

June 2025

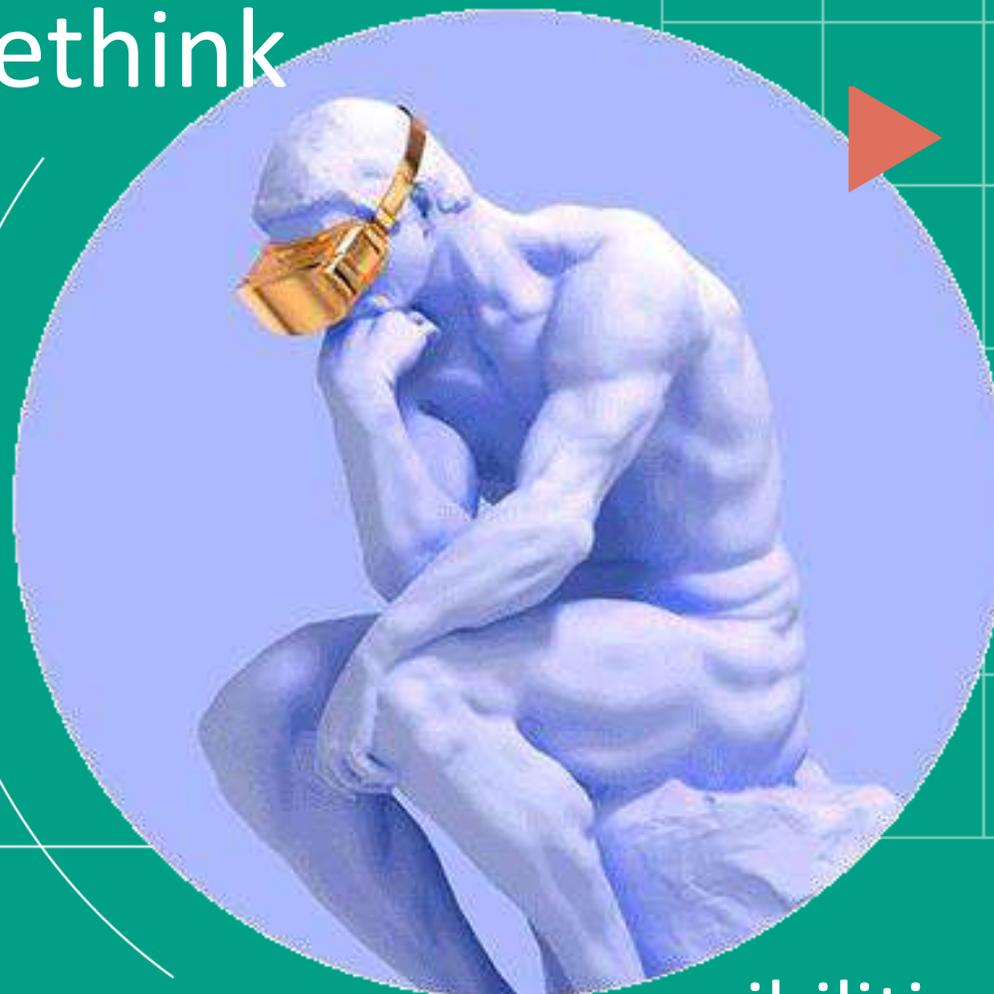
# How Southeast Asia is embracing the Intelligence Age

Michelle Khoo, Center Leader  
Deloitte Center for the Edge Southeast Asia

2025 Stars Singapore Symposium



# Rethink



# possibilities

01

# Pioneering AI-Enabled Business Transformation



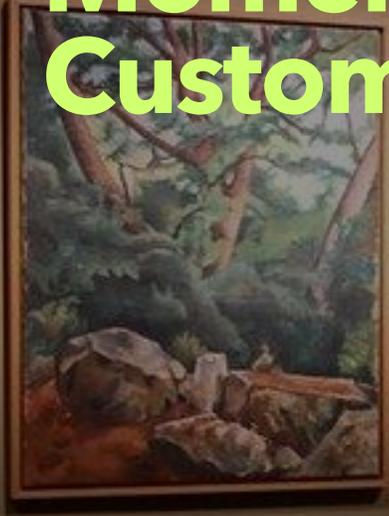
National University  
Hospital

## National University Hospital's (NUHS) Technological Advancements

NUHS hosts Singapore's first healthcare supercomputer, "PreScience", a petabyte-scale AI system that enhances care and efficiency. Its locally trained LLM, Russell-GPT, supports staff by summarizing case notes, writing referrals, and answering medical queries to ease workflows. AI-driven mixed-reality tools assist surgeons in nine specialties by visualizing hidden tumours, guiding precision, and speeding up recovery.

02

# Moment-Driven Customer Experiences



NATIONAL GALLERY SINGAPORE

## National Gallery Singapore's AI Chatbot 'g(ai)le'

'g(ai)le' offers real time, personalized answers about artworks and artists based on each visitor's familiarity. "g(ai)le' adapts to first time and expert visitors alike, making the experience more engaging, interactive, and inclusive. It also provides context, stories, and recommendations, and supports accessibility by translating content across text, visuals, and audio.

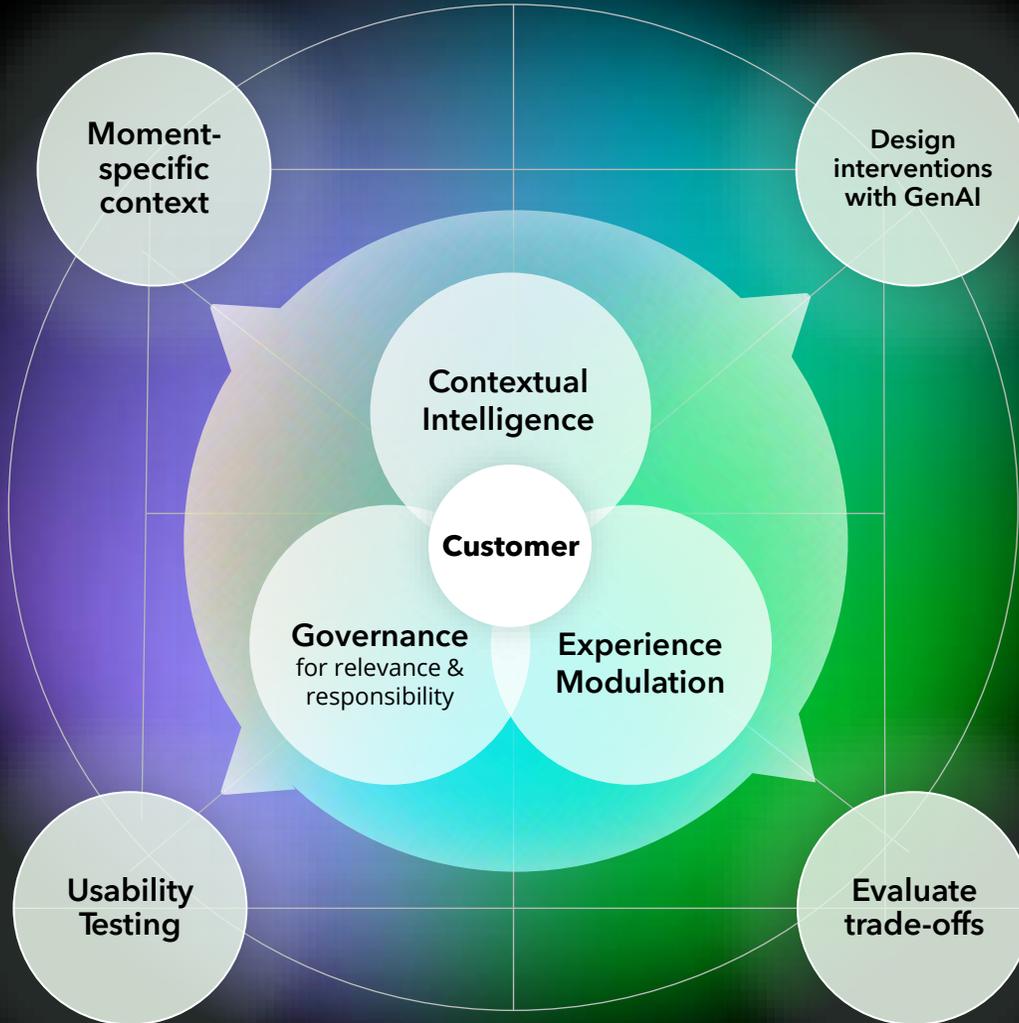


# The future of CX is *hyper moment-driven experiences*

In this situation, what is the experience goal for the moment?  
What does the user want to do? How do they want to feel?



How would AI dynamically tailor content, tone, visuals, and offers to the customer (beyond preference history) to suit the emotional contour of the moment.

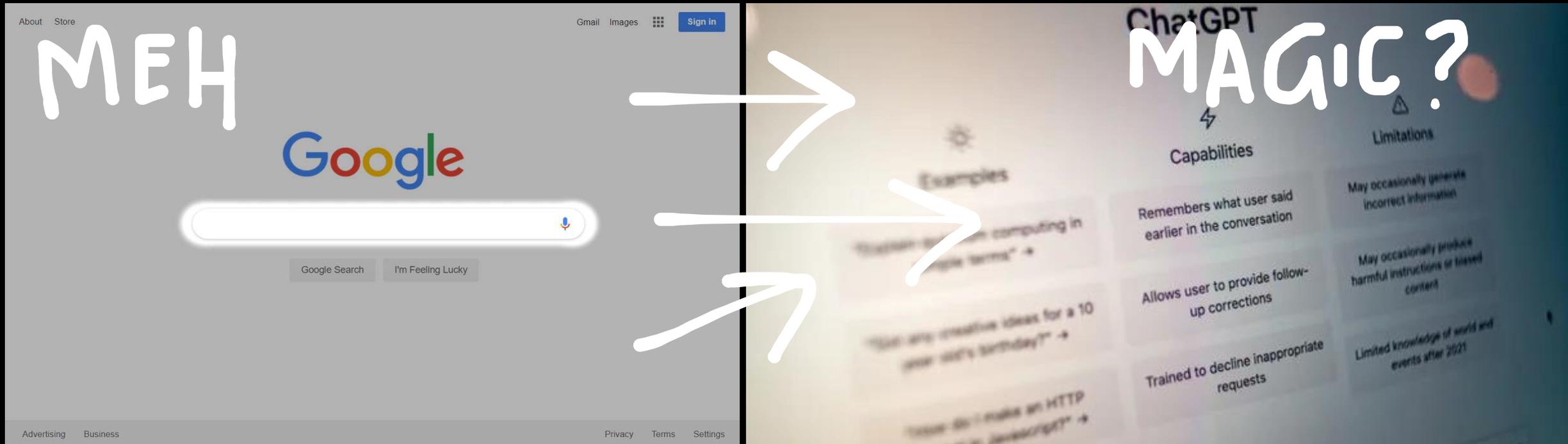


Use feedback not just for usability, but for *emotional correctness*. Did the experience *feel right* in that context?



In this moment, what are the trade-offs we're making to suit the emotional contour of the moment?

The AI revolution isn't about faster Q&A bots. It's the ability for brands to have more *natural, human* conversations with their audiences.



From standard input-output answering machine...

...to 'free form' 'natural language' conversation that suddenly feels magical, clever, fascinating, friendly.



G.alle (BETA)

Great to be with you, Jen! I thought of a few things we could explore together.

What would you like to see today?



**ALL THE CLASSIC HITS**

A whistle-stop tour through the best of our collection on display at the Gallery today. Your quintessential SEA art.

8 Stops ~45mins

Explore

Meet g(ai)le!

# Here, we're using AI as a digital museum tourguide to turn *our terms* into *their terms*.

Hello, new art explorer.  
Do you have a name?

Jen



When was this artwork created?

What style is this artwork in?

Tell me more about this artist...

How do I appreciate this work?



YOU :

GAILE :

This artwork, "Portrait of Cirilo and Severina Quison and their Two..."

It's a stunning family portrait that showcases the wealth and status of the ilustrado class in the Philippines during the 19th century.

What's particularly intriguing is how Flores combines meticulous detail with a warm, making the family feel their high status.

The painting's polished style reflects a local tradition of realism, capturing not just the likeness but the character of the sitters.

Tell Me About The Artist | Give Me A Fun Fact | Meh, Why?

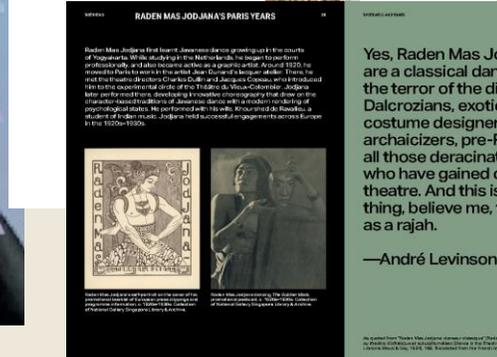
Give me a song that embodies this artwork



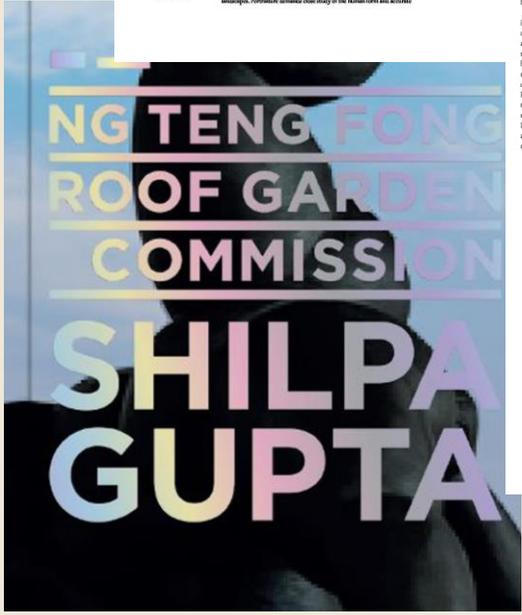
The first cluster of monks... Li Jin... National Gallery Singapore



Some introductory Remarks... Liou Su Wei & Shabbi Ithamin Mustafa



Yes, Raden Mas Jodjana, you are a classical dancer, and thus the terror of the dilettantes, Dalcrozians, exoticisers, costume designers, wig makers, archaizers, pre-Raphaelites—all those deracinated people who have gained control of the theatre. And this is no less a thing, believe me, than to reign as a rajah. —André Levinson



03

## Shaping Responsible AI Innovation



### VinAI's Initiatives

VinAI has published over 160 research papers, filed 69 patents, and nurtured AI talents through its residency programme. They also developed PhoGPT, the first open-source large language model tailored for the Vietnamese language, to make generative AI more accessible, efficient, and reliable for Vietnamese users.

A satellite with two large solar panels is shown in space, positioned over a view of Earth from space. The Earth's surface is visible, showing green landmasses and blue oceans. The satellite is a complex structure with various instruments and antennas.

04

# Using AI to Translate Policy into Action

**Deloitte.**

## **EU Deforestation Regulation (EUDR) Compliance Helper**

The EUDR Compliance Helper is a compliance support platform to help business comply with the EUDR, which requires companies to prove that their products did not contribute to deforestation. Official EUDR documents are fed into a large language model, enabling users to ask questions and understand the regulation, due diligence, and supply chain implications.

05

# AI-Accelerated Material Discovery



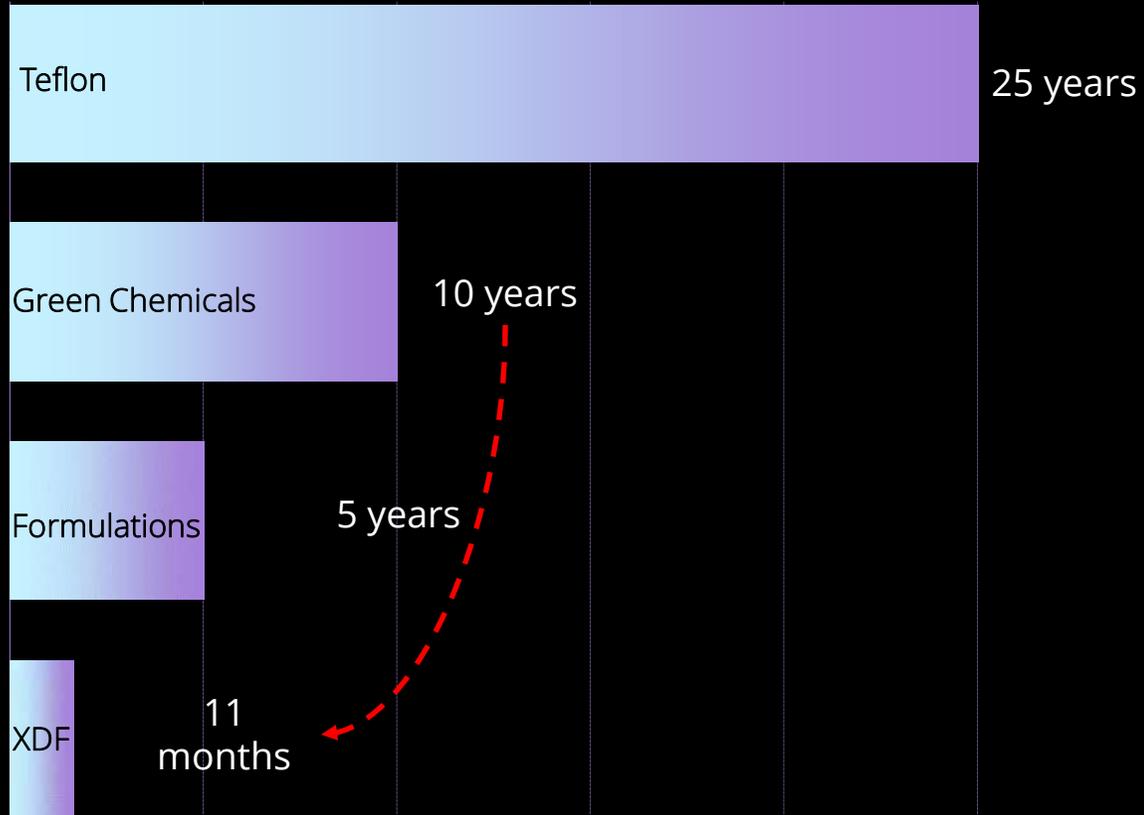
## **Xinterra's R&D Platform, Xinterra Design Factory (XDF)**

Through XDF, Xinterra has reduced the time for new formulation discovery from the industry standard of 5 years to 11 months and increase the rate of discovery of materials by 10x using AI. XDF formulated a new liquid, COzTERRA that captures CO<sub>2</sub> from the air and release it during washing. This allows manufacturers to turn everyday wear into a tool for climate action.

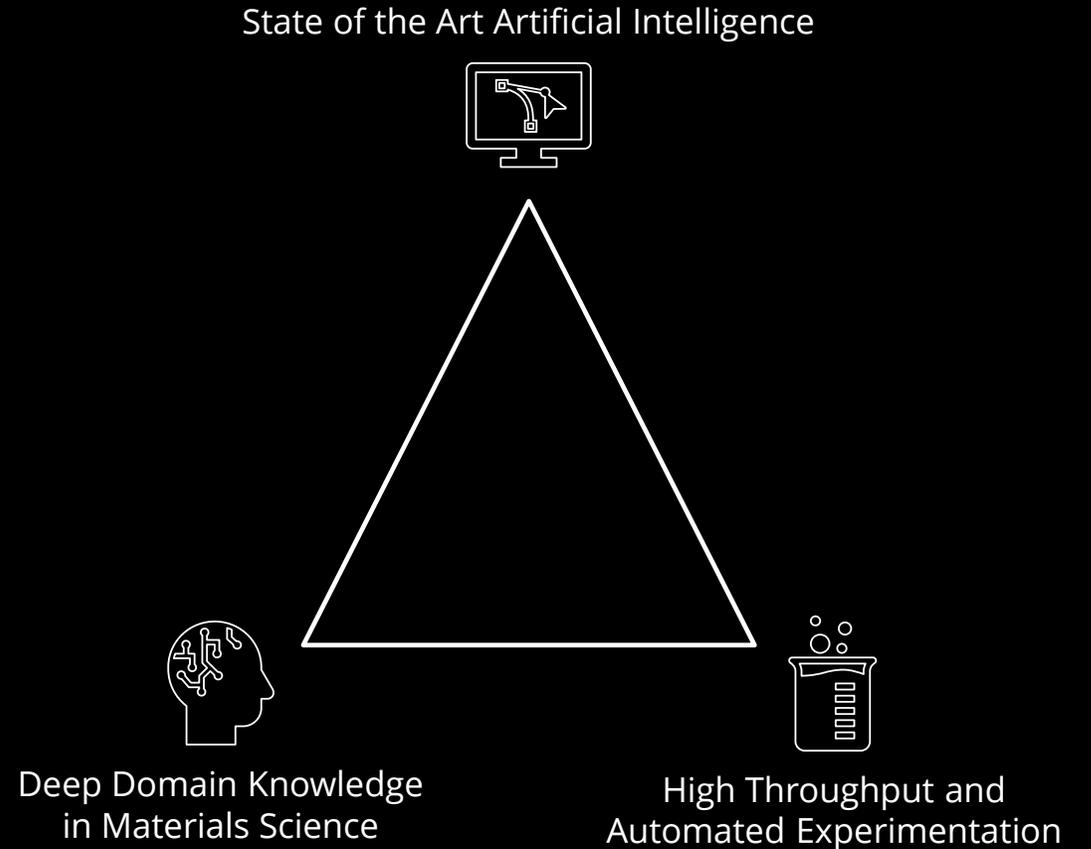
# Xinterra's Design Factory Revolutionises the Material Design Process

The Xinterra Design Factory (XDF) reduces the time it takes to discover new green materials by up to 10x

## Discovery Times for New Materials: Conventional Processes vs. Xinterra's Design Factory (XDF)



## XDF's approach is based on three key pillars





## **Ricult's Tech-Enabled Farming Solutions**

Ricult uses deep learning and satellite imagery to assess the creditworthiness of smallholder farmers without traditional income records. This has enabled over US\$1 million in loans, helping farmers invest in tools and improve productivity. Its AI model generates crop profiles and predicts financial needs, allowing banks to offer tailored products. The app has garnered over 800,000 downloads, providing smallholder farmers with equal access to vital agricultural information.

06

# Democratising Data for Smallholder Empowerment



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# A Gamechanger for Agriculture Stakeholders in Thailand

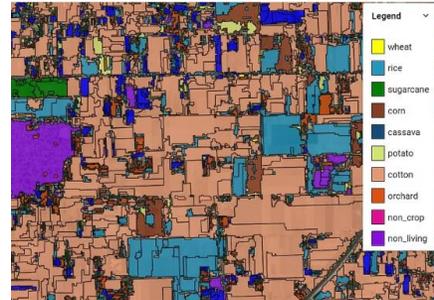


Ricult aims to revolutionize farming by making it more inclusive and empowering smallholder farmers.

The Ricult Farmer App gives farmers free access localised weather data, farm advisory, and farm health monitoring via satellite imagery.

## Ricult's Crop Scanning Technology

The crop scan uses deep learning to analyse satellite imagery of farmers' holding, providing information on crop types, growth stages, and estimated harvests.



Predicts supply with an accuracy of 90%+



Improves sourcing of sugarcane, cassava, pineapple, rice, and wheat



Monitors fields to estimate growth stage and estimated harvest date of crops





**Aukrit Unahalekhaka**  
Co-Founder & CEO, Ricult

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