

Smarter technology for all

Maximizing AI Investments

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Objectives

A structured, repeatable framework

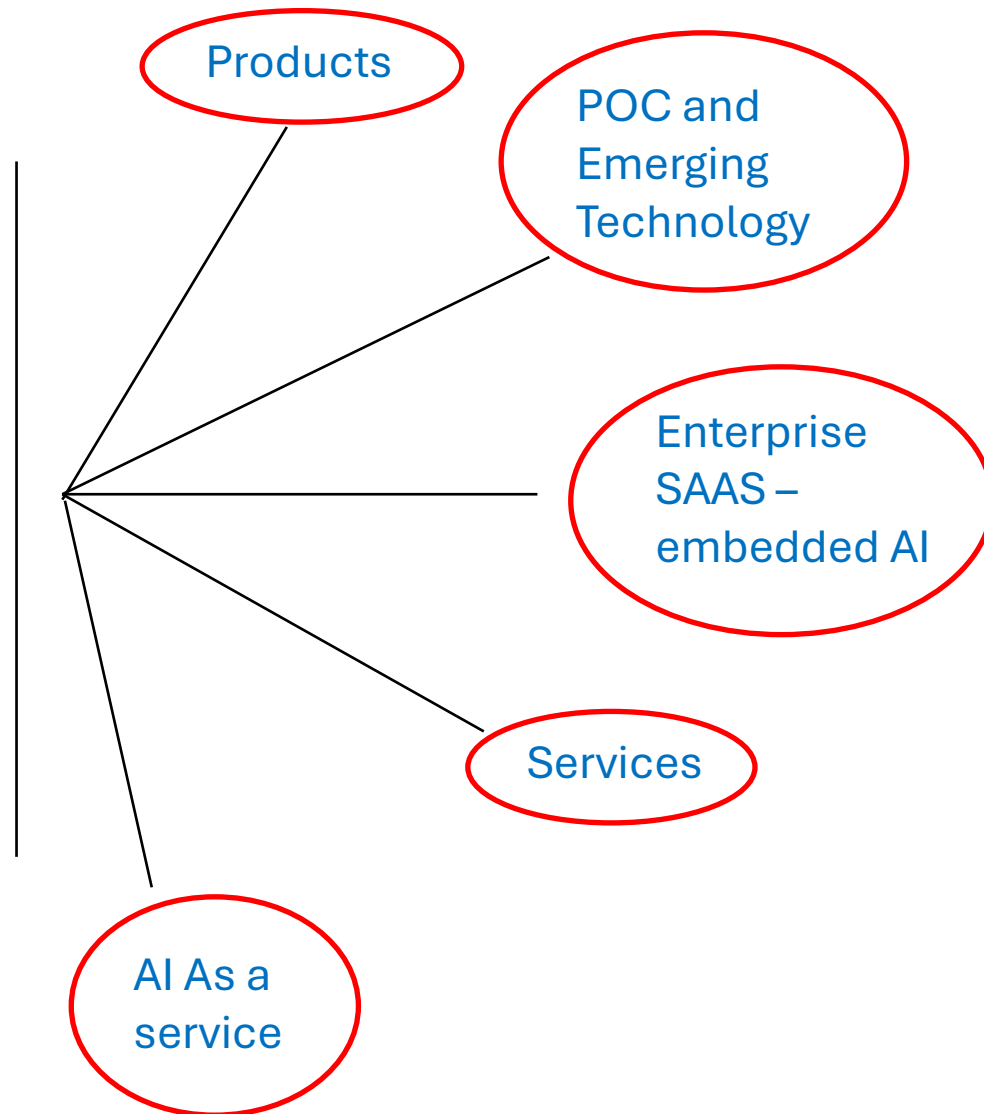
Surface immediate opportunities for optimization

Lay groundwork for disciplined, scalable AI expansion

Begin with the end in mind.

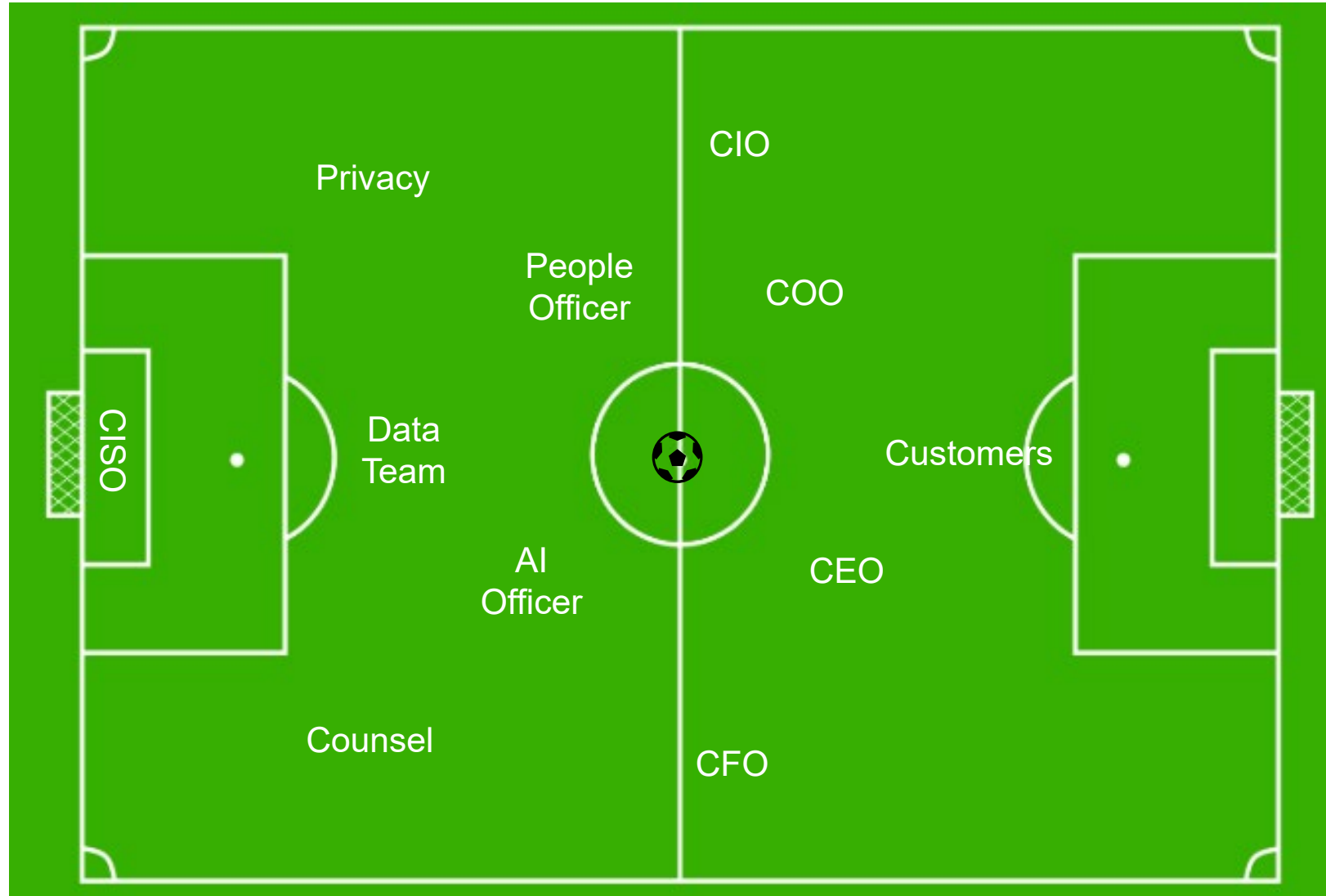
What are the business drivers?

Growing revenue
Reducing costs
Employee productivity
Mitigating risk
Enhancing CX
Speed to market



Design evaluation criteria with colleagues.

AI is a team sport!



Your POC's should answer these questions...

Impact – What are we trying to do? Logical and coherent? Link to business drivers and quantify it.

Feasibility – Technically feasible?

Organizational readiness – What users? What process? Capable of change?

Scalability – Repeatable? Can it scale into operations?

ROI – Does the investment outweigh the costs? Do the customers like it?
Acceptable risk?

Build a collective plan to
get there and execute.

Build-verse-buy?

Months to production

Required headcount or contractor spend

Build

Anticipated lifetime costs – vs – projected value

Buy

TCO across 3-5 years

Is there a buy/build combination that could work?

The data.

Accurate - Factual errors, misleading statements and inconsistencies, spelling and grammar errors can skew results

Complete – Appropriate breadth and depth, domains and writing styles, or hazard outdated results

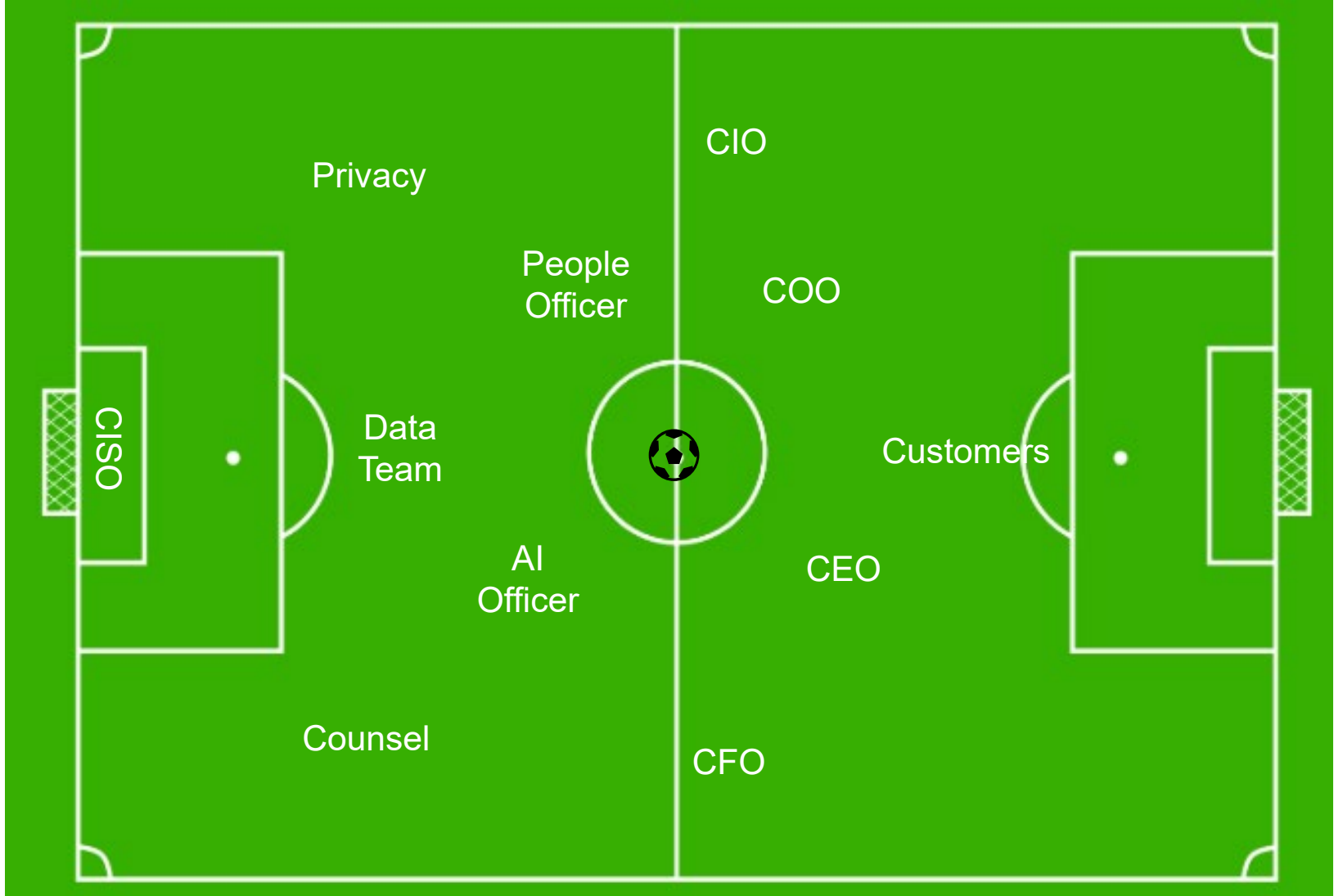
Consistent - Uniformity in formatting and labeling of data, metadata

Relevant - Timeliness and alignment to intended use cases are also critical components

Diverse - Reflecting various cultural, linguistic, and demographic backgrounds

Compliant - gathered, stored, and used in ways that adhere to local and privacy laws

Change management is a team sport!



The end in mind...

Impact

Feasibility

Organizational readiness →

Scalability

ROI

Business Drivers

Growing revenue

Reducing costs

Employee productivity

Mitigating risk

Enhancing CX

Speed to market

Thank you!

Questions/Discussion?

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