



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 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. ¹



\$80 billion reduction

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



80% of

Conversational AI

offerings will have embedded Generative AI by 2025. ¹

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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