

The AI Pilot Worked. What Now?

Where to after a successful pilot?

Most businesses today have had early wins with AI through pilots or ad hoc usage - things like research, summarising documents, drafting responses, and extracting information.

That first wave helped individuals work faster. But it has also exposed the next challenge: integrating AI more deeply into business systems and processes.

Further, the early successes are generally edge cases rather than common business problems. This is why many early AI initiatives lose momentum - the business gains speed in one area, while other processes remain unchanged.

While the next phase to AI adoption is much more challenging technically, the payoff is also much greater.

The value is in closing the loop

The next stage is AI that can help prepare and progress tasks, not just comment or converse. That might mean drafting a proposal and sending it for review, updating a booking after approval, preparing an invoice, logging the action against the right record, or bringing together real-time information before a decision is made.

This does not mean removing your team from the process. The business still controls the decisions that carry risk, cost or consequence. AI helps reduce the manual work that sits around those decisions, so your best people are able to focus on the high-value work that you have hired them to do.



The caveat: AI needs enough context

For AI to support real work, it needs access to the right information and a clear understanding of what it is allowed to do. That's where many pilots run into practical limits.

Data sits across several systems, which are not connected to each other, permissions are unclear, and the workflow depends on people knowing and actioning the next step.

In a demo, those gaps can be managed. In the day-to-day business, they become the difference between a useful tool and something people or businesses just stop using because it's too difficult.

This is why we work with platforms that work across the business and integrate all systems and data from day one.



What's the best way to start?

The key is to work backwards. Look at the tasks where your best people still need to manually obtain information, update records, chase for approvals, reconcile data, or, alternate between software.

If your business has tested AI and wants to understand what it would take to make it useful in day-to-day operations, speak to our team.

Get in touch



Reach out to our team
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