



# Our Key AI/ML Projects



Infosys

# 01 Key initiatives at Aramark



# Aramark: Hospitality IQ

Mosaic

## AI-Powered Procurement

Mosaic empowers global supply chains with its AI-driven platform, transforming big data into actionable insights. By harnessing advanced AI, organizations can make smarter purchasing decisions and boost operational efficiency.



## Aramark's New Hospitality IQ Defines the Company in Delivering Innovative Experiences with Artificial Intelligence Technologies

### Mosaic

Aramark's award-winning Mosaic AI Supply Chain platform allows clients and customers to receive real-time supply chain data with actionable insights for their specific client locations. This proprietary AI procurement engine powers decision making for \$20B of annual purchases and delivers customized insights from across Aramark's global supply chain databases to ensure consistency, value, and quality at every client location. These **AI-powered** analytics are available to Aramark and Avendra International clients.

### Culinary Co-Pilot

Culinary Co-Pilot is a tool that assists in menu creation and SKU rationalization through use of AI and advanced analytical applications as part of the company's menu building software. Culinary Co-Pilot looks at consumer preferences and cost performance to design menus. It can also adjust menus to mitigate the effects of shortages in the supply chain by allowing easy search capabilities for items that are impacted by unavailable ingredients, and recommend immediate replacement options.

### Aramark Connected

Aramark Connected offers a suite of advanced technologies designed to streamline consumer interactions and enhance operational efficiency. Key innovations, including AI-powered solutions, autonomous retail, and mobile payment systems, align with key market trends, delivering scalable and sustainable experiences across sectors. Additionally, Aramark Connected leverages data analytics to personalize and customize experiences, enabling businesses to meet evolving consumer demands more effectively. Over the past four years, it has become a critical tool for organizations seeking to not only improve workplace and operational environments but also create tailored experiences that drive strategic growth.

Culinary Co-Pilot

## Precision Meets Culinary Innovation

Culinary Co-Pilot optimizes menu creation and reduces food costs with AI-driven tools. By analyzing ingredient performance and streamlining menu composition, it enhances decision-making, cost management, and culinary innovation.

Culinary Co-Pilot  
powered by PRIMA WEB



Aramark Connected Global

## A Frictionless Experience

Aramark Connected creates a frictionless, unified experience by seamlessly integrating services into one platform. Powered by artificial intelligence and advanced technology, it drives a future built on innovation and efficiency through a singular initiative.

[VIEW ARAMARK CONNECTED](#)



# Culinary Co-Pilot

Optimizing menu composition and driving lower food cost through use of AI and advanced analytics given to the Operator at the time of creation.

Product Requirements  
 Beverage  
 Fruits and Vegetables  
 Bread & Dough  
 Grains  
 Condiments  
 Entree Parameters  
 Dessert  
 Macro-Micro Nutrients

Ohio DRC Fall Winter 24-25 Female Menu- NO PATTIES

Fruits and Vegetables

Fruit Type	Required	Exclude	No.	Fraction
Fresh	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Select
Frozen	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Select
Canned	<input type="checkbox"/>	<input type="checkbox"/>		Select
Citrus	<input type="checkbox"/>	<input type="checkbox"/>		Select
Apple				
Apple of Size	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Apple 138 ct	
Orange				
Orange of Size	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Orange 113 ct	

Target: Calories 2300 kcal | Calorie Target Type Cycle Avg. 3 | Cycle 3 | Meal Periods Breakfast, Lunch, Dinner | Cost Per Meal Target \$0.00 | Cost Bucket SDDC - Ohio DRC (12) | Service 1 Cook-Sen

Current KPIs: AVERAGE COST PER MEAL \$1.0202 | CALORIES (kcal) 2294 Cycle Avg. | # OF FRUIT RECIPIED OCCURRENCES 28 | # OF VEGETABLE RECIPIED OCCURRENCES 55 | RECIPE # (UNIQUE/TOTAL) 111/441

Menu Name: Ohio DRC Fall Winter 24-25 Female Menu- NO PATTIES | Week 1 | Days All | Meal Period Breakfast | Marketing Name | CPM | Calorie

All Meal Periods: MON: \$0.9495, 2084 kcal | TUE: \$0.9528, 2303 kcal | WED: \$0.9989, 2292 kcal | THU: \$0.9996, 2624 kcal | FRI: \$1.1869, 2118 kcal | SAT: \$0.9251, 2490 kcal | SUN: \$1.091

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
OH DRC: FRUIT DRINK W/ C - BULK PUNCH CLEAR... \$0.0112	OH DRC: FRUIT DRINK W/ C - BULK ORANGE CLEA... \$0.0112	OH DRC: FRUIT DRINK W/ C - BULK GRAPE CLEAR... \$0.0112	OH DRC: FRUIT DRINK W/ C - BULK ORANGE CLEA... \$0.0112	OH DRC: FRUIT DRINK W/ C - BULK PUNCH CLEAR... \$0.0112	OH DRC: FRUIT DRINK W/ C - BULK ORANGE CLEA... \$0.0112	OH DRC: FRUIT DRINK W/ C - BULK GRAPE C...
OATMEAL W/ DB (250 CA), MARGARINE 1 C \$0.1532	GRITS W/ DB (150 CA), MARGARINE 1 C \$0.1412	DRY CEREAL BULK - CORN FLAKES \$0.0296	OATMEAL W/ DB (250 CA), MARGARINE 1 C \$0.1532	DRY CEREAL BULK - TOASTED OATS \$0.0299	GRITS W/ DB (125 CA), CHEESE (MIX) \$0.1512	DRY CEREAL BULK FLAKES \$0.1302
OH DRC: SCRAMBLED EGG, POTATO, CHEESE \$0.335	OH DRC: CHICKEN GD BREAKFAST GRAVY (FLS) \$0.214	OH DRC: FRENCH TOAST BAKE 1/54 2Q (SHEET) \$1.27	PEANUT BUTTER BULK (CNP) \$0.2318	TURKEY DARK CURED (PAH) BULK HOT SLICED \$0.2318	PEANUT BUTTER BULK (CNP) \$0.2318	OH DRC: SCRAMB EGGS W/ HAM & 1/5 \$0.3482
MUFFIN (MIX) BASIC MAPLE SPICE 1/54 1Q \$0.1672	BISCUIT (MIX) 1/54 (2.5 OZ) \$0.2191	SYRUP BULK (WARMED) \$0.1733	APPLE JELLY BULK \$0.1104	OH DRC: PANCAKES (MIX) CINNAMON \$0.2191	APPLE JELLY BULK \$0.1104	TORTILLA FLOUR...

Rules Validation Edit Rules

Rules warning Ignored warning

[Collapse All](#) [Ignore All](#)

- Product Requirements & Restrictions
  - Fish is Not Allowed (0)
- Beverage
  - Coffee type Instant Bulk Required in Breakfast (12)
  - 1% Milk should be Excluded (15)
  - Fruit Drink is Required
  - Fruit Drink - Vitamin C+ Other is Required in Lunch, Dinner with PC Packaging Type
- Fruits and Vegetables
  - Fruit & Vegetable is Required with at least 35 servings Per Week (126)

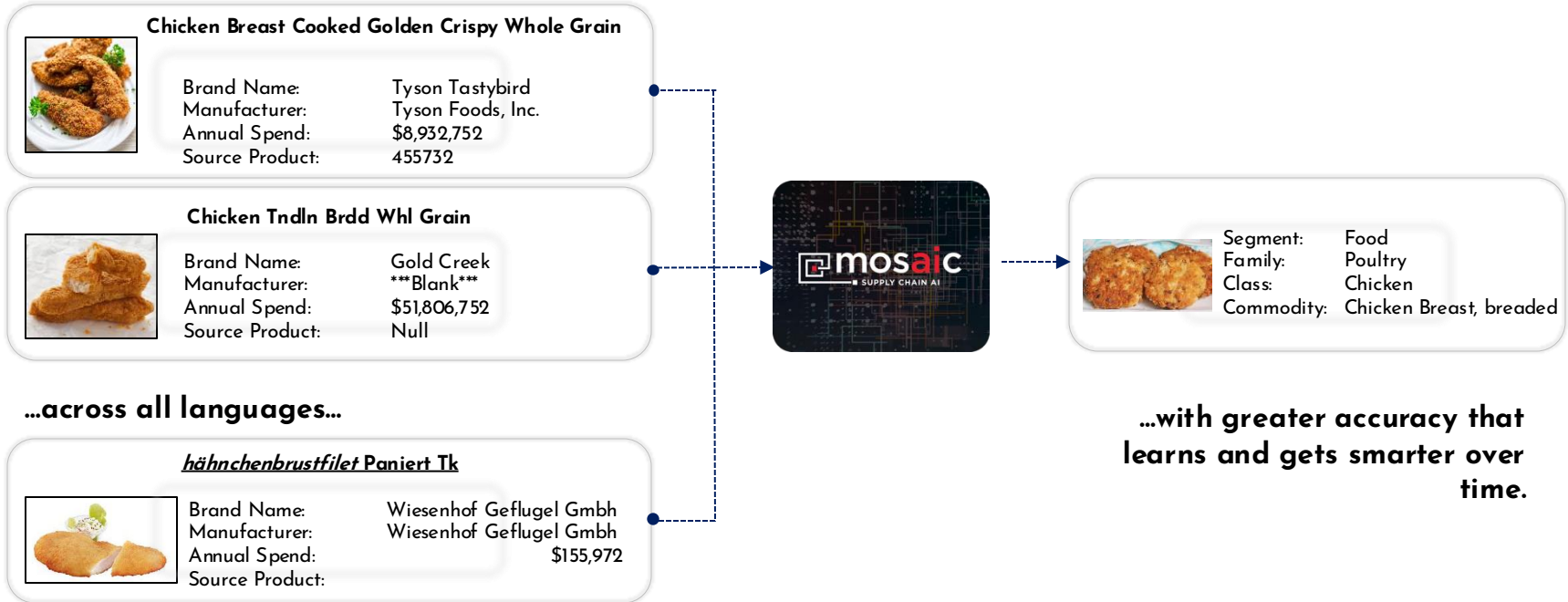
Requirements defined by the User

AI leverages existing robust data and classifications from PRIMA to recommend menus tailored to the requirements and weigh important factors

Human Experts review and fine tune the menus produced

# Aramark: Data Harmonization

Generative AI enable all data to be processed...



...with greater accuracy that learns and gets smarter over time.

**02**

**Codoxo:**

**Claims Co-Pilot**



---

# Codoxo - Claims Co-pilot

## Project Objective

To produce an executable rule-engine from the insurance policy document that is compliant to client database.

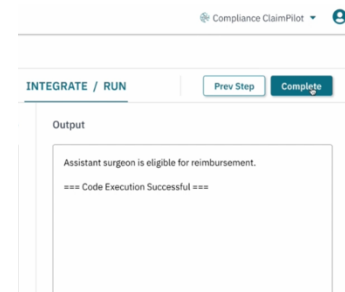
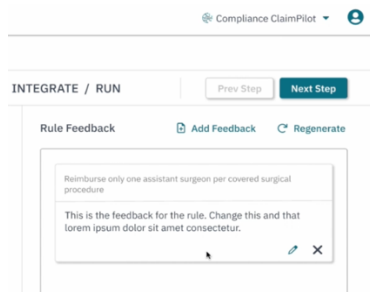
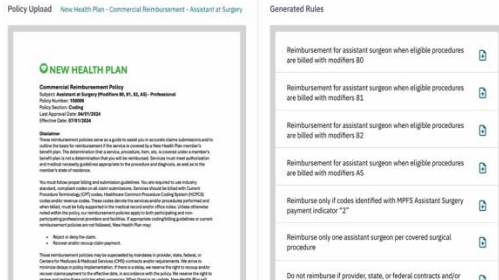
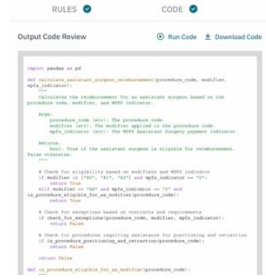
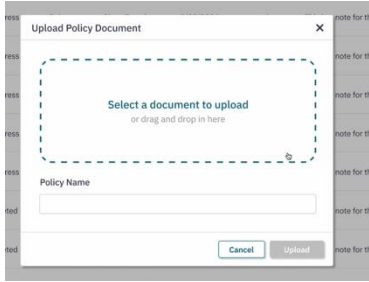
## Proposed Solution

An Agentic Workflow, that simulates the real-world process of transforming insurance policy documents into the rule engine using the managed LLM on AWS.

## Value

- Significantly faster turnaround time (TAT) for policy integration.
- AI-powered co-pilot assistance for SMEs.
- Improving efficiency and reducing manual effort

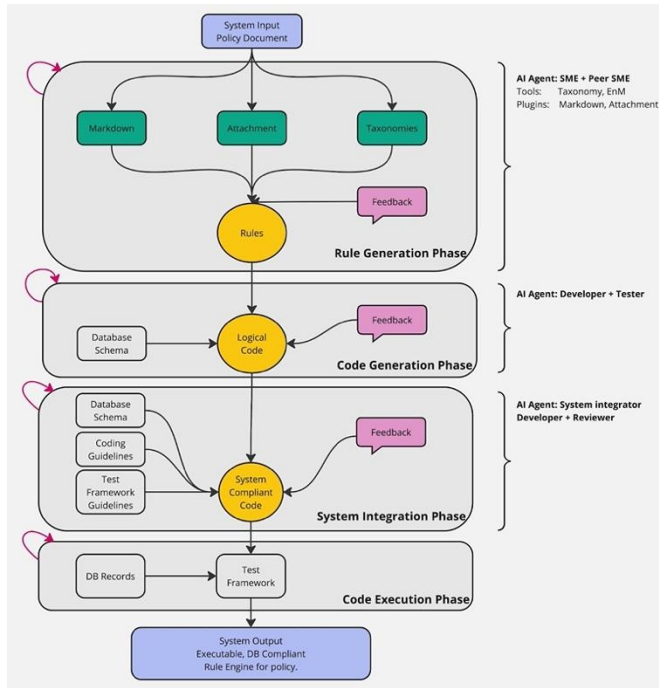
# Codoxo - Claims Co-pilot



- Easy upload of policy & contracts
- Extract and review the reimbursement rules using LLM

- Gen-AI enabled automated code generation
- Gen-AI powered test suites generation ensuring code validation and verification
- Human intervention for enhanced output quality

# Codoxo - Claims Co-pilot: Technical Workflow



**Phase wise (4 phases)** graph-based implementation of AI-Agent within each phase with bi-directional communication mechanism, enabling self correction. Phases are sequential with prior's **output** becoming later's input.

**Tools and Plugins** implementation allowing retrieving the information from external sources.

**Human feedback** injection enabling filling the missing information gaps and course correction via **re-triggerable** phase.

**03**

# Aladdin:

Genie



---

# Aladdin - Genie



## Business Objectives

AI Assistant to help Genie app users find the best travel options for flights and accommodations

## Key Highlights

- Save users' time and effort in travel booking process by learning users preferences
- Deliver personalized, transparent responses for user satisfaction
- AI-driven solution leveraging LLM-Gemini
- Integrate with Duffel API for travel data and booking services

---

# Aladdin - Genie: Key Features



## LLM-POWERED ASSISTANT

- Offers conversational interactions through a text-only chatbot
- Provides users with tailored responses that cater to their specific travel needs

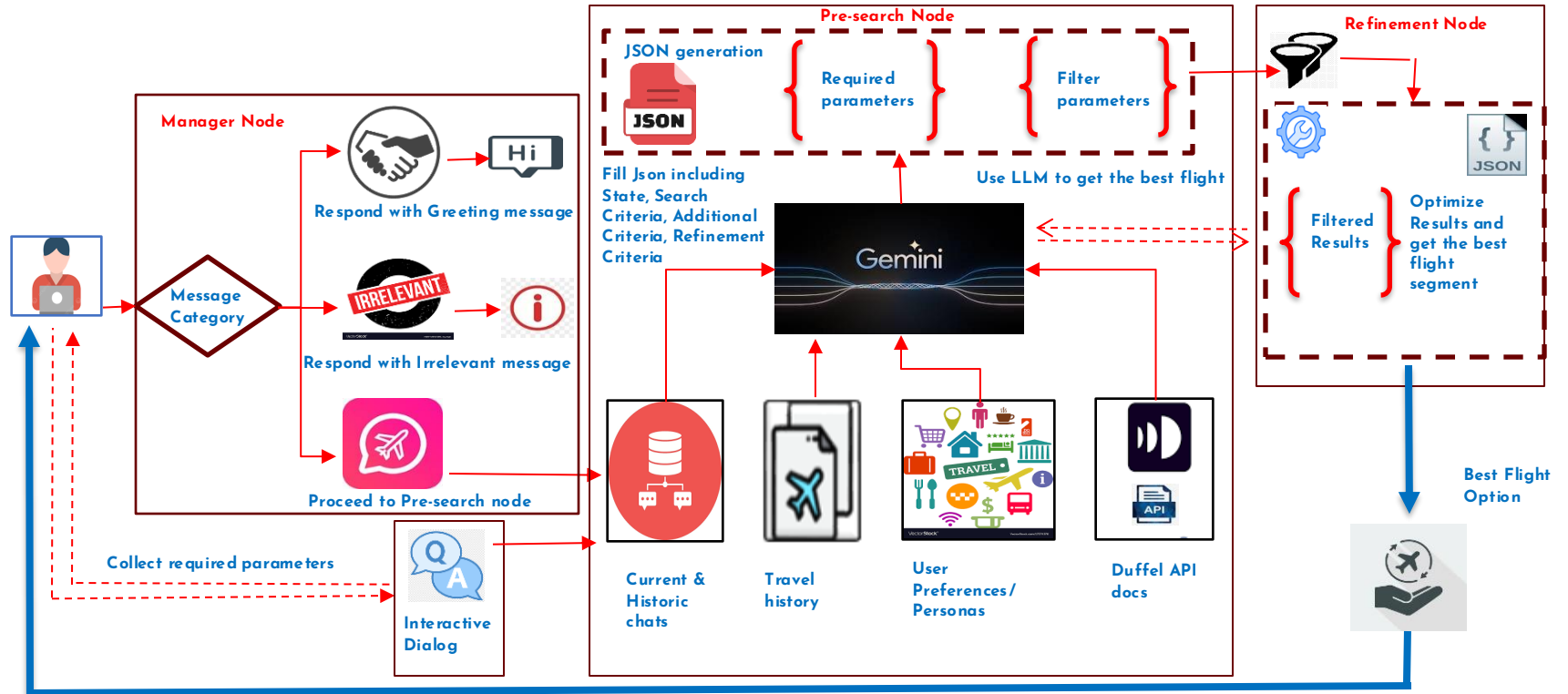
## EXPLAINABLE RESPONSES

- Delivers clear recommendations along with a rationale for each suggestion
- Gives users the confidence to make informed choices

## PROFILE MANAGEMENT

- Effectively manages user data, preferences, and secure payment information
- Ensures quick processing and personalized experiences

# Genie: Technical Architecture



- Home
- New Chat
- Chat History
- Explore
- Notifications
- Profile
- More



Where to next?



Start

### Example Phrases for AI Chat

- Book a flight from New York to Los Angeles on Oct 5th
- Find a hotel in San Francisco from Oct 5th to Oct 7th
- Top restaurants in Dubai
- Rent a car in Las Vegas on Oct 5th
- Explore things to do in Orlando on Oct 5th
- Top events in Tokyo in December

Help

Rasel Hasan  
aladdin@aladdinlife.com

© Copyrights reserved by AladdinAI

Email: [info@aladdinai.co](mailto:info@aladdinai.co)

### Why aladdin AI?



All in One



Personalized AI Agents



Task Delegation



Telecom Rewards

### A REAL AI AGENT

The more time you spend with your genie, the more it helps you. From amazing travel offers you'd love to know about, to the best places to see and eat.

Personalise your Genie

- Home
- New Chat
- Chat History
- Explore
- Notifications
- Profile
- More

Help

**Rasel Hasan**  
aladdin@aladdinlife.com



Flight: SFO to NYC

SFO to NYC

Book a trip from SFO to NYC



Greetings Text !

Here are some filter options for your trip from San Francisco International Airport (SFO) to New York, NY (NYC-All Airports), Do you have another city in mind for your arrival? Additionally, do you have any preferences for airlines or flight times?

Set filter for best flight result

Flying from San Francisco, CA (SFO-San Francisco International Airport) → Flying to New York, NY (NYC-All Airports)

Departing Select Date

Returning Select Date

Travelers  
1 Traveler

Trip Way

- Roundtrip
- One way
- Multi-city

Flight Stop

- Nonstop
- 1 Stop
- Multi-stop

Departure time

- Morning (5:00am - 11:59am)
- Afternoon (12:00pm - 5:59pm)
- Evening (6:00pm - 11:59pm)

Arrival time

- Morning (5:00am - 11:59am)
- Afternoon (12:00pm - 5:59pm)
- Evening (6:00pm - 11:59pm)

Flight class

- Economy
- Premium economy
- Business class
- First class

Preferred airlines

(Optional)

Search Airlines

- Delta
- Delta

Search for result



Do you have another city in mind for your arrival? Additionally, do you have any preferences for airlines or flight times?

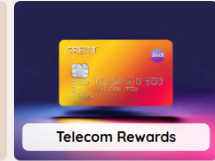
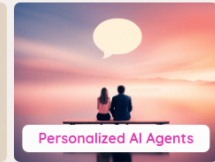


Where to next?



Start

Why aladdin AI?



A REAL AI AGENT

The more time you spend with your genie, the more it helps you. From amazing travel offers you'd love to know about, to the best places to see and eat.

Personalise your Genie

- Home
- New Chat
- Chat History
- Explore
- Notifications
- Profile
- More

Help

Rasel Hasan  
aladdin@aladdinlife.com

Flight: SFO to NYC

SFO to NYC

Book a trip from SFO to NYC



Greetings Text !

Here are some flight options for your trip from **San Francisco International Airport (SFO)** to **New York, NY (NYC-All Airports)**. Do you have another city in mind for your arrival? Additionally, do you have any preferences for airlines or flight times?

One way | 1 Traveler | 1 stop | Morning | Economy

Flying from San Francisco, CA (SFO-San Francis... | Flying to New York, NY (NYC-All Airports) | Departing Oct 17 | Preferred airlines Delta

Search

Best flight itineraries

- BEST**

San Fr... (SFO) - New York (JFK) **5:30 PM - 9:55 PM<sup>†</sup>** **6 Travelers** **\$470**

**Delta** Departure: Fri, Dec 27 18h 25m (1 stop) One Way Per Traveler

Carry-on included

✓ Free cancellation within 33 hours of booking  
✓ Fulfilled by zoyli

**\$1,059 total** [Book Now](#)
  - CHEAPEST**

San Fr... (SFO) - New York (JFK) **5:30 PM - 9:55 PM<sup>†</sup>** **6 Travelers** **\$370**

**Delta** Departure: Fri, Dec 27 18h 25m (1 stop) One Way Per Traveler

Carry-on included

✓ Free cancellation within 33 hours of booking  
✓ Fulfilled by expedia

**\$959 total** [Book Now](#)
  - FASTEST**

San Fr... (SFO) - New York (JFK) **5:30 PM - 9:55 PM<sup>†</sup>** **6 Travelers** **\$570**

**Delta** Departure: Fri, Dec 27 18h 25m (1 stop) One Way Per Traveler

Carry-on included

✓ Free cancellation within 33 hours of booking  
✓ Fulfilled by expedia

**\$1,259 total** [Book Now](#)
- ✓ Fulfilled by zoyli  
✓ Fulfilled by expedia
- 220 Flight** [View All Search](#)

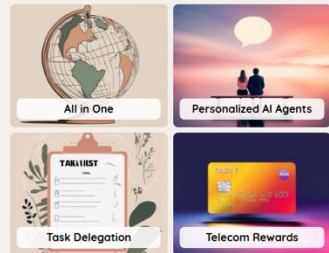
Do you have another city in mind for your arrival? Additionally, do you have any preferences for airlines or flight times?



Where to next?

Start

Why aladdin AI?



A REAL AI AGENT

The more time you spend with your genie, the more it helps you. From amazing travel offers you'd love to know about, to the best places to see and eat.

Personalise your Genie

# Thank you

## **Delhi-NCR, India**

C-1, Sector 7, Noida, UP 201301

Phone : +91-120-419-0000

## **Hyderabad, India**

2B, 2nd Floor, No.1-99/V/2, Vittal Rao Nagar

Madhapur, Hyderabad, Telangana 500081

Phone: +91-40-4853-2316

## **Dallas, USA**

4512 Legacy Drive, Suite 100, Plano, TX 75024

Phone : +1-512-772-3193

## **London, United Kingdom**

83 Victoria Street, London SW1H0HW

Phone : +44-207-096-9578

## **Toronto, Canada**

1 Dundas St West, Suite 2500

Toronto, ON M5G 1Z3

Phone : +1-416-619-9258

