AI that Delivers

Business Value by Design

Artificial Intelligence has officially crossed the threshold from experiment to expectation. Yet for many organizations, the question isn't *"Should we use AI?"* - it's *"How do we use AI to deliver meaningful business value?".* AI is already reshaping customer engagement, transforming internal operations, and powering new business models. But the real differentiator is no longer access to the technology: it's the ability to design for value from the start.

Value doesn't emerge by accident...
That's where structured AI ideation—designed for value from day one—makes the difference.

Why This Matters

AI isn't just another digital tool - it's a strategic capability that touches every part of the business. But success doesn't come from chasing the latest AI model or launching another pilot that never scales.

Success comes from clarity: aligning AI opportunity with business priority.
Too many initiatives start with the technology and work backward. The smarter move is to begin with your business needs, then design AI solutions that transform or re-invent business processes and deliver.

- Which customer problems are costing you time, trust, or margin?
- How do we improve customer satisfaction through smarter engagement?
- Where are employee experiences falling short despite process automation?
- Which workflows are ripe for intelligent orchestration - not just incremental efficiency?

The Challenge: Moving Faster Without Losing Focus

The AI landscape is evolving at speed. But most organizations are still navigating:

- What makes a good AI use case?
- How do we get adoption beyond the pilot?
- How do we use AI and scale responsibly?
- Where is the actual ROI?

In short: How do we shift to an *AI Mindset* - and stay in control?

Customer Engagement

- Intelligent call routing & resolution in operations and contact centers
- Proactive service through AI-driven sentiment and behavioral insights
- Omni-channel assistants that drive satisfaction and loyalty

Employee Enablement

- AI copilots for knowledge workers, enabling faster decision-making
- Cognitive automation of routine tasks to refocus on high-value work
- Enhanced onboarding, learning, and support through conversational agents

End-to-End Process Reinvention

- Reimagined Service Request management
- AI-powered Workforce Planning and Rostering
- Intelligent Case Management
- Disaster Response and Emergency Coordination

Innovation & What's Next

- Agent-to-agent platforms that redefine service and decision-making
- Domain-specific autonomous agents for real-time, high-value tasks
- Human-in-the-loop design patterns that ensure agility with control

From Hype to Outcomes

AKKODIS

What You Need is a Thought Partner, Not Just a Tech Vendor

Our team brings deep expertise in innovation, strategy, experience design, governance and transformation. We've helped clients across industries identify where the real value lies - and translate that insight into action. We partner with you to:

- Frame opportunities through a benefits lens
- Co-design solutions and future-ready roadmaps with stakeholders and users
- Validate feasibility with the right data, platforms and approach
- Establish the adoption, governance, and change needed to make it stick

Ideate with Purpose

This isn't about dreaming up yet another chatbot. It's about designing AI that delivers - measurable, strategic, human-centered value. Whether you're just starting or looking to move faster with confidence, now is the moment to reset the conversation.
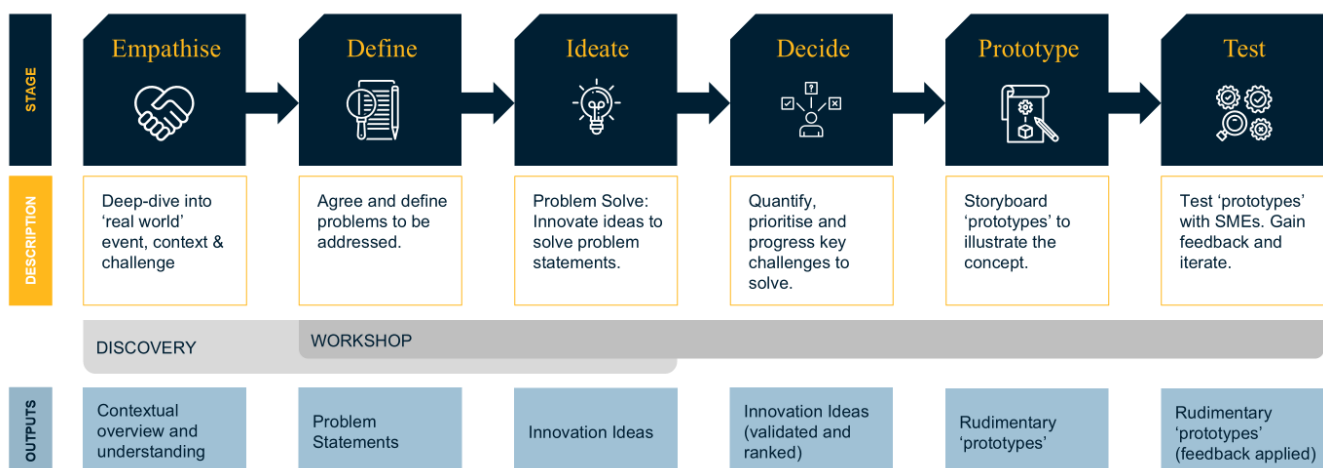
- **Value-oriented, with in-session benefit analysis**
- **Empathy-led**
- **Delivered by experienced practitioners with a business and technology lens**
- **Founded on mature discussion around challenges, feasibility and ROI**
- **Actionable, with recommendations on next steps to get underway in a way that is tailored to work for your organization.**

Let's work together to unlock the next wave of value – by design

We have already helped clients across Australia shift the dial on AI:

- Multi-agency, cross-government workshop to re-imagine Emergency Management services across the value chain
- AI-powered assistance for Energy sector technicians and managers to improve efficiency and identify service improvement opportunities
- Health sector innovation to reimagine services, drive efficiencies, and improve wellbeing
- Launch of the Centre for Innovation for a major state Law Enforcement agency

Akkodis Advisory – Ideation Approach

STAGE	Empathise	Define	Ideate	Decide	Prototype	Test
DESCRIPTION	Deep-dive into 'real world' event, context & challenge	Agree and define problems to be addressed.	Problem Solve: Innovate ideas to solve problem statements.	Quantify, prioritise and progress key challenges to solve.	Storyboard 'prototypes' to illustrate the concept.	Test 'prototypes' with SMEs. Gain feedback and iterate.
	DISCOVERY	WORKSHOP				
OUTPUTS	Contextual overview and understanding	Problem Statements	Innovation Ideas	Innovation Ideas (validated and ranked)	Rudimentary 'prototypes'	Rudimentary 'prototypes' (feedback applied)

About Akkodis

Akkodis stands as a global leader in Smart Industry, offering digital, engineering, and R&D expertise that harnesses the potential of interconnected data to enhance innovation and drive digital transformation.

Through our extensive educational programs and consulting experience, we assist clients in redefining their AI strategies and business methodologies, boosting productivity, and optimizing AI technological tools. Committed to education and innovation, Akkodis aims to create a more intelligent and interconnected future.

Find out more

Explore how your organization can turn potential into performance. Contact:

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