The Innovators Paradox
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Case Study: AI Analytics Platform

Requirements from CEO:

- Anytime/anywhere mobile and desktop data and analysis
- One question, one answer
- Understands spoken and written natural language
- Accurate, up-to-date data
- Scalable
- Expandable to other use cases both internal and external
How it works

Question from User

Phone/Desktop/Alexa

AI engine

TDA Database

Data, analytics, charts answering the question

Strategic Goals
Challenges to Implementation

What year was the radio control model boat first demonstrated?
Challenges to Implementation

Tesla Demonstrated a radio remote controlled boat in Madison Square Garden in 1898…

First RC car available in 1970

"You do not see there a wireless torpedo; you see there the first of a race of robots, mechanical men which will do the laborious work of the human race.” – Nikola Tesla
Challenges to Implementation

What year was the zipper invented?
Challenges to Implementation

What year was the zipper invented?

- 1851 patent filed
- Displayed at the 1893 World’s Fair
- Adoption in the 1930’s
Challenges to Analytics

What year was the random walk (Brownian Motion) algorithm created to describe market price movements?
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In **1900** by Bachelier and again in **1905** by Einstein

First adopted by Wall Street in the **1980's**
The Innovators Paradox

• Innovations by definition are something totally new to the system - disruptive

• Being new, the system is not adapted to handle them

• Since the current system can't handle them, they cannot be made

So, the very **best**, most **innovative** ideas are impossible to put into production…

And are therefore the **worst** ideas,

AND Big Data Analytics is the most disruptive human innovation…
The Innovators Dilemma

“If you haven’t sold anything, you haven’t innovated”
- Jack Morrison, Bell Labs

• Great Ideas are innovative

….but value comes only through implementation

• Stable processes resist innovation by definition (Clayton Christensen)

• Henry Ford did not invent the car - nor the assembly line; he innovated on the implementation of the car
Old Process:

Great idea

POC team formed

Other teams working on same idea without coordination

Throw the POC over the wall

Development team

Operations/Business/T2

No clear path to production

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The 3 i’s: Intake-Insight-Implementation:

Coordinate all parties across Org. from beginning

Great idea

Clear path to production

Focus on Implementation

Production

Analytics COE
- Strategic Dashboard
- Beau Vance

Adv. Analytics Lab
- Rajiv Sinha
- Ravi Tappeta

T2 Architecture
- HALO cloud
- Tom Scarpati

AI Software
- External team (Clinc Inc.)

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