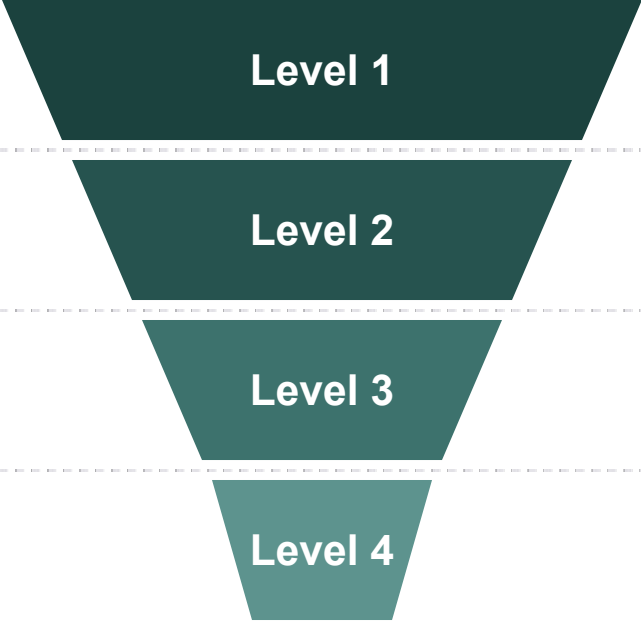


Practical AI Implementation

Future of Work

The AI Maturity Scale...Where Are You?



Level 1

AI as a Thought Partner: Employees use LLMs independently to draft emails, review work, proofread, and brainstorm / find inspiration

Level 2

AI as an Assistant: AI tools are truly integrated with internal systems or data

Level 3

AI as Teammates: AI autonomously executes recurring workflows with human review at defined checkpoints

Level 4

AI as the System: AI executes high impact, complex workflows end-to-end, self improving system

Here's Where 6,000+ Companies Self-Score Themselves

Distribution of companies across AI maturity levels



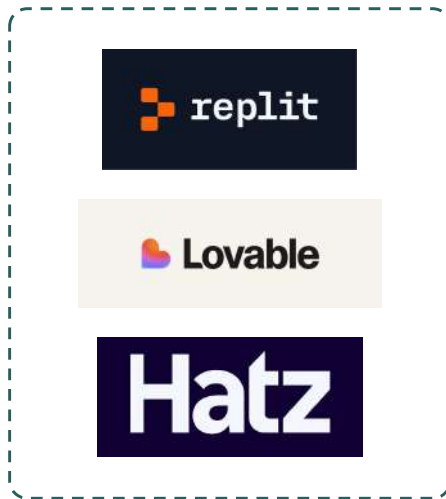
Source: Notion Global AI Transformation Study (2026). N=6,188. Prompt: Which stage best reflects where your organization or you are today? Think about typical, day-to-day usage.

What Does “Using AI” Mean in a Business?

MODEL PROVIDERS



AI WRAPPERS / TOOLS



HOW WE TALK ABOUT IT

AI-enabled projects

Using models and tools to build custom software that can ultimately run independently of models

AI-as-foundation projects

Building workflows and tools that rely on model activity for fundamental, day-to-day operations

The AI Project Test

“Everything is a context problem”

Concept: Treat AI like a fast, eager employee with no memory and no judgment.

Evaluation Criteria for Good AI-Projects

- Can you scope the project tightly?
- Is the task highly repetitive, or does it follow a tight set of process-based rules?
- Can you explain the steps in 20 minutes?
- Is a big problem surfacing appropriate context to the right systems?
- Will a human review the final output?
- *“Do this specific thing we do 200 times per month”*

Bad AI-Projects

- “Make better”
- Projects lacking context
- Magic bullets for underlying problem

Does it improve your business?

EX 1: AI-ENABLED

SUPPORT TICKET CONTEXT

Staff burned hours logging into five systems just to reconstruct who the customer was before they could even start solving the problem.

Now: Surface relevant context automatically

↓ **88%**

Resolution Time

EX 2: AI-AS-FOUNDATION

INSTITUTIONAL KNOWLEDGE RETRIEVAL

Brokers searched for coverage rules and underwriter appetite for hours. Before they'd even written a quote

Now: Answered in seconds via Teams chat

↓ **46%**

Replies to Resolve

Time reclaimed goes straight back into growing the business.

Parting Thoughts

Partnership

Rely on MSPs to secure the environment and equip with the right tool set

Don't Marry the Tool / LLM

Tools are rental cars; the road doesn't change. There's a new leader every few months

There's Ways to Manage Costs

As frontier models continue to advance, legacy and open-source models (which are quite capable!) get cheaper