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Freedom to Accelerate

ANM
TECH DAY

AI Workforce Augmentation

Strategies to enhance workforce efficiency with AI

In 2024, the US treasury quietly recovered $4B in fraudulent check activity.

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Primary Drivers

Efficiency and Automation

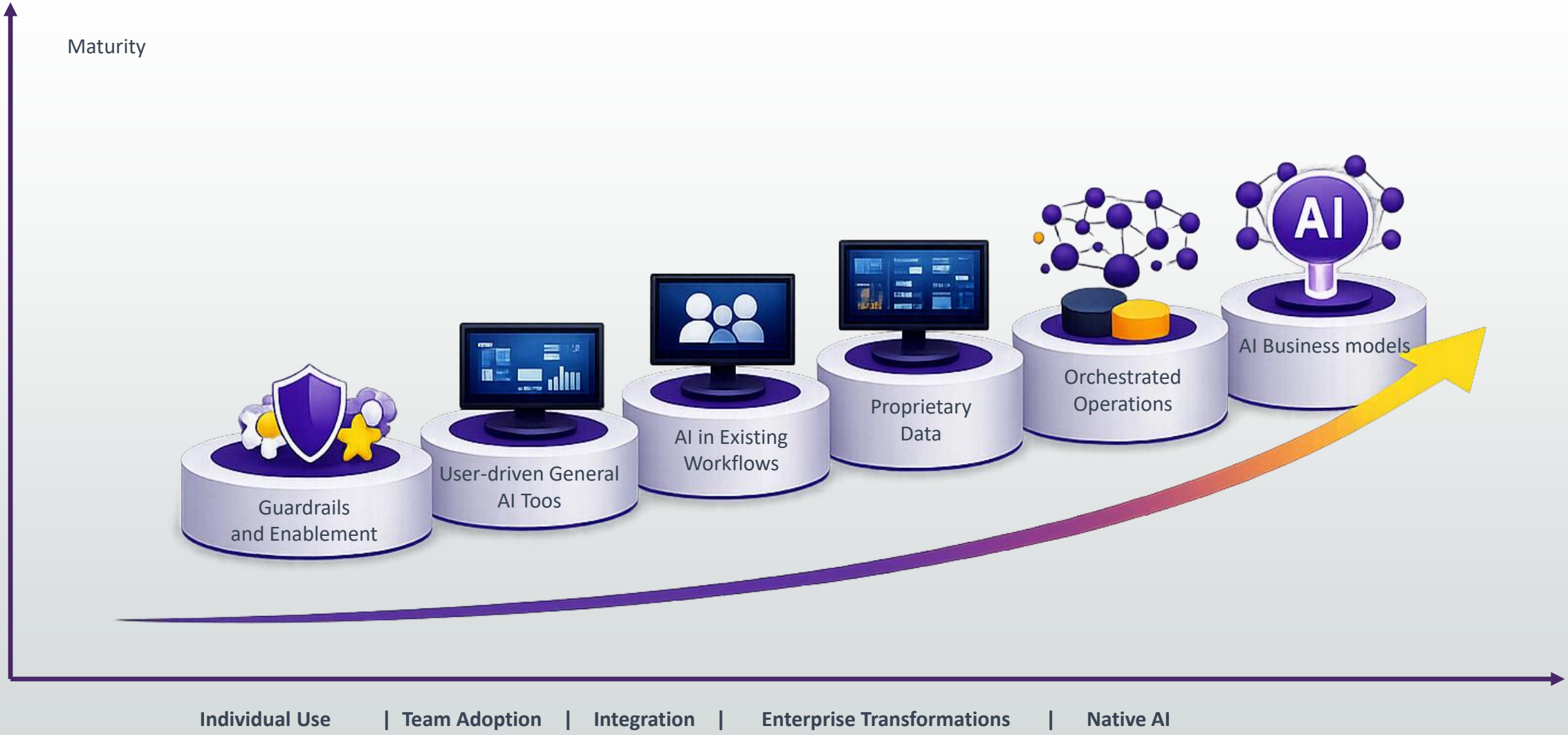
AI automates tasks and processes, increasing business efficiency and productivity for organizations of all sizes.

Competitive Advantage

AI empowers businesses to innovate faster and outperform competitors, driving strategic growth and leadership in the market.

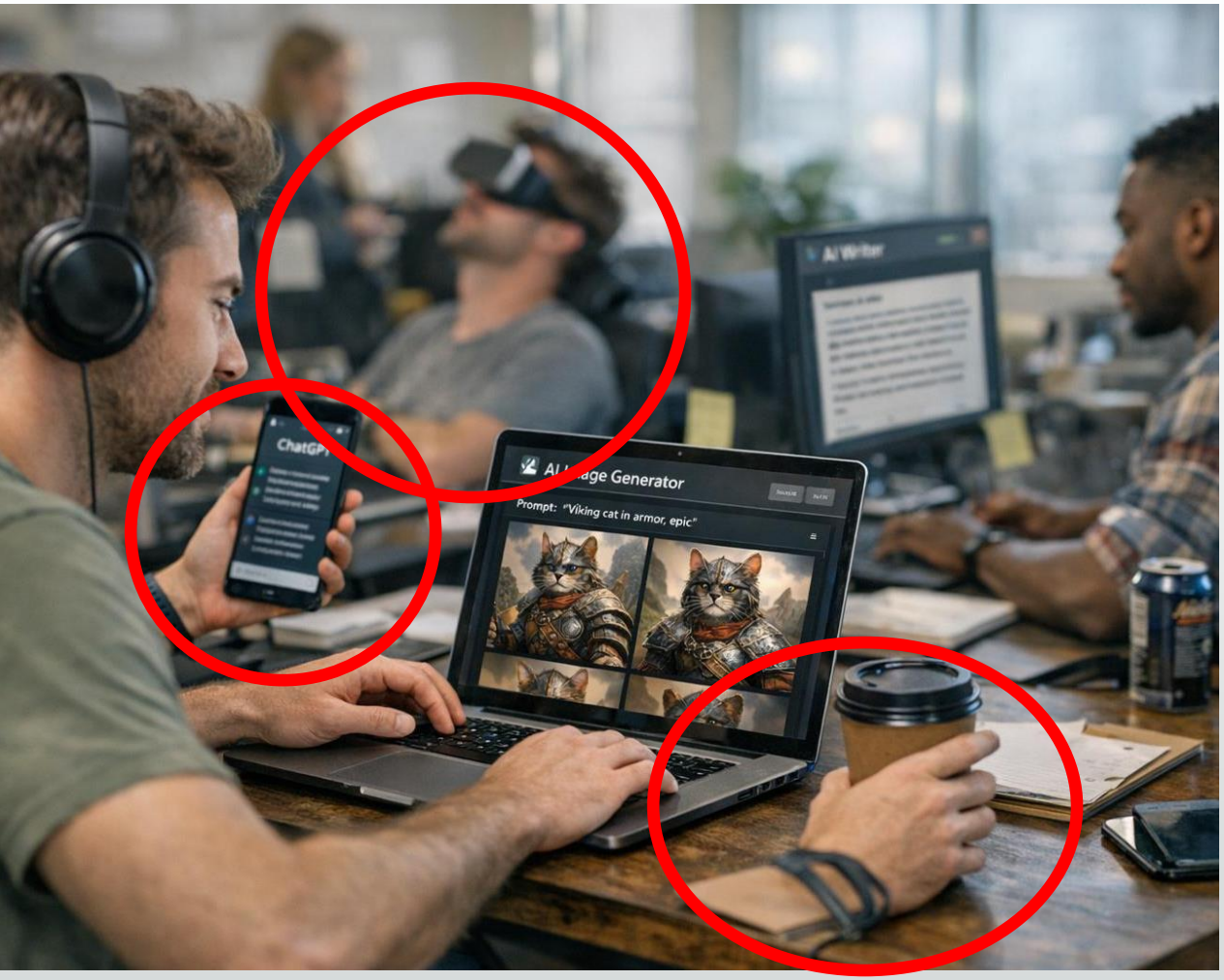
AI Workforce Augmentation Maturity Model Overview

AI Maturity Curve



Tier 0: Guardrails and Enablement

Characteristics and risks of unmanaged AI usage



Unmanaged AI Usage

Individuals use public AI tools in an ad hoc manner without formal policies or oversight, increasing risk factors.

Risk and Shadow Usage

Shadow AI usage occurs without organizational awareness, posing potential security and compliance risks.

Untrained End users

End users not properly trained on the proper use of AI causing damage to brand or customer relationships.

Reputational Harm

Untrained end users leveraging toolset harming the corporate brand.

If the product is free, then you are the _____

Terms and Conditions

Google Gemini

"Google uses the content you submit to the Services and any generated responses to provide, improve, and develop Google products and services and machine learning technologies".

"Do not submit sensitive, confidential, or personal information to the Unpaid Services" Gemini T&C

OpenAI ChatGPT

"We may use content submitted to ChatGPT and our other services for individuals to improve model performance. For example, depending on a user's settings, we may use the user's prompts, the model's responses, and other content such as images and files to improve model performance". Openai

Anthropic

"Where you have allowed us to use your chats and coding sessions to improve Claude, we will automatically de-link them from your user ID … before it's used by Anthropic". Privacy.claud

Nightmare Fuel for CiSOs

Shadow AI Emergence

Employees adopt AI tools independently, creating risks without formal IT oversight or strategy.

Data Privacy Concerns

Public AI services may use submitted data to improve their technologies, raising privacy issues.

Compliance Failures

Entering data subject to regulations like GDPR, HIPAA, or PCI-DSS can result in substantial legal and financial penalties.

Basic Governance Setup

Basic governance frameworks establish foundational controls necessary for regulatory compliance and future strategic adoption.

Efficiency vs. Risk

AI reduces routine task time significantly, but exposes sensitive data to public AI services.

Defining Acceptable Use

Establishing clear rules on acceptable use helps prevent misuse and aligns organizational behavior with compliance requirements.

Tier 1: User-Driven General AI Tools

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Corporate Guidelines and Authorized Usage

The organization has established clear policies governing the use of AI.

Approved toolsets

Organization has clearly defined which AI tools are acceptable to use.

Tier 1: User-Driven General AI tools

Competitive Advantage

- Arms race to justify budget and corporate approval
- Very temporary

Efficiency Gains

- Massive
  - Emails
  - Document summarization
  - Automated Notetaking
  - Coding assistance
  - Research

AI Literacy and Corporate Culture

AI Literacy and Corporate Culture

Tier 1: User-Driven General AI tools – Getting Started

Commercial Route
Buy enterprise-level seats on a SaaS platform like ChatGPT or Microsoft Copilot, costing $40–60 per user monthly. These seats typically ensure prompt and response confidentiality and may include advanced features.

Internal Wrapper
The internal IT team creates a secure web interface resembling typical AI SaaS tools. Users enter prompts, which are scanned for sensitive data and cleaned if needed before being sent via encrypted API to the enterprise-hosted LLM. The response is returned and displayed, providing users with controlled AI access while allowing IT to monitor and audit usage.

Tier 1: User-Driven General AI tools – Use case

Lopez Island School District

AbleSpace + MAGIC SCHOOL AI INNOVATOR = Individual Education Plans(IEP)

Tier 2: AI Embedded in Existing Workflows

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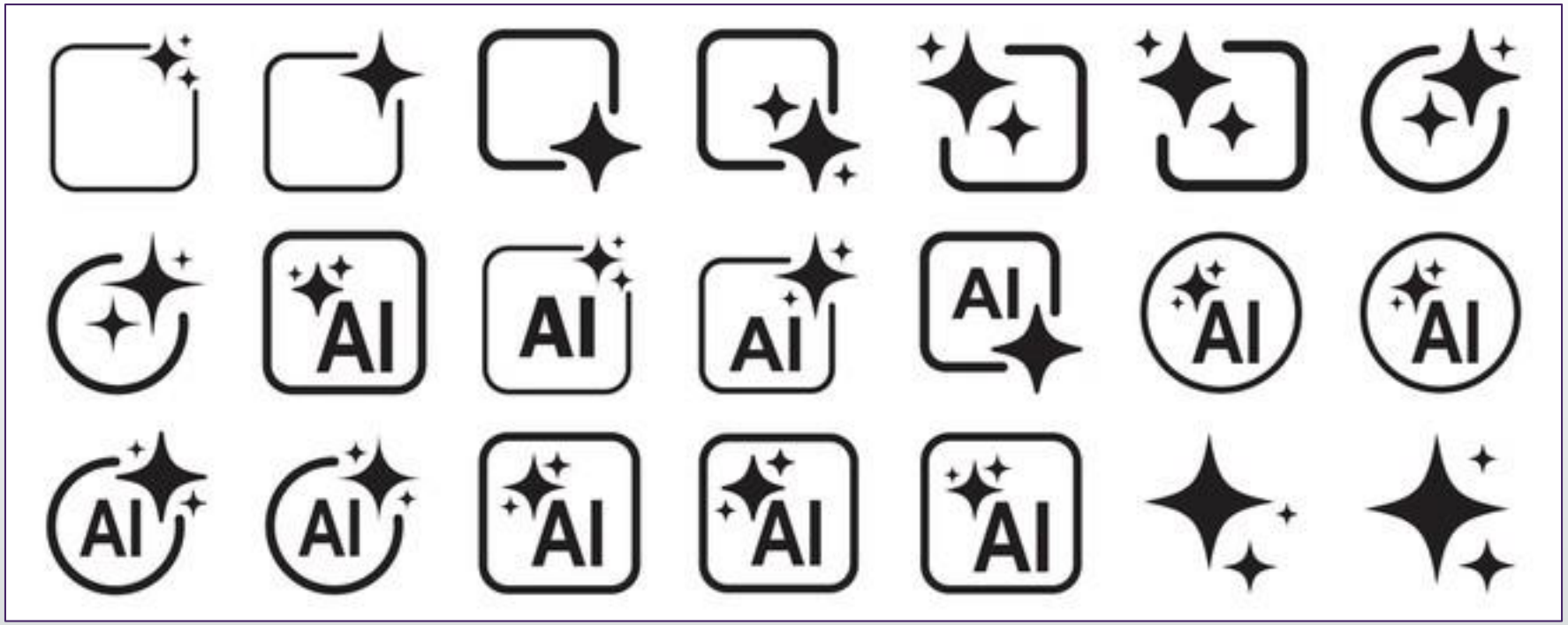
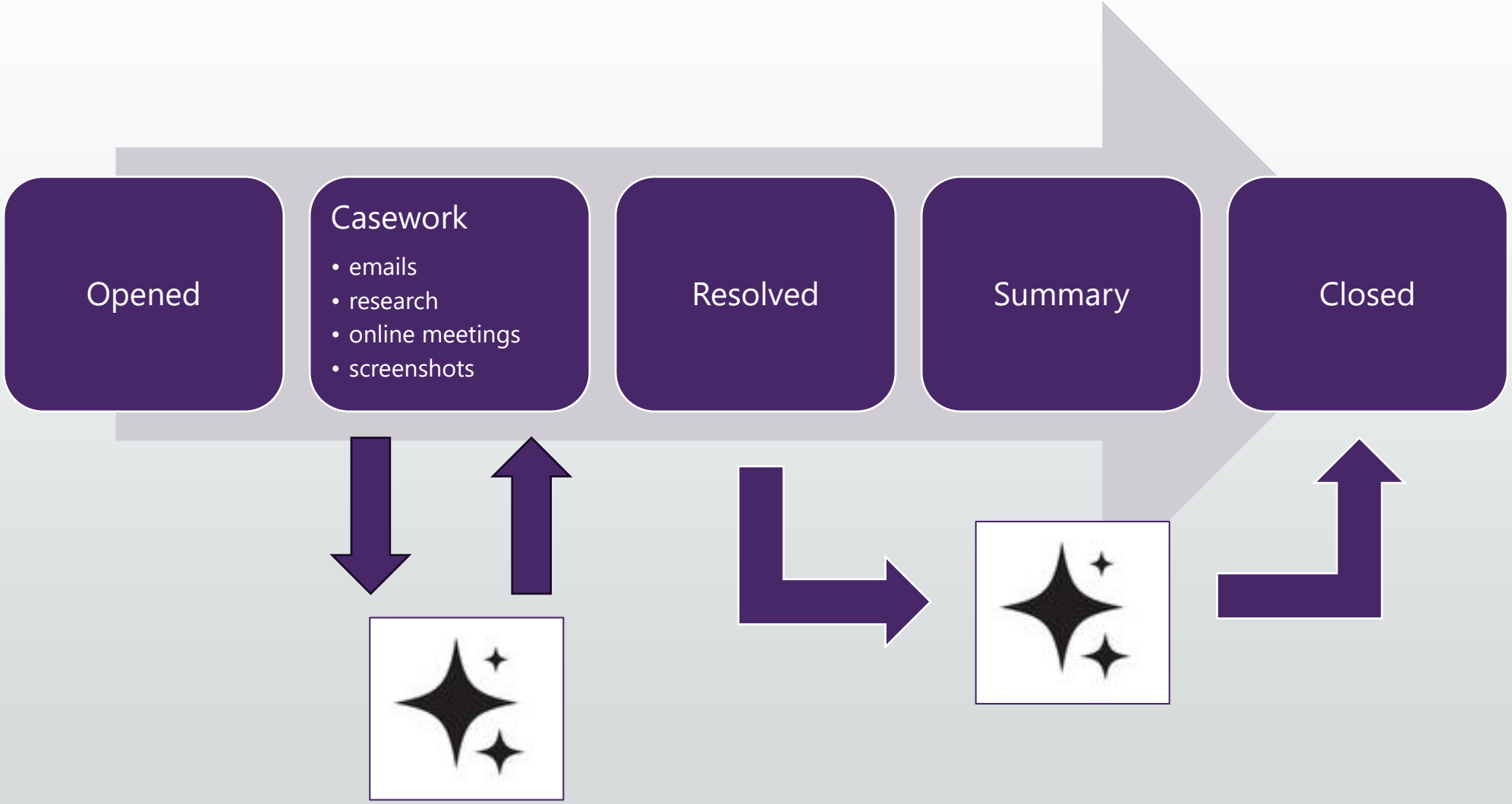


Tier 2: AI Embedded in Existing Workflows

Vendor-developed software
AI development often depends heavily on software, hardware, OEMs, and vendors. Vendors hold a unique advantage in adding value to products through two main factors. First, they have access to data collected from their entire customer base. Second, their investment in AI benefits a broader user community rather than just a single organization.

Custom Software and Integrations
In-house AI integration utilizes pre-trained foundational models by utilizing current software developers or integrators. No specialized AI expertise is necessary.

Tier 2: AI Embedded in Existing Workflows – IT support example



Tier 2: AI Embedded in Existing Workflows – Getting Started

	Competitive Advantage	Efficiency
Vendor Integrated Easy button! No need for developers or data scientists. Typically provided as a SaaS offering, sometimes available through a software update.	**LOW**	**HIGH**
Custom Integrations Legacy software stacks or custom software enhanced using APIs or embedding directly into source code. May require development team and possibly data scientists.	**MED**	**HIGH**

Tier 2: AI Embedded in Existing Workflows – Use Case

WakeMed Health gains $10M with AI documentation and clinical insights system

The artificial intelligence application has led to $9.3 million in claims paid that might have been denied. What's more, the tech has resulted in $871,000 in new revenue for Medicare Severity Diagnosis-Related Group payments.

Global | Artificial Intelligence

By Bill Siwicki, *Managing Editor* | July 3, 2025 | 11:36 AM

Dr. David Kirk, chief clinical integration officer at WakeMed Health & Hospitals, a health system based in Raleigh, North Carolina

Clinical Documentation

Doctors spend hours before, during and after their shifts summarizing their interactions with patients. 20-50% saved time associated with charting.

Recovering Denied Claims

The Problem: Insurance companies often deny payment if the documentation doesn't provide enough specific clinical evidence to prove a diagnosis was necessary.
The AI Solution: It automatically pulls in relevant lab results, vitals, and historical data to "back up" the diagnosis in the chart, making it much harder for insurers to deny the claim.

regard Epic WakeMed

https://www.healthcareitnews.com/news/wakemed-health-gains-10m-ai-documentation-and-clinical-insights-system

Tier 3: AI on Proprietary and Industry-Unique Data

INSTEAD OF RENTING INTELLIGENCE, YOU ARE MANUFACTURING INTELLIGENCE

Tier 3: AI on Proprietary and Industry-Unique Data

Unique Data Drives Advantage

Access to unique data and labels creates competitive edges beyond shared model architectures in AI applications.

Domain-Specific Fine-Tuning

Fine-tuning models on domain-specific proprietary data significantly improves their performance over generic models.

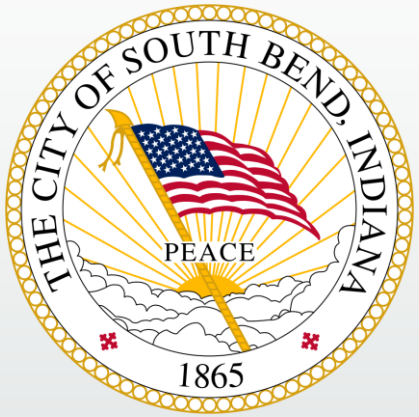
Operational Impact

Outputs from fine-tuned models directly influence key operations such as risk scoring and maintenance prioritization.

Tier 3: AI on Proprietary and Industry-Unique Data – Getting started

	Competitive Advantage	Efficiency
Vendor-developed Usually developed by AI-focused companies to solve specific problems. Large language models licensed for enterprise use frequently feature RAG functionalities.	**MED**	**HIGH**
Custom Development Highly effective, with an increased emphasis on proprietary data, typically integrated into the workflow, though it may involve higher costs.	**HIGH**	**HIGH**

Tier 3: AI on Proprietary and Industry-Unique Data – Use Case



Bloomberg Philanthropies | MAYORS CHALLENGE

Tier 3: AI on Proprietary and Industry-Unique Data – Use Case

IOT Sensor Data -> +10M per year

Tier 4: AI-Orchestrated Operations and Decisioning

Tier 4: Agentic Tier - AI-Orchestrated Operations and Decisioning

- Shift from one trick ponies.
- Goal oriented agents work together to complete a task.
- Understand one another capabilities and call for assistance
- Shared memory
- Orchestration layer typically has guardrails

Tier 4: Agentic Tier - AI-Orchestrated Operations and Decisioning

Getting Started

Domain Experts: Necessary to provide the context and "human-in-the-loop" oversight for high-stakes autonomous decisions

AI Policy/Governance Leads: To manage the ethical, legal, and security risks inherent in uncoordinated "AI sprawl"

Data Engineers: Needed to curate the structured and unstructured datasets required to train and ground orchestration models if foundational models are unable to perform the task consistently.

Data Scientists and ML Engineers: Required to develop, fine-tune, and optimize the reasoning engines that power autonomous agents

MLOps and Platform Engineers: Critical for building the "Agentic Orchestration Layer" and standardized deployment pipelines (CI/CD) to ensure agents can operate reliably in production

Tier 4: Agentic Tier - AI-Orchestrated Operations and Decisioning

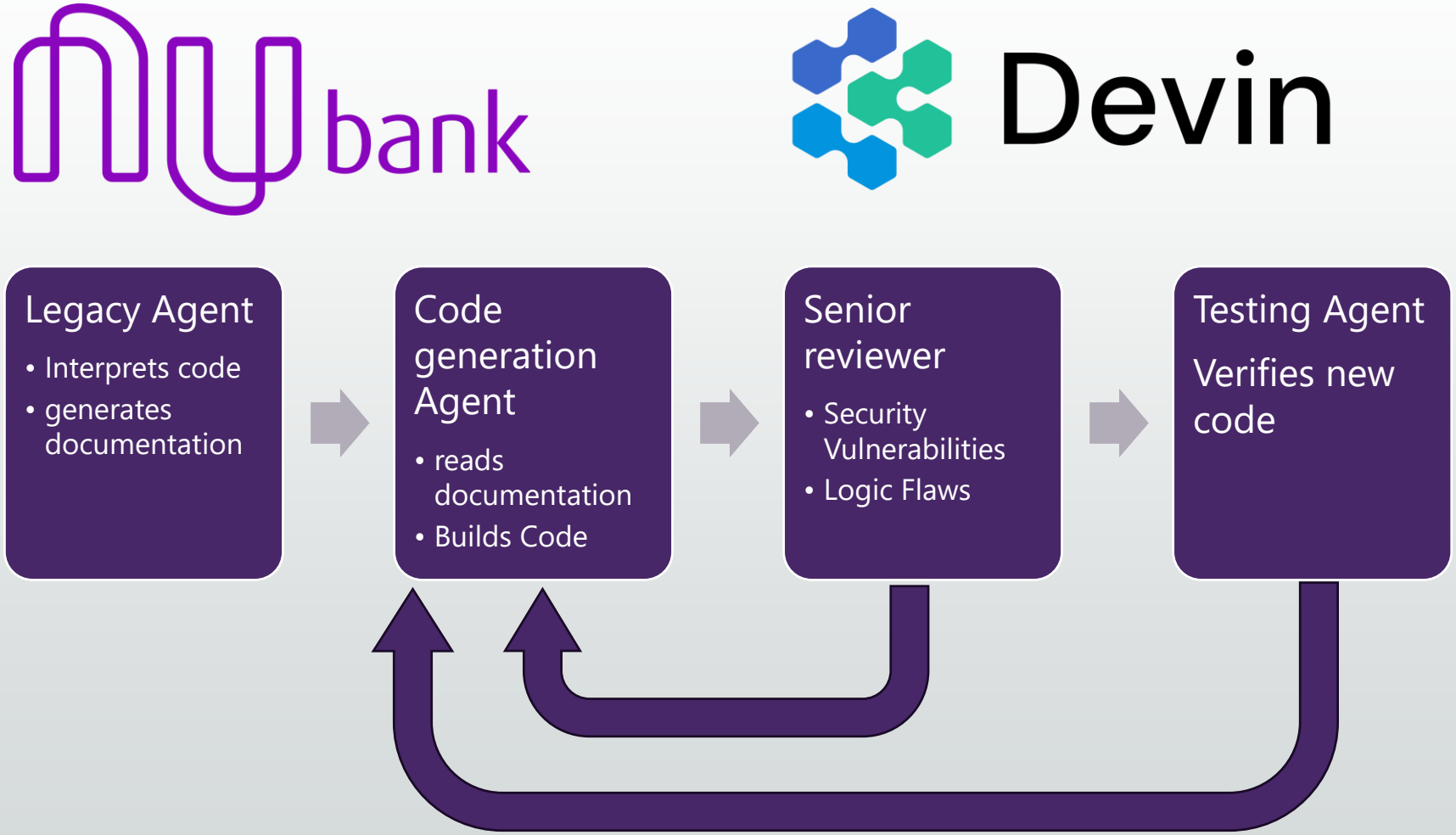
Competitive Advantage

- Massive
  - Widening the performance gap
  - Strategic foresight
  - Unique organizational ability to coordinate models
  - Service availability 24x7

Efficiency Gains

- Massive
  - Multi week processes reduced to minutes
  - Consistency and error reporting
  - Service availability(24x7)

Tier 4: Agentic Tier - AI-Orchestrated Operations and Decisioning Use Case



Tier 5: AI-Native Products and Business Models

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AI is the Good or Service

AI transitions from supporting the business to becoming the business.

10/20/70 Principle

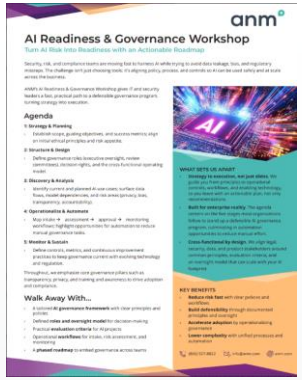
10% of resources are dedicated to the models
20% data and infrastructure to support the AI
70% people and process and cultural transformation

Tier 5: AI-Native Products and Business Models
Use Case

octopus energy

KRAKEN TECH

PART OF THE octopus energy GROUP



Where can ANM Help?

VARONIS

Purview

truyo

SurePathAI

cisco

cisco

paloalto NETWORKS

paloalto NETWORKS

Guardrails and Enablement

User-driven General AI Toos

AI in Existing Workflows

Proprietary Data

Orchestrated Operations

AI Business models

Individual Use | Team Adoption | Integration | Enterprise Transformations | Native AI