How Will Quantum Computing Affect M&S?

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PhD in Quantum Computing (Oxford)

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- Commerical Science Analyst (Tesco)

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Currently on sabbatical while managing a chronic pain disability.

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- But people will try and sell it to you anyway
- But there are some expected changes (which we'll cover)

For a quantum computer to be impactful it must do something **cheaper** than classical computers can.

Classical ("Not Quantum") Computers

Inside A Classical Computer

What are they good at?

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They're very good at arithmetic:  $(add, |010|, |001|) \rightarrow |011|$ 

### **Classical Limitations**

But what are they bad at?

Let's find some expensive problems

#### Example: Cybersecurity

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- The customer instructs their bank to give M&S some money
- It must be cheap for the bank and the user to communicate securely
- ▶ It must be **expensive** for anyone else to break that security

## **Operational Cost**

	Classically	
Decrypting	Cheap	
Hacking	Expensive	

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The "computational complexity" of these tasks is a well defined and intensely scrutinised field.

# Example: Routing Deliveries ("Travelling Salesman Problem")

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- M&S has 1,487 stores worldwide
- Solving this problem precisely is expensive
- But approximate solutions are cheap (to within "a couple of percent")

## **Operational Cost**

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Approximate routing	Cheap
Exact routing	Expensive

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"We think the combined effect of personalization and recommendations save us more than \$1B per year." – Netflix, 2015

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- Customers lose interest at 60 to 90 seconds
- Maybe 3 titles looked at in detail, 10 to 20 items
- Out of around 4000 films and series
- Recommendation systems use a whole host of algorithms; matrix factorisation, principal component analysis, machine learning
# **Operational Cost**

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Decrypting	Cheap
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Approximate routing	Cheap
Exact routing	Expensive
Recommendations	Expensive

### **Classical Recap**

Classical computers work with |0|s and |1|s.

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Because of this there are certain problems that are expensive to solve, although there are sometimes cheaper approximate solutions.

### Quantum Computers



Figure 1: Rigetti's superconducting system (2017)

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So the amount of information in n qubits seems to grow like  $2^n$ .

**Theoretical Limits** 

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Quantum information can't be copied.

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Actual existing implementations of quantum information storage **lose fidelity over time** 

Quantum Computers (the important)

Quantum computers are not faster classical computers

They are fundamentally different in the information they process

But this means they are well-suited for **different tasks** to classical computers

Current encryption regimes can be broken **easily** on a large enough quantum computer

(e.g. Shor, 1994)

## **Operational Cost**

	Classically	Quantum Algorithms
Decrypting	Cheap	-
Hacking	Expensive	Exponentially faster
Approximate routing	Cheap	
Exact routing	Expensive	
Recommendations	Expensive	

(2022 saw the introduction of *hopefully* quantum-resistant encryption protocols)

Grover's Search algorithm (1996) provides a quadratic speedup for search problems.

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But is it noticeably cheaper?

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Quantum Recommendation Algorithms

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All of the recommendation algorithms make heavy use of linear algebra.

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# When?



Figure 2: Intel's recently announced quantum computing chip (2022)

Intel has just announced (6th October, 2022) a method of creating quantum computing chips based on their existing method for creating silicon chips.

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But I wouldn't hold your breath. The rate of progress is phenomenal, but there are likely to be growing pains, just like the adoption of (classical) computers.

## Future-proofing

We **have not proved** the **non-existence** of better classical algorithms.

We **have proved** that there are quantum algorithms faster than all available classical algorithms.

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Essentially everyone is convinced that we won't find better classical algorithms.

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So should we thrown out all our classical computers?

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No. They work perfectly well for **most** of the tasks you require of them.

But in the same way that most people didn't predict how important classical computers would become for our lives, it will take getting our hands on, and experimenting with, quantum computers to see how useful they are.

# Recap

## The Differences

# $\mathsf{Q}\mathsf{u}\mathsf{a}\mathsf{n}\mathsf{t}\mathsf{u}\mathsf{m}\mathsf{m}\mathsf{c}\mathsf{o}\mathsf{r}\mathsf{e}$ and classical computers are different at their $\mathsf{core}$

## The Differences

# Quantum computers and classical computers are different at their core

Certain problems have (known) quantum algorithms that are enormously faster than their classical counterparts

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# Quantum computers and classical computers are different at their core

Certain problems have (known) quantum algorithms that are enormously faster than their classical counterparts

Other problems are no faster on quantum computers
Cybersecurity, logistics, and linear algebra, are three well investigated areas that quantum computing will affect.

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- Cyberscurity: Affected a lot
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And there could be more!

But sticking the word "quantum" on something doesn't mean it's well suited for your business strategy.

Thank You

#### Any Questions?

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