

June 16, 2023

Sumitomo Pharma Co., Ltd.

Sumitomo Pharma Launches Operation of a Chat Tool Using Generative AI in its Dedicated Environment

Sumitomo Pharma Co., Ltd. announced that it launched operation of a chat tool using generative AI (hereinafter “the Tool”) on May 26, 2023.

The Tool is an interactive web tool with functions equivalent to those of “ChatGPT” provided by OpenAI Inc. (hereinafter “OpenAI”). The AI engine provided by OpenAI is used; however, the settings are such that OpenAI cannot make secondary use of the information. The Tool is intended for use by all employees of the Company.

In the Medium-term Business Plan formulated in April 2023, the Company has identified “Accelerating Digital Transformation (DX)” as one of its priority issues, and is working to innovate its organization into one where all of its employees make maximal use of its digital platforms and, following data-driven decisions, make continued autonomous efforts to innovate operations and create value.

As part of these efforts, the Company has a system to promptly develop and operate applications in order to introduce new technologies in a timely manner. Also, it has so far responded to various internal needs, including building machine translation tools and information management systems. This time, the Company has built the Tool by utilizing the strengths of ChatGPT provided by OpenAI, such as its “ability to generate text” and “extensive knowledge,” while eliminating the risk of information leakage outside the Company. The Tool can be used in a variety of situations, from streamlining general operations to creating value in research and development.

In the use of Large Language Models (LLMs), problems, such as the generation of incorrect information, have been pointed out. The Company has been utilizing LLMs for some time, mainly through its U.S. subsidiary Sumitovant Biopharma, Inc., and has made use of this experience in the formulation of the question templates and usage guidelines for the Tool.

In formulating the usage guidelines, the relevant departments within the Company examined it from various different perspectives and established rules to ensure that the Tool can be operated in compliance with various regulations. In addition, in the verification conducted prior to the release of the Tool, it was confirmed that it exhibits high performance in information collection and organization, creation of internal documents, data formatting, etc., and it is expected to enhance productivity in various value chains, such as R&D, production/quality management, and sales.

In addition to the Tool, which possesses only general knowledge, the Company will proceed with the development of an “enhanced version of generative AI” which also possesses information on the development of pharmaceuticals and development of drugs.

Going forward, the Company will continue to actively incorporate new technologies to make efforts to transform operations and create value, through the acceleration of DX.

Reference

About ChatGPT

ChatGPT is an artificial intelligence (AI) chatbot developed by OpenAI and released in November 2022, and is an interactive AI with enhanced features of the generative AI, “GPT (Generative Pre-trained Transformer),” which is a type of large language model, for interacting with humans.