

AI Innovation Lab Charter

I. Mission & Purpose

The AI Innovation Lab serves as a high-velocity bridge between **Pilot Purgatory**—where 66% of AI initiatives currently fail—and **Enterprise Value**. Our purpose is to replace "Science Projects" with an **Assurance-Driven Approach** that guarantees security, predictability, and ROI.

II. The Three Pillars of Enterprise Assurance

To ensure every solution is production-ready, our Lab operates under three mandatory pillars:

Value-First Implementation

- **Shift from Tech-Push to Value-Pull:** We move beyond "can we build it?" to "should we build it?" by conducting rigorous pre-assessments of ROI.
- **Evaluation-Driven Alignment:** Continuous metrics are applied to eliminate low-utility projects early in the funnel.

AI Platform Blueprint (The Factory Model)

- **Think Big, Start Small:** We implement a standardized tech stack and unified architecture that allows for rapid scaling.
- **Reusable Intelligence:** We build components once and deploy them across multiple business functions—from HR and Operations to Finance and Sales.

Day-One Governance

- **Innovation at the Speed of Trust:** Security and compliance are not afterthoughts; they are baked into the initial prototype.
- **Full Guardrails:** Every project adheres to strict ethical AI standards (fairness/bias prevention), regulatory compliance (GDPR), and IP/data protection.

III. The Path Forward: From Prototype to Production

We guide our customers through a structured transition to ensure AI becomes a primary vector for competitive advantage:

- **Maturity Assessment:** Evaluate current infrastructure and data readiness.
- **The Proof-of-Value Pilot:** Identify a high-impact use case that proves the "Factory Model".
- **Governance Implementation:** Establish the ethical and security guardrails necessary for enterprise-wide deployment.

IV. Collaboration & Intellectual Property

The Lab operates under a B.O.T. (Build-Operate-Transfer) engagement model to ensure long-term client independence:

- **Build:** We establish your Center of Excellence (CoE) and core AI infrastructure.
- **Operate:** We jointly execute projects while training your internal teams.
- **Transfer:** We perform a full ownership handover of all technology and Intellectual Property, leaving you with a self-sustaining AI capability.

Phase 1: Foundation & Value Discovery (Days 1–30)

Goal: Move from "Can we build it?" to "Should we build it?" by establishing the ROI-driven roadmap.

Week 1:

Strategic Alignment & Readiness

- Conduct **AI Maturity Assessment** to evaluate data infrastructure and team readiness.
- Form a cross-functional AI Task Force (Business Stakeholders + Saksoft SMEs).

Week 2:

Use Case Prioritization

- Identify high-impact, low-complexity opportunities (e.g., Support Automation, Data Extraction).
- Define **Success Metrics** (Time saved, cost reduction, accuracy thresholds).

Week 3-4:

The "Factory" Blueprint

- Design the **Standardized Tech Stack** (Hybrid Cloud/Open Source).
- Set up the **Day-One Governance** framework (Security, IP protection, and Bias controls).
- **Deliverable:** A prioritized AI Roadmap and a signed-off Business Case.

Phase 2: Prototyping & Operationalization (Days 31–60)

Goal: Build the "Proof of Value" and establish the technical engine.

Week 5–6:

Rapid Prototyping (The "Build" Phase)

- Develop a **Minimum Viable Model (MVM)** using curated enterprise datasets.
- Deploy initial **Agentic Workflows** to automate a specific business process.

Week 7–8:

Validation & Refinement

- Conduct Stress Testing and security audits on the prototype.
- Gather end-user feedback to refine the "Human-in-the-Loop" decision logic.

Week 9:

ModelOps Setup

- Establish CI/CD pipelines for automated testing and deployment.
- **Deliverable:** A validated, business-tested AI prototype with performance insights.

Phase 3: Integration, Scale & Knowledge Transfer (Days 61–90)

Goal: Institutionalize the AI solution and begin the transition of expertise.

Week 10–11:

Enterprise Integration (The "Operate" Phase)

- Embed the AI solution into existing platforms (Salesforce, ServiceNow, or internal ERPs).
- Activate **Real-time Monitoring** for model drift, token costs, and ROI tracking.

Week 12:

Knowledge Transfer (The "Transfer" Phase)

- Launch the **Digital Academy** to upskill client teams on managing the new AI environment.
- Finalize the **Technical IP Handover**, ensuring 100% client ownership.

Day 90:

Scaling Strategy

- Review outcomes against initial KPIs and identify the next 3–5 use cases for the "AI Factory."
- **Deliverable:** A live, production-grade AI system and a self-sufficient internal AI team.