

WHITE PAPER

The CIO Guide to AI Automation



Table of Contents

Maintaining Control	01
AI as a Means of Vendor Consolidation and Reining in Shadow IT	03
Accelerating Time to Value & Near Exponential ROI Speed	05
Creating Capacity & Flexibility, Not Additional Overhead	07
Providing an Auditable Record	08
Conclusion	09

01 Maintaining Control



**THE CONCERN
WITH LLM'S**

One of the great fears of this new wave of generative AI, LLMs, and derivatives of these technologies is the notion of losing control, or perhaps handing control over, to AI. Well publicized hallucinations, bias, and rogue actions by AI systems in the largest and most prominent foundation models give CIOs great pause when deploying AI in mission critical processes. This comes down to a basic risk & reward calculation. What is the risk and impact of an AI taking an unauthorized action in the given function versus the potential gain?

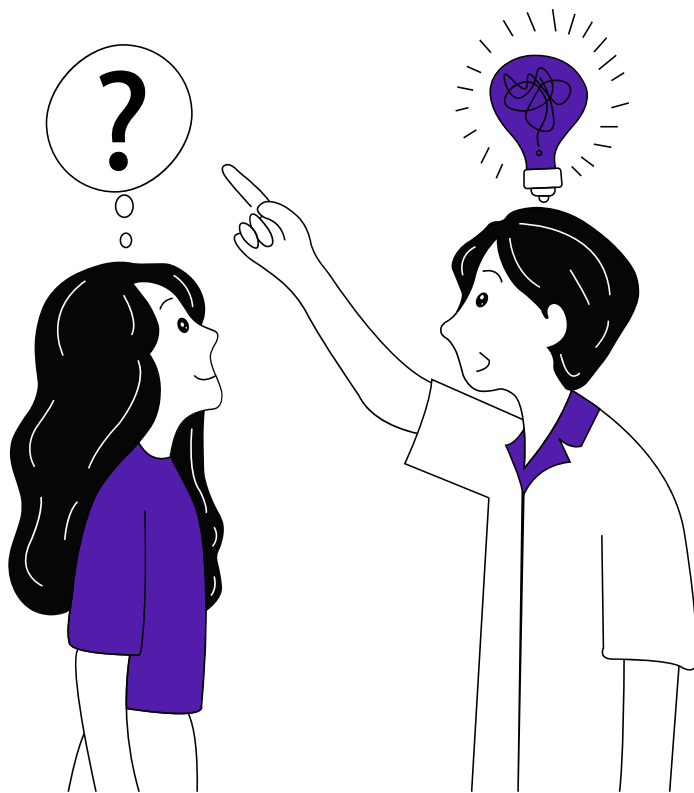
It is for this reason that most generative AI projects today in production reside primarily in lower-risk functions like sales, marketing, and customer service. The risk of a generative AI model writing something nonsensical in a marketing publication can be quickly addressed. The same is not true for the authorization of loan authorization to a supplier or reconciliation of payments with internal records.

In essence, LLMs, even finely tuned LLMs by themselves, cannot be used today in mission critical processes as the cost of one mistake is likely too high relative to the reward.

Human Intervention: AI You Can Trust

However, a new category of AI is emerging in automation, "Trusted AI" that provides means by which the organization is able to retain control and limit risks. In these systems, the AI does not make all decisions, but instead is shrouded in deterministic logic. This ensures that organizations can replicate processes consistently without the risk of hallucination or unnecessary variability. Additionally, these systems are distinctly aware of their limitations and they will inform users if an answer is not certain. **The system can be overridden by a human, and verification controls put in place to avoid hallucinations from producing impact.**

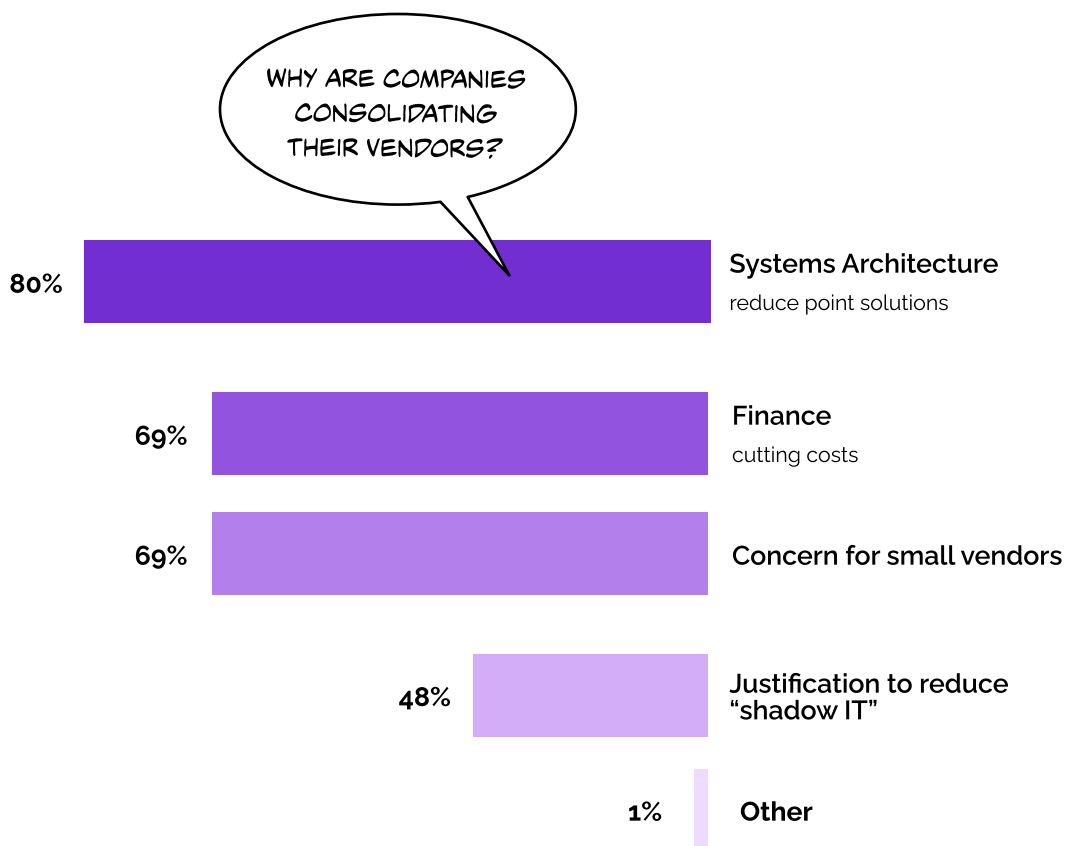
These solutions are not just hypothetical: Trusted AI implementations are in production in Fortune 500 F&A value chains like P2P, O2C and R2R. **These applications of safely deployed AI are constantly learning from human intervention and driving direct business impact while giving CIOs the control they need.**



02 AI as a Means of Vendor Consolidation & Reining in Shadow IT

Consolidation on the rise

An October 2023 article in CIO Journal noted that **95% of CIOs are undergoing vendor consolidation efforts** in the next 12 months. Most of these efforts are motivated by a desire to eliminate multiple point solutions that require maintenance, as well as to cut costs and reduce shadow IT.



Businesses are turning to Trusted AI

For CIOs needing to bring on AI solutions, this may seem like competing priorities. However this new wave of Trusted AI platforms, if horizontal in nature, can **drive vendor consolidation and lower TCO dramatically**. Why? Yesterday's business applications have turned into mere features on AI platforms.

- 01 IDP (OCR etc.)
- 02 RPA
- 03 NLP based Sentiment Analysis
- 04 Fraud and Forecast
- 05 Voice and Vision Technology
- 06 Many other point solutions



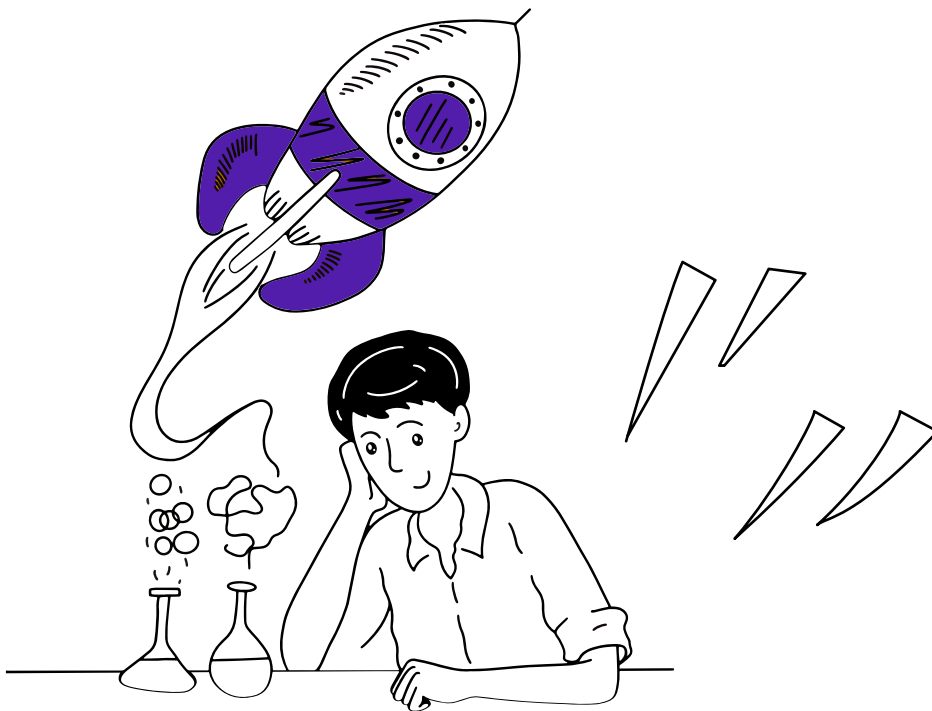
CATEGORIES BEING
ABSORBED WITHIN
TRUSTED AI

In assessing different AI solutions, it's prudent to consider how many other applications the solution can displace, in addition to the direct intrinsic value the AI solution can provide. This approach favors horizontal applications in most cases, but provides greater long-term opportunity with less to manage reducing the burden both on businesses and already strained IT staff. **Moreover, it creates opportunities to create more robust capabilities that span departments and further eliminate functional silos.**

03 Accelerating Time to Value & Near Exponential ROI Speed

The Expectation of CIO's with Emerging AI

The pressure put on CIOs with AI expectations from boards and C-Suite demands solutions that can drive a measurable impact to bottom and top lines quickly. A recent WSJ article asked "It's Time for AI to Start Making Money for Businesses. Can It?" with the consensus being that technology takes time to drive ROI and that organizations should remain steadfast in their initiatives.



**HUMANS CONTROL AI, NOT
THE OTHER WAY AROUND.**

However, this does not have to be the norm, particularly if the AI system is not an explicit “Pass/Fail” construct. Instead, CIOs should look at solutions that pause when problems, and have an interface and usability that enables the business SMEs to teach the system how to handle the problems. Systems that enable this functionality change the traditional cycle of how products move into production, enabling the enterprise to push the happy path into production, **Over time, this rapidly decreases the amount of manual intervention needed as the system improves. Risk is eliminated, as the SME remains in control.**

Organizations that find quick, high ROI projects using methods such as the above, can **create momentum around AI within their organization, smooth much of the required change management, and lead to significant competitive advantage in both the short and long term.**



04 Creating Capacity & Flexibility, Not Additional Overhead

The *Previous* Problem with AI

As most are aware, AI is not a new technology, so why has it not been more widely adopted in the enterprise? **There are two primary factors.**

Unfortunately, most businesses did not meet the criteria for these two factors.

- 01 AI traditionally required highly trained and expensive resources to build and maintain.
- 02 The solutions were highly inflexible, only useful in situations with structure and repetition.

The Solution? Trusted AI

Trusted AI solves many of these problems. However, CIOs need to dig in and cut through the hype and well conceived marketing to truly investigate if the proposed solutions will require extensive IT time and effort to maintain over time. If not, the overall TCO will plummet and the desired goals of capacity creation or cost savings will not be achieved.

One innovative solution in the market involves **technologies that provide the governance and rigor required by IT, but passes the exceptions to the business.** In this context, it is the seasoned users who manage the exceptions as they occur based on their existing understanding.

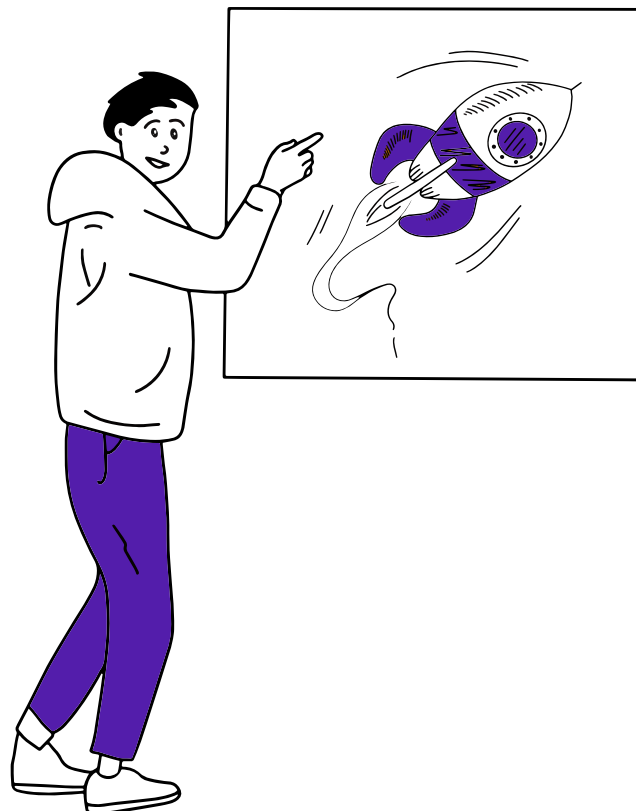
05 Providing an Auditable Record

The Challenge: *Enabling Safe AI*

Particularly in highly regulated industries, visibility and governance of actions-both human and AI-will be critical for enterprise adoption. CIOs must be able to audit the activities of any AI solution without significant effort for the safe utilization of solutions. Otherwise, the risk likely outweighs much of the reward. This is one of the primary challenges for pushing LLMs directly into production in mission critical processes today. It is intrinsically risky to give a "Black Box" direct access to APIs.

The Solution: *Documentation*

NLP based solutions are providing a solution for this, by logging all activities and the data associated with those activities in natural language (English). This enables business users and IT both to easily audit every transaction at the activity level, and address any concerns.



06 Conclusion

An Amazing Opportunity for CIO's

Every CIO faces the challenge of driving AI initiatives that deliver both short-term financial impact and long-term strategic value. However, this challenge also presents a significant opportunity—those who effectively balance the risks and rewards of AI can position themselves as leaders in the new AI economy. Forward-thinking Fortune 500 CIOs are already realizing over \$1M in savings on single use cases, implemented in just a few months. If these high-ROI results align with your organization's goals, exploring Trusted AI could be the key to starting your AI transformation today.

To prepare for AI, CIOs must ensure their teams are equipped with the right training and skillsets. This includes hiring professionals who can manage AI-driven projects without needing extensive technical intervention. The tools selected should be user-friendly and reliable, minimizing the need for complex debugging and allowing teams to focus on driving innovation. By choosing solutions that simplify AI management, CIOs can streamline the adoption process and maximize the impact of AI across their organization.

