



# Assessment of AI solutions

# What is the assessment of AI solutions?

The **AI Solutions Assessment** is a strategic service that helps your organisation identify and prioritise opportunities for applying Artificial Intelligence to solve business challenges or optimise existing processes. Through a consultative and investigative approach, the assessment provides detailed insights and a roadmap for AI adoption, ensuring alignment with the company's strategic objectives.

We use a robust methodology that guarantees the construction of **solid Business Cases**, connecting business needs, user experience and available technological capabilities. The result is a practical, results-orientated analysis with viable, high-impact recommendations.



# Objectives

The central objective is to develop a Business Case, made up of use cases, that analyses viable AI solutions with clear cost-benefits and measurable results, underpinning future projects and decision-making.

The Business Case\*\* is built from the consolidation of Use Cases\* that are mapped and prioritised.

- \*Use Case Definition: This is a specific situation where an AI solution can be applied to solve a business challenge and/or optimise a process within the organisation.
- \*\*Business Case Definition: Document that presents a consolidation of the proposed AI use cases, including objectives, costs, benefits and risks, with the purpose of supporting decision-making for its future implementation.



# Methodology and scope

## Planning and kick-off

- **Objective:** Align all resources and stakeholders to start the project.
- **Activities:** Definition of the client's team, alignment of project objectives, preliminary meetings (pre-kick-off and kick-off).
- **Deliverables:** Kick-off presentation and Assessment agenda.

## Use Case Discovery

- **Objective:** To identify and evaluate AI opportunities in line with the client's goals.
- **Activities:** Stakeholder interviews, impact and feasibility assessment, selection and prioritization of up to 3 use cases.
- **Deliverables:** List of information per use case, including name, problem, objectives, solution description, technical requirements, KPIs, benefits and stakeholders.

## Preparation of the Business Case

- **Objective:** To consolidate the information from the use cases into an integrated solution.
- **Activities:** Creating and reviewing the Business Case with the client, focusing on the strategic impacts and general benefits of the solution.
- **Deliverables:** Business Case with an overview of the solution, strategic objectives, stakeholders, implementation plan, investment projections, benefits, risks, critical success factors and KPIs.

## Business Case presentation

- **Objective:** To present the business case and answer questions about the proposed solution.
- **Activities:** Executive session to present the Business Case.
- **Deliverables:** Presentation summary material and Business Case.

## Closing

- **Objective:** To To formally finalize the project.
- **Activities:** Closing meeting, feedback, and optionally, presentation of technical and commercial proposal for implementation.
- **Deliverables:** AlfaPeople's technical and commercial proposal for implementing the Business Case.

# Why choose the Assessment of AI?

The following benefits reinforce the relevance and impact of the Business Case Assessment as an essential tool for strategic decisions:

## Broad Strategic Vision

Ensures that the Business Case meets the client's immediate needs, while offering scalable planning for the future.

## Solution integration

Highlights how each Use Case contributes to a unified approach, connecting solutions to critical business challenges

## Risk Reduction

Provides structured planning that minimises uncertainties during future implementation.

## Justification for Investment

Based on business impacts and aligned with the client's strategic priorities for future contracts.

# The opportunity for conversational AI



## **80% of enterprise applications**

will embed a virtual conversational assistant to fulfill content fetching and content generation tasks by 2025. <sup>1</sup>



## **\$80 billion reduction**

in agent labor costs by using conversational artificial intelligence deployments within contact centers by 2026. <sup>2</sup>



## **80% of Conversational AI**

offerings will have embedded Generative AI by 2025. <sup>1</sup>

**Bend the curve  
on innovation**

**Optimize business  
processes**

**Enrich customer  
and employee  
experiences**

**Improve efficiency  
& time to value**

**Reduce  
development costs  
& risks**

### Source:

1. 2023 Gartner® - The Impact of Generative AI on the Conversational AI Market

2. 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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Inspiring, Leading and, Servicing



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