

We are proud to celebrate Galaxy's recognition as Commvault's **Best Tech Integration Partner!**

This honour underscores our dedication to delivering seamless integrations for our customers across various industries and highlights our role in fostering resilience in a future driven by AI.



We are thrilled to announce that, Galaxy has been honoured with the prestigious **"Partner of the Year - India"** award at VMware by Broadcom's India Partner Leadership Summit 2024.

This recognition inspires us to continue innovating, and we extend our heartfelt gratitude to our incredible team, our VMware partnership, and our customers who have made this possible.



MD SPEAKS

Anoop Pai Dhungat
Chairman & Managing Director

Dear Readers,

Artificial intelligence (AI) is revolutionising industries across the globe, from healthcare to finance, manufacturing to retail. The potential of AI to transform operations, drive efficiencies, and create new opportunities is undeniable. However, as organisations rush to adopt AI solutions, it's crucial to keep a clear focus on one key factor: return on investment (ROI).

AI-driven solutions can automate processes, provide deep insights from data, and enable more informed decision-making. Yet, the cost of implementing AI—ranging from technology acquisition to ongoing maintenance and integration—can be significant. To ensure these investments pay off, businesses must carefully assess whether the benefits of AI truly outweigh the costs. The ROI of AI is as much about long-term impact—whether in cost reduction, enhanced customer experiences, or competitive advantage.

At Galaxy, we believe in the power of AI to drive innovation, but we also understand the importance of ensuring that these innovations deliver real value. Our approach focuses on helping clients implement AI solutions that are not only cutting-edge but also cost-effective and aligned with their business goals.

In the rapidly evolving landscape of AI, staying ahead requires a balance between embracing new technologies and ensuring they contribute meaningfully to your bottom line. At Galaxy, we're here to guide you in making AI investments that are both innovative and financially sound.

For more insights on maximizing ROI with AI, reach out to our experts.

Happy reading.



How HR departments are using AI

AI use in HR refers to the deployment of machine learning (ML), natural language processing (NLP) and other AI technologies to automate human resources tasks and support decision-making. It enables a data-based approach to talent acquisition, employee advancement and retention that seeks to mitigate bias and enhance the job seekers' and employees' experiences.

AI tools have the capabilities to assist HR leaders in a wide range of areas, including the following:

- ▶ Employee records management
- ▶ Recruitment and hiring processes
- ▶ Payroll processing
- ▶ Performance management and assessments
- ▶ Benefits administration
- ▶ Onboarding new employees

Benefits of AI in HR

- ▶ **Enhanced employee support:** In 2022, one in four employees was experiencing burnout symptoms, according to a global survey from McKinsey Health Institute. This poses a challenge to employers vested in worker satisfaction and performance. For teams that want to better understand their employees to improve job satisfaction and performance, AI can be a useful resource if used in a responsible way.
- ▶ **Increased efficiency:** As noted above, automation and generative AI tools can save HR teams time by taking on routine task work. AI can also be a helpful source of data sets for reviewing processes and digging deeper into how HR staff can make more informed decisions or streamline work.
- ▶ **Enhanced candidate experiences:** Along each step of the recruitment process, from hiring to onboarding, AI can help managers save time and better reach top talent. For example, managers can prompt generative AI tools to create customized messages that are automatically sent to each candidate. These messages can encourage engagement and move candidates along in the hiring process.

Challenges of AI in HR

- ▶ **Reskilling:** AI and automation can eliminate certain types of work traditionally performed by people and

could impact the roles of some employees. Tackle this challenge head on with a plan for reskilling talent and restructuring job roles in a way that's empathetic to employees undergoing these changes.

- ▶ **Employee privacy:** Using AI to optimize processes and evaluate performance could raise concerns. Employee privacy should be taken seriously and addressed in a data management strategy before AI systems are used to collect and analyze personal data.
- ▶ **Bumpy rollouts:** Organizations should be prepared to evolve AI models and continue to optimize processes. Initial rollouts might result in less-than-desired employee experiences and require tweaking.
- ▶ **Cybersecurity:** AI is susceptible to hacking, especially during the training pipeline where ML algorithms are created. Data poisoning attacks seed malicious code or information in the training sets, potentially infecting countless ML model runs and, ultimately, the company network.

Business leaders should work alongside IT and security operation centers (SOCs) to create plans that will keep AI projects secure throughout their entire lifecycle.



Galaxy collaborates with several AI specialist vendors to deliver AI-based solutions for various industries. To speak with our experts, email us at marketing@goapl.com

<https://shorturl.at/lk8GI>

The Future of NLP: Challenges and Opportunities in Language Understanding and Generation

What is NLP?

Natural language processing (NLP) is a subfield of computer science and artificial intelligence (AI) that uses machine learning to enable computers to understand and communicate with human language.

NLP enables computers and digital devices to recognize, understand and generate text and speech by combining computational linguistics—the rule-based modeling of human language—together with statistical modeling, machine learning (ML) and deep learning.

NLP research has enabled the era of generative AI, from the communication skills of large language models (LLMs) to the ability of image generation models to understand requests. NLP is already part of everyday life for many, powering search engines, prompting chatbots for customer service with spoken commands, voice-operated GPS systems and digital assistants smartphones.

NLP also plays a growing role in enterprise solutions that help streamline and automate business operations, increase employee productivity and simplify mission-critical business processes.

Benefits of NLP

A natural language processing system can work rapidly and efficiently: after NLP models are properly trained, it can take on administrative tasks, freeing staff for more productive work. Benefits can include:

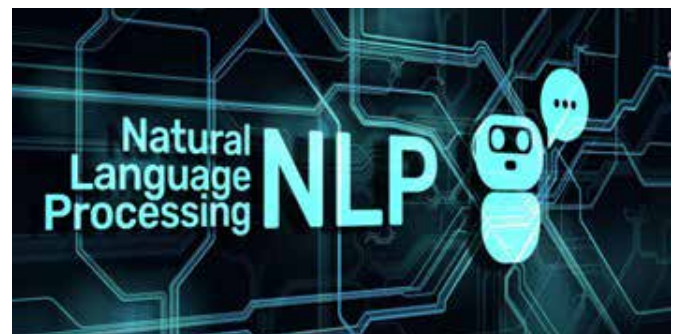
- ▶ **Faster insight discovery:** Organizations can find hidden patterns, trends and relationships between different pieces of content. Text data retrieval supports deeper insights and analysis, enabling better-informed decision-making and surfacing new business ideas.
- ▶ **Greater budget savings:** With the massive volume of unstructured text data available, NLP can be used to automate the gathering, processing and organization of information with less manual effort.
- ▶ **Quick access to corporate data:** An enterprise can build a knowledge base of organizational information to be efficiently accessed with AI search. For sales representatives, NLP can help quickly return relevant information, to improve customer service and help close sales.

Challenges of NLP

NLP models are not perfect and probably never will be, just as human speech is prone to error. Risks might include:

- ▶ **Biased training:** As with any AI function, biased data used in training will skew the answers. The more diverse the users of an NLP function, the more significant this risk becomes, such as in government services, healthcare and HR interactions. Training datasets scraped from the web, for example, are prone to bias.
- ▶ **Misinterpretation:** As in programming, there is a risk of garbage in, garbage out (GIGO). NLP solutions might become confused if spoken input is in an obscure dialect, mumbled, too full of slang, homonyms, incorrect grammar, idioms, fragments, mispronunciations, contractions or recorded with too much background noise.
- ▶ **New vocabulary:** New words are continually being invented or imported. The conventions of grammar can evolve or be intentionally broken. In these cases, NLP can either make a best guess or admit it's unsure—and either way, this creates a complication.
- ▶ **Tone of voice:** When people speak, their verbal delivery or even body language can give an entirely different meaning than the words alone. Exaggeration for effect, stressing words for importance or sarcasm can be confused by NLP, making the semantic analysis more difficult and less reliable.

Human language is filled with many ambiguities that make it difficult for programmers to write software that accurately determines the intended meaning of text or voice data. Human language might take years for humans to learn—and many never stop learning. But then programmers must teach natural language-driven applications to recognize and understand irregularities so their applications can be accurate and useful.



<https://shorturl.at/5dVvm>

How SentinelOne Singularity Platform Leverages AI for Next-Gen Threat Detection

The SentinelOne Singularity Platform is an advanced cybersecurity solution that provides comprehensive endpoint protection through artificial intelligence (AI) and machine learning (ML).

Designed to prevent, detect, and respond to various cyber threats, it serves enterprises of all sizes by offering autonomous protection across various environments, including on-premise, cloud, and hybrid setups.

Singularity accelerates threat recovery by eliminating the need for manual analyst intervention in resolving affected workloads and users.

Patented one-click or automatic remediation & rollback enables you to take immediate action to reverse unauthorized changes born from malicious activity without complicated, human-driven scripts.

Additionally, with Singularity RemoteOps, analysts now have the tools to scale response and remediation to thousands of endpoints at once across any OS.

Key Features of SentinelOne Singularity

► Autonomous Endpoint Protection

SentinelOne's AI-driven capabilities enable the platform to autonomously prevent and respond to cyber threats. This includes identifying and mitigating known and unknown threats in real-time without requiring human intervention.

► Behavioral AI and Machine Learning

The platform leverages behavioral AI to detect anomalies in real-time. By continuously monitoring endpoint activities, it identifies potential threats based on deviations from normal behavior patterns, thereby providing proactive defense.

► Ransomware Prevention

SentinelOne Singularity is particularly effective against ransomware. The platform detects and blocks ransomware attacks before they can execute, ensuring that sensitive data remains secure. In cases where ransomware manages to breach, the platform's

rollback feature can restore affected files to their pre-attack state.

► Automated Response and Remediation

Upon detecting a threat, SentinelOne's platform can automatically isolate the affected endpoint, stop malicious processes, and remediate the system. This swift response minimizes damage and reduces downtime for the organization.

► Threat Intelligence Integration

The platform integrates with various threat intelligence sources to stay updated on the latest threats. This ensures that the platform's detection algorithms are always up-to-date with the newest cyber threat trends.

► Forensic and Visibility Capabilities

- **Deep Visibility:** The platform provides deep visibility into endpoint activities, offering detailed forensic data that helps in understanding the root cause of incidents.
- **Historical Data Analysis:** SentinelOne enables security teams to analyze historical data for patterns or indicators of compromise (IOCs), enhancing the overall threat detection capabilities.

► Integrations

- **Policy Customization:** Security teams can define and customize policies based on organizational needs, ensuring that the platform operates in alignment with specific security protocols.
- **Third-Party Integrations:** SentinelOne integrates with a wide range of third-party tools and platforms, enabling organizations to build a cohesive security ecosystem.

► Ease of Deployment and Management

SentinelOne Singularity is designed for ease of deployment across various environments. Whether an organization operates on-premises, in the cloud, or in a hybrid setup, the platform provides seamless protection with centralized management.

Use Cases

► Enterprise Security

Large organizations benefit from SentinelOne's ability to scale and protect thousands of endpoints across different geographical locations.

► SMB Protection

Small and medium-sized businesses can leverage SentinelOne's robust security features without needing a large IT team.

► Cloud Security & Cloud Protection

For organizations utilizing cloud infrastructures, SentinelOne ensures secure cloud operations with minimal impact on performance. Unrivalled cloud visibility, protection, detection, and response - without compromising performance.

- Stopping threats at faster speed, greater scale, and higher accuracy than humanly possible.
- Create actionable insights and reduce spend with SentinelOne security data lake.

Conclusion

The SentinelOne Singularity Platform is a powerful cybersecurity tool that offers a holistic approach to endpoint protection. Its combination of AI-driven threat detection, automated response, and ease of use makes it an ideal choice for organizations seeking to bolster their security posture against an ever-evolving threat landscape.

Galaxy as an IT Solutions Provider strives to maintain and help the end customers to enhance their security compliance. To talk to our experts, email us at marketing@goapl.com





Meta AI reaches 400 million monthly active users

Mark Zuckerberg announced that Meta AI has surpassed 400 million monthly active users and 185 million weekly users. Zuckerberg expressed ambitions to make Meta AI the most widely used assistant by year-end. The chatbot, integrated into Meta's suite of apps, is growing rapidly, planning expansions into the UK, Brazil, and the EU.

Mark Zuckerberg, chief executive officer of Meta, has revealed that the company's artificial intelligence assistant, Meta AI, has surpassed 400 million monthly active users.

Zuckerberg further revealed that approximately 185 million people use the chatbot on a weekly basis. This rapid growth underscores the increasing popularity of Meta AI, especially as it competes with other prominent AI chatbots such as OpenAI's ChatGPT, Google's Gemini, and Microsoft's Copilot.

"...Growing quickly, and we haven't even rolled out in the UK (United Kingdom), Brazil, or EU (European Union) yet," Zuckerberg said in a post on Threads.

Recently, OpenAI announced that its artificial intelligence (AI) chatbot has more than 200 million weekly active users, doubling in less than a year.

OpenAI reported 100 million weekly active users in November 2023. OpenAI spokesperson Taya Christianson confirmed the number to The Verge. She said that 92 per cent of Fortune 500 companies are using OpenAI's products, further adding that the use of its automated Application Programming Interface, or API, which allows software programs to talk to each other, has doubled since the launch of ChatGPT-4o mini in July.

It's important to note that Meta's chatbot is integrated into its suite of apps, including WhatsApp, Facebook, Instagram, and Messenger, which have a combined daily user base of approximately three.

<https://tinyurl.com/237p4mz8>

Tamil Nadu govt to partner Google for AI skilling

Tamil Nadu CM M K Stalin invites Apple, Google, and Microsoft for investments and expansion in the state.

An MoU with Google aims to establish an AI lab, train two million youths in AI under Naan Mudhalvan, and collaborate on local challenges. Manufacturing and data center investments with Apple and Microsoft were also discussed.

CHENNAI: Chief minister M K Stalin has invited technology majors Apple, Google and Microsoft to invest and expand their operations in the state.

Stalin, who is currently touring the US to attract investments, also met LinkedIn chief executive Ryan Roslanski among others, according to a release from the govt.

Guidance TN, the state govt's nodal agency for investment promotion, will set up an artificial intelligence (AI) lab in partnership with Google for which a memorandum of understanding (MoU) was signed with the company.

"Tamil Nadu is committed to skilling two million youngsters in AI via Naan Mudhalvan along with Google," the chief minister was quoted as saying.

Industries minister T R B Rajaa in a post on X said the skilling programme will include collaborating with startups to enable MSMEs. "We want our youth to be a future-ready workforce," he added.



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