

Applied AI News

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Wal-Mart Stores (Bentonville, Ark.) has deployed an intelligent data-mining solution into its replenishment and decision support environment. The neural network-based software helps Wal-Mart refine store-item seasons and build more accurate predictive models for its computer-assisted replenishment systems.

Stanford Telecom (Sunnyvale, Calif.) has added an intelligent agent-based component to its next-generation satellite communications monitoring systems. The systems will monitor satellite signals in near real time, alerting operators to out-of-tolerance conditions and the presence of unexpected signals.

Home Automated Living (Dallas, Tex.) has integrated speech-recognition technology into its home-automation system, allowing users, by telephone, to deliver spoken commands to control their home systems. The system will provide interactive control of the home by telephone, intercom, or whole-house microphones as well as allow users access to e-mail and internet-accessed information.

Cracker Barrel Old Country Store (Lebanon, Tenn.) has implemented a neural network-based retail-management system for its chain of 300 restaurants and stores. The system will provide Cracker Barrel with functions such as inventory management, purchasing-receiving, price-promotion management, and allocation-replenishment.

Infoseek (Santa Clara, Calif.), a provider of internet search and navigation tools, has launched ULTRAMATCH, a neural network-based internet advertising system. ULTRAMATCH delivers targeted advertising to those individual web users identified as most likely to respond.

Tektronix (Wilsonville, Ore.), a developer of multimedia and network computing technologies, has integrated an intelligent help-desk solution to support its video and networking products in its multisite customer-support operation. This system, which includes fuzzy logic and neural network technologies, will facilitate the automation of customer call management and knowledge-based problem resolution.

Met-Mex Peoles (Torren, Coahuila, Mexico), a producer of metals, has implemented an intelligent system to improve its zinc yield. The advanced control expert system provides operator decision support and online control of the zinc-refining process.

Telecommunications services provider **Southwestern Bell** (San Antonio, Tex.) has developed a virtual reality-based training environment for its employees. The application was developed for Southwestern Bell's Center for Learning to provide practical training in the optimal procedures for locating different telephone-circuit problems.

Perfetti (Milan, Italy), a confectioner specializing in chewing gum, has adopted a neural network solution for its financial, marketing, and sales planning needs. The neural solution has enabled Perfetti to better allocate resources and apply what-if analysis and goal-seeking attributes to marketing issues.

Mr. Payroll (Fort Worth, Tex.), a provider of convenience store check-cashing services, has integrated biometric technology with its check-cashing system. Customers using the automated check-cashing machines will enter their choice of language and social security number. Their faces will then be checked by the biometric

module against a previously enrolled image in a database of customers and within moments will either be approved or denied.

The **Rhode Island Department of Transportation** plans to deploy a traffic system using neural network technology and video imaging to detect, classify, and count vehicles along the roadway. The system generates traffic flow measurements that enable traffic operations centers to monitor traffic movement and better respond to accidents and congestion.

Glaxo Wellcome (Research Triangle Park, N.C.), a pharmaceutical company, has deployed an intelligent tracking and scheduling system to manage its automated storage and retrieval system. The expert system tracks both individual containers and pallets of material from the receiving dock through production, all the way to final shipment.

Automaker Mazda Motor (Irvine, Calif.) is using visualization and digital prototyping software for vehicle design and manufacturing within its new concurrent engineering system. Mazda will implement the virtual reality software as part of its Digital Innovation Program, which aims to reduce development costs and time to market using concurrent engineering, digital vehicle mock-ups and simulations, and virtual manufacturing.

PeopleSoft (Pleasanton, Calif.), a supplier of enterprise applications, has installed an interactive accounts payable inquiry system that lets 6000 vendors directly access payment information using the telephone or the internet. The application incorporates speech recognition, internet, and fax technologies.

David Blanchard is the editor of *Intelligent Systems Report*, *Intelligent Manufacturing*, and the new *Electronic Commerce Update*. Contact Lionheart Publishing Inc. at 2555 Cumberland Parkway, Suite 299, Atlanta, GA 30339, 800/392-7294, ext. 219, for a free sample copy of these publications or on the World Wide Web at www.lionhrtpub.com.