

# Applied AI News

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**BNR Europe** (Harlow, England), the R&D subsidiary of telecommunications equipment supplier Northern Telecom, is using virtual reality technology for equipment installation planning. The VR system allows BNR's engineers to visualize complex installations and how they will work, greatly saving time and effort compared to the traditional CAD system.

**Continental Bank** (Chicago, Ill.) has developed a client/server-based intelligent application to improve the quality of its customer service. Thanks to an expert system, the bank's service management staff has immediate access to customers' cash management account information online.

**Anderson Memorial Hospital** (Anderson, S.C.) had implemented a neural network-based hospital information and patient prediction system which has improved the quality of care, reduced the death rate and saved the facility millions of dollars in resources. The system provides educational information and feedback to physicians and others to improve resource efficiency and patient care quality.

Researchers at the University of California-Berkeley's **Center for Extreme Ultraviolet Astrophysics** (CEA) plan to leave the NASA Extreme Ultraviolet Explorer (EUVE) Science Operations Center (ESOC) solely in the hands of an intelligent computer network. The expert system-based network will monitor the satellite payload for a 14-hour unstaffed shift. A suite of AI software—called E-tools—will allow the ESOC to be unstaffed for extended periods of time while AI-based software conducts health and safety tests on the EUVE science

instrument aboard the satellite. Pending NASA approval, EUVE will be the first orbiting astrophysics mission to replace humans with AI technology.

**Re:Member Data Services** (Memphis, Tenn.), a data processor for credit union software services, has automated all company service and request tracking through an expert system-based help desk system. The expert system tracks all requests called in by users, and all requests can be accessed by anyone at the company with access to a terminal.

**Merak Projects** (Houston, Tex.) in conjunction with the Alberta Research Council has developed Helios, a Windows-based intelligent software program for the oil and gas industry. Helios allows electronic information systems in oil and gas

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**David Blanchard** is the author of *Intelligent Systems: Applications & Analysis*, a comprehensive resource guide, market analysis and directory of the entire advanced computing arena. The book examines in detail all the key AI technologies: expert systems, neural networks, fuzzy logic, virtual reality, speech recognition, artificial life, and more. Price: \$395. Contact Lionheart Publishing Inc., 2555 Cumberland Parkway, Suite 299, Atlanta, GA 30339, (404) 431-0867 ext. 202, Fax: (404) 432-6969

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companies to communicate and share information, regardless of hardware platform, operating system or software application. Intelligent agents allow Helios to alert users to problems instantly as they occur.

**The Internal Revenue Service** is using neural networks to process tax returns. The neural component, developed by Nestor (Providence, R.I.), will be used to read and convert hand-printed and machine-printed

information on tax forms into electronic data for further processing.

**PTT Telecom**, a Dutch telecommunications utility, has installed expert system-based help desk systems to centralize its 23 networked local data centers throughout the Netherlands. This installation proved to be a critical factor in helping the company obtain the ISO 9000 Total Quality System Standard certification, a requirement for those organizations that wish to successfully compete for business in a unified Europe.

**Lockheed Missiles & Space** (Palo Alto, Calif.) has developed ASAP (Approval System for Automated Procurement), a client/server-based intelligent system. ASAP, which is facilitating the overall reengineering of procurement throughout the company, is in use by more than 1,000 Lockheed employees nationwide. It has helped eliminate errors, and has cut the procurement process down from six weeks to two days.

**Eastman Chemical** (Kingsport, Tenn.) has developed a neural network system to help reduce the costs of emissions monitoring. The Environmental Protection Agency is considering the system for designation in a reference document.

**Neural Computer Sciences** (Southampton, England) and AlphaMOS (Toulouse, France) have teamed up to develop the next generation of intelligent odor-sensing systems. Their five-year agreement will allow AlphaMOS to concentrate on developing its odor-sensing technology and the overall analytical instrumentation environment. NCS will develop the neural networks to automate the decision-making process, in an industry-standard form which can easily be embedded within a Windows-controlled system.