

AI 工具箱

研究和資訊檢索



AI+ Civil Services Technology Forum: Empowering Public Service Transformation through AI Tools (II) Deepening Data & Information Insights to Transform Citizen Services

Presentation

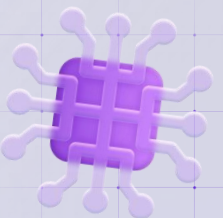
Date : 06-Oct-2026

Speaker : Gavin Leung – Expert AI Enabling Limited



Agenda

1. Corporate Overview
2. Organizational Capabilities
3. Enterprise AI Solutions
4. Live Demonstration





COOPERATE OVERVIEW



Expert Systems Holdings Limited

- Listed on the Hong Kong Stock Exchange (Stock Code: 8319) since 2016
- Revenue growth exceeding 3x from FY2016 to FY2025
- Over 1,000 professionals as of 31 March 2025



ServiceOne International Holdings Limited

- Established in 1999
- Integrated into the ESHL Group on 8 October 2021



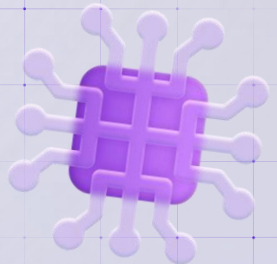
Expert Systems Limited

- Established in 1985 with over 40 years of industry expertise
- Celebrating 40 years of excellence in 2025



Expert AI Enabling Limited

- Strategic joint venture established 21 June 2022





COOPERATE OVERVIEW

Service Coverage: Hong Kong & Macau

Highlight: Recognised as a leading IT solutions provider serving Hong Kong and Macau

Offering: Delivering end-to-end IT solutions for corporate and institutional clients:

Infrastructure & Networking

- Enterprise Infrastructure Design and Deployment
- Secure Network Architecture and Optimisation

Cybersecurity

- Threat Detection and Response
- Compliance and Risk Management

Database

- Database Design and Optimisation
- Performance Tuning and Maintenance

Automation

- Workflow Automation
- Process Optimization

Cloud

- Public, Private, and Hybrid Cloud Solutions
- Cloud Migration and Management

Digital Workspace

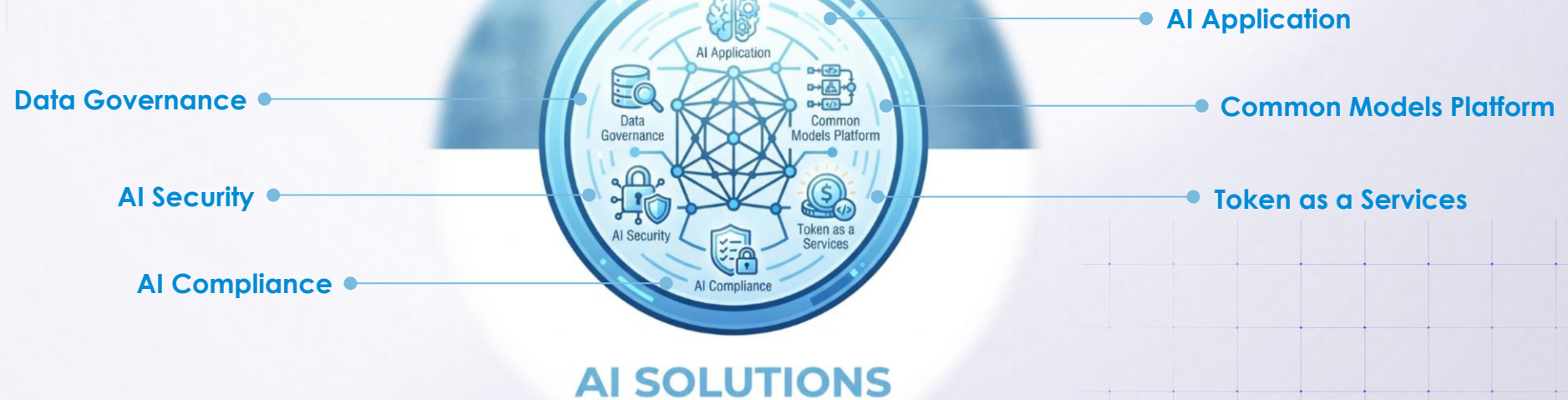
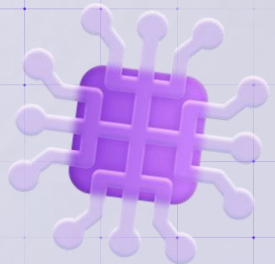
- Modern Collaboration Platforms
- Employee Experience Solutions





COOPERATE OVERVIEW

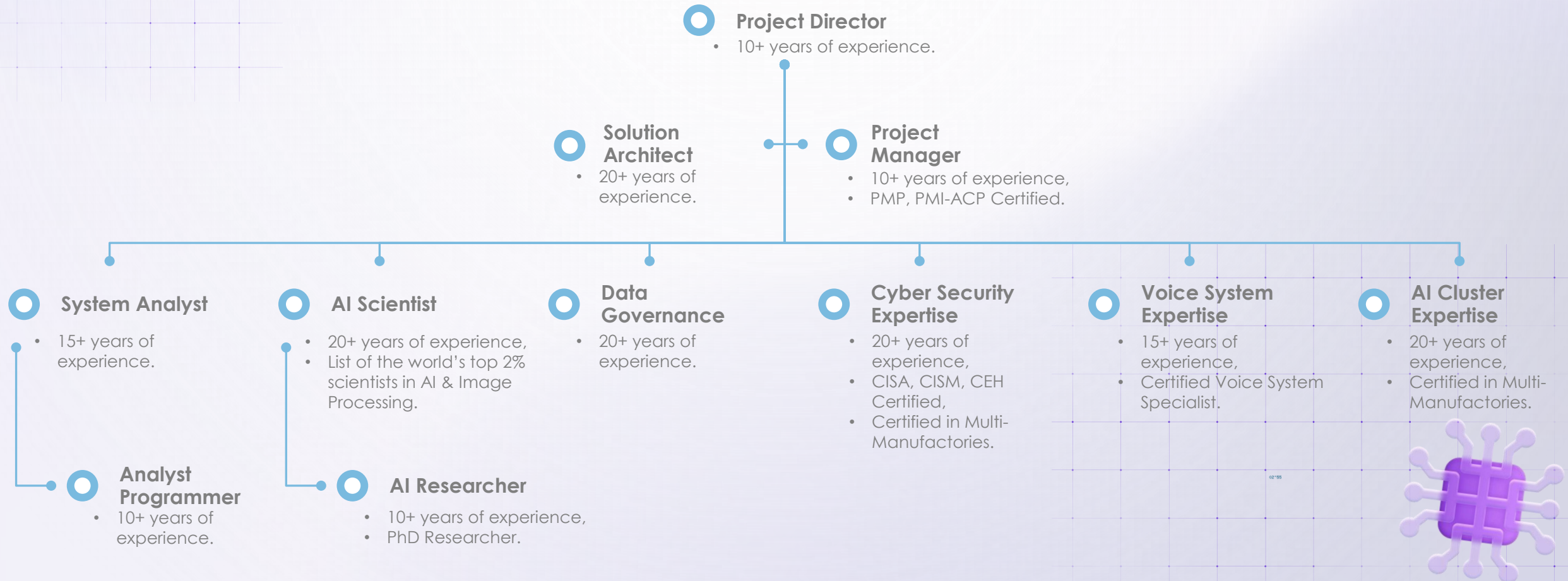
Comprehensive AI Solution





COOPERATE OVERVIEW

Project Team

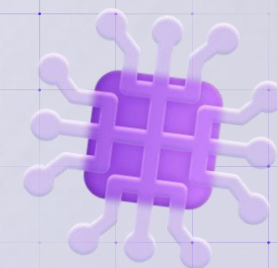




SOLUTION PORTFOLIO

Enterprise AI Solutions

- Business process automation by AI
 - Public survey categorization
 - Intelligent pre-Vetting solution
 - Compliance report analysis
 - Image data extraction
 - Real-time interpretation
- Meeting minutes
 - AI-powered meeting intelligence
- ServiceDesk agent
 - IT ServiceDesk agent
- Data analytics
 - IoT data analytics and reporting
- Tailor-made Solution



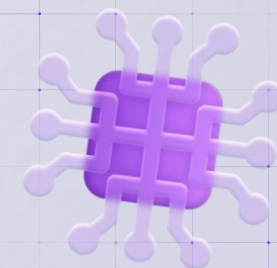


SOLUTION PORTFOLIO

Meeting Minutes Solution



AI-powered meeting intelligence





MEETING MINUTES SOLUTION

AI-Powered Meeting Intelligence Recording Equipment Requirements



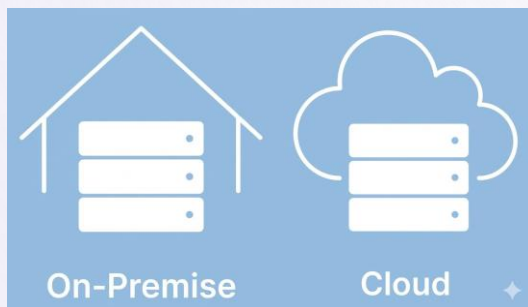
Jabra meeting
devices



iPhone



Notebook



• Key Features

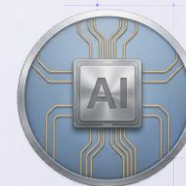
Meeting Information

- ✓ Agenda
- ✓ Attendance
- ✓ Presentation Deck
- ✓ Meeting Audio



AI Key Extraction

- ✓ Language Detection
- ✓ Speech Recognition
- ✓ Speaker Identification
- ✓ Long-form Meeting

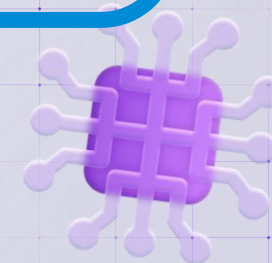


Minutes Features

- ✓ Custom-made Minutes Style
- ✓ Action items & Owners Identification
- ✓ Data Archiving
- ✓ Email Notification



ChatMinutes





KEY HIGHLIGHTS

1. 100% On-Premises & HKSAR Localized

- Fully deployed within local infrastructure to meet strict HKSAR Government security guidelines (**S17 & G3**) & Artificial Intelligence Application Impact Assessment (**AIAIA**)
- End-to-end data processing, storage, and transmission remain strictly inside local environment
- **Successfully deployment** in in HKSARG Breaux





KEY HIGHLIGHTS

2. Fine-Tuned Trilingual ASR Engine

- Optimized for code-switching across **Cantonese**, **English**, and **Putonghua** in a single utterance
- Achieves low Mixed Error Rates (MER) / Word Error Rates (WER) and high semantic similarity accuracy across diverse recording devices
- Precision **Speaker Diarization** - High-resolution voice separation distinguishes multi-party speakers in dense discussions

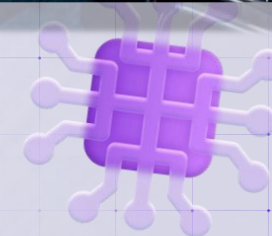




KEY HIGHLIGHTS

3. Multimodal Contextualization

- Slide Deck Alignment: Correlates audio transcriptions directly with **PPT/PDF presentation slides** to extract visual context
- Attendance List Analysis: Parses participant rosters to enable accurate speaker identification and official title mapping
- Agenda List Tracking: Cross-references meeting agendas to ensure 100% topic coverage and structured minute outlines.

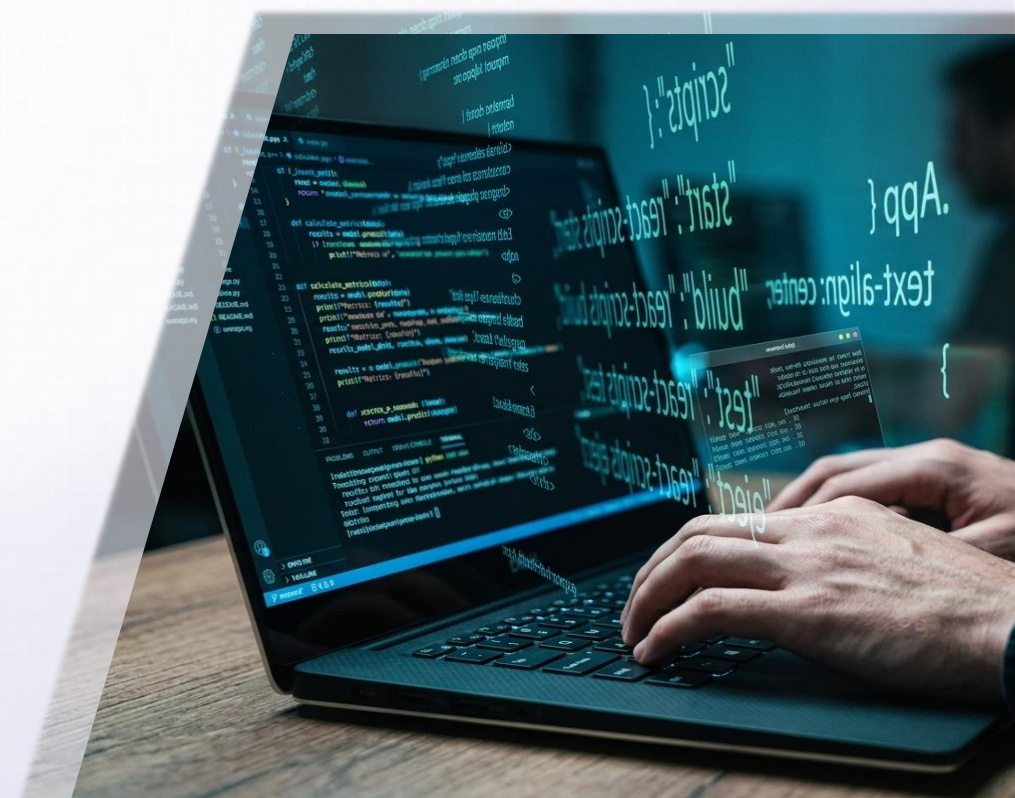
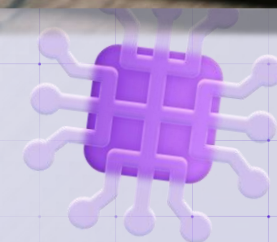




KEY HIGHLIGHTS

4. Hybrid AI Glossary & Hot-Word Correction

- Combines domain term glossaries with contextual language model analysis
- Accurately corrects **technical jargon** and acronyms without improper keyword substitution

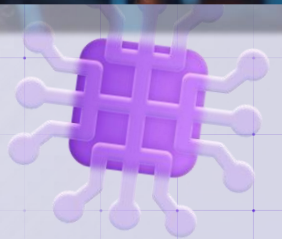




KEY HIGHLIGHTS

5. Flexible Output Styles

- **Custom Minutes Styles:** Pre-configure department-specific templates matching official HKSARG formats, ensuring standardized layout compliance effortlessly.
- **Prompt Instruction:** Empower users to fine-tune generated minutes using natural language prompts
- Selective Content Detail Level: Enable users to export structured minutes (Word/PDF) across 3 detail levels (**Simple, Standard, Detailed**)





KEY HIGHLIGHTS

6. Seamless Enterprise Integration & Security

- Native **Active Directory (AD) / LDAP** synchronization for automated user management and Single Sign-On (**SSO**)
- Granular Role-Based Access Control (**RBAC**) and complete system audit logs
- Automated email notifications via government SMTP servers
- Audio Retention Policy: Flexible operational retention (up to 90 days) with **auto-archiving** to encrypted ZIP files after 12 months to optimize storage

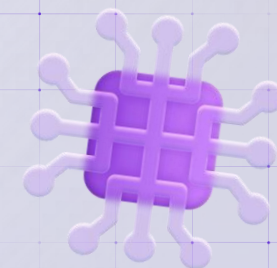




MEETING MINUTES SOLUTION



Live Demonstration





BENEFITS



Minimize Human Errors



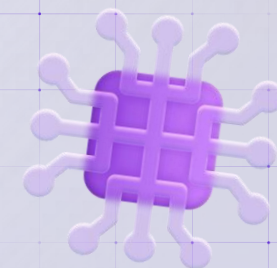
Save Valuable Time



Enhance Productivity



Data Security





CONTACT US

Thank You

Schedule Discussion:

