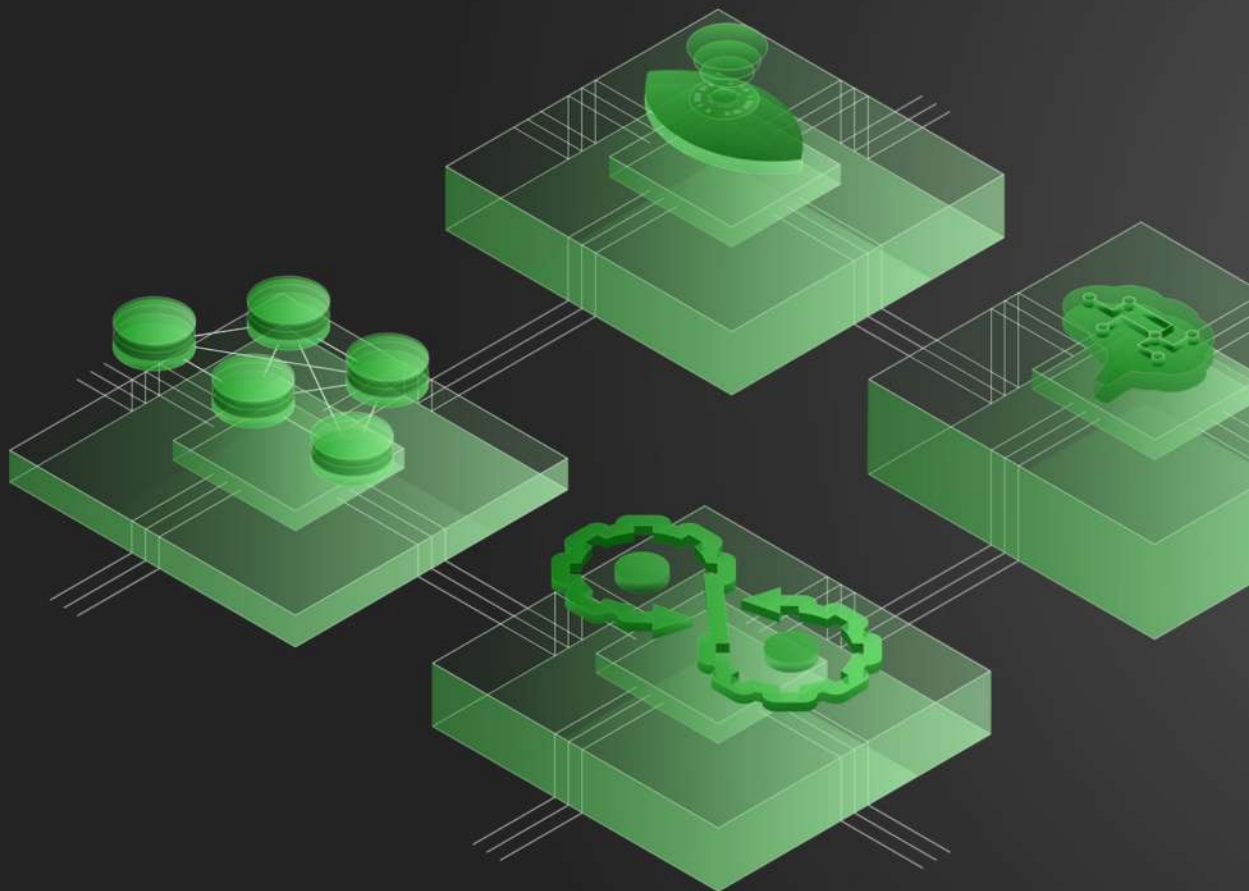


2023

How AI Consulting works

Explained by Addepto



.addepto



What is AI consulting?

Artificial Intelligence, as it is an umbrella term covering numerous different solutions and approaches, may cause difficulties when coining a dictionary-like definition of AI consulting and the result that might be expected with it.

On the surface, everything is pretty straightforward: AI consultants work closely with companies to understand their business objectives and detect areas where AI can be applied in alignment with the overall strategy.

Simple as that, isn't it?

Well, in business practice determining the elements of business logic that could and should be improved by implementing AI-driven solutions is more challenging than it seems and requires going through a diligence cycle where the result is strictly related to data that powered internal processes.



This white paper aims to provide a comprehensive overview of the AI consulting process, specifically in the Discovery and Evaluation phase, where companies are unsure how to utilize AI to enhance their operations.

It delves into the various stages of AI consulting, providing insights into how businesses can:

- leverage AI to solve complex problems
- drive innovation
- achieve their strategic objectives.

This paper aims to equip readers with the knowledge about tools necessary to embark on a successful AI transformation journey by outlining the key best practices involved in AI consulting.

AI Consulting Process

The AI consulting process always involves several stages, each vital in helping organizations implement AI solutions tailored to their specific needs.

However, the crucial part of understanding it is the awareness that AI consulting is not strictly linear; it is more of a cycle. The analysis of business processes goes hand in hand with data flow analysis: they are connected.

They cannot be run separately, and implementing an AI-based solution is just the beginning. With time and more data coming to power, implemented AI – regardless of its specifics – can be optimized, extended, and more accurate.



"Data runs the algorithms that power AI, enabling machines to learn and adapt and allowing us to unlock insights and make informed decisions."

Therefore, data is not just an asset but the fuel that keeps AI models alive. Without data, AI cannot perform the tasks we require."



Edwin Lisowski

CSO and co-founder of Addepto

One of AI consulting's goals is to find out **where or whether there is data to power AI driven automation.**

STAGE 1: Business Process Evaluation

The **AI consulting service** starts with a meeting with key stakeholders within the client organization to understand their business challenges and goals. It can go two ways:



In both options, AI consultants help analyze the current workflows to identify pain points and bottlenecks. Still, in the first option, they are focused on the process selected by the client, while - in the second - they analyze the whole and then choose the process that - if automated - would make the most significant impact.

The first stage relies on evaluating how a business performs its tasks and identifying areas for improvement by determining whether they're producing the desired outcome. However, what needs to be underlined, there are no out-of-the-box solutions to be dragged&dropped within every business logic, as "the desired outcomes" might differ depending on the overall company's strategy.

Thus, AI consultants analyze various metrics, such as time, cost, quality, and satisfaction, to ensure the AI models they implement will improve the crucial ones.

The end result:

Defining business needs & finding the weak spots in existing processes.

STAGE 2: Dataflow Evaluation

Business process evaluation and dataflow evaluation are strictly related but slightly different concepts. Workflow analysis is more human-centric, looking for answers to what tasks need to be done, in what order, by who they are performed, how long they take, and what effects they bring.

Dataflow evaluation, on the other hand, aims to understand what data is used to perform the tasks that make up the processes, which data push them forwards, how the path takes as they move through systems, and how the functions that manipulate and transform them along the way look like.

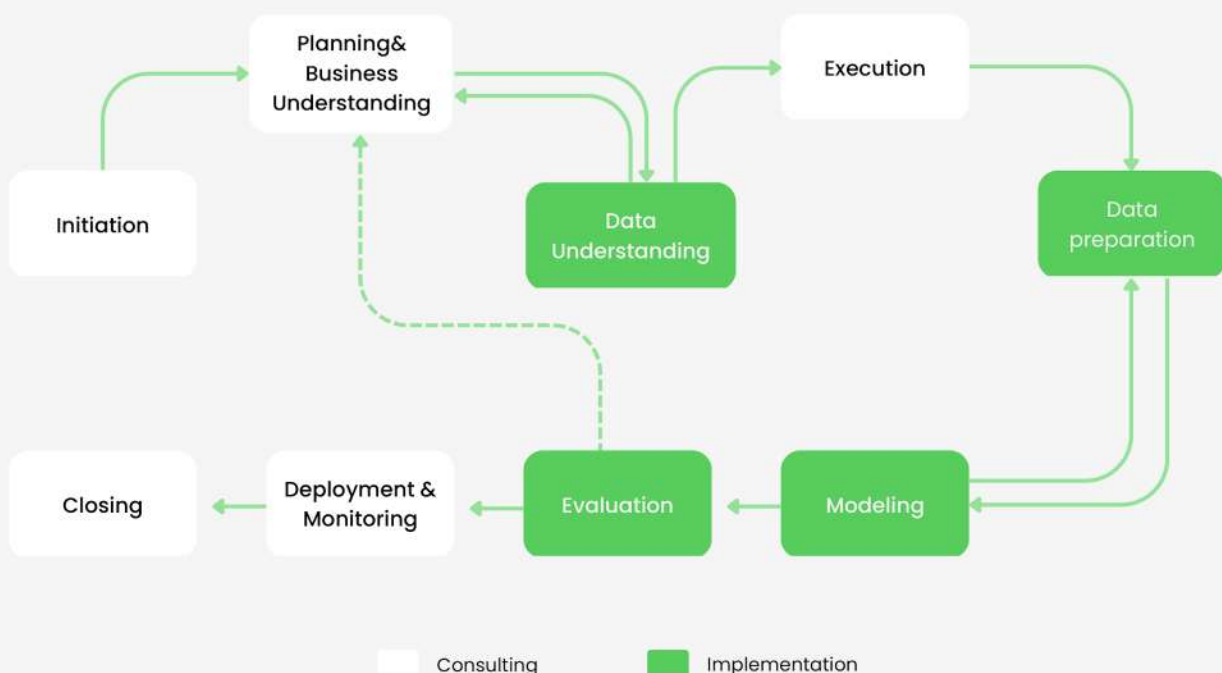
SUBSTAGE 1: Data Quality Evaluation

It assesses data's accuracy, completeness, consistency, and reliability to determine if they are helpful in a particular context and purpose.

SUBSTAGE 2: Data Quantity Evaluation

It assesses the volume of data available and determines if it is sufficient for a particular task or analysis.

Addepto - consulting & implementation process





The end result:

Bringing all data involved in the process to one consistent data set & determining whether it is possible to implement automation on them.

"AI consulting services are more than just implementing new technologies. It's about understanding each organization's unique challenges and goals and working collaboratively to develop tailored solutions that will drive real business value.

As AI experts, our role is to guide our clients through this complex process, leveraging our expertise and experience to help them unlock the full potential of artificial intelligence. "



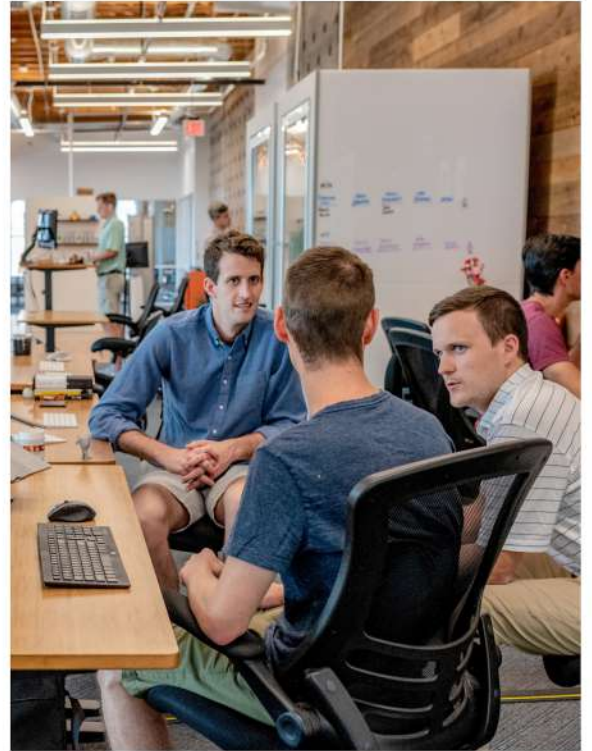
Michał Bernardelli
AI Expert at Addepto



STAGE 3: PoC

The next stage of AI consulting is delivering Proof of Concept which in the AI area means the very initial AI model trained on currently available data just to test whether the theoretical assumptions made during the two first stages were accurate.

In practice, the PoC (Proof of Concept) phase is an important part of the AI consulting discovery project. During this phase, the consulting team works closely with the client to demonstrate the feasibility and potential value of the AI solution.



The PoC phase typically involves the following steps:

STEP 1: Setting key success metrics

During this step, the consulting team works with the client to clearly define key metrics that will be used to measure the pilot project's success.

STEP 2: Data preparation

As the data sources have been identified during the first phases, the consulting team will work to prepare the data for use in the AI model. This may involve cleaning and organizing the data, ensuring data quality, and transforming the data into a format that can be used by the AI model.

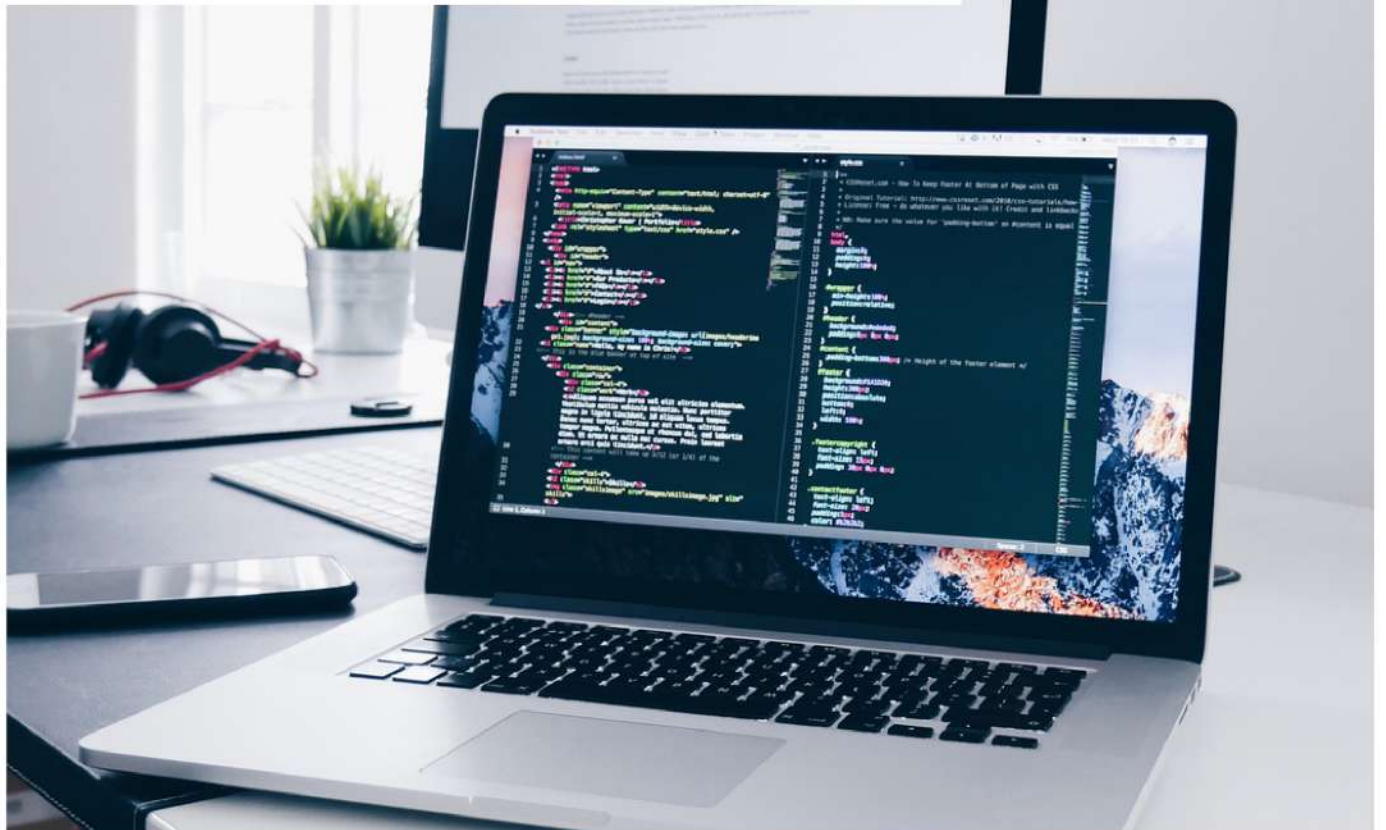
STEP 3: Model development

The consulting team will use the prepared data to develop an AI model to address the defined problem. This involves selecting the appropriate AI technology and tools, representing the model's architecture, and developing the algorithms needed for the model to function.

The PoC phase is critical for determining the viability of an AI solution and ensuring that it can deliver real value to the organization. By working closely with the client and using accurate data, the consulting team can identify potential roadblocks and refine the AI solution before moving on to the project's next phase.

The end result:

Detection of eventual obstacles and enhance the AI solution before proceeding to the subsequent project stage.





STAGE 4: Evaluation with business

During this phase, the consulting team presents **the results of the PoC** to the business stakeholders, including the AI model's performance metrics, strengths, and limitations. This presentation is an opportunity to explain the AI model's technical details, answer questions, and address any concerns or feedback from the stakeholders.

After the presentation, the consulting team works with the client to evaluate the effectiveness of addressing the defined business problem. The team and client will review the results of the PoC and compare them to the expected outcomes and business objectives.

The end result:

Evaluation of whether the PoC-delivered outcomes are in line with business needs.

STAGE 5: Deployment & solution finalization

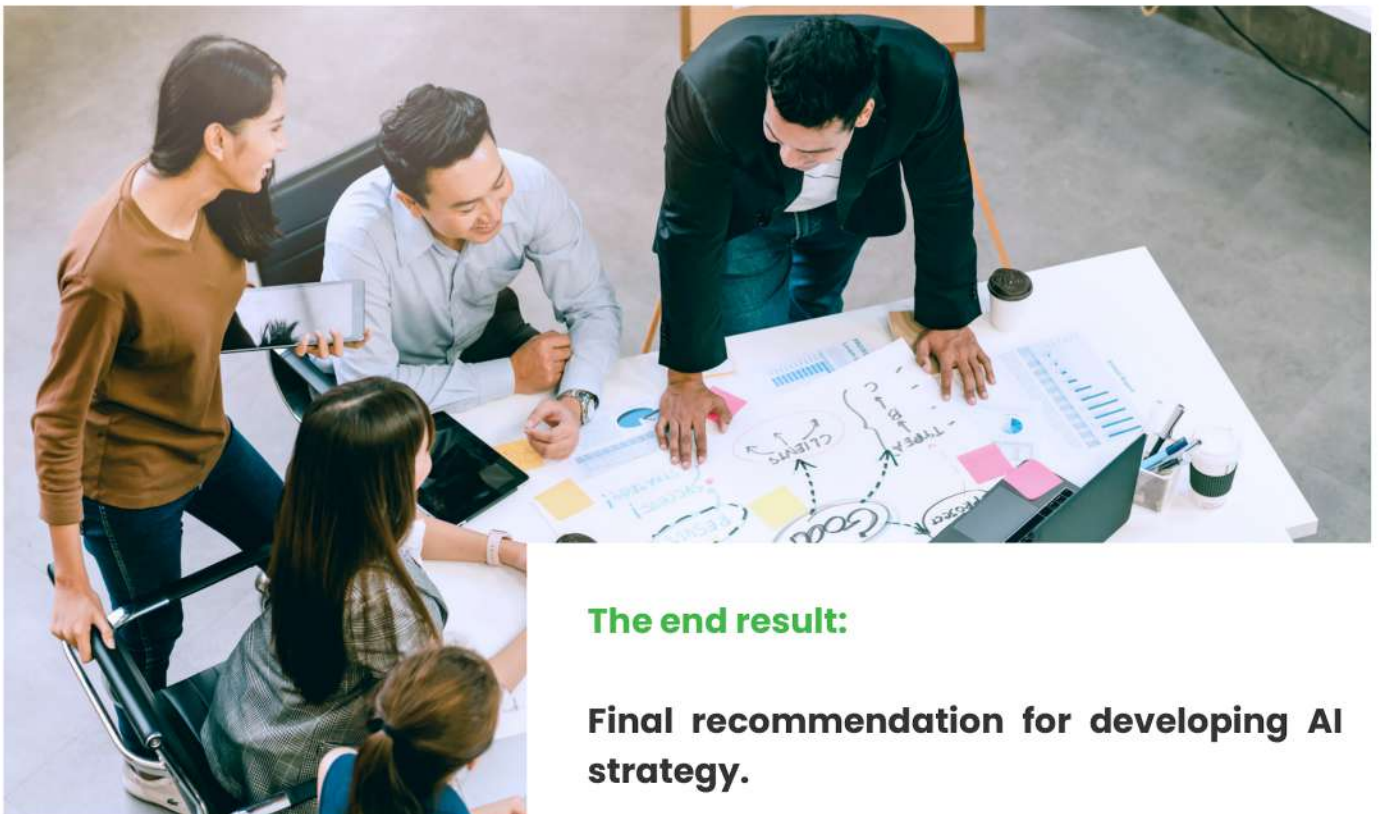
The last stage is developing an AI solution that can perform flawlessly under different conditions and scenarios. This involves using new or additional data to test the solution and confirm its effectiveness. Also, the AI consultants evaluate the solution's scalability, robustness, and accuracy.

Refinement and optimization

Based on the feedback and results of the evaluation, the consulting team will refine and optimize the AI solution to improve its performance. This may involve retraining the model, fine-tuning the parameters, or changing the model architecture.

Final recommendations

Finally, the consulting team will present the final recommendations that may include the best practices for deploying and integrating the AI solution into the client's business processes.



The end result:

Final recommendation for developing AI strategy.

Summary

The outcome of AI consulting services can vary depending on the specific goals and needs of the client, but - generally - it is aimed at helping businesses and organizations leverage AI technologies to improve their operations and achieve their strategic objectives by providing:

Assessment of "data readiness"

Evaluating the organization's data infrastructure and identifying gaps or limitations potentially blocking the implementation of AI solutions.

Development of AI strategy

Defining an AI strategy that aligns with the organization's goals and objectives means choosing the processes that might benefit the most from AI-driven improvements in terms of the overall company's performance and the dedicated tools.

Implementation roadmap

Providing a roadmap outlining the steps required to implement AI solutions by setting a budget and required resources.

Delivering PoC

Designing PoC of AI solutions - chatbots, recommendation systems, predictive analytics, or others - to check the initial assumptions' accuracy and provide stakeholders with proper justification for further investment.



About Addepto

Addepto is a consulting company focused on delivering cutting-edge AI and data-driven solutions. Our mission is to empower innovators to shape the future by adopting AI and data-driven solutions.

We offer various AI services representing a spectrum roadmap to production-grade AI solution deployment. **Don't feel discouraged to reach us; even if you are at the beginning of this trip, we will guide you through the intricacies of AI.**

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