

Mighty Minions: Unleashing domain-specific GenAI via SLMs

The AI Challenge: Leverage GenAI to drive a 30% increase in EBITDA and operational efficiency.



The solution:

This Catalyst aims to deliver real-time, context-aware services that enhance user experience and operational efficiency, through the deployment of Small Language Models (SLMs) in 5G use cases, leveraging intelligent automation and next-gen customer experiences.



Addressing the challenge:

- **Cost Efficiency:** How to address cost efficiencies of deploying domain specific GenAI use cases as opposed to using LLMs.
- **Data Privacy and Governance:** How to address data privacy issues considering regulatory requirements in terms of cross border data transfer with hyperscalers on processing the MSISDN, the intents etc.
- **Portability, Accuracy and Bias Mitigation:** How to easily customize use cases for domains whilst addressing data privacy, accuracy of the response and improve the inferencing.



CSPs are embracing SLMs for Gen AI, tackling data, governance, and ethics challenges through early CSP-enterprise collaboration.”

Hemal Ranaweera

Senior Manager, Dialog Axiata



Business impact:

- **15%-20%** Revenue Growth.
- Greater Customer Engagement.
- **30%** Reduction in Total Cost of Ownership (TCO) for Gen AI Solutions

Champions:



Participants:



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