



# Masco PI

## Process Investigator

Masco Group

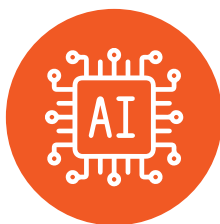
Finding expert operators is the challenge. First, you must recruit them, then train them and retain their expertise. This becomes more difficult every day.



01

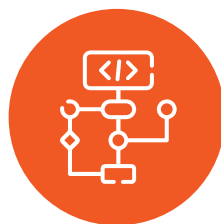
## Keypoints

Humans reason by cause and effect; when we see something, we immediately link it to a list of probable causes and we investigate further to discriminate among these ones. If we teach a machine-learning algorithm how to think, we'll immediately feel it as intelligent. Causal algorithms do just this.



02

The application is a mix of a deep know-how on the process, the full availability of the process data and the state-of-the-art of the causal AI. The mix of the three elements can offer to the customer an AI assistant, based on the knowledge of an expert, providing deterministic and explicable answers.



03

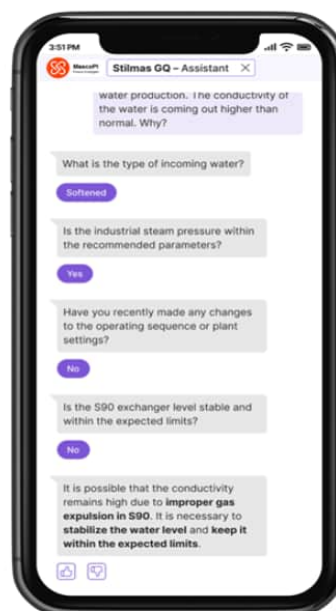
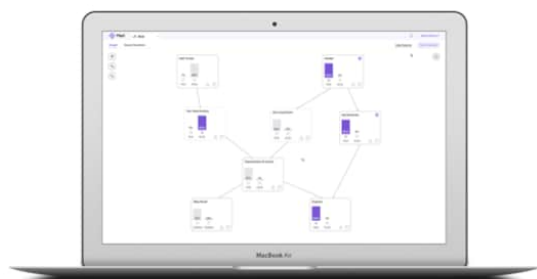
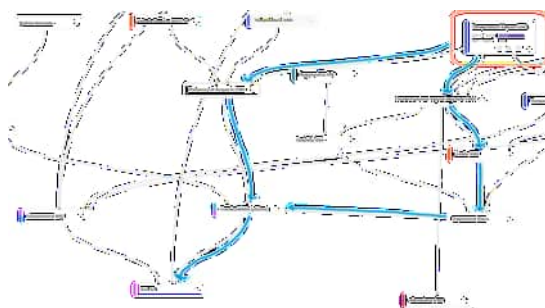
Through interviews, tickets and manuals we distill the knowledge into a causal graph. Relationships and probabilities reflect the experience accumulated over time. Our proprietary algorithms update all the probabilities with new examples. The graph learn along its operation.



04

Through a Large Language Model (LLM) the user requests are understood, mapped on the cause-effect knowledge and responded with intelligent questions to find in the shortest time possible solution to the problem. The outcomes are deterministic. Everything is explainable and trustworthy.

## Screenshots



## Benefits

Digitalizing knowledge and operate with MascoPI will allow your customer to better and faster problem-solving.

Inexperienced operators need the Customer Support also for trivial problems, and lots of stops, or sub-optimal situations, force the operators interact with the machine to restore its performance. Often, even the easiest problem could result in hours of production stop or reduced performance. Needless to say if a technician has to reach the customer, in that case the delay is in terms of days. A prompt recovery of the full functionality through a 24/7 AI-assistant ensure a immediate payback, considering the possible economical impact of a malfunctioning.