SI & E Data Excellence Conference

April 20, 2023 Team F2CM+



Team



Florian Flatscher
Team Lead
Frontend
Backend

Heartbeat



Gabriel Gander

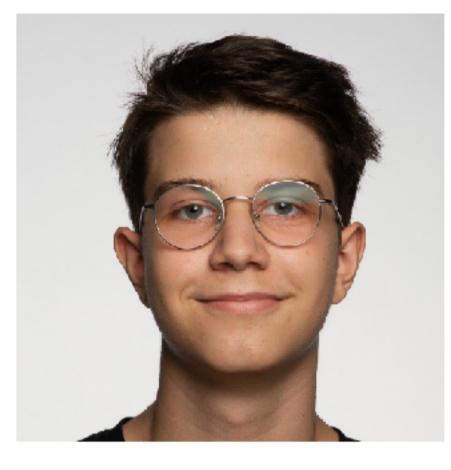
Backend

Databases

Proxy



David Hirner
Backend
Testing



Christoph Kainz
Frontend
Backend
Live Logs



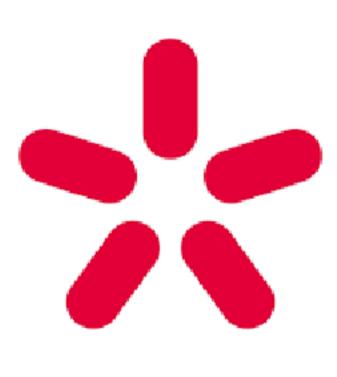
Moritz Mitterdorfer

Architecture

Backend

ML Provisioning

Design



High potential program
Harald Zumpf

Spengergasse



Erste Digital GmbH

2,000+

Experts F

Cloud

Tech

Erste Bank

Parent

16m

Customers

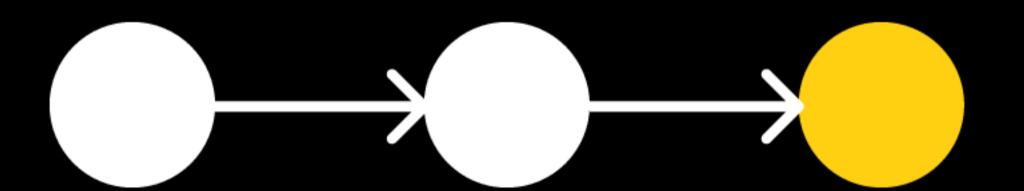
CEE

Region



Shaping the world's processes ...

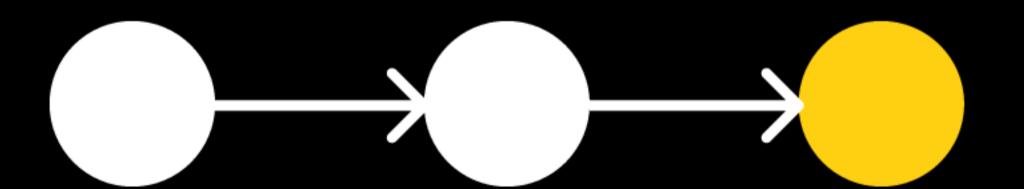
within minutes



We've built software that automates processes driven by data

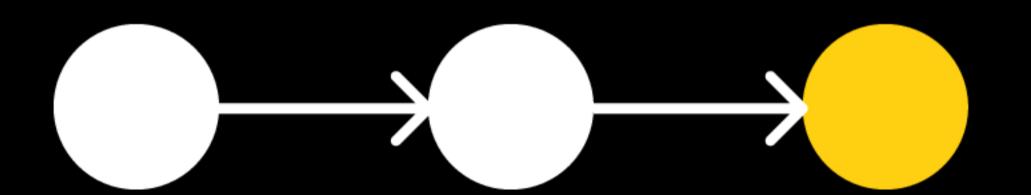
Sending tickets to the right support employees

use cases

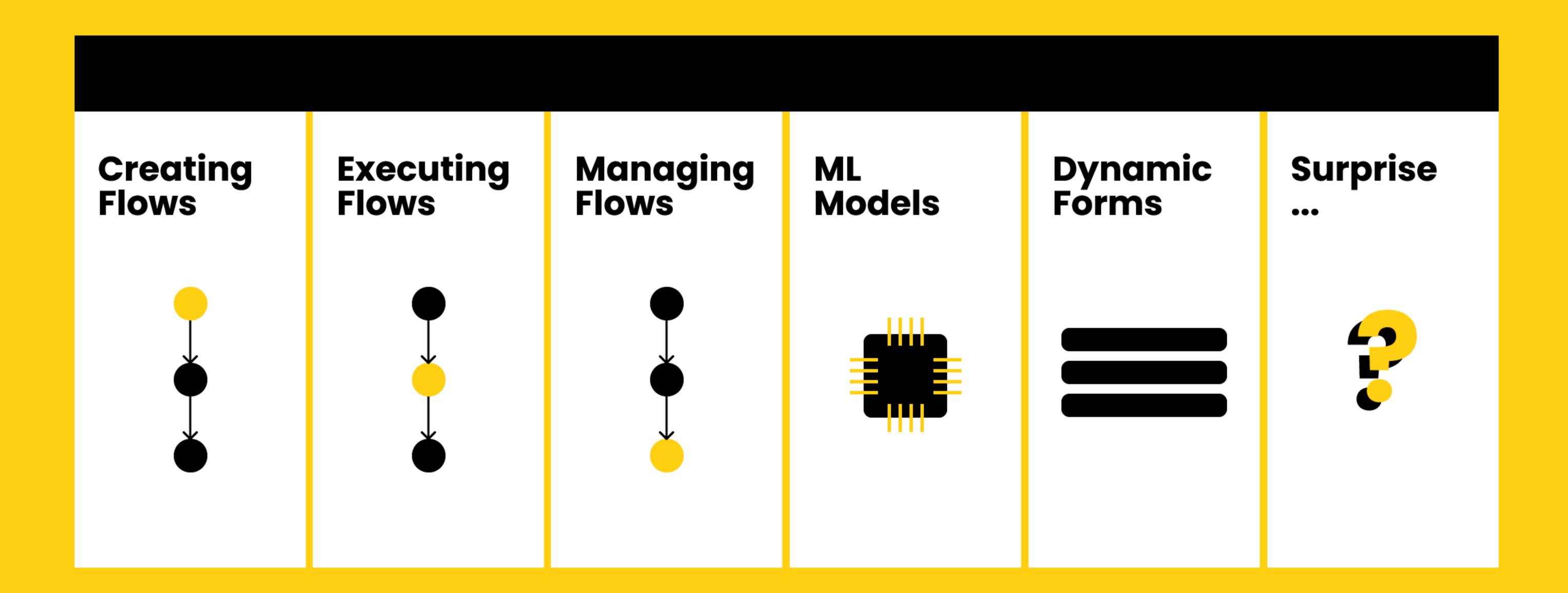


Getting a call if an urgent e-mail arrives

use cases



Our capabilities





Ticket Flow

Upload File

Test Process

Support form

Telegram

dragitems

44444

MANAGEMENT

Activities

Al Artifacts

Forms Manager

Data Collections

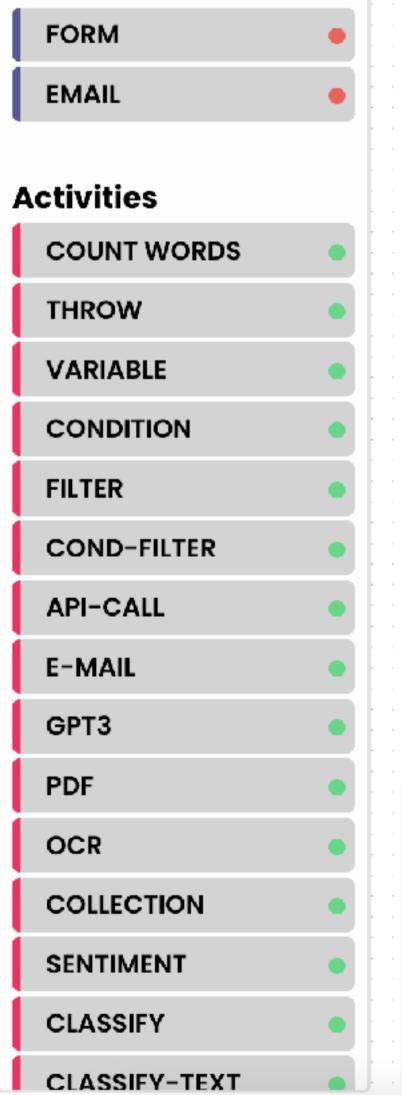
Video Demo

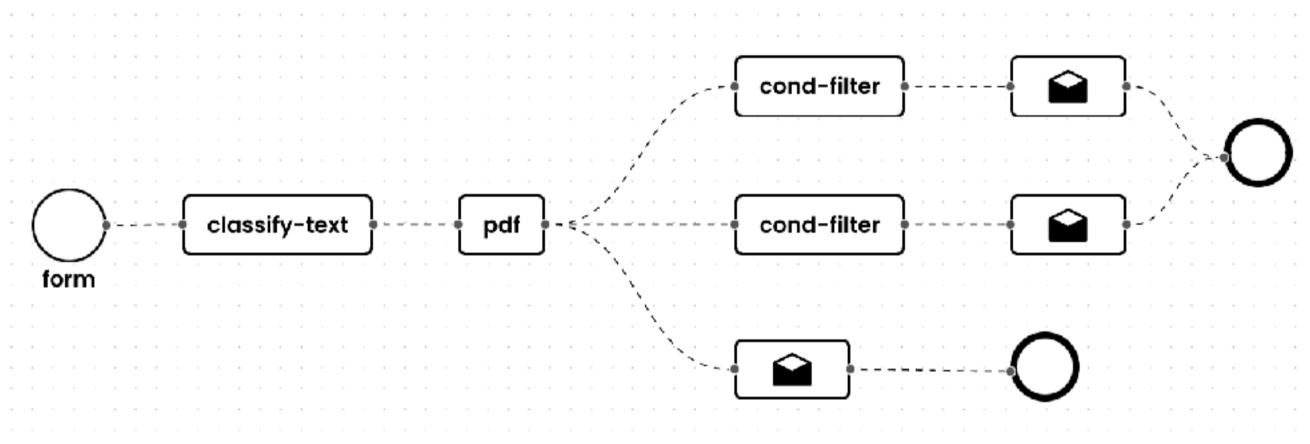
Version 1.0

SIKE

Ticket Flow

Start Events





Tracked Variables

TEXT issue

STRING fullName

STRING email

+

Inspector

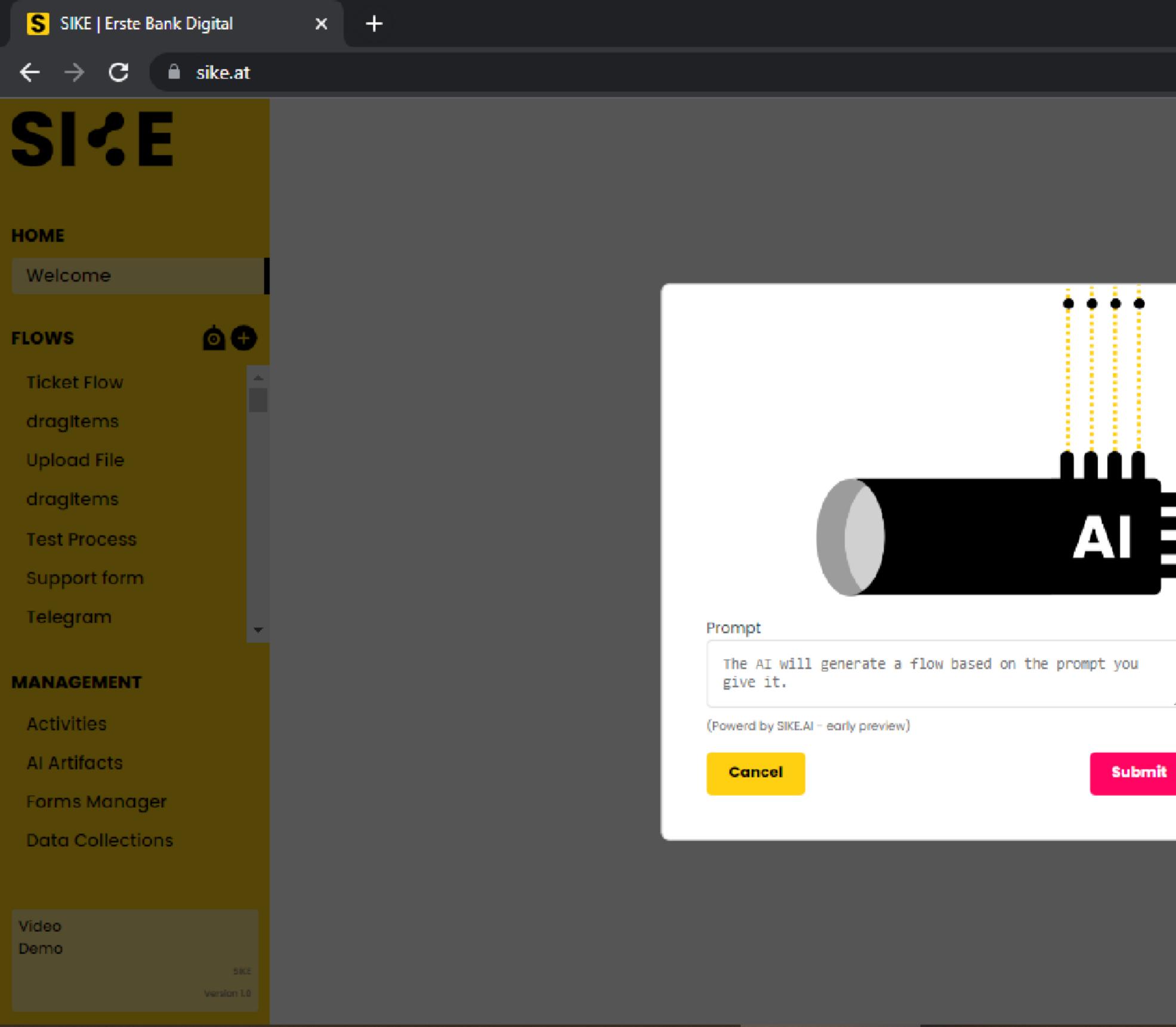
Logs

Deploy

.



That's not all. It's 2023.

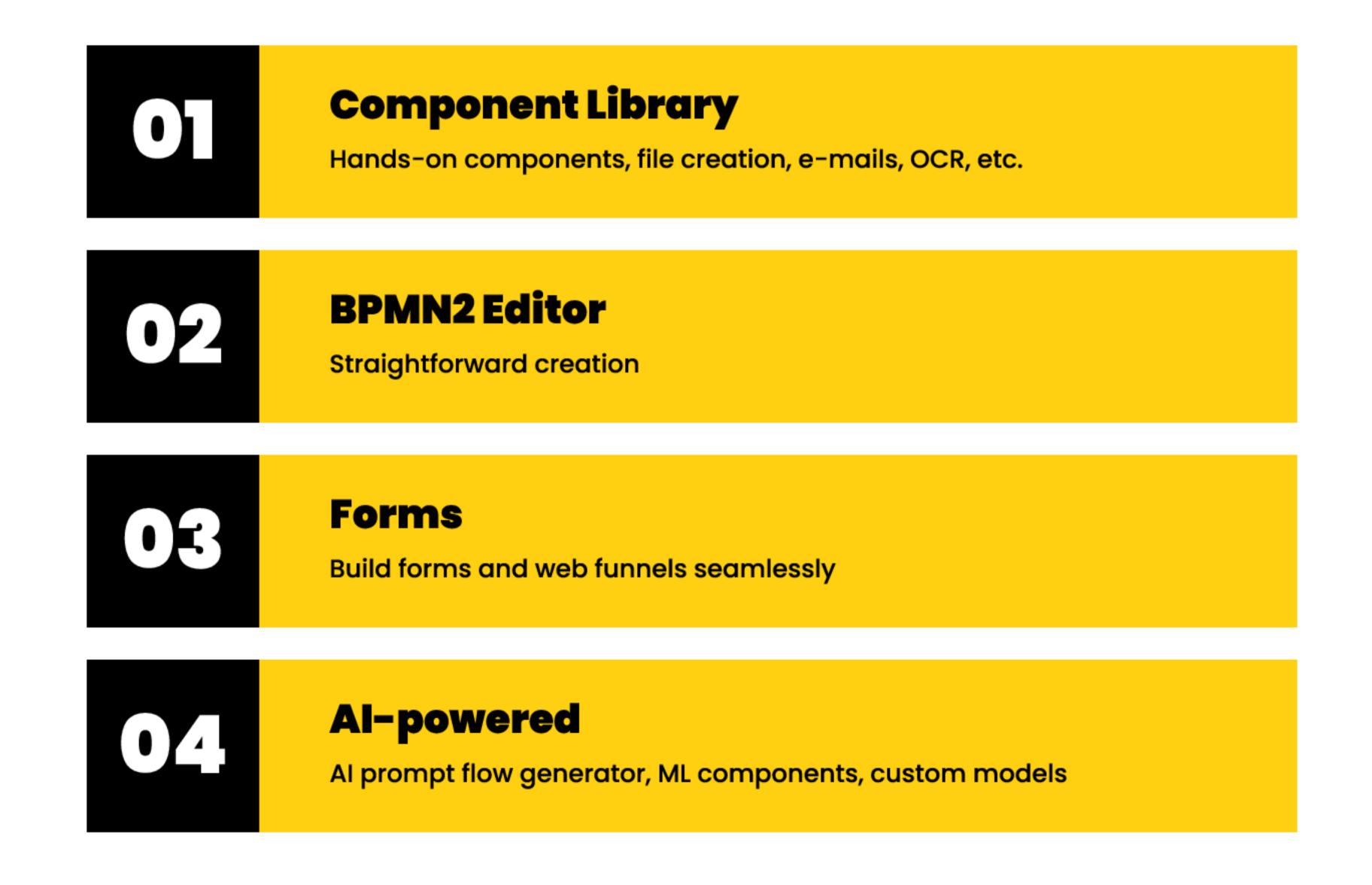


□ 😸 Inkognito

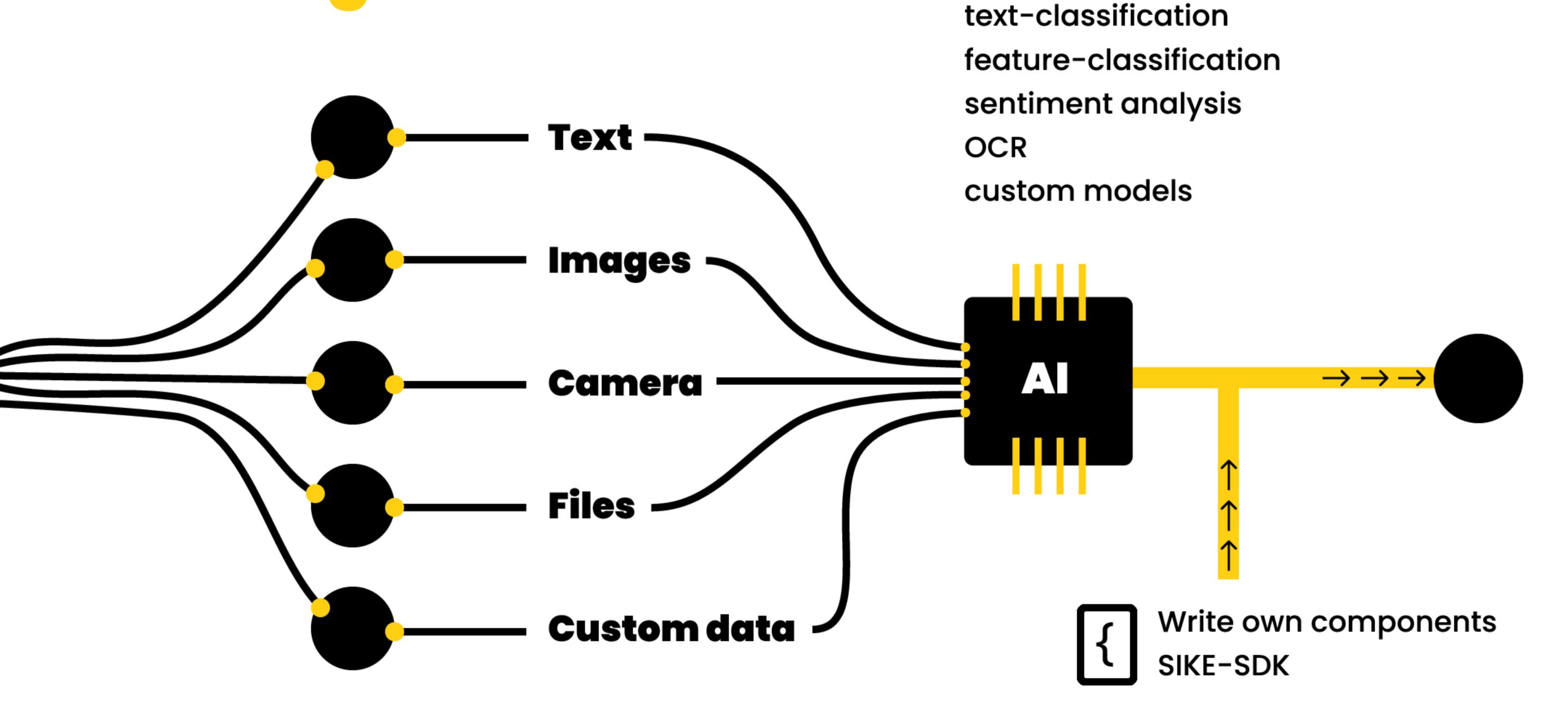
© Q ☆

Why choose SIKE?





Data is gold.



Scalability

Sentiment **Analysis** Ingress interface Software SI&E Department Finance Department

Facts Figures

Directing Value

To the second of the second of

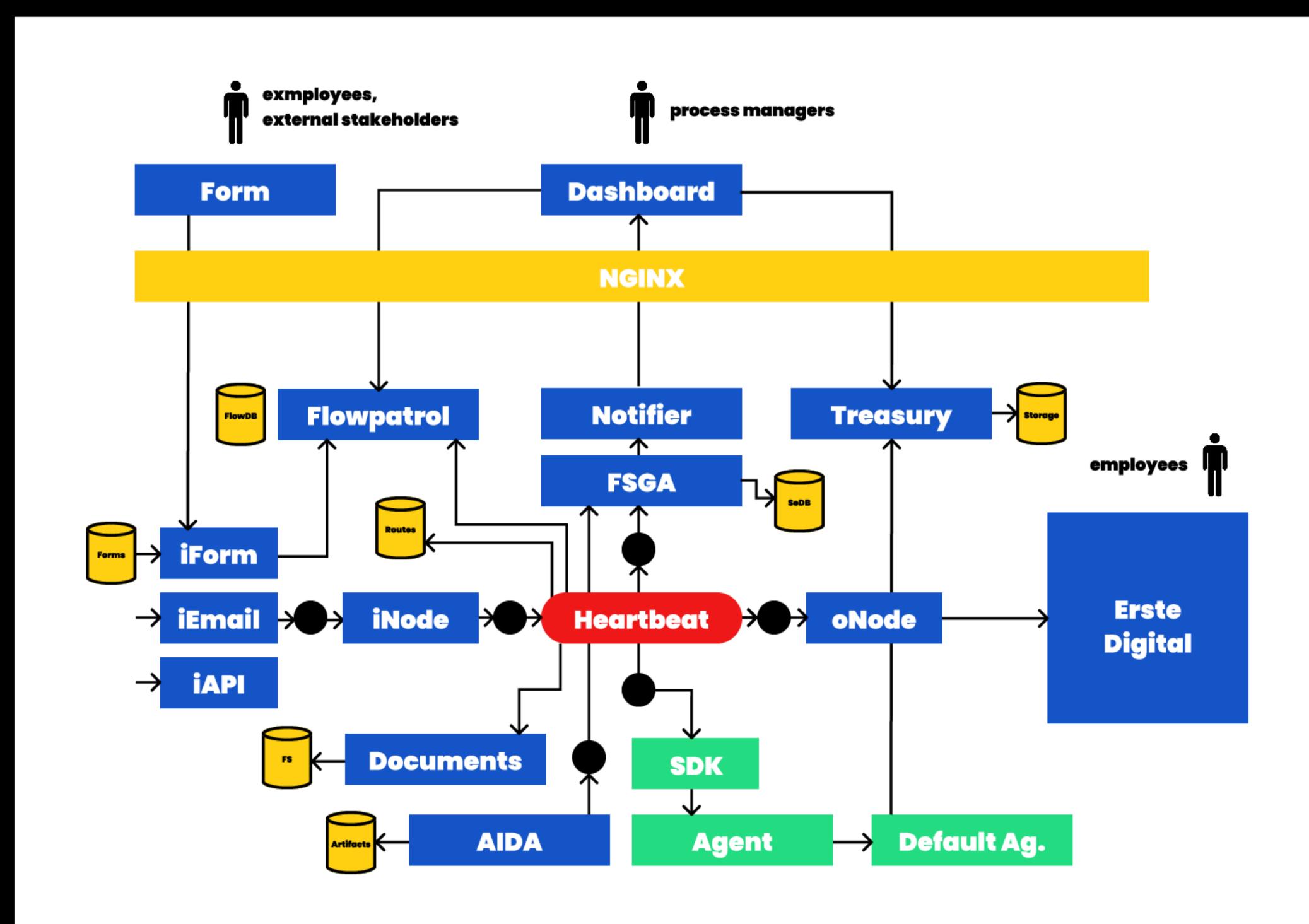
14,000 frontend lines

13,000 backend lines

123
reviewed pull requests

548 commits

A system that scales with your demands



Technologies that enable growth

APIS







Frontend





Infra & ML





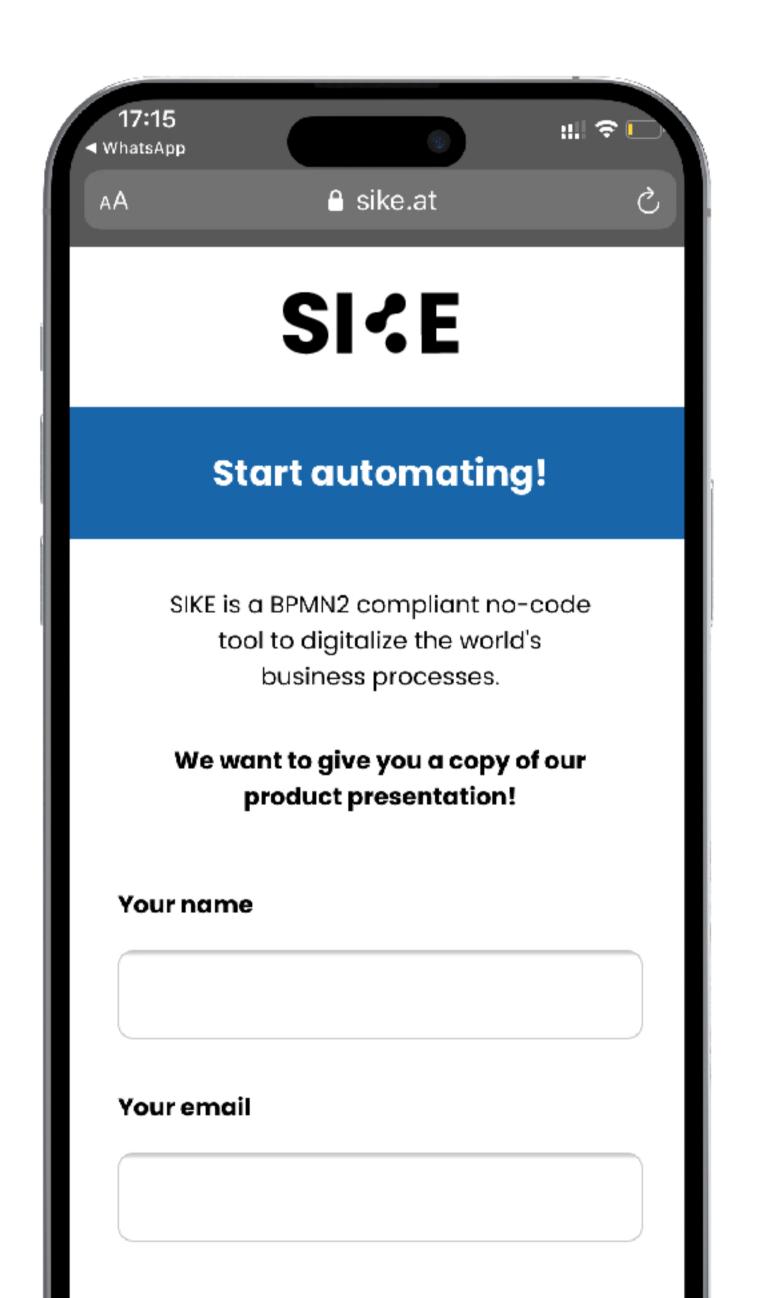


DBs





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Final notes

SIKE stands for Scalable Intelligence Knowledge Engine and is a product established as part of the diploma project cooperation between Erste Digital GmbH and F2CM+ from HTL Spengergasse (High potential program).

Project team: Florian Flatscher (lead), Gabriel Gander, David Hirner, Christoph Kainz and Moritz Mitterdorfer

Project supervision: Harald Zumpf, Andreas Schenk

Project partner representation: Cornelia Grasser, Herbert Fuchs, Arno Kmentt, Friederike Heymach

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