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People Breakthrough of the Year

Dell Technologies



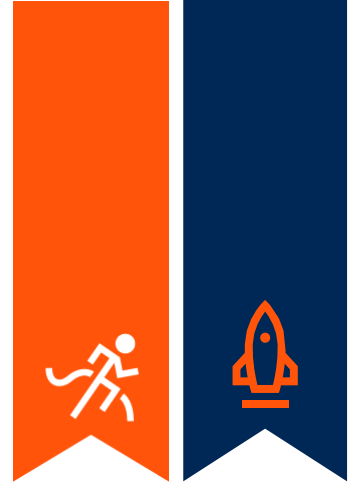
LISA: Virtual Assistant Enabling Autonomy
and Social Inclusion Along the Supply Chain

LISA: Virtual Assistant Enabling Autonomy and Social Inclusion Along the Supply Chain

Dell Technologies, an American multinational technology company headquartered in Round Rock, Texas, has created the Language Interactive Support Assistant (LISA) to facilitate communication between deaf or hard-of-hearing Dell Brazil factory employees and hearing users, without an interpreter, promoting autonomy and integration.

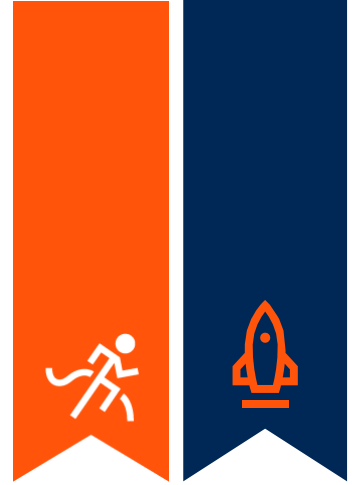
LISA serves as an AI-powered virtual assistant, interacting in Brazilian Sign Language (LIBRAS) and potentially supporting other sign languages in the future. Psychologists, linguists and interpreters collaborated with deaf or hard-of-hearing Dell factory team members to leverage cutting-edge technologies to create a lifelike avatar that behaves like a real interpreter. LISA not only enables team members to communicate when on the job, but it also provides critical natural communications support in social interactions.

According to the World Health Organization, 15% of the global population has some disability, one-third of which are deaf or hard of hearing. This is about 500 million people, and it is expected to double by 2050. Through its People with Disabilities (PwD) Global Inclusion project, Dell develops new ways to include people with disabilities in the factory's workforce. The factory has launched technologies that help deaf or hard of hearing team members to "hear" the machines when they are actively tested; or for those with paralysis to stand next to their colleagues to assemble computers. Prior to LISA, deaf or hard of hearing team members were not fully integrated into the overall employee population, which impacted relationships and career advancement opportunities.



Benefits

- LISA raised interest from all areas of the company, with invitations to participate in new partnerships and to leverage similar technologies across various R&D groups. The LISA system is currently under patent request, and the techniques used in its development will drive academic articles.
- Dell's last development cycle expanded the signal library from more than 100 signals to almost 1,000 signals. The cooperation to map complex scenarios grew from HR to other groups and escalated from six to 39 scenarios in just six months.
- Dell created a management system called LISA Maker, where users can suggest new scenarios, use cases and signals. It is now being deployed across Dell's network to provide access and expansion to other Dell facilities, countries and languages, striving for an even more inclusive global supply chain.



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