



List of Authors

PROF. DR. JÜRGEN ANGELE heads the Competence Centre Artificial Intelligence at adesso SE. He advises companies on the use of Artificial Intelligence methods and manages related projects. He earned his doctorate in the subfield of “Knowledge Representation and Reasoning Systems”. Professor Angele has over thirty years of experience in AI projects as a scientist, founder, and head of a company and of advising start-ups. He has published over 100 papers and holds nine software patents in this field.



VOLKAN BASARAN has been working at adesso SE since 2019 and deals with agile development, the integration of microservices, CI/CD approaches in the API management environment, and AIOps solutions. He uses Cloud-based solution approaches to find performant and scalable architectures.





FLORIAN BLIESCH is head of consulting at adesso mobile solutions GmbH. After a long career in the financial sector, where he was responsible for international mobile projects, his consulting focus is on highly available and critical mobile applications. He also focuses on innovation management and integrating key technologies such as AR and AI in mobile usage scenarios.



BORIS BOHN was responsible for sales, marketing, and business development at ARITHNEA as CEO until 2021. After studying business informatics and obtaining an MBA in the US, he gained more than 18 years of experience in renowned consulting firms and internet agencies – since 2005, also in a management position. Since 2013, he has enriched ARITHNEA with his comprehensive expertise in digital business and sound experience in e-commerce. With the takeover of ARITHNEA GmbH from adesso SE, Bohn moved to the Line of Business Digital Experience, where he has been Head of Digital Channels since 2020.

BENEDIKT BONNMANN studied business informatics at the Duale Hochschule Mannheim and subsequently completed an MBA at the Graduate School Rhein Necker, focusing on corporate performance management. After working in Business Intelligence consulting with a focus on SAP, he founded his consulting firm, which the adesso Group then took over. Since then, Bonnmann has been driving the topic of data, analytics, and AI at adesso. He is responsible for the Data & Analytics division and the AI community.



TIM BUNKUS started his career as a full-stack developer with a focus on collaborative applications. Since 2017, Tim has been a senior consultant at adesso, focusing on the operationalisation of Artificial Intelligence in customer projects, which are in the automotive, retail or manufacturing environment. Since 2019, Tim has been responsible for the strategic and sales orientation of adesso SE on the topic of AI as part of the AI Pioneers.





DENNIS DACHKOVSKI studied physics at Free University Berlin with a focus on ab-initio simulations and quantum mechanics. After various stations in the semiconductor industry, both as a researcher for novel technologies and project manager for the automation of epitaxy and etching processes, he specialised in the topic of AI. Since 2019, he has been working for adesso as a technology consultant for using AI in the public sector.



PETER DE LORENZI studied business administration at the University of Cologne, majoring in business informatics. After various positions in sales and consulting in the IT environment, he is responsible for the IT Management Consulting division at adesso since 2011.

DR. TILL DETTMERING studied biology and is a team leader in the Life Sciences division at adesso SE. His speciality is the interface between natural scientists and software developers, and the promotion of digitalisation in the life sciences. After research work in cancer and radiation research, he focuses on developing products in in-vitro diagnostics and medical technology.



PAUL DITTRICH lives and works in Berlin. He studied business administration with a focus on energy management. On behalf of adesso SE he worked for many years as a consultant for large energy companies and transmission system operators. Through various projects in electromobility and grid planning, he and two other colleagues came up with the idea of urban ENERGY. With adesso SE and Phoenix Contact, he was able to convince two strong partners from IT and electrical engineering to co-found urban ENERGY. Besides being one of the founders, he is the CEO of urban ENERGY.





CHRISTOPH FEDDERSEN has been VP Product Management at e-Spirit AG, provider of the hybrid content management system FirstSpirit, since 2016. e-Spirit helps companies build customised digital experience platforms to distinguish themselves from their competitors. The focus is on orchestrating personalised, content-driven digital experiences across all channels. Christoph is primarily concerned with the question of how FirstSpirit can elegantly solve current and future challenges in the implementation of digital strategies. Artificial Intelligence plays an increasingly important role in this.



DR. THOMAS FRANZ earned his doctorate in a subfield of Artificial Intelligence, the “Semantic Web”. In 1997, he entered the IT business as a freelance software developer and has since gained extensive experience as a scientist, founder of a start-up, and consultant. At adesso SE he headed the Technology Advisory Board. In that position he was concerned with implementing new IT approaches and the accompanying architectural, methodological, and organisational changes.

JAN PHILIPP GIESE studied economics at the Christian-Albrechts-Universität Kiel, specialising in marketing and economic policy. After working for Allianz, IBM and Sopra Steria, he has been responsible for the Consulting Insurance division at adesso SE since 2016. His focus is on the digitalisation of sales, agent and customer services as well as customer management.



SONJA GOSSENS-APEL has been advising clients from a wide range of business sectors on digitalising their core business processes, optimising the customer experience, relaunching websites, customer portals, and online shops since 2007. Since the beginning of 2016, she has worked in business development for ARITHNEA GmbH, where she has also been responsible for the growth and expansion of this area since 2018. With the acquisition of ARITHNEA GmbH by adesso SE, she moved to the Line of Business Digital Experience and has been there as Senior Business Developer since 2020. Particularly in very early project phases, she supports customers with the help of a wide variety of workshop formats in developing the objective, scope, and roadmap for digitalisation and web projects of all kinds.





MARCUS GROSS studied business mathematics at the University of Dortmund, specialising in business informatics, fuzzy theory, and operations research. After working in international consulting, he was Business Development Manager for Retail at adesso SE from 2018 to 2021. His focus was on IT solutions for retail, business analytics and cognitive computing – topics that he advanced at IT groups and management consultancies before joining adesso. At adesso, he played a crucial role in designing the retail solution for “Automated Handling of Product Information”.



PROF. DR. VOLKER GRUHN co-founded adesso SE in 1997 and is currently Chairman of the Supervisory Board. He holds the Chair of Software Engineering at the University of Duisburg-Essen. His research in this area focuses on mobile applications and on dealing with the effects of digital transformation, particularly the development and use of cyber-physical systems. Volker Gruhn is the author and co-author of over 300 national and international publications and conference papers.

DR. THORSTEN HAGEMANN supports medical technology companies and public as well as private health care institutions with the challenges of digitalisation. He has recently added his expertise to adesso SE's Line of Business Health in Business Development for the Healthcare Markets. He is an innovator for the improvement, optimisation, and redefinition of medical care and treatment processes. As a medical graduate, he bridges the gap between medical processes and digital solutions.



After studying mathematics, **GERHARD HAUSMANN** first worked as a teacher in the field of vocational training. From 2000 on he developed software for Barmenia in Wuppertal, where he now works as an architect for Artificial Intelligence systems. His work focuses on process automation, particularly the development of expert systems for checking invoices, and on black-box-processing.





DR. MARC HESENIUS is a postdoc at the Department of Software Engineering at the University of Duisburg-Essen. His research focuses on development processes and tools for data-driven applications and the technical aspects of human-machine interaction.

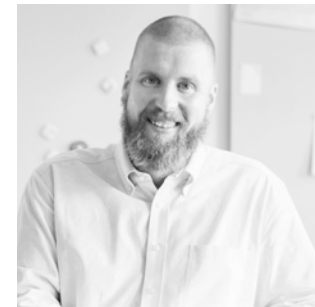


STEFAN HUSSMANN studied computer software engineering at Esslingen University of Applied Sciences. After holding various positions in the automotive industry, he joined adesso in 2013 and heads the Line of Business Automotive & Transportation

VOLKER ILLGUTH studied law and business administration at the University of Leipzig, specialising in public management and insurance business administration. He is a Senior Consultant at adesso SE. He has focused his consulting on the development and targeted use of IT systems in customer and sales management as well as claims and personal injury management.



LEIF JANZIK worked at adesso mobile solutions GmbH from 2012 to 2020 and has supported many mobile projects as an architect and consultant during this time. In addition to advising customers on mobile technologies, setting up in-house mobile teams and mobilising existing business processes, he was also responsible for evaluating new technologies and solutions at adesso mobile. Leif Janzik was responsible for all strategic technology topics in the consulting area of adesso mobile as Solution Architect and Managing Consultant. He worked at the interface between mobile clients and complex back-end processes. He advised many customers on the lifecycle of mobile applications and the mobilisation of existing business processes.





ANDREAS KNOOR has been a member of the Executive Board of e-Spirit AG since 2019. As Chief Product Officer, he is responsible for the product strategy and product development of the hybrid content management system FirstSpirit. In addition, he heads the Professional Services and Cloud Business Divisions. Before taking on his current role on the board, he was Chief Operating Officer for North American activities at e-Spirit. He worked as a project manager and software architect on many international IT projects.



BERND KRÖGER studied technical computer science at Kiel University of Applied Sciences, specialising in systems engineering. Since 1995 he has been developing IT solutions for and with public administration clients. Here he has successfully dealt with cross-EU and cross-border projects and their challenges on several occasions. AI elements are playing an increasingly important role in this.

HANS-PETER KUESSNER is Head of the Competence Centre Cognitive Application Systems at adesso SE. After graduating in business administration, he worked in the Artificial Intelligence department of an IT consultancy as a software and knowledge engineer. He then held various roles in the organisation and IT department of a company. Subsequently, he established a business area on collaborative application systems at IBM Global Services. Before joining adesso, he was co-founder and partner of a medium-sized IT consulting company. His current projects focus on the extraction of structured information from unstructured data (such as speech/text) – especially in the context of the realisation of Chatbots



JANNIK KUTSCHER is an experienced business engineer in the Line of Business Data & Analytics at adesso SE. In customer projects, he fills the roles of a strategy consultant, business analyst and requirements engineer. He is also a certified Interaction Room Coach and has successfully conducted the IR:AI several times.





PAUL LEMECH studied Business Informatics at the Frankfurt University of Applied Sciences and joined adesso SE in 2019. He is responsible for driving forward topics such as Artificial Intelligence in IT operations, API management, and microservice-based integration of enterprise applications. The provision and transformation of data are his main tasks, as he acts as an interface between the systems involved.



DAVID MÄRTE studied business informatics at Cooperative State University Stuttgart in collaboration with Hewlett-Packard. After several years at HP Software, he came to adesso in 2010, where he was responsible for customers such as Daimler and Bosch and setting up the Stuttgart location. As Head of the Line of Business Manufacturing Industry, he is responsible for developing and expanding an adesso core business sector.

MARKUS MERDER is head of consulting and software development in the Line of Business Manufacturing Industry at adesso. He is also responsible for adesso's Digital Experience Lab at the Dortmund location. After studying computer science and business informatics, Markus Merder worked as a software architect and project manager. Among other things, he supported projects for the digitalisation of production and successfully implemented them for customers.



OLE MEYER studied computer science and is currently doing his doctorate at the University of Duisburg-Essen in the Department of Software Engineering/Mobile Applications. His research focuses on the development process of intelligent agents through reinforcement learning. As founder and managing director of TamedAI GmbH, he brings together current research results with economic solutions at the interface of research and practice and offers companies a technological platform for implementing and operating AI applications.





UDO MÜLLER holds a degree in business administration and was responsible for analytics and Artificial Intelligence in banking as Senior Business Developer at adesso until 2021. The further development of the adesso portfolio and advising adesso banking customers on the applicability of these critical technologies were among his main tasks.



ZSOLT ORBÁN conducted an in-depth field study on the impact of immersive and multi-sensory technologies (especially Mixed Reality) on impulsive purchase decisions and experience at the point of sale. The results of the research had been nominated for the 2020 German science award (GS1/EHI) and exhibited on the German retail congress (Handelskongress Deutschland) with considerable media attention. Zsolt studied Business & Technology at the Technical University Munich (B.Sc.) and Digital Business Management at the RFH Köln (M.A.). He has an extensive background in the digital startup environment and is specialised on innovation management and customer experience.

HÜSEYİN ÖZTAS, Head of the Competence Centre for Business Integration, is responsible with his team for ESB, API Management, and AIOps topics. He has 30 years of project experience as an architect and project manager. He uses agile techniques for robust and scalable solutions in integration architectures.



DR. MARCO PEISKER studied business informatics at the University of Leipzig, specialising in insurance business management and insurance informatics, followed by a doctorate at the TU Chemnitz. He is a managing consultant and team leader at adesso SE. He deals with various aspects of digitalisation in the insurance industry, particularly the optimal use of intelligent systems for fraud prevention and workflow control.





MARCUS PETERS studied business informatics at Dortmund University of Applied Sciences and has been active at adesso SE since 2006. In various roles, he established the consulting business with a focus on the “Modern Workplace”. Today he is responsible for the development of new business in the Microsoft technology environment.



DR. MARTIN PETERS studied computer science at Dortmund University of Applied Sciences and earned his doctorate at the University of Kassel. During this time, he was already intensively involved with topics of Industry 4.0 and machine-to-machine communication. As managing director of com2m GmbH, which has been part of the adesso Group since 2016, his focus is on the readiness of the Internet of Things.

DIRK PLATZ, who studied computer science at the University of Dortmund and earned his doctorate in computer science at the University of Siegen, has been working at adesso SE since 1999 with a brief interruption. For the past four years, he has been responsible for the adesso Line of Business Insurance, consisting of consulting, software development, and sales. In his daily work in insurance projects, AI and techniques for analysing large amounts of data are now playing an increasingly important role. They will contribute to the further optimisation and automation of all processes in the insurance industry in the future.



JENS POLSTER is the head of an “Artificial Intelligence” Competence Centre at adesso SE. After completing his studies in data technology at the TH Darmstadt with a diploma thesis at Queen’s University in Belfast, he worked as a senior consultant and team leader at an IT service provider of IBM Global Services in the collaboration environment. As co-founder and partner of a medium-sized IT consulting company, he was responsible for collaboration and was also active in the area of cognitive computing. In his current projects at adesso SE, he is working on processing unstructured data with the help of Machine Learning, including supporting companies in the introduction and maintenance of Chatbots.





BERNHARD RAWEIN is a computer scientist and, as Senior Platform Manager Data & AI, responsible for the Microsoft Data & AI Platform at adesso. He has been involved with data and analytics for over 15 years and advises adesso SE customers on strategy and architecture topics.



NILS SCHWENZFEIER studied computer science and is currently doing his doctorate at the University of Duisburg-Essen in the Department of Software Engineering/Mobile Applications. His research focuses on Machine Learning and the automated detection of anomalies in large data sets. As founder and managing director of TamedAI GmbH, he brings together current research results with economic solutions at the interface of research and practice and offers companies a technological platform for implementing and operating AI applications.

PROF. DR. RÜDIGER STRIEMER studied economics and social sciences at the University of Dortmund and holds a PhD in computer science from the Technical University of Berlin. After working as a research assistant at the Fraunhofer Institute for Software and Systems Engineering, he joined adesso SE. Rüdiger Striemer was responsible for software development as Co-Chairman of the Executive Board for many years. Rüdiger Striemer heads the expansion of adesso SE's international business and is a professor of business informatics at the Technical University of Wildau.



STEPHAN THIES holds a degree in business administration and studied at the University of Münster. He is responsible for SAP consulting and development at adesso SE and has more than ten years of consulting experience with various customers in the energy industry. Together with Paul Dittrich and David Stolz, he founded urban ENERGY in 2019, a solution house specialising in smart energy management and IoT applications. He has experience in building development teams of more than 50 colleagues, interfaces with the investor adesso at urban ENERGY, and is responsible for sales-related topics.





JOONAS TROJAN completed a part-time master's degree in Management at the International School of Management in Dortmund. As a team leader in digitalisation, he is responsible for a team of consultants focusing on business and IT consulting. Through his projects and activities, he has broad methodological competencies in project and requirements management, agile process models, and innovative methods such as design thinking and the Interaction Room.



ANDREAS VON HAYN studied economics at the Ruhr University in Bochum, specialising in marketing and social psychology. After working in the SAP and Microsoft partner environment, he has been active in Corporate Communications at adesso SE since 2012. Among other things, he organises communication campaigns on topics such as digital transformation and Artificial Intelligence.