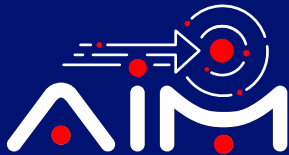# GALAXY
Integrating Technology | Driving Growth

TECH TALK

Issue 155 May 2025

Pioneering Tech Leadership with a Legacy of Excellence.

AIM
Galaxy Office Automation Pvt. Ltd.

The **Dell AI Factory launch event**, a collaboration between Dell Technologies and Galaxy, marked a significant milestone in the realm of artificial intelligence.

Featuring transformative AI innovations and insightful sessions with industry leaders from Dell, Galaxy, and NVIDIA, the event showcased the promising future of AI across various industries. Attendees experienced first-hand the capabilities of the Dell AI Factory, designed to accelerate AI adoption with a comprehensive suite of infrastructure, solutions, and services. The event underscored the commitment of these tech giants to drive AI-driven transformation and innovation.

Thank you to everyone who joined us and contributed to such a memorable experience.

Dear Readers,

The recent terrorist attack that claimed the lives of innocent tourists has left us all heartbroken. My deepest condolences go out to the grieving families, some of whom tragically witnessed the murder of their loved ones. Beyond the immeasurable human cost, this attack appears designed to destabilize a regional economy that was just recovering from years of terrorism-related setbacks followed by COVID-19's devastating impact.

A thriving tourism sector means more jobs, greater stability, and fewer desperate individuals vulnerable to terrorist recruitment. The attackers also sought to exploit communal tensions, attempting to spread violence beyond the immediate region. Thankfully, with few exceptions, the nation stood united against both the terrorists and their foreign sponsors.

In the days since this tragedy, one question has haunted me: Could advanced technologies like Aartificial Iintelligence have prevented—or at least warned us about—this attack? After careful reflection, I believe the answer is yes. Modern AI tools could have detected suspicious communications through pattern recognition in encrypted channels, identified unusual border activity using predictive behavioralbehavioural analysis, uncovered hidden networks by mapping connections between individuals and groups, flagged planning activities on the dark web through automated monitoring, and forecast elevated threat levels by analyzing historical data and online signals.

While we can never eliminate all risks, integrating predictive cybersecurity systems, AI-enhanced surveillance, and intelligent threat detection could dramatically reduce both the frequency and success rate of such attacks.

As one of the leading AI and cybersecurity system integrators, we at Galaxy feel a profound responsibility to develop solutions that make our world safer. This tragedy only strengthens our commitment to that mission.
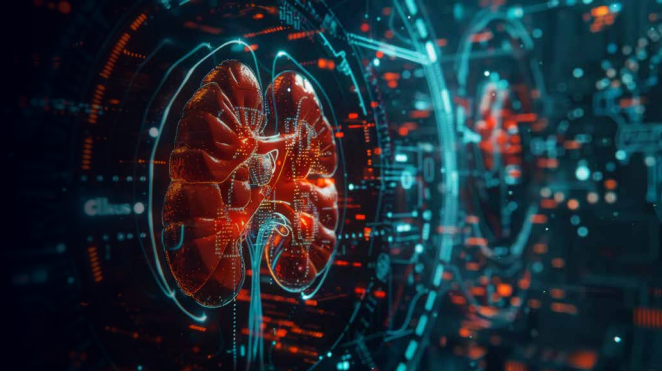
Thank you for reading, and may we all work toward a more secure future.

Anoop Pai Dhungat
Chairman & Managing Director

Scientists Built an AI Model That Spots Endometrial Cancer in Tissue Slides

One of Australia's most common gynaecological cancers could be detected sooner and more accurately thanks to a specialized artificial intelligence (AI) model, new research shows.

Researchers from Daffodil International University in Bangladesh, Charles Darwin University, the University of Calgary, and Australian Catholic University have developed an AI model that can detect endometrial cancer with 99.26% accuracy.

Endometrial cancer is the most common gynaecological cancer in Australia and one of the most diagnosed cancers in Australian women, according to the Cancer Council.

The model, called ECgMPL, examines histopathological images, which are microscopic images of tissue used in disease analysis. The model enhances the quality of the images, identifies the most important areas, and analyzes the tissue.

The current endometrial accuracy using automated diagnosis is reported to be approximately 78.91% to 80.93%.

Co-author and CDU lecturer in information technology Dr. Asif Karim said the model could enhance clinical processes.

"The proposed ECgMLP model outperforms existing methods by achieving 99.26% accuracy, surpassing transfer learning and custom models discussed in the research while being computationally efficient," Dr. Karim said.
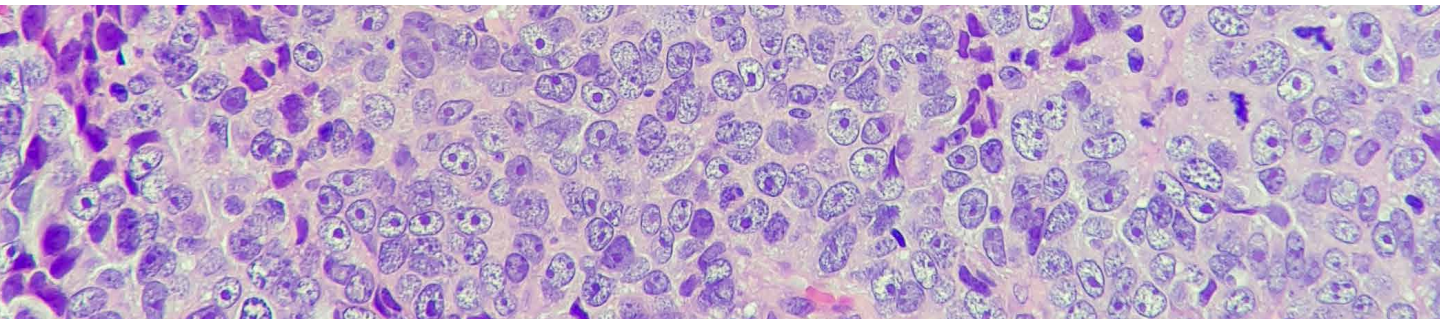
"Optimized through ablation studies, self-attention mechanisms, and efficient training, ECgMLP generalizes well across multiple histopathology datasets, thereby making it a robust and clinically applicable solution for endometrial cancer diagnosis."

Co-author and CDU adjunct Associate Professor Niusha Shafiabady, who is also an Associate Professor at Australian Catholic University, said the model also had benefits outside of endometrial cancer diagnosis.

"The same methodology can be applied for fast and accurate early detection and diagnosis of other diseases, which ultimately leads to better patient outcomes," Associate Professor Shafiabady said.

"We evaluated the model on several histopathology image datasets. It diagnosed colorectal cancer with 98.57% accuracy, breast cancer with 98.20% accuracy, and oral cancer with 97.34% accuracy. The core AI model developed through this research can be adopted as the brain of a software system to be used to assist doctors with decision-making in cancer diagnosis."

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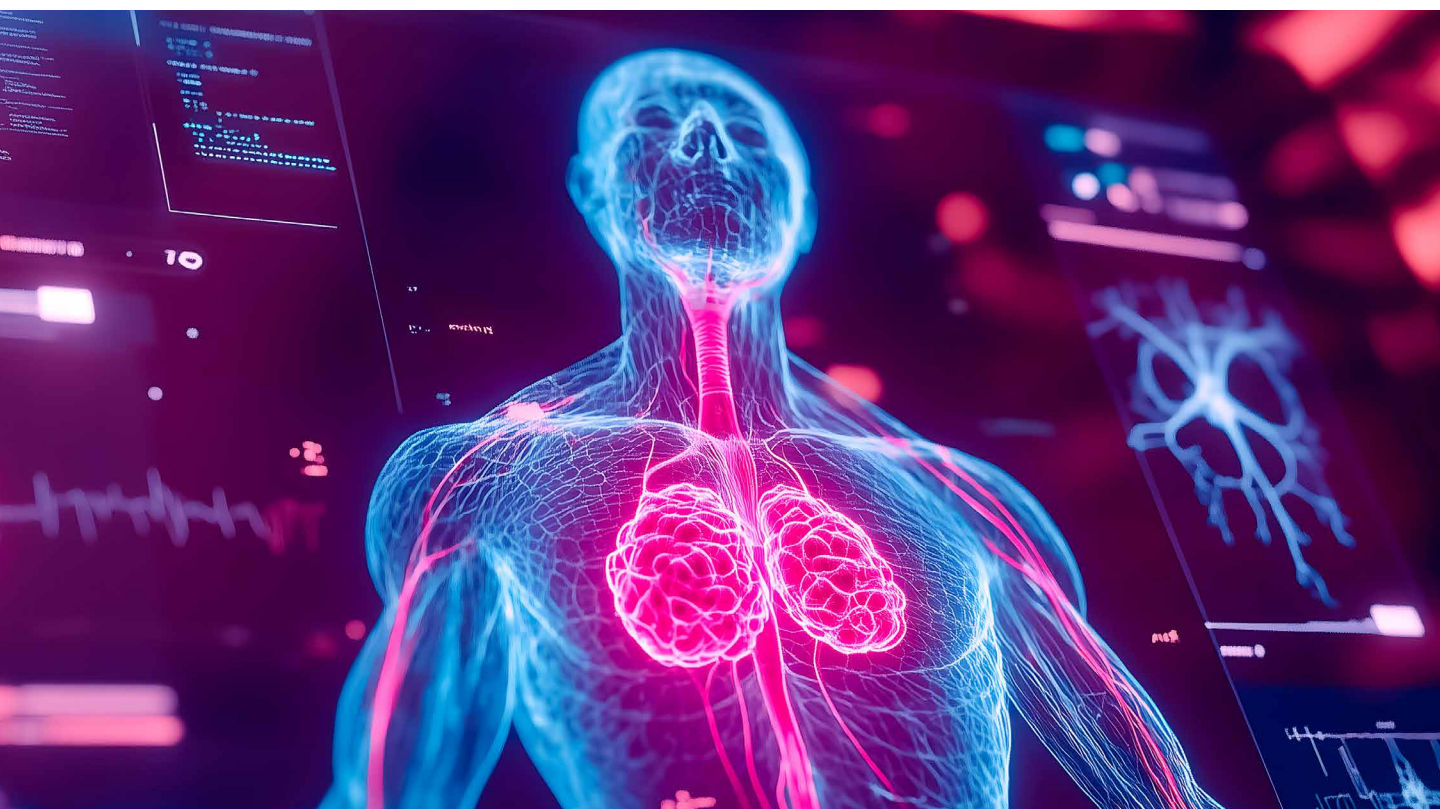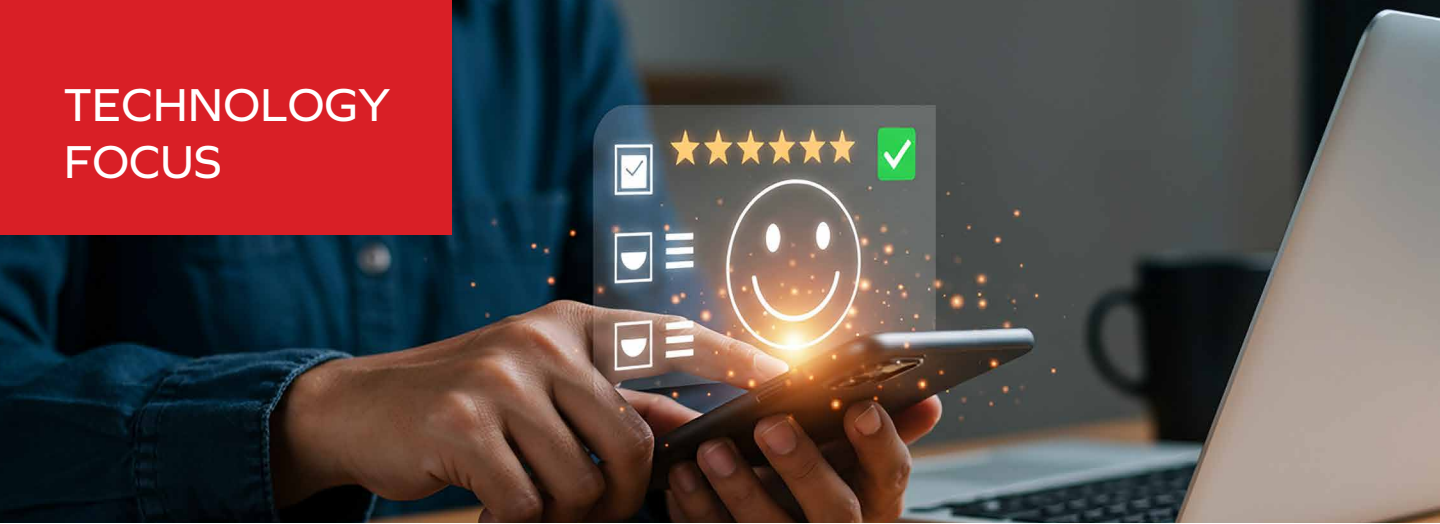
Beyond the Basics:
Advanced SLA Strategies

Service Level Agreements (SLAs) are created to document the commitments that you plan to fulfill for customers. SLAs specify commitments that are agreed levels of service between the service provider and the customer. SLA commitments can be measured in a qualitative or quantitative way. SLA commitments can be associated with one or more escalations that specify the actions that are needed if the commitment is not met.

SLAs can be applied to many types of records, including tickets and work orders. SLAs typically specify target dates for important activities that are related to work, such as target start, response, and delivery dates.

SLAs are created in the service level agreements (SP) application. You can restrict service level agreements to the organization or site level. If you specify organization or site values, users can view or apply only SLAs within the specified organization or site.

You can specify the following kinds of information on an SLA. Some of the information is matched to the same information on the target record to determine whether the SLA can be applied.

- A ranking value. The ranking value chooses an SLA when more than one SLA is applicable to a record. A lower numerical value takes precedence over a higher one.

- Effective start dates, end dates, and review dates. These dates can be specified in workflow processes.

- Associate vendors and contracts.

- Associate customers so that the SLA applies only to records for the specified customer.

- A calendar that calculates target date values.

- The commitments that are related to the type of record that the SLA applies to. For example, for tickets, you can specify target dates and target times for response, resolution, delivery, availability, and other values. For work orders, you typically specify target times for start, finish, and delivery time.

- The conditions under which a service level agreement applies, such as classification, services, and other criteria.

- Associate related service level agreements.

- Assets, CIs, locations, or parts pools on the target record that the SLA applies to.

- Key performance indicators (KPIs) that track performance over time.

- Escalations, actions, and notifications to support the SLA commitments.

SLA calendars

There are two types of calendars on an SLA in the application. Neither calendar is required. If you do not complete the calendar information, the calendar is not considered when the SLA is applied to another record or when calculating work dates.

Condition matches on price schedules, SLAs, and response plans

When conditions and fields on a price schedule, SLA, or response plan match those on a ticket, work order, or sales order, the price schedule, SLA, or response plan can be applied to the ticket, work order, or sales order.

SLA holds

You can change the status of a ticket to SLA hold to indicate to the submitter that more information is needed before any action can be taken. When a ticket is on hold, it is not escalated, and no actions or notifications are run for the SLA.

Read more →

Ransomware:
How to Protect Your Business Before It's Too Late!

Every 11 seconds, a business somewhere in the world is hit by a ransomware attack. Ransomware locks your important files or systems and demands payment for their release — often causing severe financial, operational, and reputational damage.

But the good news? With proactive steps, you can dramatically reduce your risk.

Here's how you can protect yourself:

1. **Back Up Your Data Regularly and Securely**
   Maintain updated backups in offline or secure cloud storage. If ransomware strikes, you'll be able to restore your data without paying a ransom.

2. **Strengthen Your Digital Defences**
   Use trusted antivirus, endpoint protection, and anti-ransomware tools that offer real-time threat detection.

3. **Educate Your Team**
   Most attacks start with a simple phishing email. Train your employees to recognize suspicious emails, links, and attachments.

4. **Keep Systems Updated**
   Regularly patch and update all your software, apps, and operating systems to fix known vulnerabilities.

5. **Enable Multi-Factor Authentication (MFA)**
   MFA adds an extra layer of security, making it harder for attackers even if your passwords are compromised.

6. **Prepare an Incident Response Plan**
   Have a clear action plan ready: whom to call, how to isolate infected systems, and how to recover quickly.

Advantages and Benefits of DSPM

1. Regular Backups

Store securely offline or in the cloud

2. Install Security Software

Real-time protection is critical

3. Train Your Team

Recognize phishing emails and suspicious links

4. Update Regularly

Patch software and systems on time

5. Enable MFA

Protect accounts with multiple layers

6. Incident Response Plan

Know exactly what to do if attacked

Here's a list of services Galaxy can offer around ransomware protection and response:

1. **Ransomware Risk Assessment**

   - Identify gaps in the customer's current cybersecurity

   - Audit their backup systems, antivirus, MFA setup, employee awareness, etc

   - Provide a simple report: vulnerabilities + quick wins

2. **Managed Backup and Disaster Recovery Solutions**

   - Offer secure, automatic daily backups (local + cloud)

   - Setup disaster recovery plans (DRP) — so businesses can recover quickly if attacked

3. **24x7 Security Monitoring (MDR/NOC)**

   - Monitor the network for suspicious activities (especially ransomware behaviours)

   - Alert early if a breach is detected

4. **Incident Response Services**
   First Responder Team to help companies during or after an attack:

   - Contain the infection

   - Restore data from backup

   - Help rebuild and secure systems

5. **Endpoint Protection Services**

   - Manage antivirus/EDR solutions (install, monitor, update)

   - Managed monthly service (MRR model)

6. **Zero Trust Security Consulting**

   - Help customers move to a zero trust architecture: trust nothing, verify everything

   - Practical things like network segmentation, least privilege access, and device authentication

Quick Tip:

- Never negotiate with attackers directly — always consult cybersecurity experts

- Cyber threats evolve every day. Let's stay one step ahead together!
  Stay alert. Stay protected. Stay ahead.

We at Galaxy can help you to protect your business from ransomware. To talk to our experts, email us at marketing@goapl.com.

China's Underwater AI Data Center:
A Revolutionary Leap in Technology and Sustainability for Indian Innovators to Explore

After surprising the world with its competitive DeepSeek AI chatbot, China has taken a bold step in advancing its AI capabilities with the deployment of an innovative underwater data center off the coast of Hainan province. This newly launched facility is not only able to process data but also sets a new standard for energy efficiency. It boasts the computing power of nearly 30,000 high-performance PCs and can complete computations that would normally take a year in just a single second, according to China's CGTN news channel.

At the heart of this project is DeepSeek technology, which powers an intelligent assistant capable of managing up to 7,000 conversations per second, according to the details revealed by the China Daily website. The recent addition of a submerged module—an 18-meter-long pressure vessel containing over 400 high-end servers—further enhances the cluster's capability. This module is linked to onshore terminals, providing seamless data processing

and real-time interactions for various business applications.

What makes this facility stand out is its eco-friendly design. By housing the servers underwater, it uses the natural flow of seawater for cooling, significantly reducing energy consumption. The system also integrates green energy sources like offshore wind power, aligning with China's carbon-neutral goals. According to Beijing Highlander Digital Technology Co., the cluster's builder, the data center achieves a power usage effectiveness (PUE) of 1.1, a substantial improvement over conventional data centers, which typically operate at 1.4 or above.

Read more →

Elon Musk's xAI Holdings Nears a Record $20 Billion Fundraise, Second Only to OpenAI

Elon Musk's xAI Holdings is reportedly in discussions with investors to secure around $20 billion in fresh investment for his recently merged artificial intelligence venture and social media platform, called

xAI. According to the Bloomberg report, this new investment could be used in reducing the debt Musk incurred during his takeover of Twitter, which he later rebranded as X after taking the company private.

If Musk cracks this deal, then this could be the "second-largest startup funding round of all time," after OpenAI. According to data provider PitchBook, OpenAI cracked a $40 billion investment earlier this year. The report highlights that the transaction would value the company at more than $120 billion. It also noted that the amount in the round could be more than $20 billion, adding that the total had not yet been decided and terms could change.

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