



# AI Platform For Regulated Industries

Multimodal AI Copilots & Agents

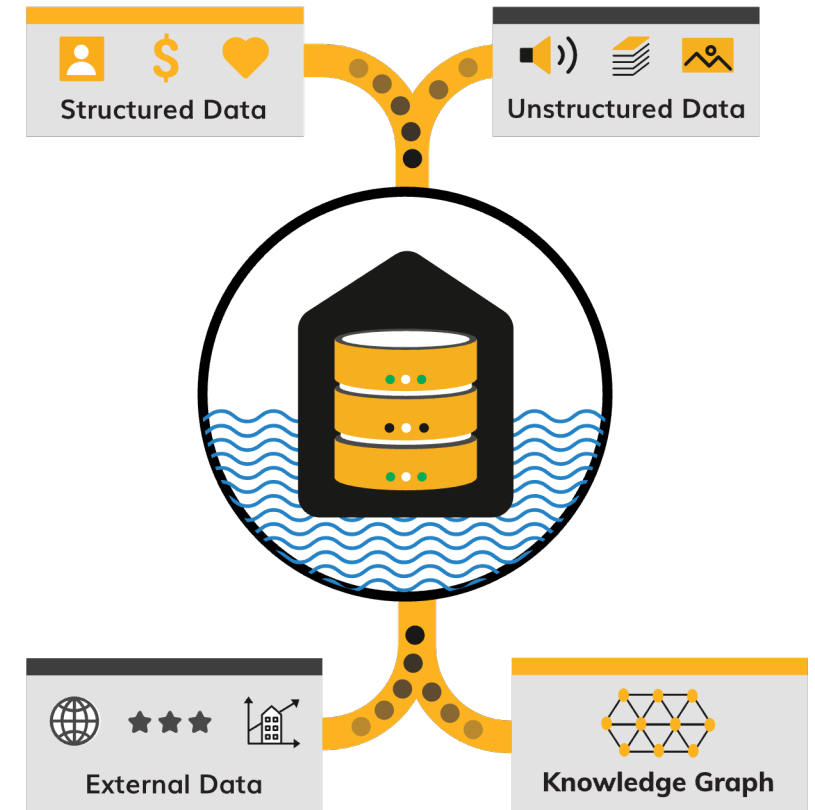
Healthcare | Public Sector | Financial Services



# About

Leading organizations use Skypoint to unify disparate **data**, utilize the power of industry specific Large Language Models (LLMs) and activate powerful **insights** to increase productivity and drive operational efficiency.

- **What We Do:** AI Platform (AIP) For Regulated Industries
- **How We Do It:** Industry focused capabilities for AI Copilots and Agents
- **HQ:** Portland, Oregon (*Founded 2020, 65 employees, 100+ customers*)



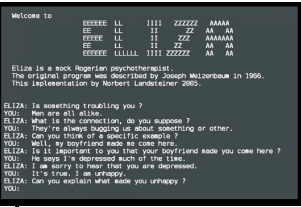




# Defining AI: The Evolution

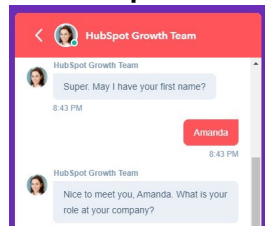
## Rule-Based Systems

- Operated based on predefined rules.
- Could respond to specific commands with predetermined responses.
- Limited to the rules programmed by developers.
- Example:** ELIZA (psychotherapist simulation)



1980s - 2000s

2000s - 2010s



## Keyword Recognition Chatbots

- Recognizing keywords or phrases.
- More flexible but lacked context understanding.
- Failed with complex sentences.
- Example:** Early customer service chatbots on websites.

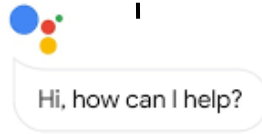
## Machine Learning Chatbots

- Used machine learning, particularly NLP, to understand and respond.
- Could learn and improve over time.
- Began to understand context to some degree.
- Example:** Early stages of Siri and Alexa.



2010s - late 2010s

Late 2010s - 2020s



## Context-Aware AI

- Powered by deep learning, began to effectively understand context and user intent.
- Could maintain context over a conversation, understand nuances, and provide accurate responses.
- Integrated with various data sources and services.



## Specialized AI Assistants & Plugins

- Specialized AI Assistants
- Performed specialized tasks and integrated deeply with software and services.
- Wrote code, drafted emails, created content, and assisted in complex problem-solving. Understood specific domains.
- Example:** GitHub Copilot, AI-powered writing assistants.

2020s

2023 and Beyond



ChatGPT-4 Turbo

## Advanced AI Models

- Combine NLP, deep learning, and other techniques for sophisticated interaction.
- Generates human-like text, create images, translate languages, make predictions, and generate creative content. Learn from vast data sources.

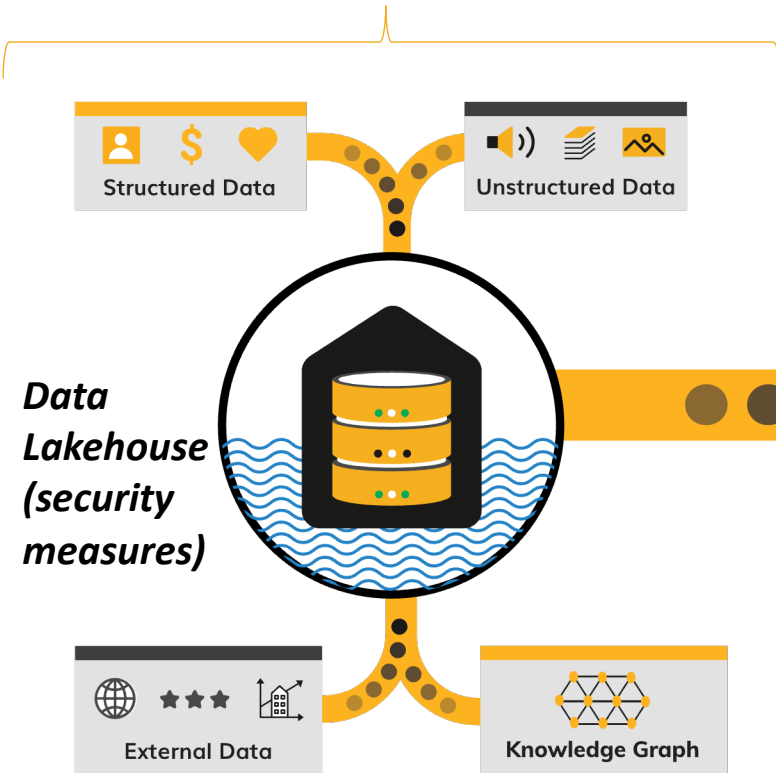
## Autonomous AI Agents (AGI)

Futurama



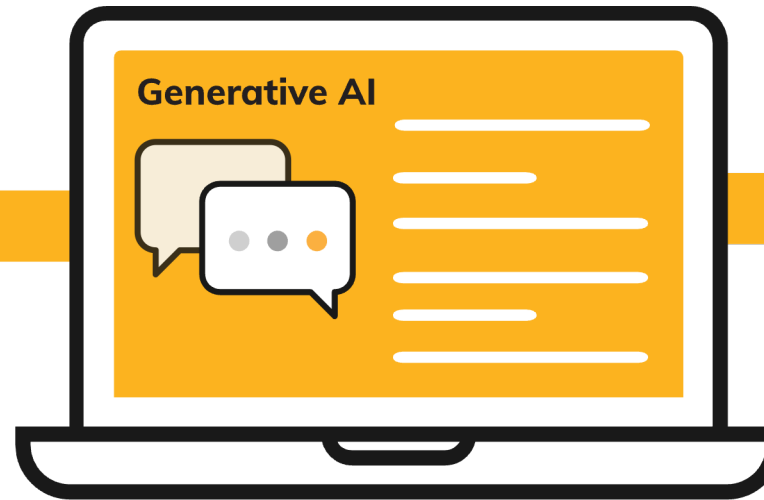
# Defining AI: Definitions

## 1. Unified Data



## 2. Generative AI

- Chatbot / GPT / Copilot / Agent
- GPT: Generative Pre-trained Transformers



## 3. Large Language Model (LLM)








## 4. AI Context

- RLHF: Reinforcement Learning from Human Feedback
- Tagging / Metadata / Labels
- Industry Ontology / Terms



# Defining AI: Common Myths

-  AI Can “Plug & Play” With Your Data: integrating AI with your data requires careful preparation, including data cleaning, formatting, and fine-tuning the AI model to understand and work effectively with the new data in an industry context.
-  AI is Fully Autonomous and Independent: AI models are created, trained, and fine-tuned by human developers.
-  AI Understands Content Like a Human: AI lacks true understanding or consciousness. It processes data based on patterns and probabilities learned from its training data.
-  Generative AI is Always Accurate: Generic AI models can produce inaccurate or misleading information, called “Hallucinations” and can produce variable results to prompts.
-  Generative AI Understands Context Perfectly: Generic AI often struggles with understanding context, especially in complex or nuanced situations like healthcare. It can miss subtleties that a human would easily grasp.

A glowing brain shape composed of circuit traces and data points, set against a background of a server room floor. The brain is formed by intricate, glowing circuit traces in shades of blue and white, with several bright white circular nodes. The background shows a perspective view of a server room floor with rows of server racks and glowing lights.

Despite the myths, challenges, and limitations,  
AI's potential is immense  
when deployed properly...



# AI has entered the chat...

## *The Shifting Data Team Paradigm*

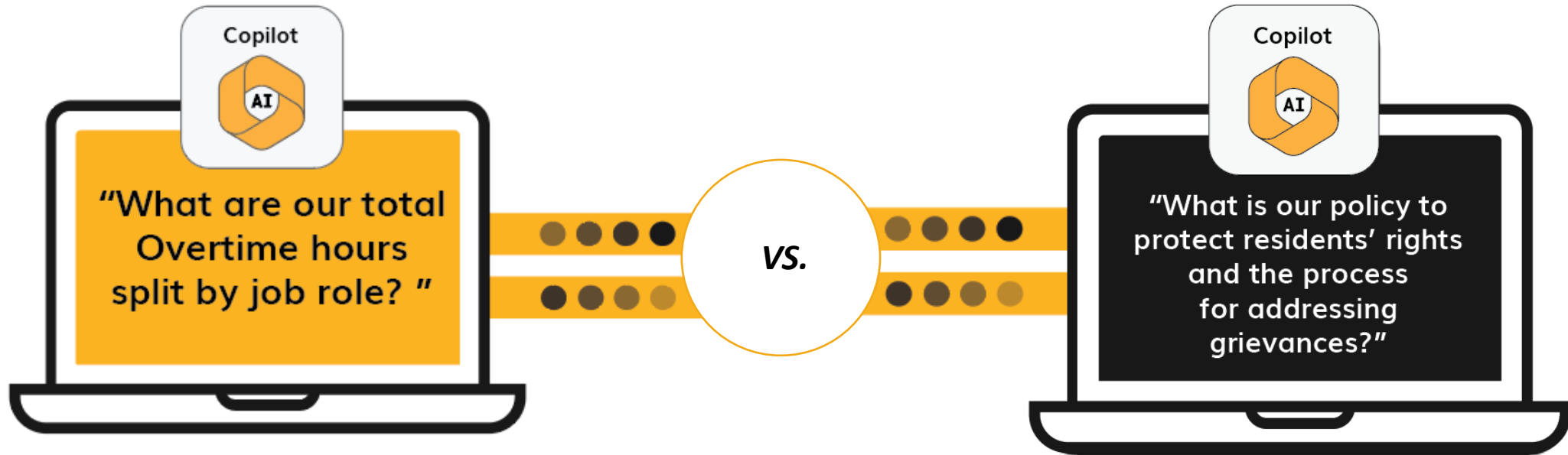
Today's data teams are going to have to grapple with huge volumes of unstructured data, make sense of it, and develop new types of governance frameworks.

**Structured Data:**

*Your Systems Data*

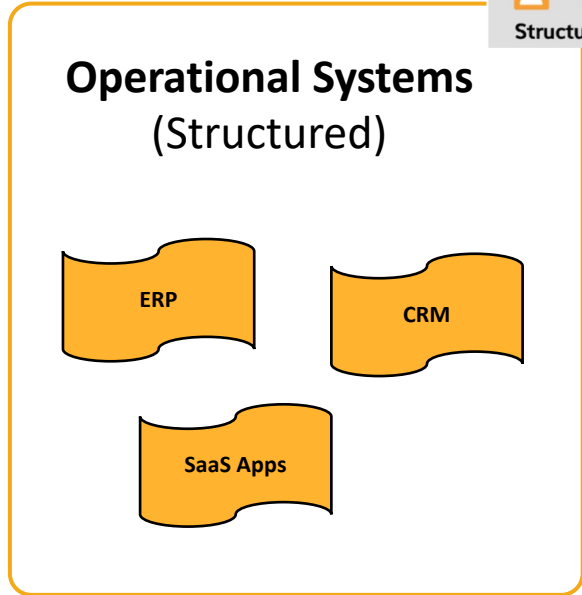
**Unstructured Data:**

*Your Internal Docs & Policies*

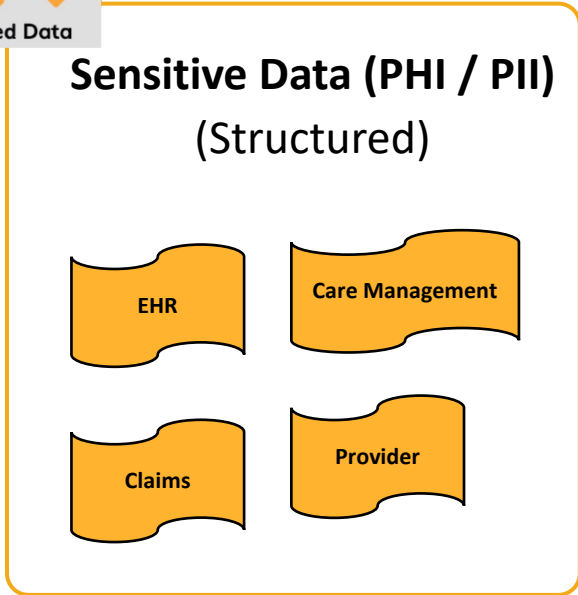




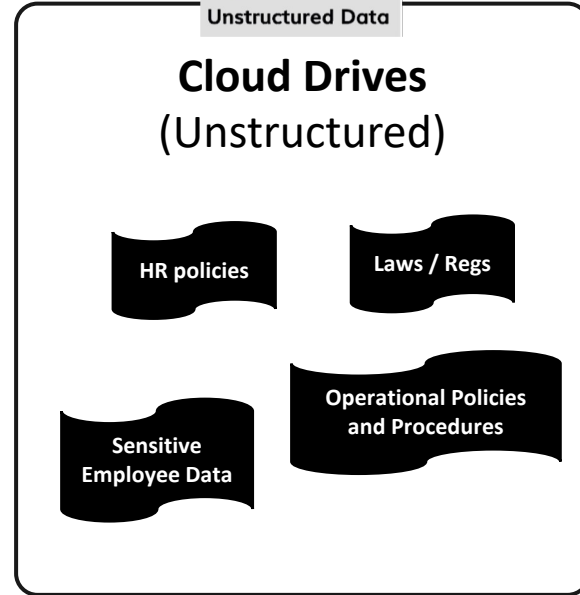
# Problem: Integrating AI into operational workflows



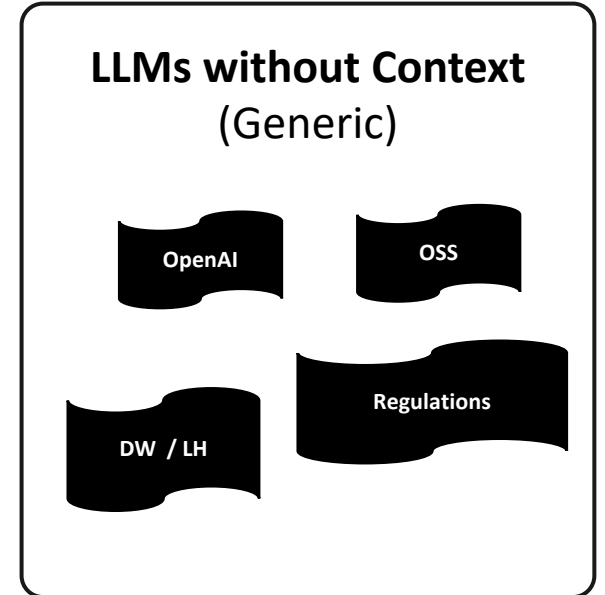
Lack of unified AI-Ready Data



Highly sensitive data with significant regulatory overhang



Laws, regulations, internal documents – 80% of enterprise data has “no voice”



LLMs are not industry specific and not context aware

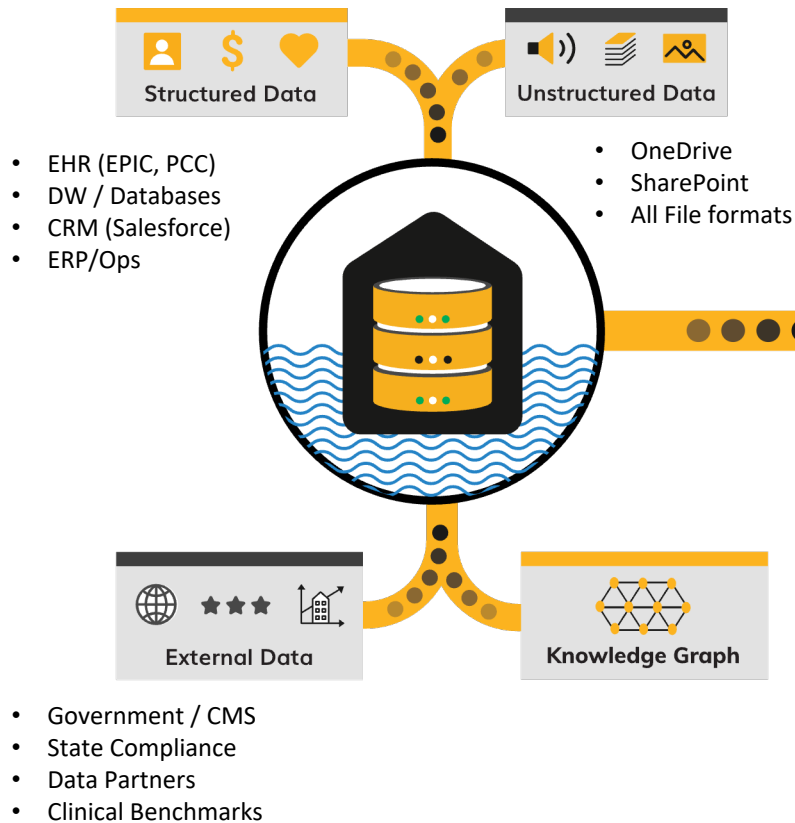




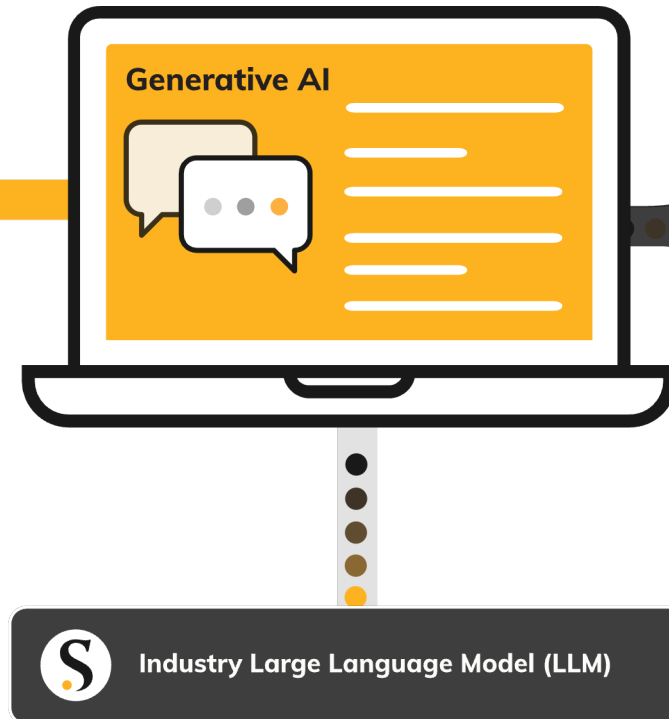
# Solution: Industry AI Platform – “AI Factory”

Skypoint connects fragmented data into industry specific ontology, AI copilots and agents using an open architecture (“AI stack per instance”) to boost organizational productivity and efficiency.

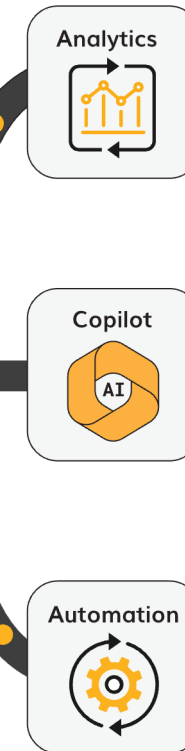
## 1. Unify Your Data Sources



## 2. Training & Inference



## 3. Copilots & Agents



- ✓ **Business Chat** (Private Copilot, Teams, MS Copilot etc.)
- ✓ **FP&A** (Anaplan, Excel, Power BI etc.)
- ✓ **360 Views** – Engagement / Experience / Care Plans
- ✓ **Knowledge Management** – Compliance, Training, Policies & Procedures etc.
- ✓ **Custom Reports & Analytics** - Microsoft Fabric Power BI, Excel etc.
- ✓ **Population Health** - Make healthcare data conversational



# How We're Addressing Privacy & Security

Skypoint's Copilot ensures HIPAA-compliant, secure, and efficient management of sensitive data. We ensure that data never leaves the organization, providing an additional layer of security and compliance.

Skypoint's stringent privacy control measures:



- ✓ **Data Encryption:** In transit and at rest
- ✓ **Secure APIs:** For all data transmissions
- ✓ **RBAC:** Role-Based Access Control
- ✓ **MFA:** Multi-factor authentication
- ✓ **Audit Trails:** Comprehensive logging
- ✓ **Data Masking:** For sensitive information
- ✓ **Data Isolation:** Prevents cross-tenant leakage
- ✓ **Continuous Monitoring:** Continuous security checks
- ✓ **Data Backup:** Regular backups and recovery
- ✓ **Employee Training:** On HIPAA and security
- ✓ **Frequent Compliance Audits:** Internal and external - *(HITRUST certification expected by Jul 2024)*



# Ethical AI Customer Example: Insurance Copilot for Affordable Care Act (ACA) -- Quoting and Enrollment

## Accuracy and Reliability:

This is crucial in healthcare, where incorrect information can have IC trained on comprehensive, up-to-date, and relevant data to ensure its suggestions are appropriate for the agents it serves.

## Stakeholder Engagement:

Insurance Copilot incorporates feedback from a diverse range of stakeholders Ensuring that it meets the real Needs of its users and operates in an ethically responsible manner.

## Privacy and Data Security:

An individual's' medical and personal data are sensitive. AI systems must comply with all relevant data protection laws, such as HIPAA in the United States. Ensuring the confidentiality and security of this data is paramount.

## Bias, Equity and Fairness:

AI should be free from biases that could lead to unfair plan recommendations. This includes avoiding discrimination based on age, race, gender, or other factors.

## Regulatory Compliance:

Insurance Copilot complies with all relevant healthcare laws and regulations. This includes specific regulations as well as broader regulations governing AI and digital tools in healthcare.

## Continual Monitoring and Improvement:

Insurance Copilot is regularly reviewed and updated to ensure it continues to operate ethically and effectively, adapting to new healthcare practices and data.

## Transparency:

Insurance Copilot is transparent about conclusions. It's trained to provide sources and not "hallucinate" if answers are unknown.



**INSURANCE COPILOT**



# Thank You - Stay in Touch!



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