



# How a Leading Manufacturer Streamlined AI Governance and Development with AlignAI Hub

## CASE STUDY



## HIGHLIGHTS

A leading manufacturing company recognized that maintaining a competitive advantage in their market hinged on increasing customer satisfaction. A critical component of this satisfaction was providing customers with accurate visibility into estimated delivery times for parts. This focus was crucial for maintaining strong customer relationships and supporting long-term business growth.

### Challenges

- Coordinating between multiple stakeholders on the governance process.
- Ensuring adherence to AI standards and guidelines across all development initiatives.
- Managing stakeholder involvement throughout AI tool development and onboarding.
- Scaling the evaluation process for a growing influx of potential AI ideas.
- Lack of visibility into the status of AI initiatives and difficulty in auditing governed projects.
- Inefficient documentation using SharePoint and Excel, hindering scalability.

### Solutions

- AlignAI creates an AI hub for enterprises to manage their AI use cases.
- A single place to establish and iterate on AI policies and standards.
- Ability to manage or catalog their AI solutions, whether they are building or buying them.

### Results

- Reduced use case scoping and refinement time from weeks to days.
- Shortened model approval process from months to weeks.
- Processed and reviewed over 50 use cases in the first month.
- Achieved 100% improvement in AI solutions meeting internal standards.
- Streamlined auditing process for AI initiatives
- The platform facilitated better communication and collaboration between the AI COE, business units, and executive leadership.

## CHALLENGES

To realize their vision, the company established an AI Center of Excellence (COE) composed of an AI platform team and an AI governance team. Their goal was to create a comprehensive set of standards and policies for AI, build out an AI platform for efficient custom AI solution development, and run risk evaluations on AI use cases from across the organization.

At this time, AI initiatives involved a complex network of stakeholders across various levels of the organization. The business stakeholders included the Head of Supply Chain, Commercial Sales Team, and the Head of Product Planning. The ETL Steering Committee provided high-level oversight and strategic direction, which included the company CFO, Division President, and VP of AI.

The AI COE contained 16 individuals across two main teams. First, the AI Platform team was made up of architects, data scientists, data engineers, and product managers. Secondly, the AI Governance team, which included risk specialists, cybersecurity experts, legal professionals, and data governance specialists.

This diverse group of stakeholders was tasked to ensure that AI initiatives were aligned to business objectives, technically feasible, and compliant with legal and security requirements.

Before finding AlignAI, executive leadership had been meeting with the AI COE for months discussing potential solutions but had no way to operationalize these concepts. The organization was documenting everything in SharePoint and managing their use cases in Excel but found it incredibly challenging to scope and process everything at scale.

The team was receiving a significant influx of potential AI ideas that needed evaluation. They also could not quickly see the status of all their initiatives or easily audit what had been governed. Executive leadership was seeking a solution to address the growing challenges of collaboration and AI governance.

# SOLUTION

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The manufacturing company engaged AlignAI and its AlignAI Hub to address their challenges. The platform offered a centralized solution that tackled both technical obstacles and stakeholder management complexities.

The AI COE and the AlignAI team collaborated closely to identify and resolve bottlenecks. The implementation process began with AlignAI assessing the manufacturer's existing policies, standards, COE charter, and inventory of AI use cases and solutions. The focus areas included their supplier delay model, production visibility model, and several generative AI solutions for customer service and product support documentation. Additionally, they aimed to track vendor-bought solutions to ensure all available AI tools were accessible across the organization.

AlignAI worked with the AI COE to define a governance framework and configure the platform in alignment with the company's structure. The AI Platform and Governance Teams efficiently transferred existing policies, standards, and use cases from SharePoint and Excel into the AlignAI Hub, completing this process in just two weeks. Business stakeholders were trained to use the platform for submitting and tracking AI use cases, while the ETL Steering Committee received custom dashboards for monitoring the progress and impact of AI initiatives.

The platform provided structured tracking for AI solutions through the AI Solution Catalog and Checklist, which monitored each solution's status from design to deployment, ensuring that audits and compliance checks were straightforward. The Playbook Studio centralized guidelines and policies, giving users quick access to best practices and compliance standards, while Solution Pages documented results and evidence according to governing guidelines, simplifying audits and maintaining compliance. The Risk Evaluation Questionnaire facilitated structured assessments of high-priority use cases, streamlining the approval process and reducing bottlenecks.

This comprehensive approach improved alignment among stakeholders and reinforced the company's strategic focus on enhancing customer satisfaction through accurate and reliable delivery estimates. AlignAI's close teamwork and consistent support ensured that solutions were seamlessly integrated and aligned with the manufacturer's strategic goals.

The manufacturer valued AlignAI's expertise and tailored guidance, which helped them navigate the complexities of AI governance and enhance delivery accuracy. This collaborative, people-centered approach empowered the manufacturer to enhance customer satisfaction through precise delivery estimates and streamlined operations, setting them up for long-term success in a rapidly evolving market.

**Get started today**

Reach out to [info@getalignai.com](mailto:info@getalignai.com) to get started today

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The AlignAI Hub has allowed all of the stakeholders involved in our AI initiatives to make the appropriate hand-offs seamlessly, improving the quality of AI solutions we are building.

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– VP of AI, Manufacturing Customer

# RESULTS

As a result of implementing the AlignAI Hub, the manufacturing company experienced marked improvements in efficiency, governance, scalability, and stakeholder alignment, directly addressing their initial challenges. Scoping and refining AI use cases, which previously took weeks, were reduced to just days, and the model approval process was shortened from months to weeks, leading to over 50 use cases being reviewed in the first month. These improvements tackled the company's prior difficulty in managing and processing AI use cases efficiently.

Centralized auditing through the platform ensured that 100% more AI solutions met internal standards, addressing the company's initial pain point of inconsistent compliance. Iterative updates allowed the identification and reprocessing of solutions needing compliance adjustments, further enhancing governance efficiency. Increased visibility into the status of AI models helped the company ensure that necessary stakeholder reviews were completed before production, which was essential to providing accurate delivery estimates and improving supply chain forecasts.

The platform's scalability supported the rollout of new functionalities and procedures across teams, enabling the company to transition toward a federated governance model that effectively managed the growing number of AI use cases. This scalability ensured the company could efficiently govern an increasing number of AI initiatives, sustaining their competitive edge and improving overall efficiency.

Enhanced communication and collaboration between the AI COE, business units, and executive leadership improved stakeholder alignment. Streamlined decision-making processes ensured that all relevant parties had access to the necessary information for informed actions, reducing bottlenecks and accelerating the development cycle.

These advancements directly supported the manufacturer's objective of improving customer satisfaction through accurate delivery estimates and enhanced operational efficiency. By optimizing internal processes and governance, the company was able to consistently provide reliable and timely information, which in turn boosted customer loyalty, strengthened its competitive position, and supported long-term growth.

The screenshot displays the AlignAI Use Case Management interface. On the left, a table lists several use cases with their IDs, names, and statuses. A 'Quick Add' dropdown menu is open, showing options like 'Intake Form' and 'Use Case Copilot (beta)'. On the right, a detailed view of a use case titled 'Salesforce Complaints Prioritization' is shown, including fields for Requestor, Business Need, Expected Value, and Risks and Concerns.

Use Case ID	Use Case Name	Status	Notes
00001	Website Conversion Primary Care Signup	Prioritization	Offer pers...
00002	Website Conversion App Signup	Prioritization	Use predic...
00003	Mobile App Download optimization	Prioritization	Conduct th...
00004	Outbound open-rate analysis	Prioritization	Implement
00005	Inbound conversion analysis	Prioritization	Streamline
00006	Salesforce Complaints Prioritization	Intake	Develop a...
00007	Slides creation	Declined	Implement

**Quick Add**  
Intake Form  
Use Case Copilot (beta)

**Salesforce Complaints Prioritization**

**Intake**

Requestor: Xiu Wang  
Form Completed By: Self  
Requestor - Other: Liu Zhao  
Requestor Email: lzhaol@alignai.com

**Business Need**  
Product and Customer Success is seeing increased churn from teams who have submitted complaints. We need to prioritize a large number of complaints and prioritize our team.

**Expected Value**  
Reduce churn rates, keeping more customers satisfied and loyal.

**Risks and Concerns**  
The effectiveness of the prioritization system relies on accurate and comprehensive data. Incomplete or incorrect data can lead to poor prioritization decisions.

Get started today

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## ABOUT ALIGNAI

AlignAI creates an AI hub for enterprises to manage their AI use cases, establish and iterate on AI policies and standards, and manage or catalog their AI solutions, whether they are building or buying them.

The AlignAI Hub empowers organizations to streamline their AI governance, development, and deployment processes, ensuring efficiency, compliance, and innovation.

[WATCH OUR DEMO](#)

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