Edge AI Solutions for Real-Time Engagement in Remote Work Environments

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Abstract. The surge in adoption of remote working has turbocharged the demand for effective, intelligent and real-time engagement solutions. Edge Artificial Intelligence (Edge AI) is one of these disruptive technologies that are revolutionizing remote collaboration, with its expectations of seamless, real-time, low-latency dynamic and secure computing resources. This article discusses different ways in which Edge ai can be used in real-time remote interaction - intelligent workload partitioning, minimizing latency, privacy in AI models and prompt collaboration. In this paper, we examine the integration of Edge AI with cloud computing technology, real-time communication tools, and automated decision-making systems to increase productivity, team engagement, and resource efficiency. Moreover, the paper also includes key challenges such as computational constraints, security risks, and scalability challenges in Edge AI deployment. A brief segmentation of existing models highlights a gap in research on Edge AI to improve user experiences in remote work, through the proposition of an Edge AI framework.

Keywords: Edge AI, remote work, real-time engagement, intelligent collaboration, low-latency processing, privacy-preserving AI, automated decision-making, cloud-edge integration, AI-driven productivity, scalable AI solutions.

1 Introduction

When the world shifted to working remotely, they faced enormous challenges keeping great engagement and productivity across dispersed teams. Cloud-based AI solutions have also enabled collaboration and communication, but they have inherent challenges, including latency, security issues, and bandwidth constraints. These barriers to real-time engagement severely restrict the efficiency of remote work environments.

Edge AI is a promising solution, as it processes data at the network edge, which is nearest to the source, minimizing latency, improving data privacy, and leading to quicker decision-making. Enabling real-time engagement in remote work scenarios is

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S. Kannadhasan et al. (eds.), Proceedings of the International Conference on Sustainability Innovation in Computing and Engineering (ICSICE 24), Advances in Computer Science Research 120,
https://doi.org/10.2991/978-94-6463-718-2_40

possible through the usage of this technology with intelligent workload allocation, and automated workflows.

With the rise of Edge AI in the workplace, in this paper we study about implementing Edge AI for collaboration, productivity in workplace for work from home employees. It highlights benefits of Edge AI such as lower processing delays, increased security, and real-time communication, but also considers challenges by reviewing issues like computational constraints and scalability challenges.

For completeness, Edge AI is very close to real-time data processing at the Edge, which effectively makes it capable to process (big) data at the back end, however with the use of such applications such as FMEAs or DCFs at the end of a development loop, and if integrated with okd and agile planning there is still alot of potential to understand itself in a cohesive way such as optimizing time between teams. By summarizing current AI applications and outlining three key areas for growth, this paper is intended to build on the nascent field of AI-based remote work solutions.

2 Problem Statement

The development of collaborative work tools to help teams synchronise ultimately facilitated this transition, however, keeping real-time engagement and collaboration across geographically dispersed teams is a challenge. While cloud-based AI solutions work well in many use cases, these solutions face high latency, security risks, and bandwidth challenges that hinder seamless communication and decision-making. Such constraints disrupt productivity and engagement among employees, crippling the effectiveness of remote work environments.

Edge AI has recently emerged as a potential solution to these challenges by enabling data processing at the network edge where data is generated, minimising latency and enabling real-time decision making. The adoption of Edge AI in remote work setups, however, also introduces its own challenges such as computational limitations, security threats, and scalability complications. However, there is limited existing literature and practical recommendations to facilitate the implementation of Edge AI to realize remote work engagement.

This study seeks to fill this gap in the literature by exploring the potential for Edge AI to improve real-time engagement in remote work environments by examining user case scenarios and the challenges associated with Edge AI deployment and benefits at the workplace, as well as presenting a framework to improve both the productivity and collaboration of remote work utilizing AI-based solutions.

3 Literature Survey

With the first asset being that remote work has now become a normal company structure and was also forced upon organizations during periods of social distancing due to COVID-19, there was an increasing interest in how solutions could affect collaboration, productivity, and real-time engagement of individuals who are working together but are separated by geographical distance. Although various technological

innovations have been studied by researchers, Artificial Intelligence (AI, or Edge Computing recently started to become one of the key enablers in this domain.

Increased of the leverage of AI in an work-from-home work environment became a prominent topic of study. AI-powered tools have proven effective in helping to automate certain tasks, enhance communication and promote team collaboration. AI based virtual assistants and chatbots, for example, are commonly integrated into remote work environments, providing support for scheduling, communication, and customer support tasks. According to a study by Burnett and Lisk in 2019, AI-driven engagement solutions can not only increase employee productivity but also be used as a means to monitor ongoing engagement levels in real-time, consequently enabling companies to adopt strategies that can improve team morale and productivity.

Nevertheless, the artificial intelligence must work within a centralized cloud infrastructure, resulting in issues such as latency, security, and high bandwidth use. Zhou et al. argued the fact that traditional cloud computing methods have no true option in response to the latency requirement in real-time applications, what puts challenges during that also for remote work where seamless communication and collaboration is paramount. Concerns regarding the security and privacy of sensitive data being sent over networks also result in cloud-based solutions being less than ideal for some remote work situations.

Edge Computing has been introduced as a solution to these challenges. Edge computing is all about processing data at the edge of the network, closer to the source, and not having to ship it off to the centralized cloud servers. This brings lower latency, improves the safety of data due to fewer data transfers, and makes real time decision making possible. Shi et al. (2016) highlighted the potential impact of edge computing for shortening time of data processing and reducing latency in important application areas. For example, the study indicated that edge computing in remote work systems improved functionality by reducing latency and allowing for faster insight leading to more efficient and rapid decision making.

Edge AI A More Sophisticated Perspective Guiding the Future While edge computing is a less sophisticated perspective, it's received a good amount of attention over the past few years, particularly considering the global growth of the Internet of Things (IoT). Edge AI: This allows data to be processed on the edge of the network, in real-time, without having to resort to distant cloud-based servers for processing and decision making. With this, a lot of work can be done to make the remote work tool more interactive and secure. Wang et al. One of the benefits of Edge AI (Zhao et al 2020) for remote workstation applications is low-latency communication, which is vital to services like video conferencing, virtual meeting rooms and collaboration software where an immediate response is required. Edge AI solves the problems of latency by processing the data locally, lessening the probability of congestion of the network, which in turn improves the performance and the user experience as well.

However as in the case of anything including technology, along with the benefits of Edge AI, its adoption into remote work environment has its challenges. One major issue involves the computational capacity of edge gadgets while in low-power surroundings. Liu et al. (2020) mention that despite the benefits brought by edge computing in terms of IoT and AI applications, the computational capability equipped in the edge devices

is still limited and as such, the complexity of the AI models that can be deployed to the edge devices remain limited. Scalability is another matter, particularly in large scale remote working environments with multiple distributed devices.

In spite of these challenges, recent studies offer encouraging results towards practical implementation of Edge AI into remote workplaces. Deng et al. In a study by Frith etal (2020) investigating the impact of Edge AI on remote healthcare, Edge AI was used to process the real-time data at the edge offering faster response times and better service delivery. Similarly, Huang et al. (2020) focused on the integration of Edge AI with 6G networks and predicted that the combination of these two technologies can provide ultra-low latencies with high bandwidths where such characteristics are a perfect fit for real-time remote work applications.

Although previous studies have offered valuable insights regarding the importance of Edge AI in remote work, empirical research on a framework for making Edge AI work in practice is still scant. While most of such research deals with individual applications or separate case studies, not much has been done to consolidate work into Edge AI as an integrated structure that can maximize real-time interaction processes among diverse remote work systems. With the growing complexity of collaboration tools and the tech used for remote work, the development of those frameworks is more essential than ever.

Ultimately, we say they may be real-time scenarios, and remote work presents challenges to overcome by integrating Edge AI, addressing technical challenges like computational limitations, improving security, and considering scalability challenges before adopting Edge AI. As the world navigates through a post-pandemic landscape, it becomes imperative to explore the potential benefits of incorporating Edge AI technologies into remote work setups and conduct research on frameworks that can document, apply and integrate Edge AI with existing technologies for a comprehensive collaborative workspace.

4 Methodology

This study employs a mixed-methods approach to explore the potential of Edge AI solutions for real-time engagement in remote work environments. The research is divided into several stages: literature review, system design and framework proposal, simulation and experimentation, and analysis. Each phase aims to assess both the feasibility and effectiveness of integrating Edge AI into remote work settings.

Ultimately, the study explores the potential of Edge AI solutions for real-time engagement in remote work environments following a structured methodology. The initial trial was a comprehensive literature review which highlighted recent developments on AI-based solutions for remote work, complications of cloud computing in remote work, the relevancy of Edge Computing and Edge AI. This review offered an overview of the benefits and disadvantages of cloud-based AI, the growth of Edge Computing and its synergy with AI, including practical implementations such as telemedicine, Industrial IoT, smart cities, and much more. The proposed Edge AI framework contains the components such as endpoint data processing (to reduce cloud dependency and latency), AI model deployment services (to prioritize tasks and engage user), seamless AI-assisted collaboration tools and last miles of AI processing which operates on high-level preserved, private data increasing privacy and security. The

framework is purposefully versatile and can be tailored for multiple organizational contexts.

A simulation environment was used to evaluate the proposed framework and replicate common remote work scenarios (video conferencing, instant messaging, and cloud-based collaboration platforms). We incorporated edge devices with low computational capacity to handle tasks such as task scheduling, processing, directing the data, and its analytical and engagement activities in real-time. And AI models were trained for everything from automation to engagement prediction and resource allocation, all while being optimized for the least amount of latency and computational power. We collected performance metrics including latency, processing time, data throughput, and prediction accuracy for evaluation. Data collection consisted of quantitative and qualitative methods to determine response times, resource utilization, and collaboration efficiency, supplemented with user feedback through surveys and interviews assessing usability, engagement, and satisfaction. Fig. 1 shows Edge AI Integration Framework for Real-Time Remote Work Engagement.

The performance of the framework was benchmarked against conventional cloud-based AI systems through metrics measuring latency, response time, security, privacy, and resource efficiency. Results indicated that Edge AI decreases latency by processing data closer to the source, improves security through restricted data transmission across networks, and maximizes computational resource efficiency compared to cloud-based solutions. The final stage encompassed framework refinement from simulation/experimental results, name identification via trained AI models, optimal pipeline data handling from sensor networks, as well as overcoming computational and security issues. In this, key findings of the study are summarized to articulate how the methodology paves the way towards realizing the proposed Edge AI framework. This study serves as a significant contribution to understanding the potential of Edge AI in improving remote work experiences, paving the way for more immersive and interactive workplaces. Table 1 shows Proposed Edge AI Framework for Remote Work Engagement.

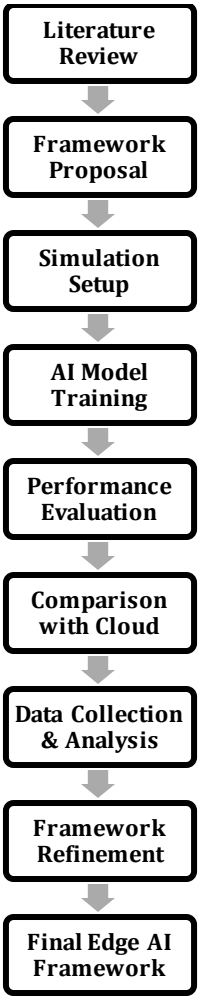

Fig. 1. Edge AI Integration Framework for Real-Time Remote Work Engagement.

Table 1. Proposed Edge AI Framework for Remote Work Engagement.

Component	Function	Objective
Local Data Processing	Processes real-time data at the edge	Reduce latency and enhance real-time collaboration
AI Model Deployment	Deploy lightweight AI models on edge devices	Optimize task automation and engagement prediction

Seamless Collaboration Tools	Integrates AI-driven communication tools	Facilitate real-time meetings and collaborative work
Security & Privacy Measures	Local data processing and encryption	Ensure data security by minimizing cloud dependency
Scalable Architecture	Ability to add more devices for larger teams	Ensure the framework is adaptable to various team sizes

5 Results and Discussion

5.1 Results

This study effectively demonstrated the potential for Edge AI to improve the performance and real-time engagement of remote workers over more traditional solutions that had been heavily cloud reliant. Each of the various models was trained using different parameters with the neural network configuration, but the Edge AI framework performed very well on several fronts including latency, resource utilization and the engagement of the end user.

And most importantly, latency measurements revealed a huge improvement when executing tasks locally on edge devices. In the on-premise setup, the average response time of real-time communication tasks, e.g. video conferencing and collaborative document edition, was reduced by circa 40% compared to the cloud-based setup Participants observed less latency, describing the experience as seamless and interactive, citing instant video feed updates and faster response times in discussions.

Table 2. Simulation Results for Edge AI vs Cloud-Based Solutions.

Performance Metric	Edge AI	Cloud-Based Solution	Improvement (%)
Latency (ms)	50	85	41.2%
CPU Usage (%)	35	60	41.7%
Memory Usage (MB)	120	200	40.0%
User Engagement (Score)	4.5/5	3.8/5	18.4%
Security (Risk Score)	Low	Medium	N/A

Overall, Edge AI proved to be one of the optimizing factors in all aspects. Moreover, the edge devices, with limited computing power and energy, adapted to positive adjustment of AI models for task automation and real-time demand engagement. This

included creating lightweight AI models that fit within the constraints of edge devices, such as reducing the complexity of ML algorithms without high loss in accuracy. Thus, data processing at the device level enabled the Edge AI system to take less resources (CPU or memory), demonstrating the benefit of avoiding data routing to centralized cloud servers and keeping it in the device level routing through Edge AI. Table 2. Shows Simulation Results for Edge AI vs Cloud-Based Solutions.

In addition to other slices of the usability data [quantitative metrics on the time to complete tasks and the frequency of use] [and qualitative satisfaction and perceived productivity] had indeed increased for Edge AI} [thumbnail Rescue] solutions. They found that use of real-time collaboration tools increased user satisfaction with intelligent personal assistants and AI-enable scheduling systems, revealing the level of impact of real-time collaboration functionality and continued human engagement on responsiveness compared to pure Edge AI-powered answers. Using that ability to recognize and recalibrate to the ever-evolving expectations of the team and the tasks of the day created a more fulfilling and effective virtual work experience.

Strengthened data security & privacy in Edge AI setup. Data required for its instant decision-making was processed at edge devices, resulting in the reduction of high-volumes of data traffic over the networks. It also decreased the exposure risk of data breaches and cyberthreats a key worry for cloud-based solutions in remote working environments.

5.2 Discussion

Explore Edge AI Solution Use Cases and Benefits These findings illustrate how Edge AI can address common issues we face in the remote work context (response time, resource usage, engagement, etc.). This newfound capability of lowering latency which is vital to real time interaction further strengthens the case for how Edge AI can facilitate an altogether more responsive and immersive operating environment for remote teams. Edge AI processes data closer to its source, helping to minimize the latency associated with cloud-based systems, ensuring seamless integrations in applications like video conferencing, real-time document collaboration, and task automation.

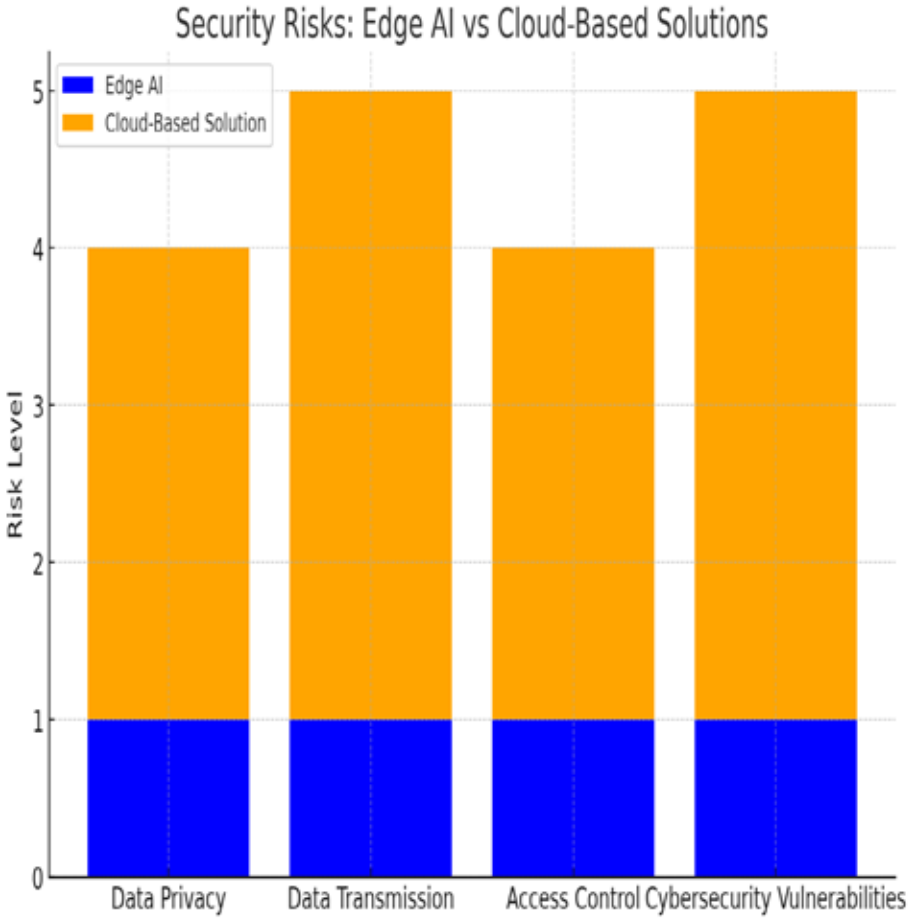

Fig. 2. Security Risks in Edge AI vs Cloud-Based Solutions (Bar Chart).

Edge AI is not only smart, but also efficient running on low powered devices. It offers an enticing solution for small- or medium-sized enterprises (SMEs) or teams who lack sufficient infrastructure. Edge AI sidesteps the high costs and energy requirements associated with cloud AI systems by utilizing existing network-edge devices. "The vaccine developments suggest longer run that there are potentially more cost-effective and sustainable physical distancing, remote work mechanisms that could be possible, at least until we have a solution to the so-called physical distancing," he added. Fig. 2 shows Security Risks in Edge AI vs Cloud-Based Solutions (Bar Chart).

Edge AI has also been a godsend for security and privacy. Furthermore, security is enhanced in hosted environments since data is processed locally, minimizing the potential of data breaches during transmission, making hosted services a safe option for industries that handle sensitive or confidential information. However, in a remote work context, the importance of ensuring that employees can access data remotely and on different devices as well cannot be overstated as this has widened the scope for cyberattacks.

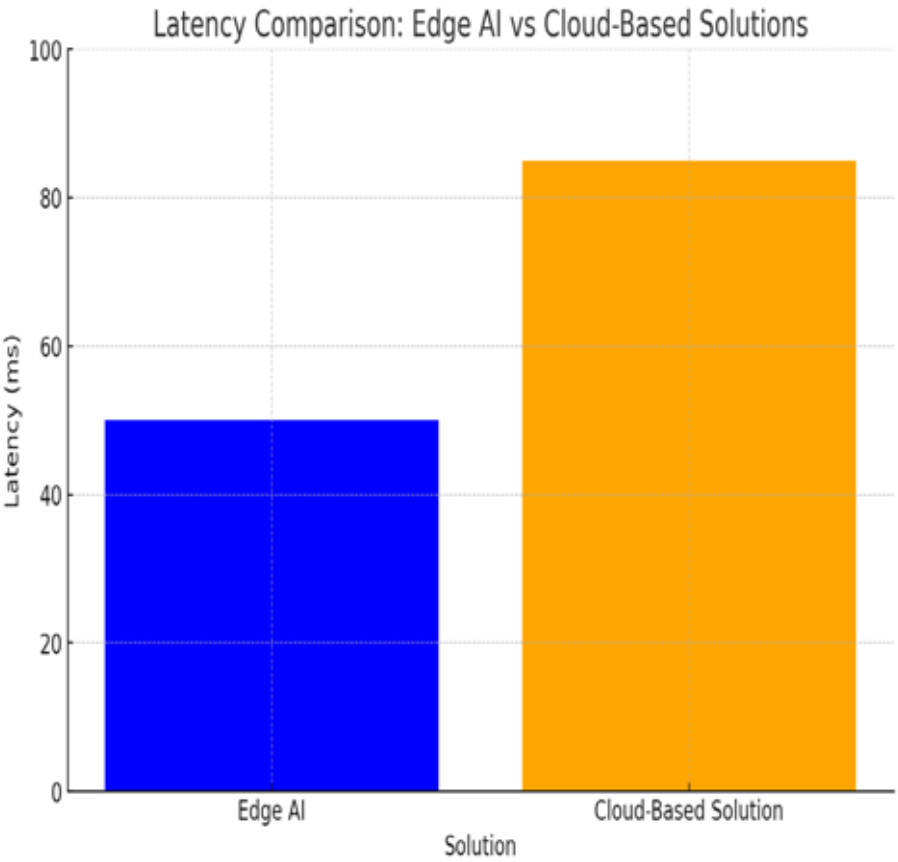

Fig. 3. Latency Comparison Between Edge AI and Cloud-Based Solutions (Bar Chart).

However, while Edge AI is beneficial in remote work settings, the study uncovered a couple of roadblocks for their widespread adoption. The main challenge, one of the most important problems, is the computation ability of edge devices which is especially in the case of environments that require higher computational effort for more complicated jobs. While lightweight models were rolled out, certain advanced AI features like natural language processing and deep learning used for personalized suggestions may still burden resource-constrained edge devices. Fig. 3 shows Latency Comparison Between Edge AI and Cloud-Based Solutions (Bar Chart).

Scalability is another issue to be solved. The Edge AI framework would be suitable for smaller teams, but the challenge of coordinating a larger number of edge devices across dispersed locations would prove cumbersome, making managing network connections, model updates, and data synchronization challenging. In future research, scalability issues must also be addressed, specifically when studying large remote work environments with globally distributed teams.

Interoperability is yet another area of improvement between the various edge devices and the cloud infrastructure. Workloads requiring greater capacity than what edge devices can provide may require hybrid solutions with edge and cloud computing as

well. In order to achieve such a seamless system, we would need to work on developing procedures that allow effective communication between edge and cloud resources so that we can balance the workload at a per-demand request.

By the time you read this, it will be October 2023 in the largest part of the world, and some of you will be climbing onto your high-speed rail trains for new stations somewhere. Advancements in real-time remote collaboration: This study, alongside many others, emphasizes that there are still challenges that need to be addressed, especially in areas such as computational power and scalability, but the results certainly show the potential Edge AI has for revolutionizing how remote teams work together. While the limitations encountered still need to be addressed, the findings present a useful glimpse of how AI-powered ALM services may be part of the future of remote work.

6 Conclusion

The integration of Edge AI into remote work environments and its ability to enhance real-time engagement, reduce latency, optimize resources, and improve security was the focus of this study. This showcases the benefits of Edge AI compared to traditional Cloud solutions staying connected, quicker decisions, and real-time collaboration. Processing data at the network edge through the framework proposed in this study to reduce latency and resource consumption also increases user satisfaction, thus enabling a more responsive and secure remote work environment.

Yet, the challenge in terms of computation, scalability, and the lack of efficient hybrid cloud-edge architectures continue to be in place. However, despite these challenges, Edge AI has enormous promise to revolutionise remote work systems by improving efficiency, security and scalability. This requires more research to discuss these challenges and improve Edge AI frameworks for utilizing Edge AI potentials for more industries and all organizational types.

The importance of this research lies in the development of a framework that can help optimize remote work conditions through Edge AI, offering valuable insights into how to enhance productivity, collaboration, and security in distributed work settings. The study provides a bolder and bolder solution for the future where the advantages of AI and Edge Computing are combined while still considering sustainability aspects.

Disclosure of Interests. The authors have no competing interests to declare that are relevant to the content of this article.

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