4	+18.18 %
google	210	+38.13 %	Lidar *	1	+50.00 %
apple	101	+12.82 %	Eu countries fr		
microsoft	35	+14.41 %	Suisse	1	-100.00 %
xiaomi	16	+29.09 %	Gafam		
facebook	13	+41.67 %	google	297	+12.55 %
Lieu géographique			apple	153	+36.94 %
berlin	65	+19.21 %	xiaomi	85	+18.36 %
beijing	29	+29.59 %	microsoft	45	-36.90 %
ottawa	26	+26.83 %	facebook	20	+34.43 %
new delhi	21	+19.40 %	Lieu géographique	20	10 1. 10 70
warsaw	12	-20.69 %	new delhi	86	+0.00 %
#Hashtag (concept)			beijing	69	+25.00 %
#39	2	+62.50 %	berlin	58	+26.34 %
#acpodcast *	1	+50.00 %	ottawa	39	+6.32 %
Key_players_syria			tokyo	19	+31.75 %
European union	47	+36.53 %	tokyo	10	-01.70 /0
ran	12	+45.24 %			
Hay'at Tahrir Al Sham	2	-20.00 %			
Lieu					
China	197	+20.61 %			
JSA	119	+19.19 %			
munich	50	+37.22 %			
UK	26	+20.00 %			
Asia	11	+3.12 %			





### DRILL-DOWN ZU DEN DOKUMENTEN

Liste des documents delhi 1/3 ^ v >



### Mnuchin, Kushner to visit Israel during Middle East trip

Collecté

US officials also have lobbied strongly to persuade **Delhi** not to give a slice of India's coming 5G communications network to Chinese telecoms giant Huawei, a company Washington accuses of violating US sanctions on Iran and also deems a tool of electronic espionage by Beijing.

Huawei News Screening 26/10/2019 19:48



#### Telecom gear makers to feel the heat

Collecté

New **Delhi**: Telecom equipment makers such as Europe's Ericsson and Nokia, and China-based Huawei could be staring at a significant impact in India, with the Supreme Court's ruling on adjusted gross revenue likely to force their main clients, Vodafone Idea Ltd (VIL) and Bharti Airtel, to curtail capex plans, say analysts. Nokia and Ericsson will see the maximum impact in the mid-to-long term," Dhamija added.

Huawei News Screening 26/10/2019 04:34



### US's Mnuchin to lead 5-nation trip, including controversial Saudi event

Collecté

US officials also have lobbied strongly to persuade **Delhi** not to give a slice of India's coming 5G communications network to Chinese telecoms giant Huawei, a company Washington accuses of violating US sanctions on Iran and also deems a tool of electronic espionage by Beijing.

Digital Journal 25/10/2019 17:40



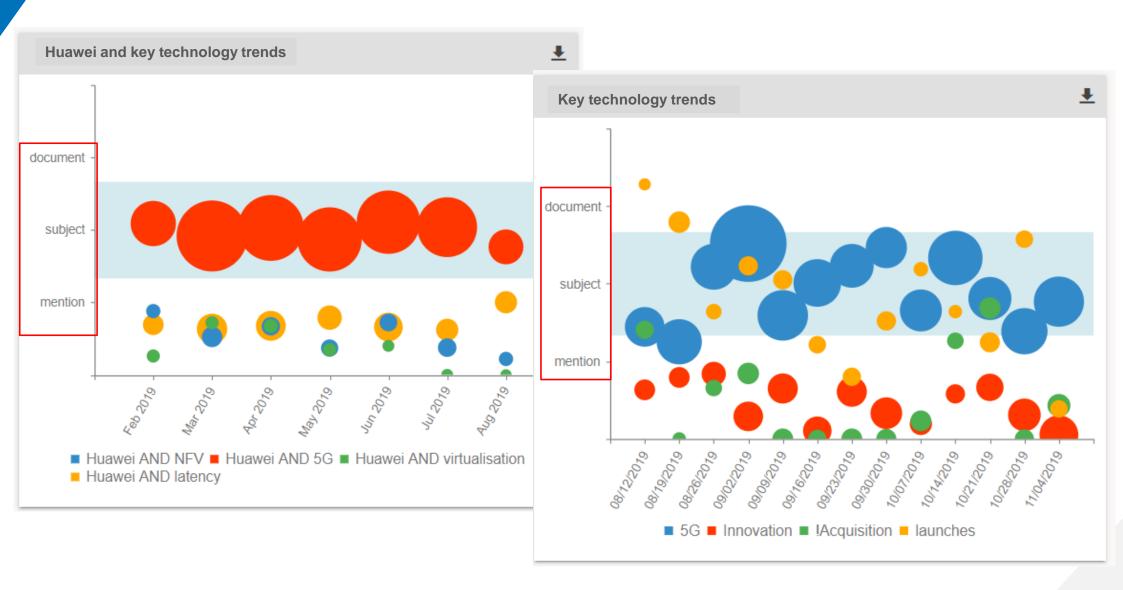
Samsung, Sony, Moto and more phones set to issue Android 10 update by e...

Collecté





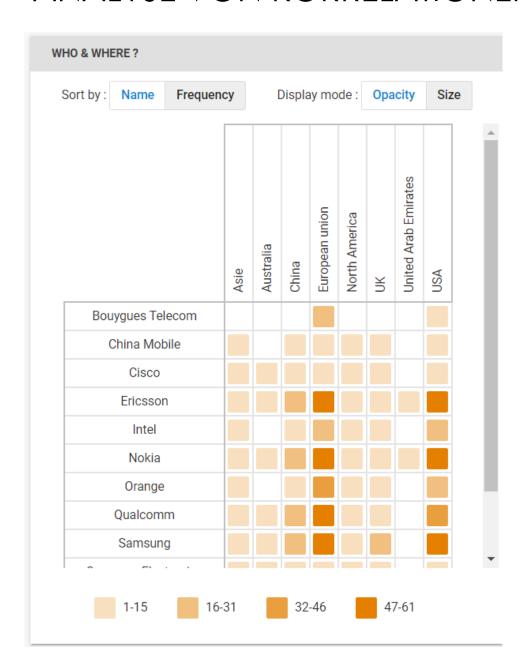
### BUBBLE CHART ZUR TRENDBEOBACHTUNG







### ANALYSE VON KORRELATIONEN ZWISCHEN KONZEPTEN

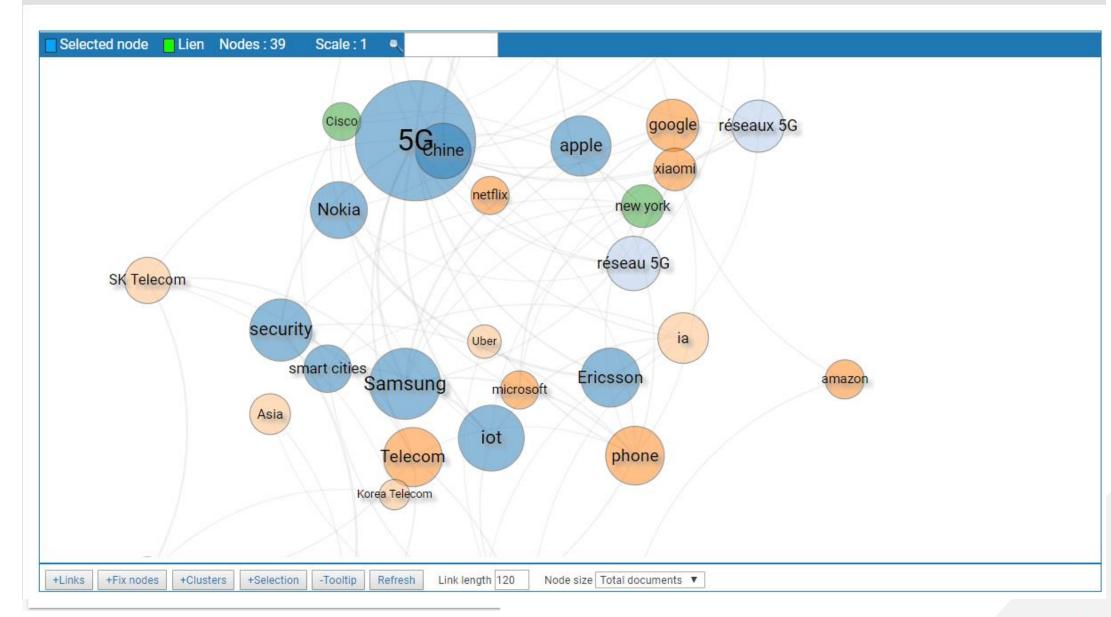






### ANALYSE VON KORRELATIONEN

#### **5G NETWORK**

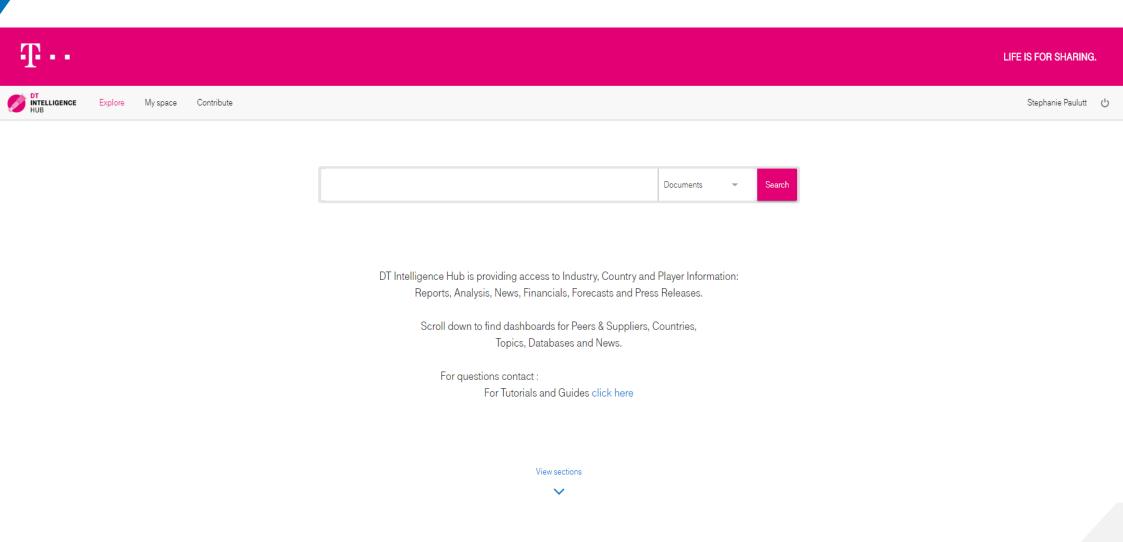






# BEST PRACTICE BEISPIEL: DEUTSCHE TELEKOM

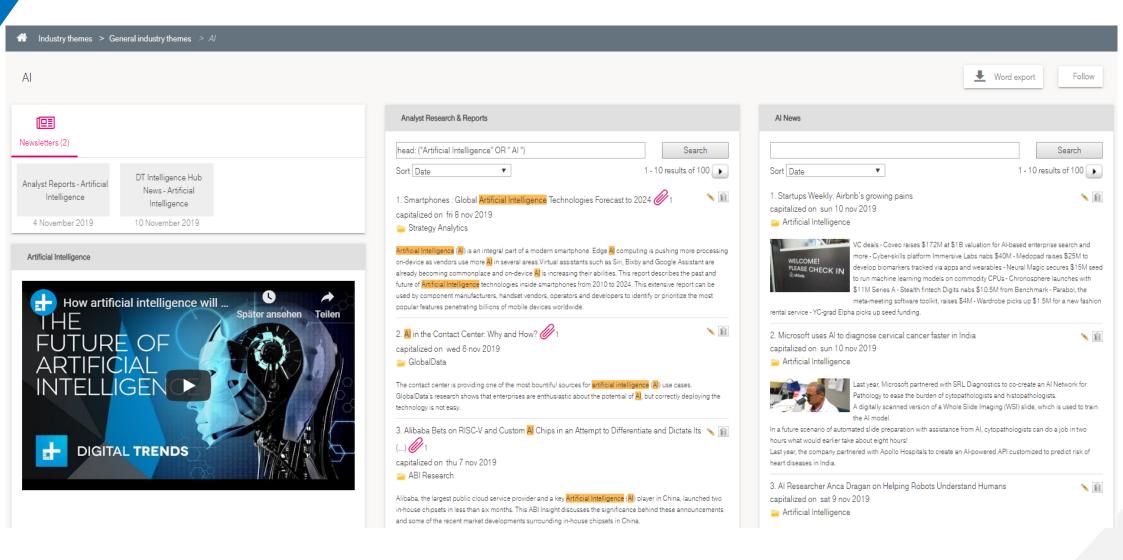
### ANPASSUNG DES PORTAL DESIGNS







### DASHBOARD BEISPIEL



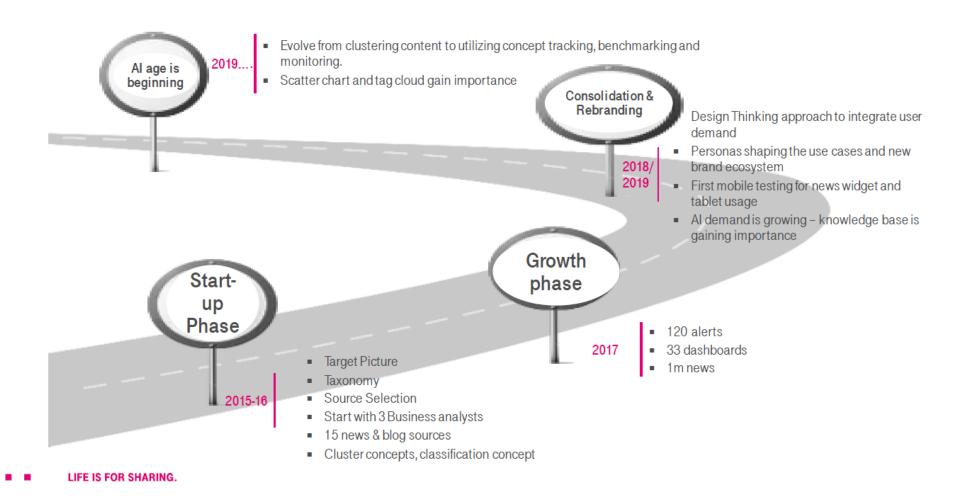




### RÜCKBLICK

### **INTELLIGENCE HUB JOURNEY**







### **MEHRWERT**

### **CREATING VALUE FOR THE GROUP**

### DT 🐼 INTELLIGENCEHUB

#### REDUCES TIME TO INSIGHT TO NEARLY REAL-TIME ACCESS TO INFO

- ✓ Topical dashboards compile content from different sources
- ✓ Reduces time to find relevant content by days
- Content analysis allows for concept tracking

#### PROMOTES COOPERATION & COLLABORATION ACROSS BORDERS

✓ Share, recommend, comment on content...

#### SIMPLIFIES ACCESS - SINGLE SIGN ON TO MORE THAN 250 SOURCES

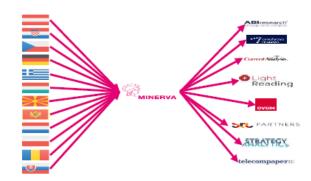
Single sign on to all sources and databases

#### PROTECTS DT'S INVESTMENT FOR RESEARCH

- ✓ Protects against breach of license, as content only available via DT mail address
- ✓ Avoid analysts tracking usage of DT searches

#### AI FEATURES WILL EVOLVE TO OPTIMIZE USAGE AND IMPROVE ANALYTICS







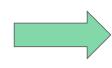


# FAZIT & AUSBLICK

### BEWÄLTIGUNG DER HERAUSFORDERUNGEN

### Herausforderungen:

- Relevante Informationen finden
- "Connecting the dots"
- Trends erkennen und bewerten
- Collaboration
- Wahrgenommen werden
- Gewonnenes Wissen pflegen
- Welche Tools machen Sinn?



Tools können einen klaren Beitrag zur Bewältigung der Herausforderungen leisten.



- Geschäftskritische Use Cases
- Time to Insights als Messgröße
- Personas
- Promoten Sie Ihre Arbeit
- Unternehmenskultur berücksichtigen
- Tools sollten zu Use Cases passen und nicht andersherum
- Menschliches Fachwissen ist notwendig









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Haben Sie Interesse an weiteren Informationen oder einer Präsentation von AMI EI? Kommen Sie gerne auf uns zu.

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