

AI-First Technology Strategy

Transforming Operations Through Intelligent Automation & Service Excellence

AI-First Operations

Intelligent infrastructure & decision support

Automation at Scale

End-to-end process automation

Customer Excellence

Seamless, AI-enhanced service delivery

Three Priorities Driving Organizational Transformation

01

AI-First IT Operations

40% Reduction in Incident Response Time

- AIOps platform for predictive monitoring & self-healing infrastructure
- AI-driven capacity planning & automated remediation
- LLM-powered knowledge base for Tier 1–2 resolution
- Real-time anomaly detection across all production systems

02

Intelligent Automation

60% of Manual Tasks Fully Automated

- RPA + AI for finance, HR, and supply chain workflows
- Zero-touch provisioning for endpoints & cloud resources
- Automated compliance checks, patching & reporting pipelines
- API-first integration layer replacing manual handoffs

03

Customer Service Excellence

Customer Satisfaction Target: 90%+

- Omnichannel AI assistant with 24/7 intelligent triage
- Personalised self-service portal powered by generative AI
- Predictive ticket routing & sentiment-aware escalation
- Real-time service health dashboard for customers

Measurable Value Across the Enterprise

40%

Reduction in IT
Incident Response

60%

Processes
Fully Automated

90%+

Customer
Satisfaction Score

Endless Possibilities

IMPLEMENTATION ROADMAP

Q2 2026

FOUNDATION

Staff Change and Transformation
AIOps platform deployment
Baseline automation rollout
AI chatbot pilot

Q3 2026

SCALE

Full RPA deployment
Self-service portal launch
Predictive analytics live
Measure Success

Q4 2026

OPTIMIZE

Full AI-Ops operational
End-to-end automation
Omnichannel AI service

2027+

TRANSFORM

AI-native enterprise
Continuous innovation engine
Market differentiation



Overcoming AI Adoption Hurdles

Addressing Resistance Through Training

Providing targeted training helps IT staff understand AI, reducing uncertainty and building essential skills for successful adoption. REWARD INNOVATION!

Emphasizing AI's Value

Highlighting how AI enhances existing roles alleviates fears of job displacement and motivates team engagement. Extended focus on CORE Architecture and THOUGH Roles.

Partnership, Collaboration, and Support

Building trust, communicating the vision, overcoming obstacles as a team and market the successes.