



**GANESH NATARAJAN**

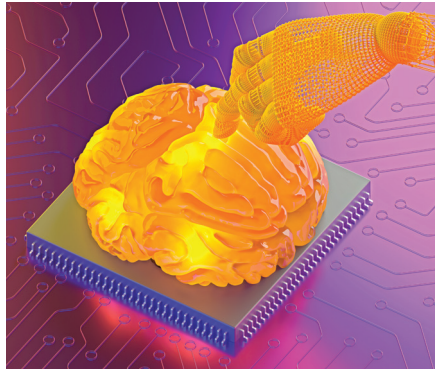
Chairman of GTT Data Solutions, 5F World, Honeywell Automation and Lighthouse Communities Foundation

# Towards Dual Intelligence

While the pessimists might say that the eventual rule of machines and AI is inevitable, we still believe that an amazing future lies ahead, for all of us in India and the world

**M**uch has been said and not too much done yet on the move towards Artificial General Intelligence (AGI) and Artificial Super Intelligence (ASI), which has been touted by the optimists as the era when superhuman capabilities will enable all Homo sapiens to become truly evolve into “Homo Deus” and titled by historian and author Yuval Harari. On the flip side, these evolutions of Artificial Intelligence (AI) have also been called out by doomsday soothsayers as the complete obliteration of human autonomy by computers and a world ruled entirely by computers and AI. In the short term, the impact of AI is not likely to overturn the human apperant, but in the long term the use of AI might well be in a format that many of us believe is the most logical phase for the next 10 to 15 years – Dual Intelligence.

Simply put, Dual Intelligence will see computers, managed data and predictive and prescriptive analytics reach full potential on the one hand, while the capability of humans to design, use and master technology will be maximised by careful training inputs and access to technology from a very early age. A new generation will surely benefit if there is adequate planning by the current generation for more collaborative workplaces and more intelligent societies. Our own company, GTT Data Solutions Ltd, which recently got listed on the Bombay Stock Exchange, has chosen Dual Intelligence as the key theme for nation building and world beating set of client organisations, and there is tremendous confidence that the confluence of data management, information and knowledge presentation analytics, machine learning and artificial intelligence, can be



(Photo courtesy: Freepik)

**With AI available to us everywhere, it will need wise brains to move beyond the hype and exploit the potential for the benefit of individuals, organisations and society at large**

put to use best, if the world encourages humans to continually stay ahead of intelligent computers in the march forward.

In this context, the three days spent in Dubai for the annual CEO Strategy Meet of the IT Industry Association, NASSCOM, were a real eye opener, as we learnt more about the D33 plans of the Government. Dubai plans to double its GDP by 2033 and firmly establish Dubai as one of the top three cities in the world to invest, live in and work in. And, meetings with just two of the Ministers, showed us how serious they are and how many steps are being taken to reach this goal. After a visit to the Artificial Intelligence Campus in the heart of the Dubai International Finance Centre, a meeting with His Excellency Omar Sultan Al Olama, the Minister of State for Artificial Intelligence, Digital Economy and Remote Work Applications in the UAE, demonstrated the depth of their thinking in this emerging area and the confidence in executing it through attracting start-ups, enabling new people to take up jobs in this field and participating whole heartedly with the full might

of the Government, in ensuring state-of-the-art AI and Analytics implementation in the city.

The following day, we were truly bowled over by an interaction with His Excellency Helal Saeed Al Marri, Director General of Dubai’s Department of Economy and Tourism, who was charming, affable and exuding confidence, who said that when the Crown Prince wants something to be done, he states it as a goal and taps the right person for the job, who will make it happen without excuses. Truly, dual intelligence is at work, with astute thinking and planning on one hand and aggressive deployment of technology on the other. Having seen this determination in smaller cities of China like Tianjin, Dalian and Suzhou, we in India have to pick up the gauntlet and make our own wide and deep plans to avoid being left behind in the AI and Dual Intelligence race.

Some of these thoughts came through in our strategic planning discussions between two dozen of the best brains from the Indian technology industry. Harnessing and deploying the best technology capabilities to enable people to live, work and deliver value better, enabling the acceleration of the *Viksit Bharat* agenda through technology integration in education, skills, healthcare, agriculture and manufacturing and ensuring that worthy associations like NASSCOM continue to play a leadership role in shaping the agenda for a new technology savvy India. All these are exciting agendas for the future and we are committed to seeing this happen. India has already progressed well in taking Digital India solutions like UPI and Open Network for Digital Commerce to the masses and also to the rest of the developing world. With AI available to us everywhere, it will need wise brains to move beyond the hype and exploit the potential for the benefit of individuals, organisations and society at large.

Finally, if you readers believe my hypothesis that it is Dual Intelligence that will truly set us on the path to becoming a developed nation in the next two decades, will AGI really take over after that? While the pessimists might say that the eventual rule of machines and AI is inevitable, we still believe that an amazing future lies ahead – for all of us in India and the world. Let us explore the potential of Dual Intelligence and exploit its power to build a better society and planet.