Faysal Aziz

AI in Business Applications

Transforming Industries with Intelligent Solutions

FA-0519 · one-day

Agentic & Generative AI · AI for Leaders & Business · Data & Analytics · Automation, RPA & Power Platform

Introduction

Artificial Intelligence is no longer a futuristic concept; it's a technology shaping businesses today. Across industries, companies are leveraging AI to solve critical challenges, optimize operations, and unlock new opportunities. Whether it's enhancing customer experiences, driving data-driven decisions, or automating processes, AI is a game-changer for organizations that know how to use it effectively.

This one-day course cuts through the noise and delivers practical, actionable insights on AI in business. Led by an industry expert with over 30 years of hands-on experience, you'll learn how AI is being applied across industries like telecom, finance, retail, and manufacturing. Instead of abstract theories, this course focuses on real-world scenarios, best practices, and strategies to equip you with the knowledge to make an impact.

Learning outcomes

By the end of this course, you will:

- Understand how AI is revolutionizing business processes across various industries.
- Identify practical applications of AI for your organization, from automation to customer insights.
- Learn to evaluate opportunities for AI integration within your operations.
- Recognize key challenges such as ethics, data quality, and workforce adaptation—and how to address them.
- Develop a personalized roadmap to start leveraging AI in your own business.

Prerequisites

- General understanding of your industry’s business processes.
- Basic familiarity with data usage in decision-making (preferred, not required).
- Open-mindedness to adopt new tools and strategies.

Training outline

1. 1. AI Basics for Business Professionals

- What is AI? Breaking it down for practical understanding.
- A quick history: How AI has evolved from theoretical research to real-world business applications.
- Types of AI in practice: From automation to machine learning to deep learning.

2. 2. AI Across Industries: Use Cases and Opportunities

- **Telecommunications**
- **Retail**
- **Finance**
- **Healthcare**
- **Manufacturing and Supply Chain**

3. 3. Business Benefits of AI Implementation

- Improving efficiency and reducing costs.
- Enabling better decision-making through insights from big data.
- Enhancing customer satisfaction with AI-powered personalization.
- Driving innovation by automating research and development tasks.

4. 4. Key Challenges in AI Adoption

- **Data-Related Issues**
- **Organizational Resistance**
- **Ethical and Social Considerations**

5. 6. The Future of AI in Business - Agentic AI

- Exploring next-generation AI applications like autonomous decision-making and generative models.
- The role of AI in addressing global challenges, including sustainability and social equity.
- How businesses can prepare for AI-driven disruptions over the next decade.
- **Why Agentic AI is the Future**
- **Proactive Problem Solving**
- **End-to-End Process Automation**
- **Adaptability in Unpredictable Environments**
- **Real-Time Decision-Making at Scale**
- **Reducing Cognitive Load**

6. 7. Practical Strategies for AI Success

- Demonstration of Agentic AI.

  Overview of organizational reforms:
  - Building a data-driven culture in your organization.
  - Partnering with vendors, consultants, or building in-house expertise.
  - Upskilling your workforce to work alongside AI.
  - Assess Your Business Needs and Readiness
  - Identifying areas where AI can have the biggest impact.
  - Auditing your existing systems and data infrastructure.
  - Define Clear Goals
  - Setting measurable objectives for AI projects.
  - Balancing short-term wins with long-term innovation.
  - Create a Phased Implementation Plan
  - Starting small with pilot projects.
  - Scaling successful initiatives and measuring ROI.

This course combines deep industry insight with practical application, making AI accessible and actionable for business professionals. Whether you're exploring AI for the first time or looking to refine your strategies, this workshop will empower you to unlock its potential. Let's get to work!

© 2026 Faysal Aziz · Kuala Lumpur