

MITC Artificial Intelligence (AI) Service

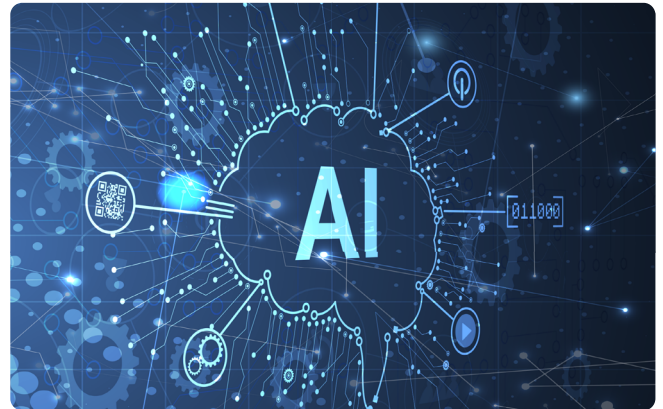
AI provides everyone a great opportunity to enhance and upgrade the way employees receive training and new information, as well as get answers and support for day-to-day problems. Organizations can use AI to create a valuable resource to support their staff and update the resource as new issues arise.

Why use AI?

- ▶ Improve training for existing and new employees.
- ▶ Provide staff with a platform to get answers to job-related questions anytime, anywhere.
- ▶ Communicate appropriate solutions easier.
- ▶ Reduce repetitive Q&A to free up time to address new problems.
- ▶ Better support staff whose first language is not English. AI is multi-lingual. Any employee can ask questions in their own native language and receive answers from your English content in their own language.
- ▶ Improve communication across the organization with a customizable Landing Page, Employee Messaging and myCommunications.

Bottom line

- ▶ Create an organization better equipped to support those in need
- ▶ Empower your staff forever
- ▶ Boost effectiveness and productivity
- ▶ Your staff will be able to access your AI content from any internet-enabled device (their smartphone, desktops, tablets).



MITC AI Service

- ▶ Help set up your own private AI where you store content designed to help answer staff anytime and understand how to provide services
- ▶ Set up your private AI so if staff ask unrelated questions or about issues where there is no content, AI provides a brief standard response.
- ▶ Help select content to add to your private AI in the best format.
- ▶ Train you on how to control AI to deliver appropriate answers to your staff and update your AI with new solutions to existing or new problems.
- ▶ Help test your AI content and show you how to educate your AI to provide better responses.
- ▶ Train you on how to use the Landing Page, Employee Messaging and myCommunications.
- ▶ Update your landing pages so your messages change.
- ▶ Create custom Links and Prompts to help individuals use the software the way you want them to

MITC AI Software

- ▶ Each customer has their own instance in MITC Cloud for your employees to logon.
 - ▶ You control the frequency and timing of updates.
- ▶ You control access to your AI Content.
- ▶ You can create your own tailored content or rely of public content.
- ▶ A non-production area is available for testing new content, AI responses and trying out new features from MITC.
- ▶ Access is limited to employees, parents, guardians who you want to use your AI Content
- ▶ MITC can be used to automatically create your employees from your payroll or HRIS system, managing set up, new hires and terminations automatically.
- ▶ Like all MITC customers, you will be able to have your Landing Page customized with your content.
- ▶ HIPAA secure communication is provided by Employee Messaging and myCommunications.

Fees

- ▶ MITC AI fees are scalable. Fees are based on the number of individuals who have access (employees, guardians, parents etc). There is a monthly fixed fee in addition to cover the costs of the AI software, installing updates and using MITC Cloud.
 - ▶ Start off small: When first setting up your AI, you won't be giving employees general access. Just get a few licenses to start off and then add more when you are ready to "launch".
- ▶ There is a one-time start up fee to cover the initial services. The start up fee is billed 1/3 with order, 1/3 on launch and 1/3 net 20 from launch.
- ▶ Optional non-production area for larger providers who need to control deployment to synchronize availability with internal communication and training.

